

USER MANUAL

REGISTRATION ON ICEGATE_{2.0}

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Suggestion to make the present manual more user-friendly and result oriented, are welcome.

Table of Contents

1. Getting Started	4
2. Brief about the User Manual	4
3. Overview	4
4. Abbreviations	5
5. About User Registration	6
5.1 Roles Eligible for Registration on ICEGATE	6
6. How to Start	7
7. Registration Process	8
7.1 Pre-requisites for User Registration	8
7.2 How the Users Should Register	8
7.2.1 Selecting a Role	9
7.2.2 Verification of GSTIN Details	10
7.2.3 Selecting Contact Details	10
7.2.4 Verification of User Details	11
7.2.4.1 Verification of Mobile Number	11
7.2.4.2 Verification of Email ID	12
7.2.5 Generation of Reference ID	13
7.2.6 Process for Role Registration	14
7.2.6.1 Proceeding to Role Registration	14
7.2.6.2 Role Registration Form	15
7.2.6.3 Saving the Application Form as Draft	16
7.2.6.4 Form Submission	17
7.3 Registering using Reference ID	18
7.3.1 Verification of Reference ID	18
7.3.2 Verification of Details using Mobile Number	19
7.3.3 Verification of Details using Email-ID	20
8. Annexures	22
8.1 Annexure A–Registration Documents checklist	22
8.2 Annexure B–Guidelines for Registering on ICEGATE	23
8.2.1 General Guidelines	23
8.2.2 Specific Guidelines	23
8.2.3 Annexure C – Sample Formats for Board Resolution & Authorization Letter ..	25
9. Contact Us	27

1. Getting Started

Welcome to the User Manual of ICEGATE_{2.0} 'Registration' functionality. The manual offers a detailed account of all the features incorporated in the functionality and explains the steps involved in completing the registration on ICEGATE_{2.0}.

2. Brief about the User Manual

Purpose

The user manual is designed to provide step by step illustration of all the steps that are in corporate in the Registration process.

Intended Audience

This user manual is intended for use by all the stakeholders who wish to avail services of the ICEGATE portal. The business/roles that are allowed registration on ICEGATE are listed in Para 5.1 of this manual.

3. Overview

The new registration module of ICEGATE aims at simplifying the overall process of completing registration at ICEGATE for accessing ICEGATE Dashboard and availing the services therein. During the process, few key details such as GSTIN, PAN etc. will be validated online and users will be required to provide minimal details for obtaining the registration. Once the process is completed, users are provided with a system generated ICEGATE ID and password for accessing the ICEGATE dashboard.

Kindly go through this manual and follow the step-by-step process for completing your registration.

4. Abbreviations

Sr. No.	Term/Acronym	Description
1.	CBIC	▪ Central Board of Indirect Taxes and Customs
2.	CHA	▪ Customs House Agent
3.	CTO	▪ Container Train Operator
4.	DGFT	▪ Directorate General of Foreign Trade
5.	DSC	▪ Digital Signature Certificate
6.	ECCS	▪ Express Cargo Clearance System
7.	GSTN	▪ Goods and Services Tax Network
8.	GSTIN	▪ Goods and Services Tax Identification Number
9.	ICEGATE	▪ Indian Customs Electronic Data Interchange(EDI) Gateway
10.	ICES	▪ Indian Customs EDI System
11.	IEC	▪ Import Export Code
12.	NVOCC	▪ Non-Vessel Owning Common Carrier
13.	OTP	▪ One Time Password
14.	PAN	▪ Permanent Account Number
15.	PGA	▪ Participating Government Agency
16.	SEZ	▪ Special Economic Zones
17.	UIN	▪ Unique Identification Number

5. About User Registration

The new ICEGATE_{2.0} provides access to two types of users—the External Users i.e., Trade users such as Customs Brokers, Shipping Lines, etc. including Participating Government Agencies (PGAs) and the Internal Users of CBIC i.e., ICEGATE officials. In this manual the registration process for the External Users only are being discussed.

The Login ID (i.e., ICEGATE ID) and Password will be assigned by the approving authority of ICEGATE on completion of the registration process.

5.1 Roles Eligible for Registration on ICEGATE

The following External Users are eligible to apply for ICEGATE registration:

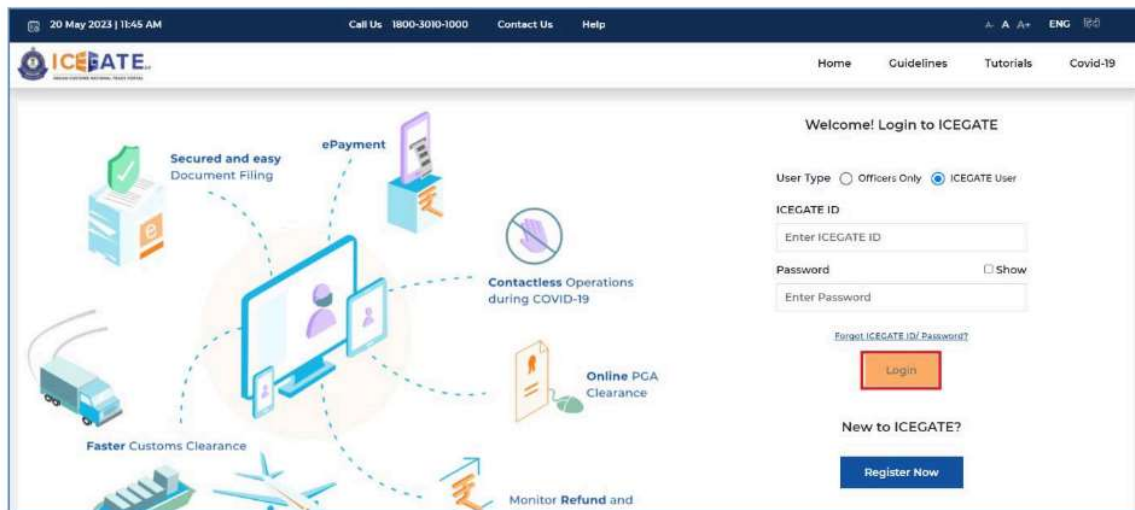
Sl. No.	Name of Role
1.	Airline
2.	Authorized Terminal Operator
3.	Console Agent
4.	Customs Broker(CHA)
5.	Custodian
6.	E-Seal Vendor
7.	PGA's
8.	Non-IEC Holder / UIN Holder
9.	Freight Forwarder
10.	Importer/Exporter
11.	NVOCC
12.	Shipping Line
13.	Shipping Agent
14.	Container Train Operator(CTO)
15.	ECCS
16.	Special Economic Zones(SEZ)Entity

6. How to Start

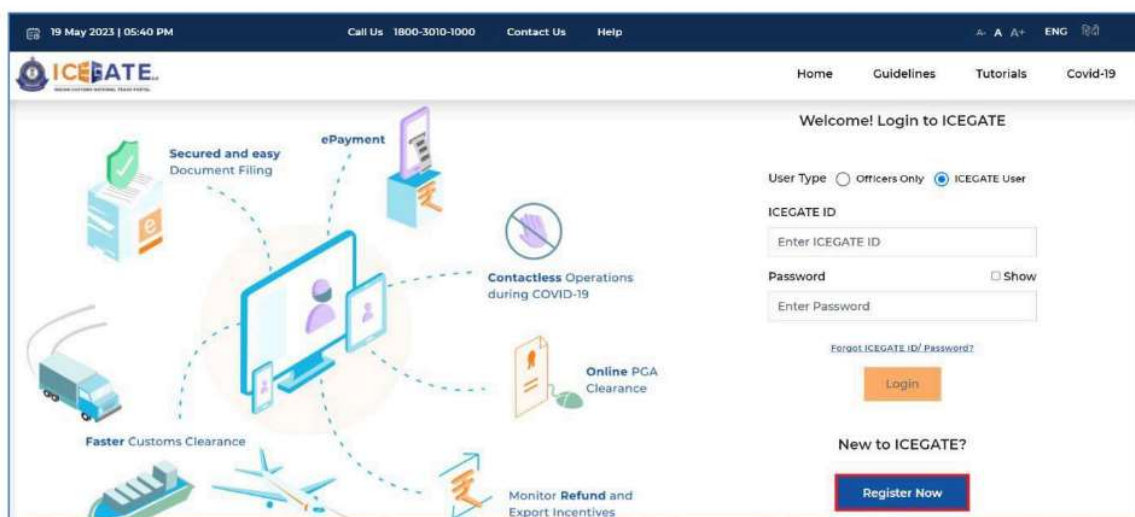
Please follow the steps enumerated for obtaining a new registration on ICEGATE portal.

Step-1

- Kindly note, existing users of ICEGATE (i.e., users already registered on ICEGATE_{1.0}) are not required to obtain a fresh registration. The user can directly login by providing their ICEGATE ID and Password without having to register again. In such cases, the '**User Type**' that needs to be selected shall be '**ICEGATE User**'.



- For new registrations, click on the **<Register Now>** button outlined in red as shown in the screen below.



7. Registration Process

The registration process has five key sections that are as follows-

1. Role Selection
2. Verification of GSTIN Details
3. Verification of User Details
4. Verification of Mobile and Email address
5. Filling and Submission of the Role Registration Form

These sections are divided into simple steps and are explained below:

7.1 Pre-requisites for User Registration

- The user's Email ID registered with GSTN (and DGFT in case of Importers/Exporters)
- The user's Mobile Number registered with GSTN (and DGFT in case of Importers/Exporters).

