



**OFFICE OF THE COMMISSIONER OF CUSTOMS
(IMPORT-1)
NEW CUSTOM HOUSE, BALLARD ESTATE,
MUMBAI 400001**

DIN No 20220877000000888C84

PUBLIC NOTICE No. 27/2022

Sub: Anonymised Escalation Mechanism under Faceless Assessment

Kind reference is invited to Board Circular No. 14/2021 dated July 7th, 2021 regarding measures under Faceless Assessment for expediting Customs clearance.

2. In pursuance of the above Circular, an Anonymized Escalation Mechanism (AEM) has been operationalized at ICEGATE wherein an importer or a Customs Broker(CB) can raise a grievance in case of delay in assessment of a Bill of Entry, for escalation to the concerned Faceless Assessment Group, while maintaining anonymity of the officer and location where the B/E is pending for assessment. In this regard, detailed Advisory has been issued and uploaded on the ICEGATE website outlining step by step process for registration of grievance by the importers/CBs. The tickets raised will be routed to the Customs officers having VDN and ADN roles in ICES for monitoring and follow up. In this regard, the Additional Commissioner of Customs, TSK Section, Import-I, NCH has been nominated as Nodal Officer for the purpose of monitoring of Anonymized Escalation tickets under Faceless Assessment.

3. The flow of a particular grievance ticket in ICES will be as follows –

3.1 Once the grievance is registered successfully at ICEGATE, the grievance ticket details will be available anonymously to the concerned officers where the bill of entry is pending for assessment. In case the Bill of Entry is pending for assessment at FAG port, the grievance ticket details will be available with the officer having VDN role in ICES for the particular Group at the concerned FAG port. Similarly, in case the Bill of Entry is pending for assessment at port of import, the grievance ticket details will be available with the officer having ADN role in ICES at the port of Import.

3.2 In case a Bill of Entry is pending for assessment at FAG port and the grievance ticket is raised in the meanwhile, the grievance ticket details will be available with the VDN officer at FAG port. If the B/E is pushed to port of import or recalled by the port of import, the corresponding grievance ticket will get transferred from VDN role at FAG port to the ADN role at the port of import.

3.3 Therefore, the grievance ticket will flow with the Bill of Entry, if it is transferred. Therefore, at any given point in time, the VDN and ADN officers may monitor the pending grievances for action by the respective assessing officers.

4. For effective monitoring and follow up of AEM tickets by the VDN or ADN role, as the casemay be, option to view and see status of the particular Bill of Entry has been provided to the officers in their screen. Once the assessment is completed, the grievance ticket will be closed in System and will be removed from the screen of the officer. Further, the importer or the Customs broker will get the status of grievance ticket as Closed under ICEGATE grievance dashboard.


11/8/2022

(MANOJ KUMAR KEDIA)
Commissioner of Customs,
Import-I, NCH, Mumbai

Copy to :

- a. The Principal Chief Commissioner of Customs, Mumbai Zone-I
- b. The Principal Commissioner of Customs (G)
- c. The Commissioner of Customs (Audit)
- d. All Sections of Import-I/Import-II Commissionerate
- e. EDI Section for uploading of the same on Mumbai Customs Zone-I website