



सीमा शुल्क आयुक्त का कार्यालय
OFFICE OF THE COMMISSIONER OF CUSTOMS
 बेंगलुरु नगर सीमा शुल्क
BENGALURU CITY CUSTOMS
 1, क्वींस रोड, केन्द्रीय राजस्व भवन, बेंगलुरु-560001
NO.1, QUEENS'S ROAD,
CENTRAL REVENUE BUILDING, BENGALURU-560001.

दूरभाष/ Phone:080-22864739

ईमेल/ E-mail: commr-citycusblr@gov.in

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सार्वजनिक नोटिस / सलाह संख्या 14/2024

Public Notice / Advisory No. 14/2024

विषय: CWC-CFS, HAL-CFS, और MARIGOLD-CFS में ICD व्हाइटफील्ड (INWFD6) के अंतर्गत कंटेनर लोड (LCL) कार्गो के लिए गुड्स रजिस्ट्रेशन (GR) प्रक्रिया - संबंधित

Subject: Goods Registration (GR) Process for Less than Container Load (LCL) Cargo at CWC-CFS, HAL-CFS, and MARIGOLD-CFS under ICD Whitefield (INWFD6) – regarding

This public notice is intended be in the nature of an advisory to inform all importers, authorized freight forwarders, custodians, customs brokers, and other relevant stakeholders operating within the jurisdiction of Bengaluru City Customs about the preliminary steps necessary to expedite the processing of Goods Registration (GR) for Less than Container Load (LCL) cargo.

We have observed a significant increase in requests related to GR process difficulties for LCL cargo at CWC-CFS, HAL-CFS, and MARIGOLD-CFS under ICD Whitefield (INWFD6). The primary reason for these difficulties has been identified as the non-filing of Local Import General Manifest (LIGM) by the freight forwarders and consolidators responsible for the cargo through EDI before the arrival of goods at the concerned CFS. To address these challenges and ensure the smooth processing and timely clearance of EXIM cargo, we strongly advise following the steps outlined below:

- 1) Filing of IGM Before Cargo Arrival at CFS:** For Less than Container Load (LCL) shipments, it is anticipated that the LIGM will be filed by the freight forwarder or consolidator responsible for the cargo. These parties should make every effort to ensure the timely filing of the Local Import General Manifest (LIGM) once the cargo is

dispatched to the concerned CFS. Ideally, the LIGM should be filed before the cargo arrives at the CFS under ICD Whitefield, as this step is crucial for enabling the importer or his agent to efficiently initiate the Goods Registration (GR) process.

- 2) **Assistance in filing of Import Arrival Message at ICEGATE by the Custodian:** If the Local Import General Manifest (LIGM) has been filed before the cargo arrives at the designated CFS and importers or CHAs encounter difficulties in completing the GR process independently, they should contact the respective CFS Custodian/ CCSP. Upon receiving the necessary documentation as per the provided checklist, the Custodian/ CCSP may extend appropriate assistance in filing the cargo import arrival message at ICEGATE to ensure a seamless process.
- 3) **Check Acknowledgment Status:** Upon completion of the Filing of Import Arrival Message at ICEGATE by the Custodian (CCSP), the custodian shall establish a mechanism to inform importers or CHAs of the receipt of an acknowledgment from ICEGATE. Importers or CHAs are advised to verify with the CCSP that this acknowledgment confirms successful processing of the import arrival message and readiness for subsequent steps. Ensuring that this acknowledgment is received before proceeding with the GR process is crucial for avoiding delays and for facilitating the necessary documentation and processing.
- 4) **Accessible Acknowledgment Process:** The Custodian should ensure that a transparent and easily accessible process is in place for importers or CHAs to check the acknowledgment status of their import arrival messages. This may include providing access to an online portal or database for tracking message statuses or designating a specific contact point within the CFS for inquiries. This approach will help streamline communication and ensure that stakeholders can promptly verify the status of their messages.
- 5) **Rectify Errors:** Should any clerical errors or issues arise with the acknowledgment status, such as SMTP errors, the Custodian (CCSP) should initiate prompt corrective steps to address these issues. The custodian will attempt rectifying the errors and resubmitting the corrected cargo arrival message to ICEGATE. Once a successful acknowledgment is received from ICEGATE, importers or CHAs may proceed with the Goods Registration (GR) process using their ICEGATE credentials.
- 6) **Manual GR Requests:** Should any difficulties or challenges arise in completing the aforementioned steps, and if the Goods Receipt (GR) process cannot be executed despite following the prescribed procedures, importers or CHAs are to submit a formal request (along with relevant details) to the concerned Shed Deputy or Assistant Commissioner of Customs for manual GR processing. This request must be endorsed by the relevant CFS Custodian and include the following details:
 - a) ICEGATE Import Arrival Message Acknowledgment error code;
 - b) Date of arrival of the cargo at the CFS;
 - c) Location of the cargo within the CFS.

This process ensures that any unresolved issues are addressed appropriately and facilitates the completion of the GR process.

- 7) The Deputy or Assistant Commissioner of Customs will ensure that any unresolved system-related errors affecting the Goods Registration (GR) process for LCL cargo are promptly escalated to the Deputy Director, DG Systems. The Joint/Additional Commissioner, ICD Whitefield, will follow up on these issues with DG Systems and keep the Commissioner of Customs informed about the progress and resolution.
- 8) Should there be any challenges or difficulties in implementing this public notice, please bring them to the attention of the undersigned. This notice shall also be considered a Standing Order for the guidance of all officers and staff involved.
- 9) For any queries or further assistance, please contact the Helpdesk at icegatehelpdesk@icegate.gov.in , and kindly copy icd-bengalurucustoms@gov.in .

**COMMISSIONER OF CUSTOMS
BENGALURU CITY CUSTOMS**

Copy for information to:

- 1) The Chief Commissioner of Customs, Bengaluru Zone.
- 2) The Additional Commissioner of Customs, ICD, Whitefield, Bengaluru.
- 3) The Deputy Commissioner (Systems) for uploading on the Bengaluru Customs Website.
- 4) All persons as per mailing list.
- 5) Notice Board.