- **Key documents/information required for registration:** The user must keep a self-attested soft copy of the commercial license (e.g., IE Code, Shipping Line License, CHA license, etc.) ready. Additionally, the authorized representative (Parent user) must keep these details handy: valid PAN, Aadhaar (linked with Digi-locker), DSC and a self-attested soft copy of authorization letter issued by the organization for conducting business on ICEGATE.
- The name entered in the registration form must match with the name in PAN records.
- Kindly refer to **Annexure-A** for a detailed list of documents required for each role.
- Additionally, users must also refer to **Annexure-B** wherein general guidelines pertaining to the registration process are provided for user's ease.

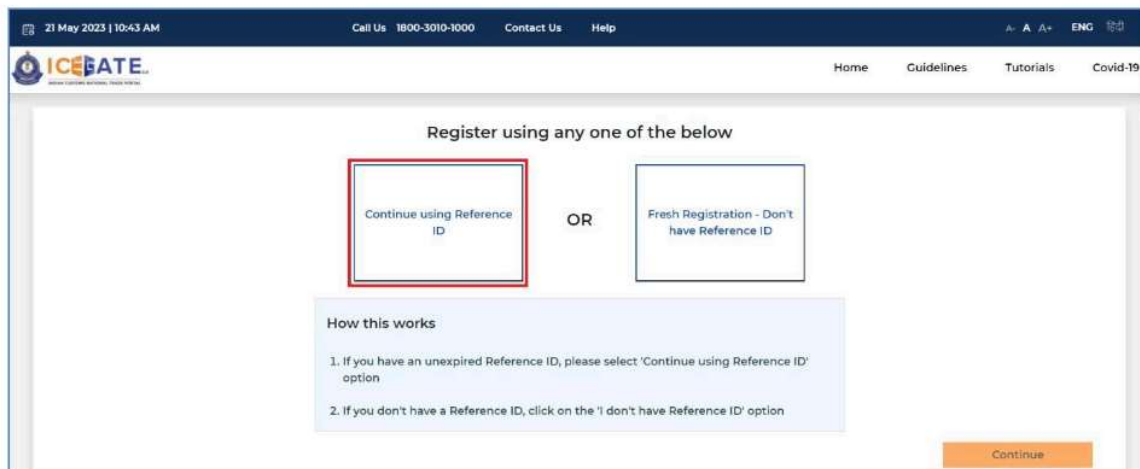
7.2 How the Users Should Register

For new/ fresh registration where Reference ID is not generated, the user should click on the '**Fresh Registration-Don't have Reference ID**' option and click on the **<Continue>** button.



The screenshot shows the ICEGATE registration interface. At the top, there's a header with the date '21 May 2023 | 10:43 AM', contact information, and navigation links. Below the header, the main heading is 'Register using any one of the below'. There are two options: 'Continue using Reference ID' and 'Fresh Registration - Don't have Reference ID'. The 'Fresh Registration' option is highlighted with a red rectangular box. Below these options, a section titled 'How this works' provides instructions: '1. If you have an unexpired Reference ID, please select 'Continue using Reference ID' option' and '2. If you don't have a Reference ID, click on the 'I don't have Reference ID' option'. At the bottom right, there is an orange 'Continue' button.

- If the user has an unexpired Reference ID, he/she should click on the '**Continue using Reference ID**' option.



This screenshot is similar to the previous one, showing the same ICEGATE registration interface. However, in this instance, the 'Continue using Reference ID' option is highlighted with a red rectangular box, while the 'Fresh Registration' option is not. The rest of the page content, including the 'How this works' section and the 'Continue' button, remains the same.

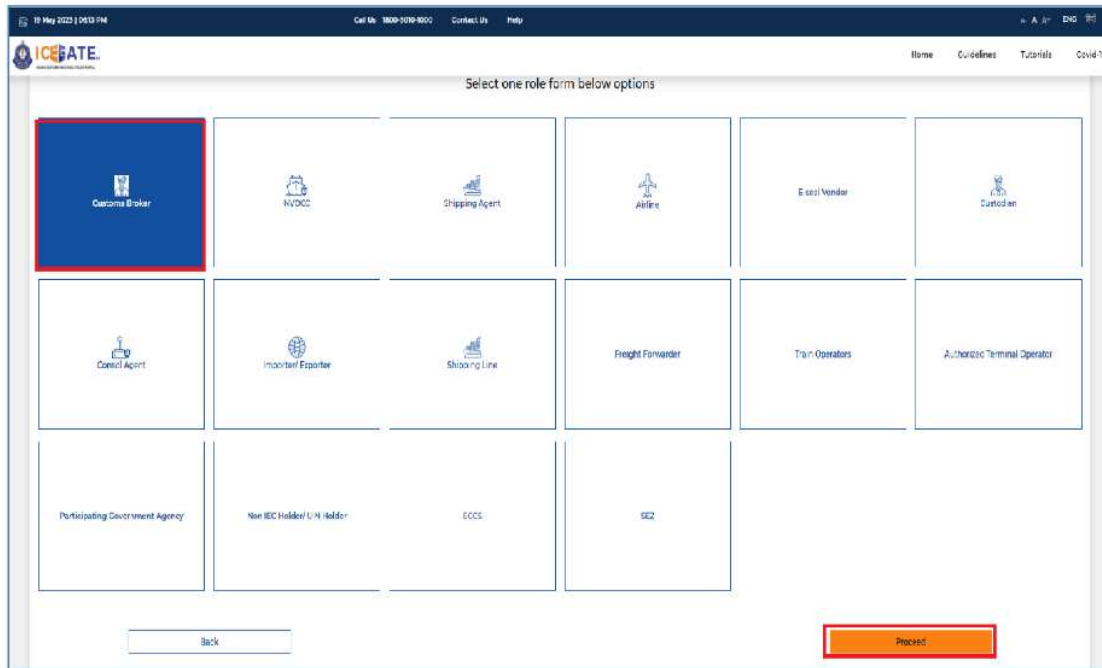
7.2.1 Selecting a Role

Date:

















9 | Page

Version 1.01

On clicking the <**Continue**> button, the system will display the set of options from which from which the user can select the requisite **Role** and then he/she should click on the <**Proceed**> button.



The screenshot shows the ICEGATE portal interface. At the top, there is a header bar with the date '19 May 2022 | 06:13:14', contact information, and navigation links. Below the header, the main content area is titled 'Select one role from below options'. It displays a grid of 18 role options, each with an icon and a label. The 'Customs Broker' role is highlighted with a red border. At the bottom of the grid, there are two buttons: 'Back' and 'Proceed'.

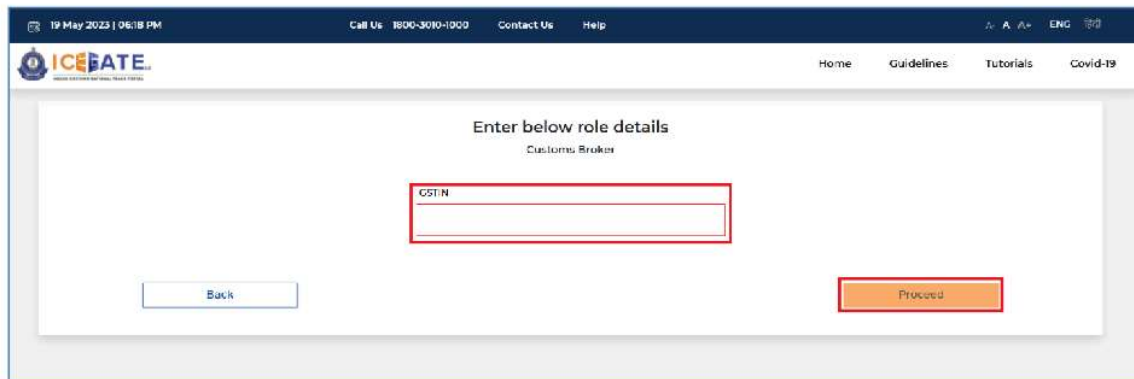
Select one role from below options					
 Customs Broker	 KVOC	 Shipping Agent	 Airline	 E-sell Vendor	 Custodian
 Control Agent	 Importer/Exporter	 Shipping Line	 Freight Forwarder	 Train Operators	 Authorized Terminal Operator
 Participating Government Agency	 New IEC Holder/ L/H Holder	 ECCS	 SEC		

Back Proceed

7.2.2 Verification of GSTIN Details

On clicking the **<Proceed>** button, the user will need to enter and verify the GSTIN. In case of an Importer/Exporter, the system will also ask for a valid IEC.

