



OFFICE OF THE COMMISSIONER OF CUSTOMS (IMPORT-II)

APPRAISING MAIN SECTION, 1st FLOOR, OLD BUILDING
NEW CUSTOM HOUSE, BALLARD ESTATE, MUMBAI-400001

F.No. S/22-PN-13/2018 AM-II

Date: 02.11.2022

PUBLIC NOTICE: 38/2022

Subject: Anonymised Escalation Mechanism under Faceless Assessment -Reg.

Kind reference is invited to Board Circular No. 14/2021 dated 07.07.2021 regarding measures under Faceless Assessment for expediting Customs clearance.

2. In pursuance of the above Circular, an Anonymised 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 (Annexure-A) 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 Joint Commissioner of Customs, Appraising Main (Import - II) Section, NCH has been nominated as Nodal Officer in respect of Import-II Commissionerate, NCH and the Additional Commissioner of Customs, TSK, Import-I, NCH has been nominated as Nodal Officer in respect of Import-I Commissionerate, NCH for the purpose of monitoring Anonymized Escalation tickets under Faceless Assessment.

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

- i. 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 roles at the port of import.
- ii. 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.
- iii. 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 officer.

4. For effective monitoring and follow up of AEM tickets by the VDN or ADN role, as the case may 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.

Kiran

2-11-22

(Kiran Verma)

**Commissioner of Customs
Import-II, NCH, Mumbai Zone-I**

Copy to:

1. The Pr. Chief Commissioner of Customs, NCH, Mumbai Zone-I
2. The Commissioner of Customs, Import-I/Export/General, NCH.
3. All the concerned ADCs/JCs, NCH, Mumbai Zone-I.
4. EDI Section, for uploading on the official website.
5. Office Copy.