

ICES Advisory 17/2020 – Further measures to make Bill of Entry Amendment Process contactless and paperless – reg.

Dear all,

Continuous efforts are being made by this Directorate to add features or restructure processes in the System to make the Customs clearance process contactless. Reference is drawn to recent ICES Advisory 14/2020 dt 14.04.20 on generation and emailing of PDF copies of eOOC and eGatepass. While these initiatives have greatly helped Trade, one of the areas where physical interface has continued in Imports is the Bill of Entry amendment process. The amendments are filed only in the Service Centre along with paper copy of the checklist for approval by the proper officer. The amendment fees, if levied by the proper officer is also collected through manual TR-6 challans. Following changes have now been introduced in the System to streamline this process and make it electronic.

a) Online Filing of BE Amendment

The facility for filing the amendment online through ICEGATE has been operationalized. The message id for the same would be CACHI01_A, the details of which have been incorporated in the message format published on ICEGATE (https://www.icegate.gov.in/msg_guideline.html) for the benefit of the Trade. NIC's Remote filing software (RES package) has also been upgraded to include amendment filing. Once the amendments are filed online, System would que them before the proper officer the same way as is done currently. The additions made in Supporting docs table would continue to be auto approved while other amendments, including deletion/modification in supporting documents would require approval by the proper officer.

b) Electronic levying and payment of BE Amendment Fee

An option has been added in the Amendment approval form to enter amendment fees levied in terms of Levy of Fees (Customs Documents) Amendment Regulations as amended from time to time. The fees can be entered by the appraiser and can be edited by the group AC/DC. Since the field is mandatory, zero can be entered if no fees is to be levied. Once the amendment is approved and the Bill of Entry is assessed, the amendment fees will automatically get included in the duty challan for electronic payment through ICEGATE. An email will also be triggered by the System to the Importer/Customs Broker informing about the approval/rejection of the amendment by the proper officer along with the amendment fees levied (in case of approval) or the reasons for rejection.

c) Use of ICETAB for paperless examination

As you would be aware, DG Systems has delivered the ICETAB tablet devices to all the major locations across India based on the requests received from the field formations.

ICETAB provides the shed officers mobile access to the ICES application. The aim is to facilitate the Shed officers in the examination of cargo and help them submit their examination report in ICES immediately on completion of the examination. The PDF version of the first copy is already available in ICES the shed officer to refer to while carrying out examination and can be viewed in ICETAB now. With the use of ICETAB, the entire examination process is expected to become paperless and significantly faster.

However, it is seen that out of 1107 ICETABs distributed, enrolment process is still pending for more than 600 devices. The site wise enrolment tracker is attached. In this context, ADG (SI)'s letter dated 07.11.2019 to all the Pr CCs/CCs of Customs giving detailed guidelines on the enrolment and upkeep of the device may be referred to. It is requested that enrolment process may be completed for the remaining ICETABs by 30.06.2020 positively so that the desired objectives of this initiative can be met, especially during the current times of social distancing and contactless governance. For any assistance on the enrolment including connectivity issues with BSNL SIM, if any, pl reach out by email to cbic.lanwan@icegate.gov.in

A state-of-the-art app will also be made available on ICETAB soon which will enable Customs officer to enter examination report directly from a user-friendly interface and upload pictures taken during examination using the ICETAB camera in the System's repository.

2. Considering their importance, particularly during the current Covid-19 crisis, wide publicity may be given and Trade be encouraged to avail the benefits of online amendment filing.

सादर/Regards

क्षितिजजैन, भा.रा.से. / Kshitij Jain, IRS

उपनिदेशक / Deputy Director

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F.No. IV(24)/02/2019-Systems

7th November, 2019

To,

All Pr. Commissioners of Customs / Commissioners of Customs

Sir/Ma'am,

Sub: - Tablets (ICETABS) and BSNL SIM delivery and guidelines - reg.

To facilitate Paperless Customs Clearance and boost India's rankings in The World Bank's *Ease of Doing Business (EODB) Index* Rankings, Tablets (ICETABS) and BSNL SIM Cards are being issued by DG Systems under Project SAKSHAM. The ICETABS are being provided to avoid physical examination of documents at Customs locations and expedite the evaluation process. It is of utmost importance that guidelines issued in this regard be strictly adhered to, in order to ensure proper health and secured network connectivity of these devices.

2. ICETABS are primarily meant for Officers working in Examination/ shed area in customs formations who are mobile and require connectivity in the shed area in order to download e-sanchit documents & use the same for examination/ inspection of the goods. As per requirements of ICETAB received from your office, no. of ICETABS being supplied to your formation along with ICETAB details, SIM No and Mobile No is enclosed herewith in a separate sheet. The ICETABS with pre-installed SIMs are delivered by M/s HPE directly to the location so that these ICETABS are put to use by the concerned officer from the first day itself.