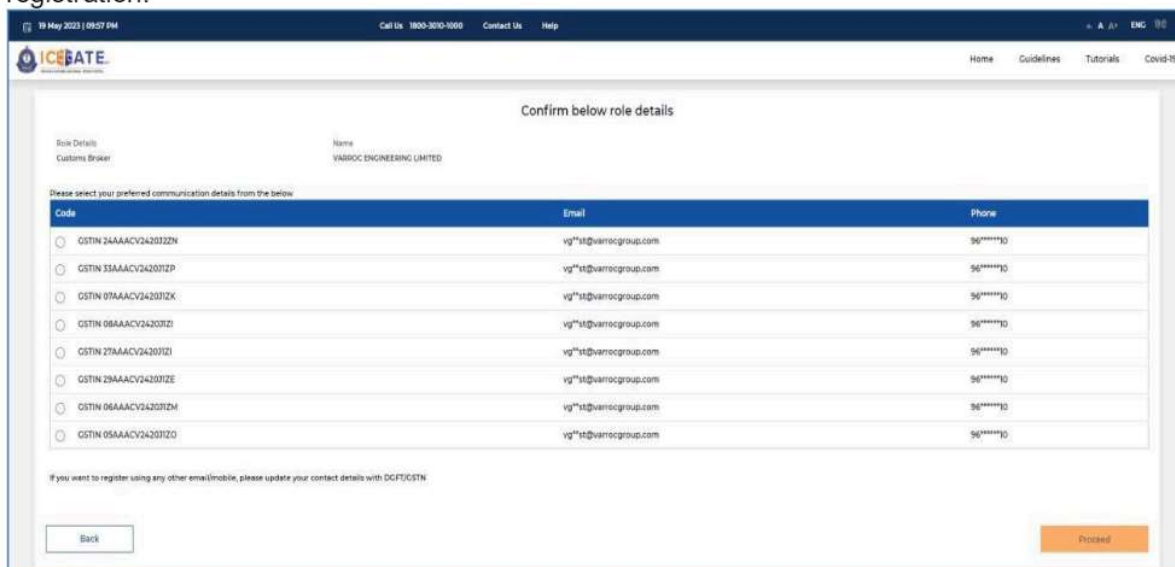
- On successful validation, the user will be able to click on the **<Proceed>** button.
- The user can go to the previous page by clicking on the **<Back>** button.



7.2.3 Selecting Contact Details

On clicking the **<Proceed>** button, the system fetches the contact details available in GSTN/DGFT records. The user can then select any of the contact details listed and **<Proceed>**. The selected contact details would be used for authenticating all the transactions and communications in ICEGATE.

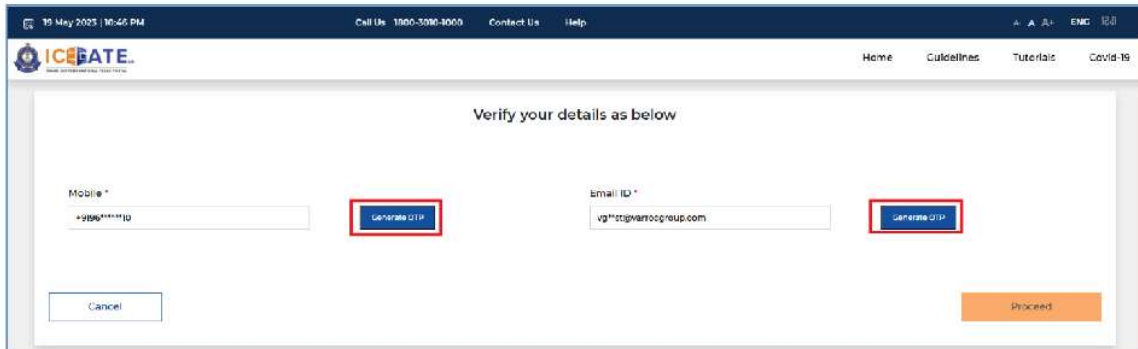
In case the user does not wish to proceed with any of the contact details listed in this screen and would like to obtain registration using any other email/phone no., then he/she should update the contact details in GSTN (DGFT in case of Importer/Exporter) and then try again for ICEGATE registration.



Code	Email	Phone
<input type="radio"/> GSTIN 24AAACV2420322N	vg**st@varrogroup.com	96*****10
<input type="radio"/> GSTIN 33AAACV242012P	vg**st@varrogroup.com	96*****10
<input type="radio"/> GSTIN 07AAACV242032K	vg**st@varrogroup.com	96*****10
<input type="radio"/> GSTIN 08AAACV242037Z	vg**st@varrogroup.com	96*****10
<input type="radio"/> GSTIN 27AAACV242032I	vg**st@varrogroup.com	96*****10
<input type="radio"/> GSTIN 29AAACV242012E	vg**st@varrogroup.com	96*****10
<input type="radio"/> GSTIN 06AAACV242032M	vg**st@varrogroup.com	96*****10
<input type="radio"/> GSTIN 05AAACV242012O	vg**st@varrogroup.com	96*****10

7.2.4 Verification of User Details

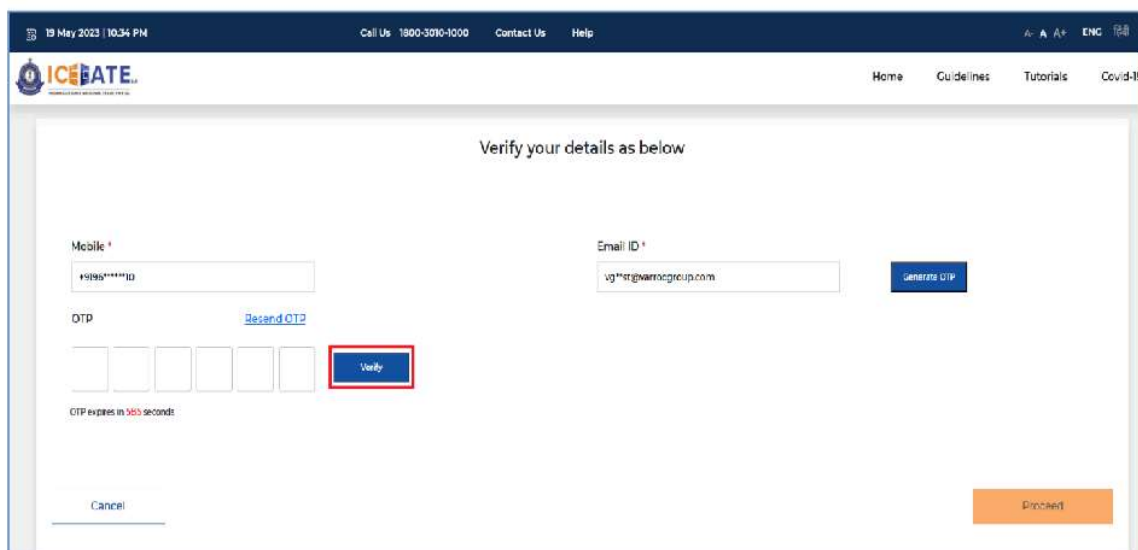
On clicking the **<Proceed>** button, the system will display the screen to verify the selected Phone Number and email ID.



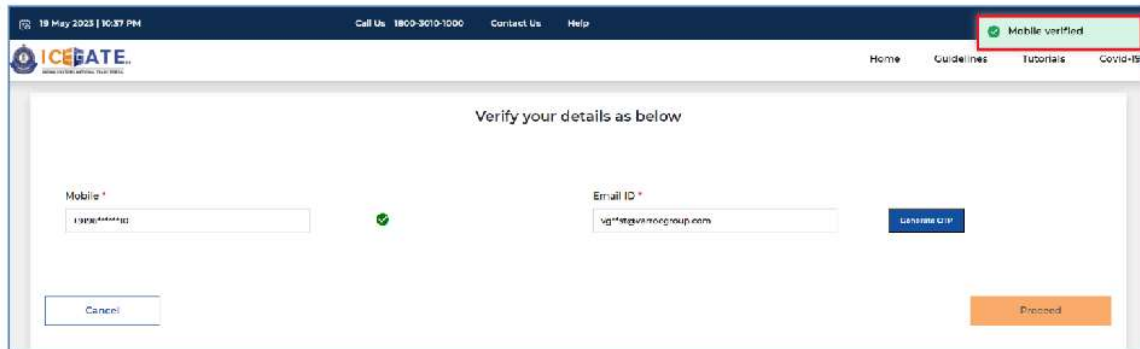
7.2.4.1 Verification of Mobile Number

For authenticating the mobile number, the user should click on the **<Generate OTP>** button under the '**Mobile**' option. A six-digit OTP will be generated and sent to the user's mobile number.

- If the OTP is invalid, an error message would be displayed.
- In case of not receiving the OTP verification code, the user should click on **<Resend OTP>** option as displayed in the screen below.
- The user should validate the received OTP within a set interval of 600 seconds. Else, the OTP will expire.



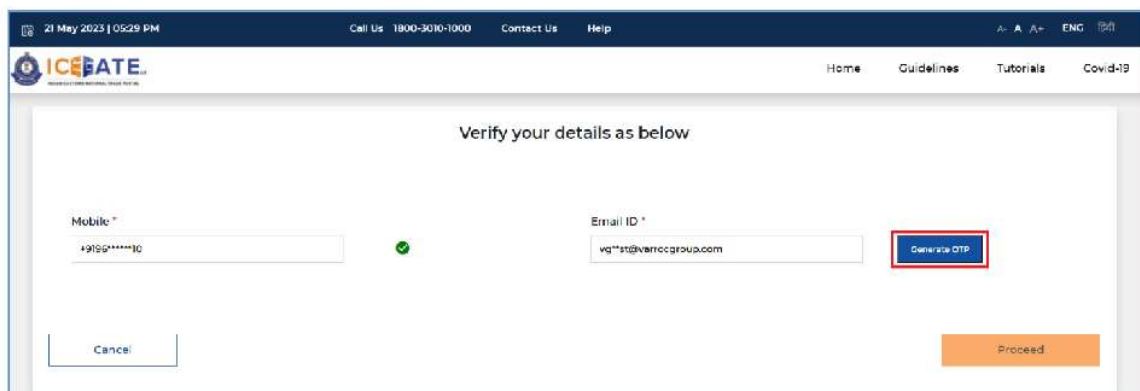
On successful verification of OTP, the system will display the message “**Mobile Verified**” on the screen.



