



Directorate General of Systems and Data Management
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

Date: 2nd August 2022

Category: Customs
Issued by: ICEGATE

Subject: Advisory for Anonymised Escalation Mechanism (AEM) for delayed Bill of Entry under Faceless Assessment

CBIC has endeavored to provide an Anonymized Escalation Mechanism for ICEGATE registered users where they submit their grievance for delay in Bill of Entry clearance under faceless assessment. The delay in clearance would subsequently be escalated to the concerned Faceless Assessment Officers.

The Anonymised Escalation facility also enables users to track the status of grievances submitted by them till the eventual resolution.

Please note that grievance can be logged for delay in Bill of Entry clearance if the below criterias are met:

- a. There should be a minimum 24 hours gap after filing of BE for the registration of grievance request
- b. Grievance can be logged for Bill of Entries in which IGM number and date has been mentioned.

The following step wise guide is to be followed for logging a grievance and tracking a previously logged grievance through Anonymised Escalation Mechanism available post login on ICEGATE.



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Logging a grievance

1. Login through ICEGATE user portal.

Latest: per BE and by AEO importers. For details, please refer notification 80/2017-Customs (N.T.) *GSTIN wise Shipping Bill enquiry module is available at ICEGATE under login. *Att Last Updated : Jun 28, 2022

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2. Select “Taxpayer’s Grievance Application” and then click on “Register BE (Bill of Entry) Grievance”.

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Register BE Grievance
Users can register a grievance for BE

Track BE Grievance
Users can track the status of registered BE Grievances

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3. Enter Bill of Entry details and click on Submit button to create a grievance.

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Register BE Grievance

Grievance Application Details	
Issue	Delay in BE assessment *
BE Number	4470577 *
Port Code	INMAA1 *
BE Date	26-06-2021 *
Submit Reset	

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4. If the details match the specified criterias for grievance creation, a new grievance will be created and a grievance number shall be provided for tracking purpose. Otherwise appropriate error message will be generated.

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Grievance Details

Grievance No	Grievance Date	BE No	BE Date	Port Code	Grievance Status	BE Status
CBIC280620220819	28-06-2022	4470577	26-06-2021	INMAA1	OPEN	UNDER ASSESSMENT
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Tracking previously logged grievance status

Status of the registered grievance can be tracked by providing ICEGATE ID and either of the following:

- Bill of Entry details, including Bill of Entry number, Bill of Entry date and Port code
- Grievance number

1. Login through ICEGATE user portal.

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2. Select "Taxpayer's Grievance Application" and then click on "Track BE Grievance".

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3. Grievance status can be fetched either with grievance details or BE details. Click on search type drop down and select the search type.

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Track BE Grievance

Grievance Details	
Search Type	Grievance Details BE Details Grievance Details DD-MM-YYYY
Grievance No	
Grievance Date	
Search Reset	


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- i. Search by Grievance details:
 - a. Select Type as Grievance Details and enter Grievance Number and Grievance date and click on Submit

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Track BE Grievance

Grievance Details	
Search Type	Grievance Details BE Details Grievance Details DD-MM-YYYY
Grievance No	CBIC280620220819
Grievance Date	28-06-2022
Search Reset	


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b. Grievance status shall be shown as below:

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Grievance Details

Grievance No	Grievance Date	BE No	BE Date	Port Code	Grievance Status	BE Status
CBIC280620220819	28-06-2022	4470577	26-06-2021	INMAA1	OPEN	UNDER ASSESSMENT

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ii. Search by Bill of Entry details:

a. Select type as Bill of Entry (BE) details and enter Bill of Entry number , port code and date

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Track BE Grievance

Grievance Details

Search Type:

BE Number:

Port Code:

BE Date:

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b. Grievance status shall be shown as below

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Grievance Details

Grievance No	Grievance Date	BE No	BE Date	Port Code	Grievance Status	BE Status
CBIC280620220819	28-06-2022	4470577	26-06-2021	INMAA1	OPEN	UNDER ASSESSMENT
CBIC240620220799	24-06-2022	4470577	26-06-2021	INMAA1	CLOSED	ASSESSMENT COMPLETED

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