



[ESTD. 1962]

Federation of Freight Forwarders' Associations in India

National Apex Body of CUSTOMS BROKERS' ASSOCIATIONS IN INDIA

FFFAI/REP/ 032 /2021

08.04.2021

Mr. Anupam Prakash
ADG (ICEGATE)
Directorate General of System
Indirect Taxes & Customs
Central Revenue Building, I. P. Estate,
New Delhi – 110 102

Respected Sir,

We wish to bring to your kind notice that since past ten days Customs EDI System & ICEGATE is working very slow and erratically across the country. This is has resulted in following;-

- 1) Submission of bill of entry and shipping bills getting delayed
- 2) OTP generation for query reply getting delayed
- 3) Proxy error being received for login
- 4) IGM amendment for incorporating second IGD in case of part shipment not happening.
- 5) Examination order/ RMS instruction not being received along with Bill of Entry
- 6) After duty payment integration takes 2/3 hours in the evening
- 7) System is working very slow on Officers screen post 4 pm

We seek your kind intervention to resolve the above issue in Customs EDI System/ ICEGATE since this is delaying submission of bill of entry, processing in Customs and is results in levying of late submission fee and demurrage charges.

With Warm Regards,

Dushyant Mulani
Honorary Secretary

- CC: 1) Mr. Kshitij J. Jain - DD (ICES) - Directorate General of Systems,
2) ICEGATE Helpdesk
3) Saksham Seva
4) All Office Bearers of FFFAI