The screenshot shows the ICEGATE portal interface. At the top, there is a header with the date and time (19 May 2023 | 10:37 PM), contact information (Call Us: 1800-3010-1000), and navigation links (Home, Guidelines, Tutorials, Covid-19). A green notification box in the top right corner displays "Mobile verified" with a green checkmark. The main content area is titled "Verify your details as below" and contains two input fields: "Mobile *" with a green checkmark and "Email ID *" with the value "vg**st@vsnlgroup.com". Below the "Email ID *" field is a blue button labeled "Generate OTP". At the bottom left is a "Cancel" button, and at the bottom right is a "Proceed" button.

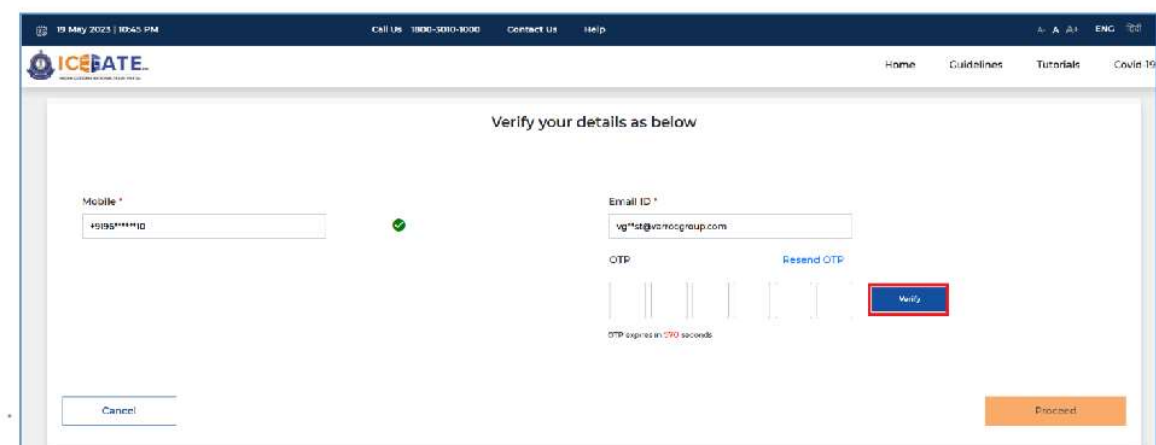
7.2.4.2 Verification of Email ID

Similarly, on clicking the <**Generate OTP**> button against the Email ID, a six-digit OTP would be generated and sent to the user's Email address.



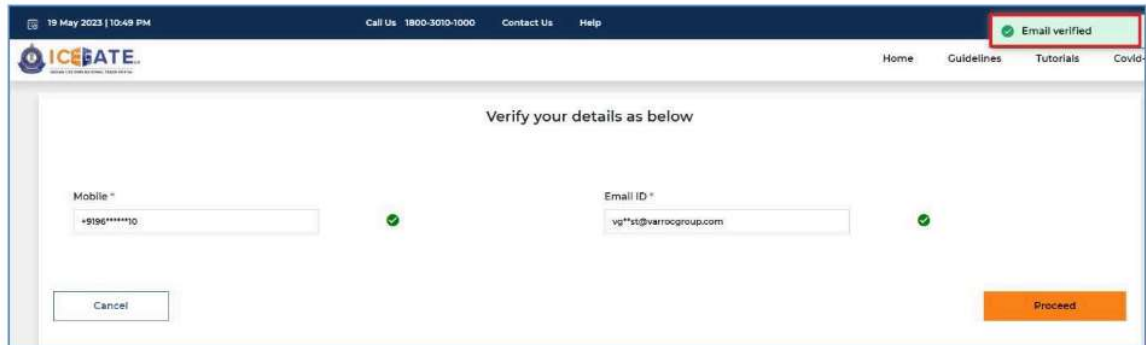
The screenshot shows the ICEGATE portal interface. The header is the same as the previous screenshot. The main content area is titled "Verify your details as below" and contains two input fields: "Mobile *" with a green checkmark and "Email ID *" with the value "vg**st@vsnlgroup.com". Below the "Email ID *" field is a blue button labeled "Generate OTP" which is highlighted with a red box. At the bottom left is a "Cancel" button, and at the bottom right is a "Proceed" button.

- If the OTP is invalid, an error message would be displayed.
- In case of not receiving the OTP verification code, the user should click on <**Resend OTP**> option as displayed in the screen below.
- The user should validate the received OTP within a set interval of 600 seconds. Else, the OTP will expire.



The screenshot shows the ICEGATE portal interface. The header is the same as the previous screenshots. The main content area is titled "Verify your details as below" and contains two input fields: "Mobile *" with a green checkmark and "Email ID *" with the value "vg**st@vsnlgroup.com". Below the "Email ID *" field is an "OTP" input field with a "Resend OTP" link. Below the "OTP" field is a "Verify" button highlighted with a red box. A timer below the "OTP" field indicates "OTP expires in: 120 seconds". At the bottom left is a "Cancel" button, and at the bottom right is a "Proceed" button.

On successful verification of OTP, the system will display the message “**Email Verified**” on the screen.



19 May 2023 | 10:49 PM

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Home Guidelines Tutorials Covid-19

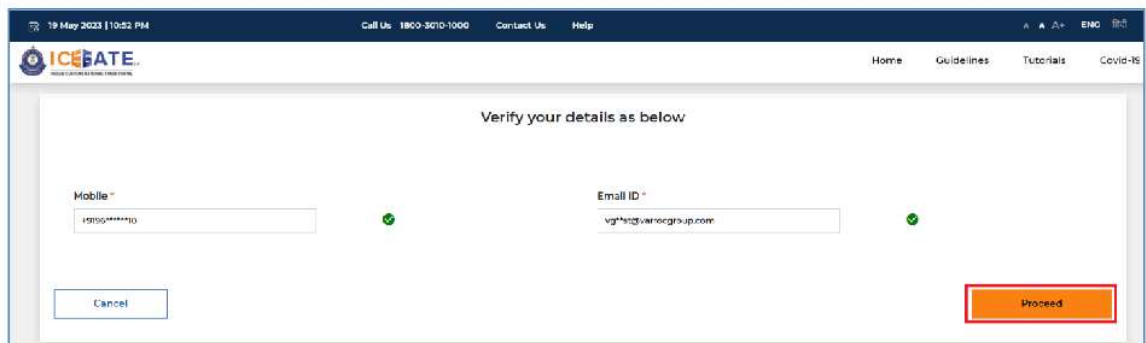
Email verified

Verify your details as below

Mobile * ✓

Email ID * ✓

Click on the <**Proceed**> button.



19 May 2023 | 10:52 PM

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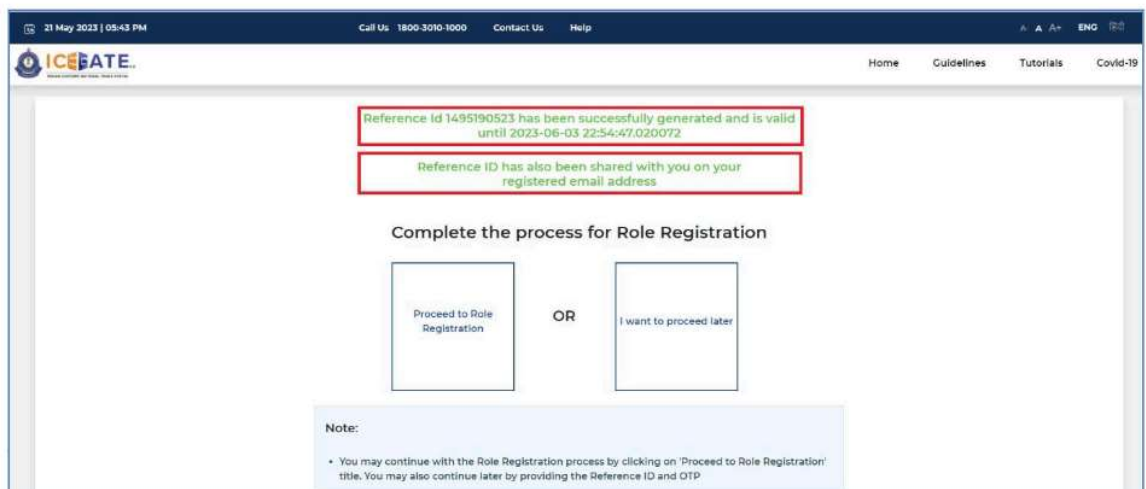
Verify your details as below

Mobile * ✓

Email ID * ✓

7.2.5 Generation of Reference ID

- After OTP validation is completed click on the <**Proceed**> button, the system will generate a **Reference ID** along with its expiry date (valid for 15 days).
- In case the user does not complete the remaining steps within the expiry date, the process of generation of Reference ID will need to be performed again.
- The system will send the generated Reference ID to the registered Email ID of the user.