3. It is also required to nominate an **alternate system manager or nodal officer of the rank of Assistant/ Deputy Commissioner** in charge of the concerned shed or location where ICETABS have been deployed. He/she shall ensure that all necessary instructions, as per the guidelines issued by this office, are passed on to the end users of the ICETABS. He/she shall also act as the dedicated single point of contact for any correspondence with DG (Systems) and shall ensure that all necessary compliances are done and report back the same to this office.

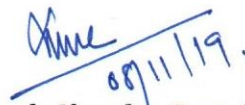
4. The detailed responsibilities of the System Manager/ Alternate System Manager/ Nodal Officer and other essential points that need to be highlighted to the end users, before distribution of ICETABS are as mentioned below:

- I. **Purpose of ICETABS:** These tablets shall be used only for discharge of official functions and are strictly meant for Departmental use. The purpose of these ICETABS is to provide access to the ICES application hosted on CBIC network from any place in the examination area, where the examining officer can enter his/her comments and carry out related tasks. The officer will also be able to access documents on E-Sanchit. These tablets shall not be used for any personal work.

- II. **Sign-Off Template:** It is of utmost importance that the delivery and installation of ICETABS by M/s HP is acknowledged by the System Manager/ Alternate System Manager/ Nodal Officer. Therefore, a delivery receipt comprising of ICETAB details shall have to be signed and stamped by the System Manager/ Alternate System Manager/ Nodal Officer at the time of delivery of ICETABS as a proof of receipt of the same.
- III. **Allocation of ICETABS:** Before distribution of these tablets to individual officers, details of the users have to be captured and shared with DG Systems in the enclosed proforma (**Annexure A**). The same must be signed and stamped by the System Manager/ Alternate System Manager/ Nodal Officer. They are requested to share the details on cbic.lanwan@icegate.gov.in
- IV. **Connectivity:** It is to be noted that connectivity options for ICETABS are different from the All-in-One desktops. For the purpose of connectivity SIM Cards is being provided by DG Systems centrally for the sites. The connectivity will be through **VPN over Internet (VPNoI)**, and the user will have to apply to DG (Systems) through Saksham Seva for getting a VPN Id issued by sending the specified template, which can also be downloaded from www.cbic.gov.in (www.cbic.gov.in -> Departmental Officers -> Systems -> VPN ID Template) ([http://www.cbic.gov.in/htdocs-cbec/deptt_offcr/Worksheet\(VPN_ID_Template\)_in_Partner_Connectivity_Doc-v2_0309.xlsx](http://www.cbic.gov.in/htdocs-cbec/deptt_offcr/Worksheet(VPN_ID_Template)_in_Partner_Connectivity_Doc-v2_0309.xlsx))
- V. **BSNL SIM Cards:** DG Systems has empaneled BSNL to supply 3G SIM Cards to be used in ICETABS, to provide connectivity to the Data Centre to run ICES Application. As per the response received from field formations to the letter dated 14/06/2019, BSNL SIM Cards is be provided to the various locations along with ICETABS. Payment of these SIM cards will be made by DG Systems centrally. SIM is already pre-activated. In case of any difficulty, please contact cbic.lanwan@icegate.gov.in and also lodge complaint with Mr Ashok Kumar (+91 9495495467, nam4ebpktk@gmail.com) of BSNL .
- V(a) Further there are 37 CBIC locations where BSNL connectivity is not available. Hence, all such locations may procure SIM Cards from service providers approved for their location. It is further stated that the payment regarding these SIM cards has to be made by the locations themselves.
- VI. **Safety and Upkeep of ICETABS:** It is the responsibility of the System Manager/ Alternate System Manager/ Nodal Officer appointed by your office to ensure the safety of ICETABS allocated to your office. There should be proper accountability of handing over and taking of the ICETABS allocated to customs examination/ shed officers and the same needs to be monitored by the designated officer of your office
- VII. **Mapping of Officers:** It is the responsibility of the System Manager that the mapping template for ICETABS (**Annexure B**) must be filled up correctly and submitted to DG Systems through Saksham Seva when a new examination officer has to be mapped to an ICETAB. The same template has to be again sent when an examination officer is being transferred from his/her present place of posting and new officer is allocated the said ICETAB. This activity is done to map and enable the SSOID of the officer to access ICES application on the ICETABS.
- VIII. **Enrolment of Devices:** Upon allocation of tablets and SIM cards, the user will have to perform the enrolment of the device and may take the help of the RE at the location. **MDM – Handheld Enrolment Document** attached with this letter has to be referred for a step wise guide to enroll the device.