21 May 2023 | 05:43 PM

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Reference id 1495190523 has been successfully generated and is valid until 2023-06-03 22:54:47.020072

Reference ID has also been shared with you on your registered email address

Complete the process for Role Registration

OR

Note:

- You may continue with the Role Registration process by clicking on 'Proceed to Role Registration' title. You may also continue later by providing the Reference ID and OTP

7.2.6 Process for Role Registration

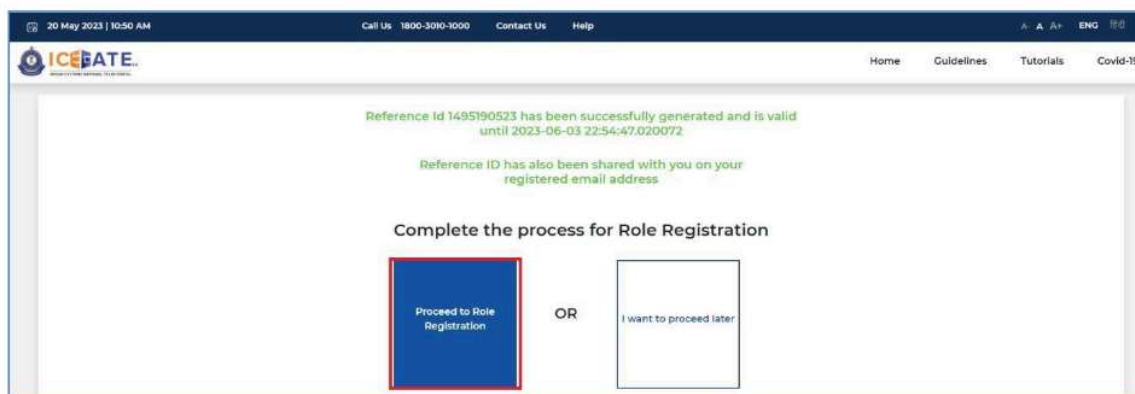
After completing the previous step, the users will have two options to complete the role registration process on ICEGATE:

1. The user can continue with the role registration process by clicking on the '**Proceed to Role Registration**' button.
2. The user can continue the role registration process later by clicking the '**I want to process later**' button.

Whenever the user needs to proceed with the process of registration, he/she will have to select the option '**Continue using Reference ID**' as shown in Para 7.2 of this advisory. The system will ask the Reference ID and authenticate the user using OTP on email/mobile.

7.2.6.1 Proceeding to Role Registration

To continue the process of role registration, the user needs to click on the '**Proceed to Role Registration**' option and the system will display the following screen:

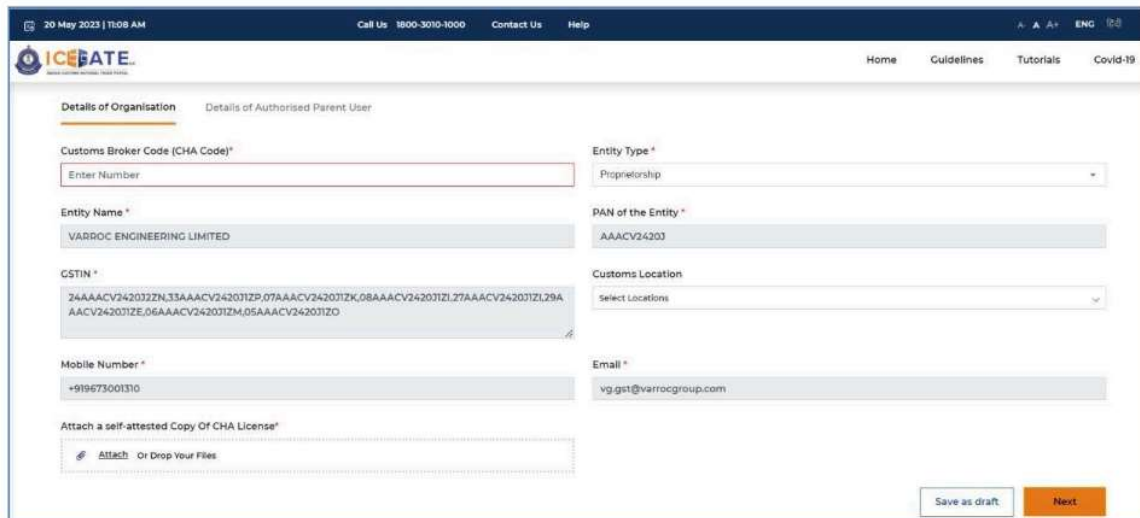


7.2.6.2 Role Registration Form

On selecting the above option, the system will display the role registration form to be filled by the user. The displayed form has two segments namely:

1. Details of Organization
2. Details of Authorized Parent User

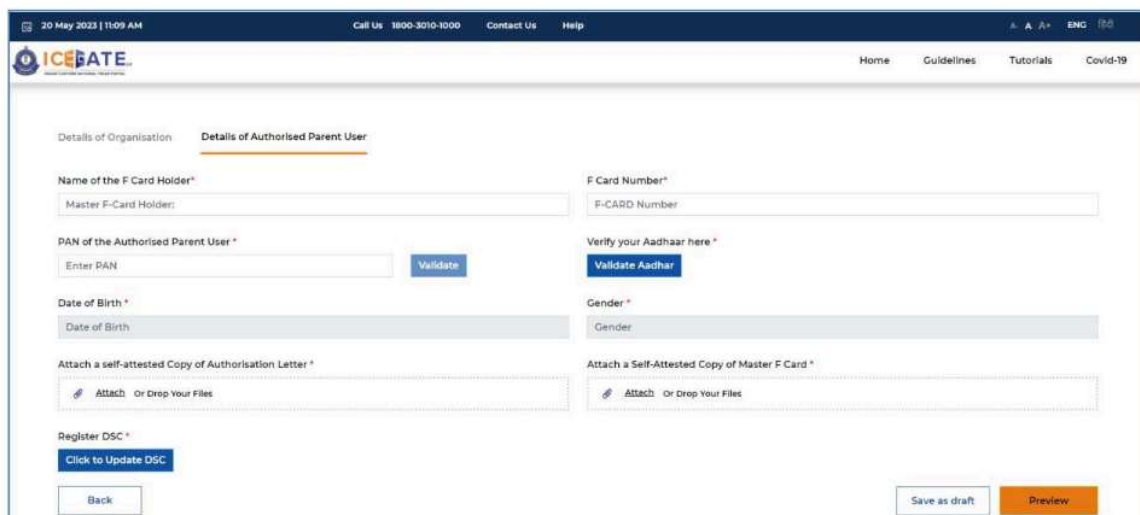
The user will have to provide the details of all mandatory fields(*) in both the Segments and upload the necessary documents.



The screenshot shows the 'Details of Organisation' segment of the role registration form. The form includes the following fields and sections:

- Customs Broker Code (CHA Code)*:** A text input field with the placeholder 'Enter Number'.
- Entity Type*:** A dropdown menu with 'Proprietorship' selected.
- Entity Name*:** A text input field containing 'VARROC ENGINEERING LIMITED'.
- PAN of the Entity*:** A text input field containing 'AAACV24203'.
- GSTIN*:** A text input field containing '24AAACV242032ZN,33AAACV242031ZP,07AAACV242031ZK,08AAACV242031ZL,27AAACV242031ZL,29AAACV242031ZE,06AAACV242031ZM,05AAACV242031ZO'.
- Customs Location:** A dropdown menu with 'Select Locations' selected.
- Mobile Number*:** A text input field containing '+919673001310'.
- Email*:** A text input field containing 'vg.gst@varrogroup.com'.
- Attach a self-attested Copy Of CHA License*:** A section with an 'Attach' button and 'Or Drop Your Files' text.
- Buttons:** 'Save as draft' and 'Next' buttons at the bottom right.

Click on the <Next> button.



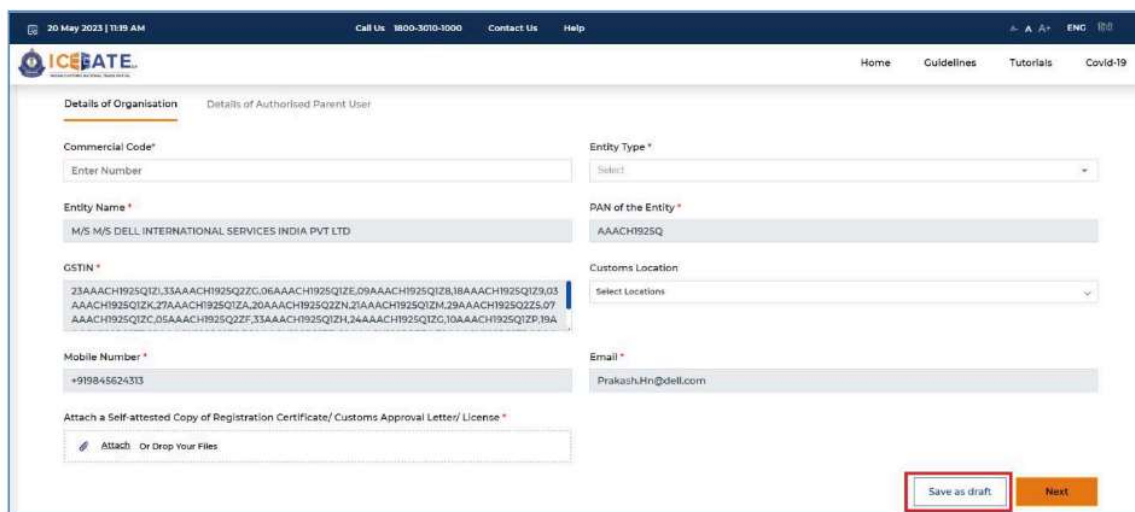
The screenshot shows the 'Details of Authorised Parent User' segment of the role registration form. The form includes the following fields and sections:

- Name of the F Card Holder*:** A text input field with the placeholder 'Master F-Card Holder:'.
- F Card Number*:** A text input field with the placeholder 'F-CARD Number'.
- PAN of the Authorised Parent User*:** A text input field with the placeholder 'Enter PAN' and a 'Validate' button.
- Verify your Aadhaar here*:** A section with a 'Validate Aadhar' button.
- Date of Birth*:** A text input field with the placeholder 'Date of Birth'.
- Gender*:** A text input field with the placeholder 'Gender'.
- Attach a self-attested Copy of Authorisation Letter*:** A section with an 'Attach' button and 'Or Drop Your Files' text.
- Attach a Self-Attested Copy of Master F Card*:** A section with an 'Attach' button and 'Or Drop Your Files' text.
- Register DSC*:** A section with a 'Click to Update DSC' button.
- Buttons:** 'Back', 'Save as draft', and 'Preview' buttons at the bottom.

- The user can choose to save partially filled form as a draft for completing it later by clicking on the **<Save as Draft>**, button. The saved form will be available by providing Reference ID and OTP sent on Email/mobile as explained in Para 7.2.6.3.
- **!!Action** The user can view the filled form by clicking on the **<Preview>** button. This will show a preview of the form filled by the user.
- **!!Action** The user can go back to the previous page by clicking on the **<Back>** button.

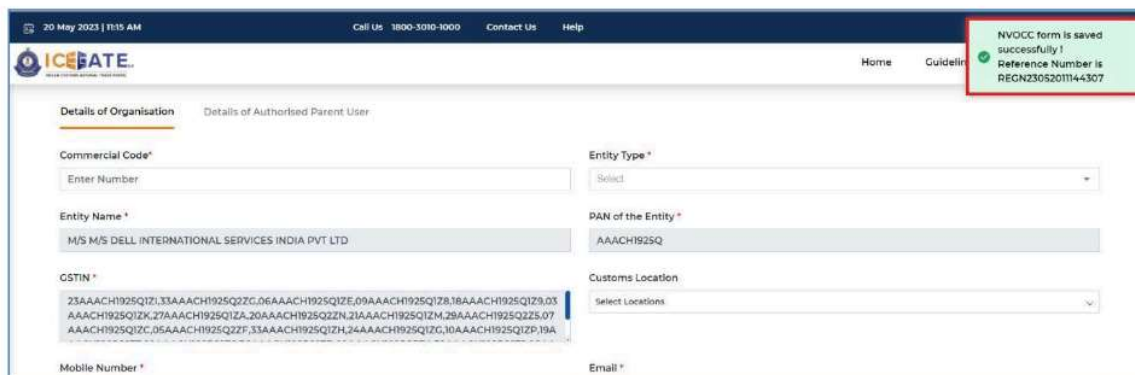
7.2.6.3 Saving the Application Format as Draft

- The user can save the form in draft mode till submission. The user needs to click on the button **<Save as Draft>** and the application filed by the user would be saved in draft mode.



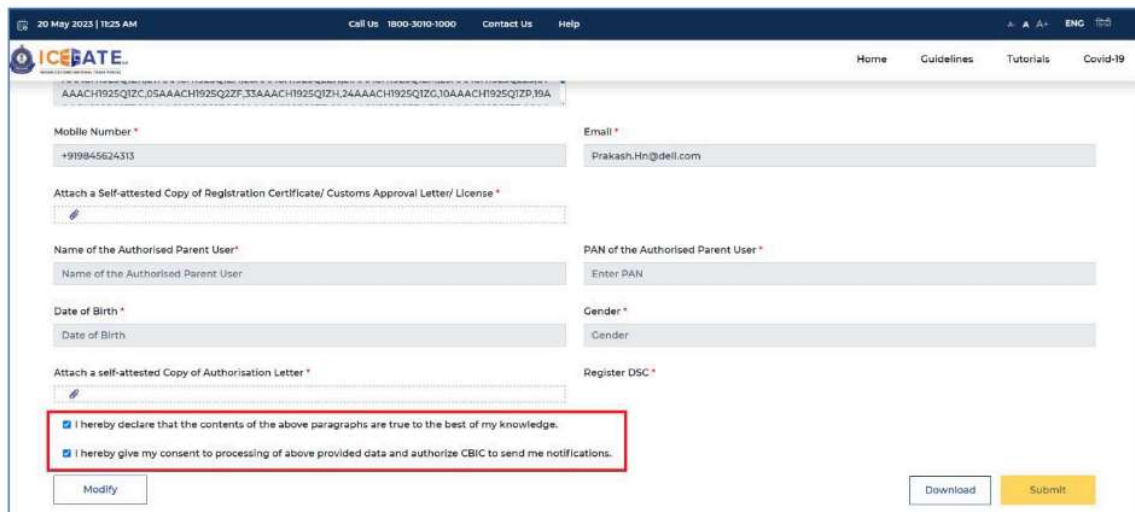
The screenshot shows the ICEGATE application form for 'Details of Organisation'. The form includes fields for Commercial Code, Entity Name, GSTIN, Mobile Number, Entity Type, PAN of the Entity, Customs Location, and Email. A 'Save as draft' button is highlighted with a red box at the bottom right of the form.

- If the user saves the application as a draft, the system will generate a **Reference Number** for the application form and it would be displayed on the screen shown below:



The screenshot shows the same ICEGATE application form, but with a green success message box in the top right corner. The message states: 'NVOCC form is saved successfully! Reference Number is REGN23052011144307'. The 'Save as draft' button is still highlighted with a red box.

Declaration: Before submitting the application, the user must declare that all information provided in the application form (including attachments) is correct and should authorize CBIC to process the information provided.



20 May 2023 | 11:25 AM

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AAACH1925QIZC,05AAACH1925Q2ZF,33AAACH1925QIZH,24AAACH1925QIZG,30AAACH1925QIZP,10A

Mobile Number * +919845624313

Email * Prakash.Hn@deli.com

Attach a Self-attested Copy of Registration Certificate/ Customs Approval Letter/ License *

Name of the Authorised Parent User * Name of the Authorised Parent User

PAN of the Authorised Parent User * Enter PAN

Date of Birth * Date of Birth

Gender * Gender

Attach a self-attested Copy of Authorisation Letter *

Register DSC *

☒ I hereby declare that the contents of the above paragraphs are true to the best of my knowledge.

☒ I hereby give my consent to processing of above provided data and authorize CBIC to send me notifications.

Modify Download Submit

- The user can go back to the previous page by clicking on **<Modify>** button. The **Modify** button can only be used before submission.
 - The **'Download'** button can be used to download the form filled by the user thus far.

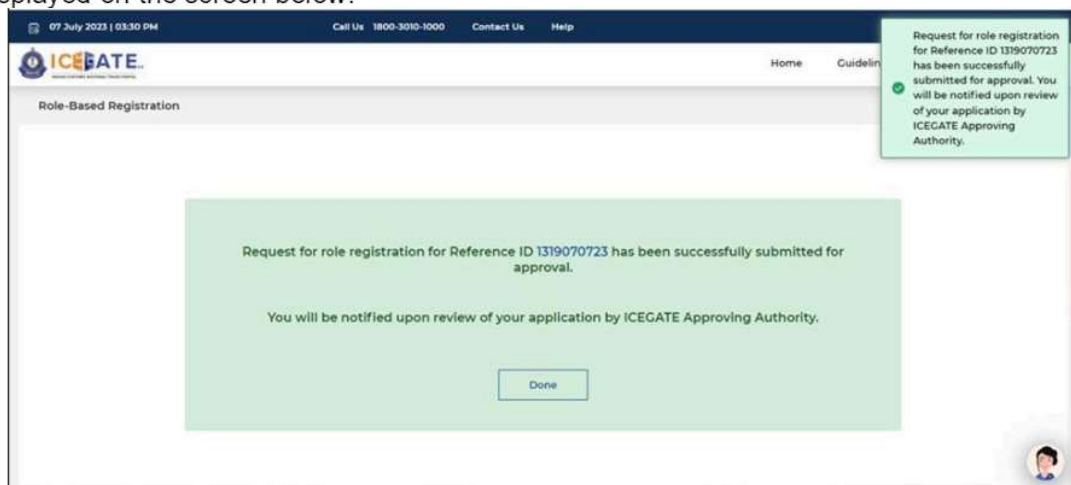
7.2.6.4 Form Submission

On completion of filling of the form, the user needs to click on the **<Submit>** button for submission of the form.



Back Save as Draft Submit

Once the form is submitted, the system will generate a **Reference ID** for the application as displayed on the screen below.



07 July 2023 | 03:30 PM

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Home Guidelines

Role-Based Registration

Request for role registration for Reference ID 1319070723 has been successfully submitted for approval.

You will be notified upon review of your application by ICEGATE Approving Authority.

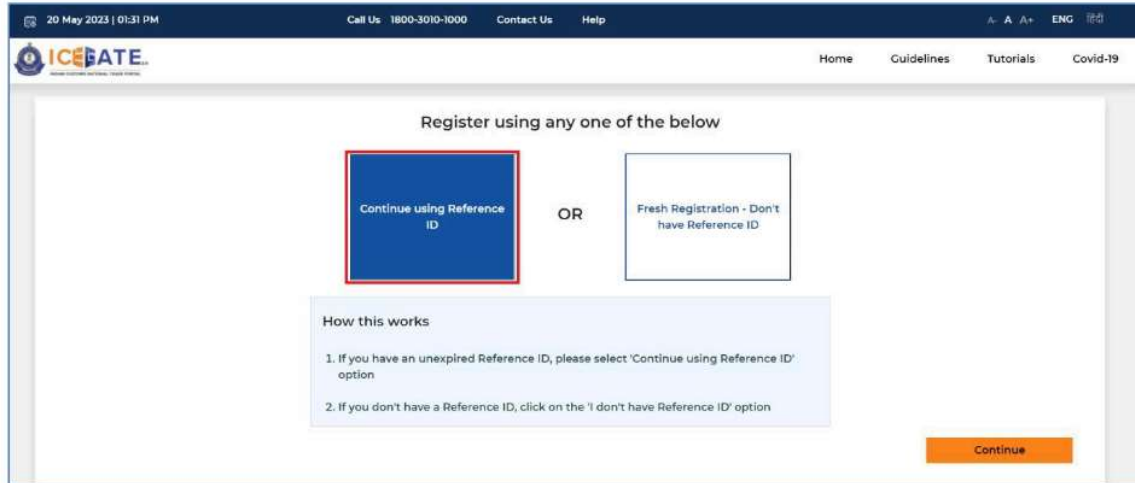
Done

Request for role registration for Reference ID 1319070723 has been successfully submitted for approval. You will be notified upon review of your application by ICEGATE Approving Authority.

After completing the role based registration successfully, the application would be forwarded to the approving authority of ICEGATE.

7.3 Registering using Reference ID

If the user has an unexpired Reference ID, he can select the '**Continue using Reference ID**' option and click on the <**Continue**> button for continuing the role selection or accessing the partially filled registration form as draft.



20 May 2023 | 01:31 PM

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Register using any one of the below

Continue using Reference ID OR Fresh Registration - Don't have Reference ID

How this works

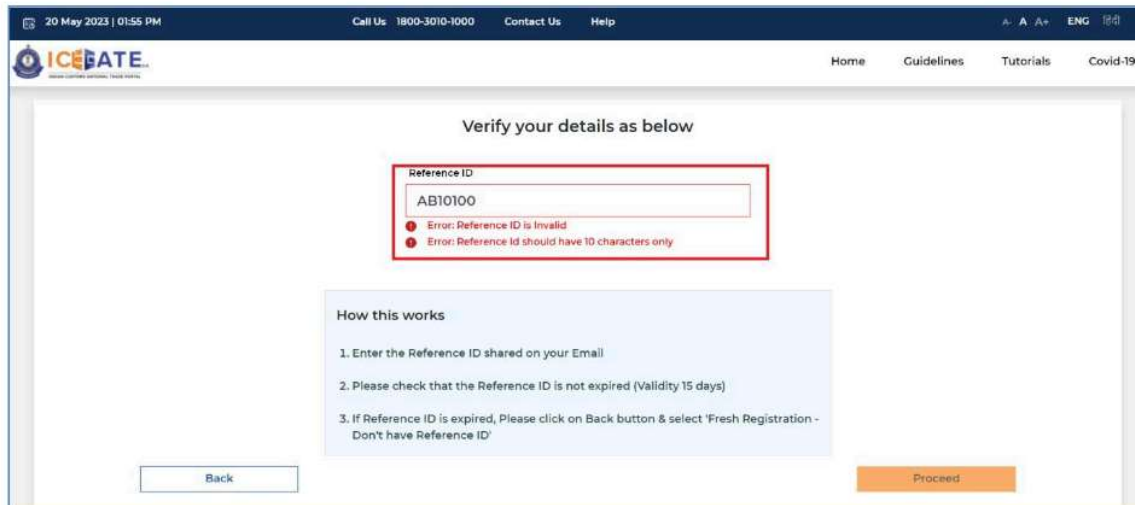
1. If you have an unexpired Reference ID, please select 'Continue using Reference ID' option
2. If you don't have a Reference ID, click on the 'I don't have Reference ID' option

Continue

7.3.1 Verification of Reference ID

On clicking the <**Continue**> button, the user needs to verify the Reference ID received on the registered email-id.

- If the entered Reference ID has expired, the user needs to click on <**Back**> button and select the "**Fresh Registration– Don't Have Reference ID**" option.
- If the entered Reference ID is invalid, error message would be displayed.



20 May 2023 | 01:55 PM

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Home | Guidelines | Tutorials | Covid-19

Verify your details as below

Reference ID

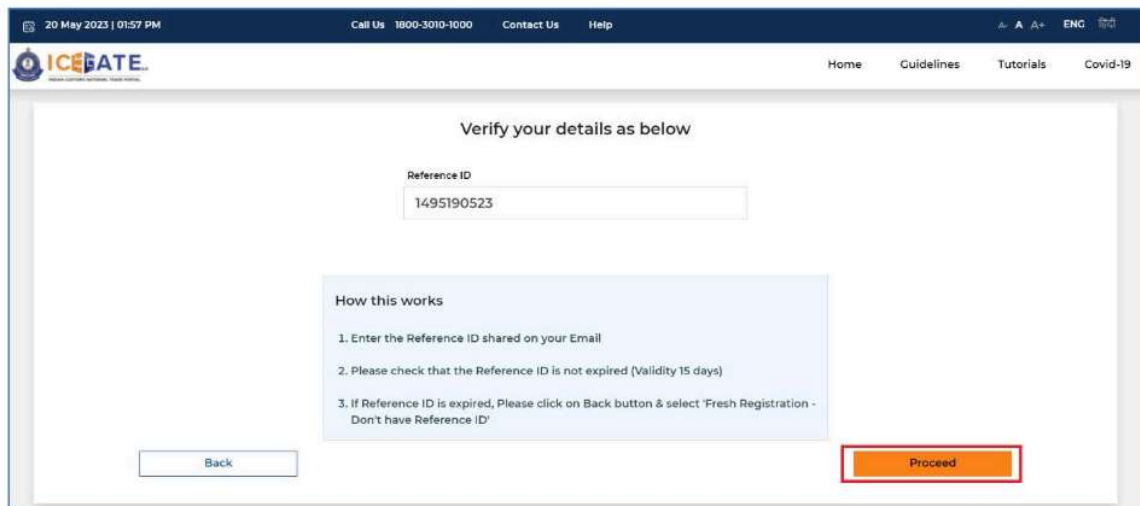
AB10100

● Error: Reference ID is Invalid
● Error: Reference ID should have 10 characters only

How this works

1. Enter the Reference ID shared on your Email
2. Please check that the Reference ID is not expired (Validity 15 days)
3. If Reference ID is expired, Please click on Back button & select 'Fresh Registration - Don't have Reference ID'

Back Proceed



20 May 2023 | 01:57 PM

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Verify your details as below

Reference ID
1495190523

How this works

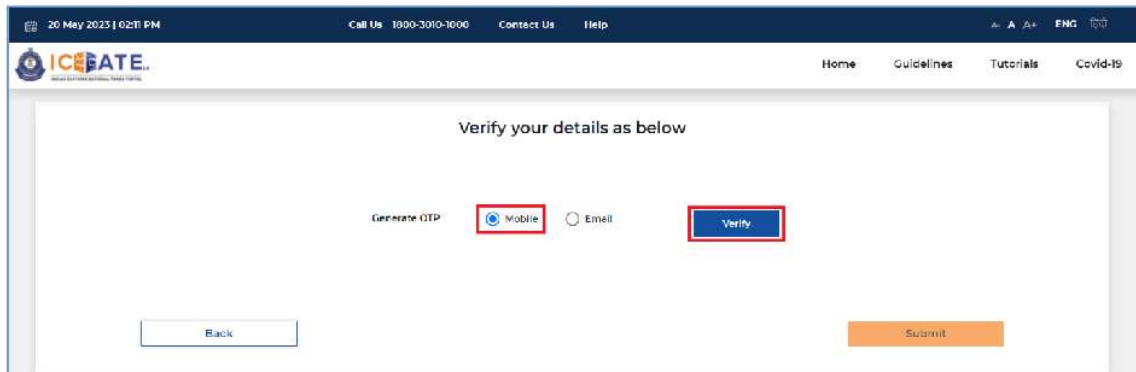
1. Enter the Reference ID shared on your Email
2. Please check that the Reference ID is not expired (Validity 15 days)
3. If Reference ID is expired, Please click on Back button & select 'Fresh Registration - Don't have Reference ID'

Back Proceed

7.3.2 Verification of Details using Mobile Number

On clicking the **<Continue>** button, the user has to verify the registered mobile number.

- Select the '**Mobile**' radio button and click on the **<Verify>** button. A six-digit OTP will be generated and sent to the user's mobile number.
- If the entered OTP is invalid, an error message would be displayed.
- If the OTP is not received, click on **<Resend OTP>** option.



20 May 2023 | 02:21 PM

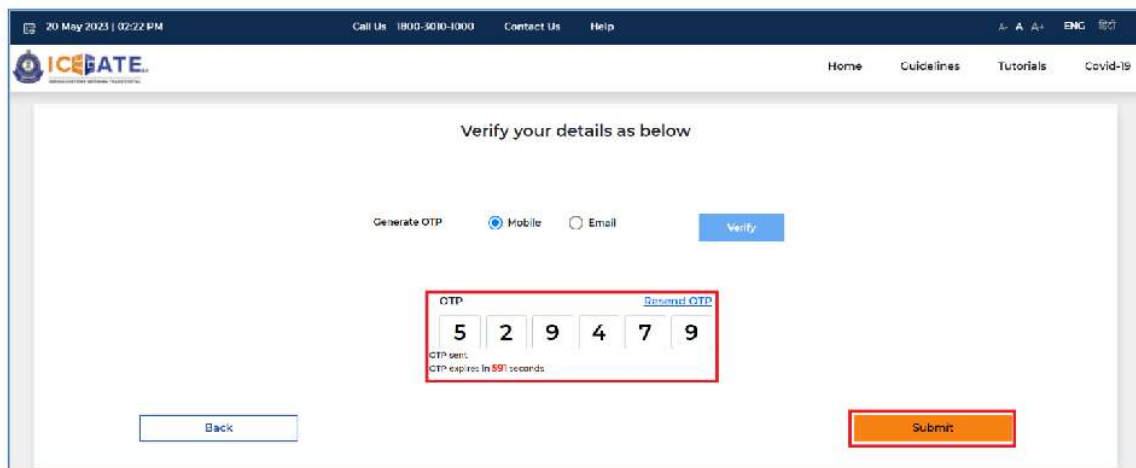
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Verify your details as below

Generate OTP ☒ Mobile ☐ Email Verify

Back Submit



20 May 2023 | 02:22 PM

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Verify your details as below

Generate OTP ☒ Mobile ☐ Email Verify

OTP 5 2 9 4 7 9 Resend OTP

OTP sent.
OTP expires in 591 seconds

Back Submit

1


On clicking the <**Submit**> button, the system will display the registration form to be filled by the user.

20 May 2022 | 02:28 PM

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Home

Credentials

Tutorials

Covid-19

Role Based Registration

Details of Organisation

Details of Authorised Parent User

Customs Broker Code (CHA Code)*

Entity Name *

VASRIC ENGINEERING LIMITED


GSTIN *

36AAACV240322N,33AAACV242012S,07AAACV242012S,08AAACV242012L,27AAACV242012L,29AAACV242012L,08AAACV240322M,09AAACV240322G

Mobile Number *

989675001330

Attach a self-attested Copy Of CHA License*

 Attach Or Drop Your Files

Entity Type *

Select

PIN of the Entity *

AAACV24202

Customs Location

Select Location

Email *

vq.gti@vasricgroup.com

Save as draft

Next

This is for registering your organisation on ICECATE and creating a Parent user. The Parent user login will have Master User rights for your organisation and will be able to create multiple child user logins which can be used to transact on your behalf. Child users will have limited access and rights as compared to the Parent user


7.3.3 Verification of Details using Email-ID

On clicking the <**Continue**> button as enumerated in 7.3.1, the user has to verify the registered Email ID.

20 May 2023 | 02:20 PM

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Verify your details as below

Generate OTP

☐ Mobile

☒ Email

Verify

Back

Submit

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Verify your details as below

☐ Generate OTP
 ☐ Mobile
 ☒ Email
 [Verify](#)

OTP [Resend OTP](#)

129601

OTP expires in 57.5 seconds

[Back](#)
[Submit](#)

On clicking the <**Submit**> button, the system will display the registration form to be filled by the user.

20 May 2023 | 03:29 PM
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[Home](#) | [Guidelines](#) | [Tutorials](#) | [Covid-19](#)

Role-Based Registration

Details of Organisation

Customs Broker Code (CHA Code)*

Entity Name *

GSTIN *

Mobile Number *

Attach a self attested Copy Of CHA License*

Entity Type *

PAN of the Entity *

Customs Location

Email *

[Back](#) [On Drop Your File](#)

[Save as draft](#) [Next](#)

This is for registering your organisation on ICEGATE and creating a Parent user. The Parent user login will have Master User rights for your organisation and will be able to create multiple child user logins which can be used to transact on your behalf. Child users will have limited access and rights as compared to the Parent user.

8. Annexures

8.1 Annexure A – Registration Documents Checklist

Role	Entity Documents	Authorized Person Documents
Customs Broker	CHA License	Authorization Letter, F Card/ G Card, DSC
Importer/Exporter	IEC License	Authorization Letter, DSC
Airline	Airline License	Authorization Letter, DSC
Shipping Line	Shipping Line License / Customs Approval Letter	Authorization Letter, DSC
Shipping Agent	Shipping Agency License / Customs Approval Letter	Authorization Letter, DSC
Custodian	Customs Approval Letter/ Notification/ License	Authorization Letter, DSC
Console Agent, Authorized Terminal Operator, NVOCC, Freight Forwarder, Container Train Operator	Registration Certificate/ Customs Approval Letter/ License	Authorization Letter, DSC
PGA (Headquarter/ Regional Office)	-	PGA Identity Card, DSC

Notes:

1. Each document listed above must be self-attested and legible.
2. The documents must be scanned in colour and in JPG/PDF format. The file size must be less than 1500 KB.
3. Where the organization type is Private Limited or Public Limited Company, the applicant must provide authorization letter as listed above or a copy of the board resolution authorizing the user.

8.2 Annexure B – Guidelines for Registering on ICEGATE

8.2.1 General Guidelines

- Registration on ICEGATE can only be done with the email ID and contact number as registered with GSTN (or DGFT in case of Importers/Exporters). In case the user wants to register with different contact details, the same will need to be updated with GSTN/DGFT before initiating registration on ICEGATE.
- IEC number/GSTIN or any other details filled in during the registration process should match with the respective self-attested copies uploaded in the registration form.
- Name of the organization must match with the name mentioned on PAN.
- Name of the Authorized Person (Parent user) must match with the name as per PAN and Aadhaar.
- Reference ID generated during the process is valid for 15 days. The user will have to complete the registration process i.e., submit the registration form within the said expiry period. Failing to do so will result in deletion of the Reference ID from records and the user will have to re-initiate the process from the beginning.
- Unlike earlier, ICEGATE ID would be generated by the system after the registration is approved by the ICEGATE approving authority.
- DSC uploaded must belong to the user and should not be expired.
- OTPs should be typed in carefully; after 3 incorrect OTPs the registration process will be terminated for security reasons.

8.2.2 Specific Guidelines

Guidelines where Entity Type is Proprietor

- Name of the proprietor should match with that on the scanned self-attested copy of the IEC uploaded by the applicant.
- In case, the name of the applicant is not mentioned on the IEC, self-attested scanned copy of the Authorization letter from the Proprietor needs to be uploaded authorizing the applicant to register on ICEGATE on behalf of the Proprietor.

Guidelines where Entity Type is Private Limited or Public Limited Company

- Name of the entity should match with that mentioned on the scanned copy of the license uploaded by the applicant at the time of ICEGATE registration.
- Applicant can upload Board Resolution taken in the last 6 months or Authorization letter authorizing the parent user to register on ICEGATE on behalf of the Company.

Board Resolution Document Guidelines

- Name of Directors on the Board Resolution should be the same as that available on the website of Ministry of Corporate affairs.

- The board resolution should be endorsed by the company secretary (along with his/her signature, seal, and registration details) where the company is required to utilize the services of the company secretary as per prevailing law/statute. Where there is no obligation on the company to utilize the services of the company secretary, the board resolution should be endorsed by one of the directors.
- The applicant should be authorized for “ICEGATE/ Customs (Import/Export)/ AD Code registration” in the board resolution.
- The board resolution should have been taken during the last 6 months.
- The company seal/stamp should also be affixed on the Board Resolution.
- Board Resolution should be on the letter head of the company.
- Kindly refer to [Annexure C](#) for sample format of the Board Resolution.

Authorization Letter Guidelines

- Name of the directors on authorization letter should be the same as that available on the website of Ministry of Corporate affairs.
- Authorization letter should be signed by at least two directors.
- Applicant should be authorized for “ICEGATE/ Customs (Import/ Export)/ AD Code registration” on the authorization letter.
- Name of the directors and company seal/stamp should be affixed with their respective signatures on the authorization letter.
- Authorization Letter should be on the letter head of the Company.
- Kindly refer to [Annexure C](#) for sample format of the authorization letter.

Guidelines where Entity Type is a Firm

- Name of the entity should match with that mentioned on the scanned copy of the license uploaded by the applicant at the time of ICEGATE registration.
- Applicant must provide an authorization letter authorizing the parent user to register on ICEGATE on behalf of the firm.

Authorization Letter Guidelines

- Authorization letter should be signed by at least two partners.
- Applicant should be authorized for “ICEGATE/ Customs (Import/Export)/ AD Code registration” on the authorization letter.
- Name of the partners and the company seal/stamp should be affixed with their respective signatures on the authorization letter.
- Authorization letter should be on the letter head of the firm.
- Refer to [Annexure C](#) for sample format of the authorization letter.

8.3 Annexure C – Sample Formats for Board Resolution & Authorization Letter

BOARD RESOLUTION

(To be printed on Organization Letter Head)

CERTIFIED TRUE COPY OF RESOLUTION PASSED AT THE MEETING OF THE BOARD OF DIRECTORS/ PARTNERS OF **(Company Name)** HELD ON **(Date)** AT **(Address)**

RESOLVED THAT the Company has decided that Mr./Ms. **XYZ**, **Designation** is the authorized signatory of the organization and are hereby authorized to sign and submit all necessary papers, letters, forms, for ICEGATE registration and import/export work.

RESOLVED FURTHER THAT Mr.**ABC** having **PAN Card No.ABC7890H8**,second **Director/Partner** of the Company is hereby authorized to sign all documents on behalf of the company or in absence of **Mr./Ms XYZ** who is the authorized signatory.

For,

Name of the Company

Signature			
Name	Mr.XYZ	Mr.ABC	
Designation	Partner	Partner	Partner

(Company Stamp)

AUTHORISATION LETTER

(To be printed on the Organizational Letter Head)

This is to certify that MR / Mrs. **XXXXX**, S/o, W/o **XXXXXXXX (D.O.B)** whose signature is appended below, is hereby authorized to sign all documents submitted to apply for registration with ICEGATE portal of Indian Customs and to operate all activities regarding Import and export through ICEGATE on behalf of our company/firm **(company/firm name and address)**

Authorized Signatory (to whom authorization is given)

Mr/Ms. XXXX

For,

(Company/Firm name and stamp, authorized name, signatory and date)

Note:

**ID proof will be of the person who is authorized to work on behalf of the company

**Signatures of majority of Directors/ Partners of the Company/ Firm are required

9. Contact Us

The contact details are as follows:

Director General of System 1st Floor, CR Building,

IP Estate New Delhi – 110002

Toll Free No : 1800-3010-1000

The user can also drop their queries at Email: icegatehelpdesk@icegate.gov.in