- It will be the responsibility of the concerned Commissionerate to ensure that the ICETABS meant for examination officers are put to use. The use of ICETABS will be monitored centrally by DG (Systems) and the Board.
- X. For any further assistance or query, kindly reach out on the following details
1. Saksham Seva – 1800 266 2232/1800 121 4560, saksham.seva@icegate.gov.in
 2. CBIC Lanwan team – cbic.lanwan@icegate.gov.in

Yours faithfully,


(Vinayak Chandra Gupta)
Additional Director General

Encl. :

1. Annexure A – Device Enrollment and User Details Template
2. Annexure B – Template for mapping ICETABS with Users

Copy to

1. All Pr. Chief Commissioners of Customs / Chief Commissioners of Customs for information and action



Central Board of Indirect Taxes and Customs (CBIC)

MDM – Handheld Enrollment Document

Version 1.5

January 2020

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Jan 2020, CBIC

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ENROLMENT AND CONFIGURATION

1. Background

CBIC is rolling out Mobility Devices (Handheld/ICETAB) for trade facilitation, faster clearances and to further improve the ease of doing business world ranking of India. ICETABS shall be issued by DG Systems under Project SAKSHAM for usage by Examination Officers at selected Custom locations.

The salient features are as hereunder:

- These tablets are for paperless operationalization of Custom official functions.
- ICETABS would enable CBIC officials to access ICES application, hosted on CBIC network, such that the examining officer can enter his comments and carry out other related tasks.
- Single User Device Enrolment will be performed by User with the help of Location's RE. This document is guide to enable the user to enroll their own devices and start accessing the ICES application.

2. Enrolment and SIM Overview

A. User Template

- a. User information will be shared to Saksham Seva by the identified System Manager/Nodal Officer of the location in a given user template (Annexure A and B).
- b. After receiving the user information from Saksham Seva, Citrix team will add/allow the given users to AD group and Delivery Group as per the application, device policy and location.

B. VPN Template

- a. User information will be shared to Saksham Seva team by the identified System Manager of the location in a given VPN ID Creation template.
- b. Network team will create a VPN ID under the ICETAB Firewall Policy and MAC Binding.
- c. Network team will share the VPN ID credentials to user on their ICEGATE email id one to one.

C. Connection using SIM card

- a. SIM cards will be delivered with ICETAB to the sites.
- b. SIM cards will be allowed to access the CBIC approved URLs only which are whitelisted with ISP.

D. Enrolment Account

- a. User will perform the enrolment when the device is shipped to user's location, allocated to the user and SIM is installed on Handheld Device.
- b. User will enroll his allocated device with the help of this document and also with support team HP RE and Saksham Seva.
- c. Enrolment will be done using User's domain credentials (SSO ID and Password)
- d. Once the enrollment process is completed, device and application policies will be pushed to the device and user will be able to see the published applications as well (like Citrix Work Space, AnyConnect, etc.).

E. User Login to Secure Hub and Configure Citrix Work Space and Any connect VPN Client:

- a. Users will login to Secure Hub application using his/her PIN with the help of RE and given Guideline.
- b. Citrix Receiver now known as "WorkSpace" will be configured with Citrix AppStore URL.
- c. VPN client (Cisco AnyConnect) configuration will be done with the CBIC VPN URL.

F. Application Access

- a. User will Connect to VPN first.
- b. Then Citrix Workspace will be used to access Citrix AppStore and Applications.

3. Pre-Requisites

A. Internet Wi-Fi Network

- a. **Internet Wi-Fi network** is required to Enroll the device for the First Time.
- b. Locally available Internet Wi-Fi or Mobile Hotspot can be used.

B. Factory Reset the Device

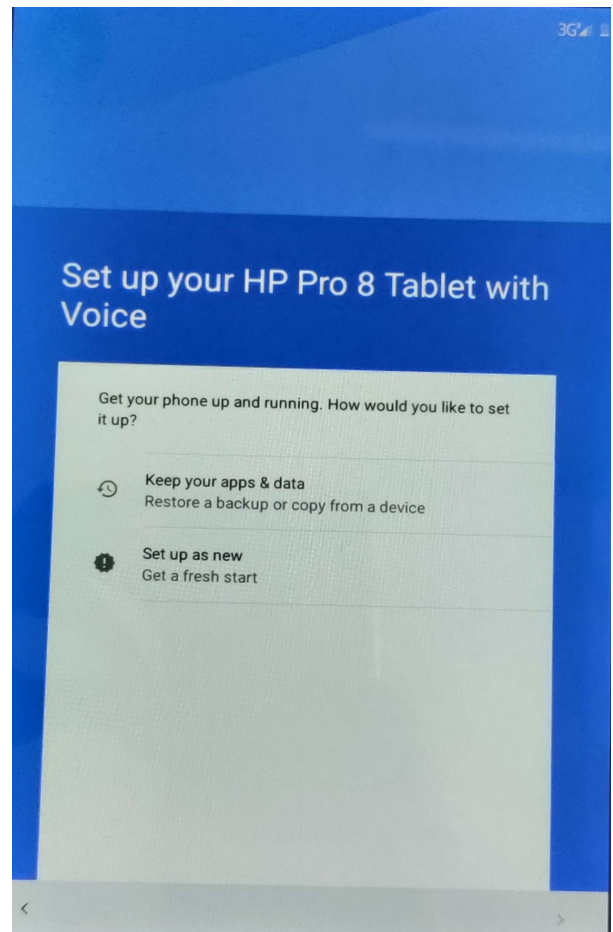
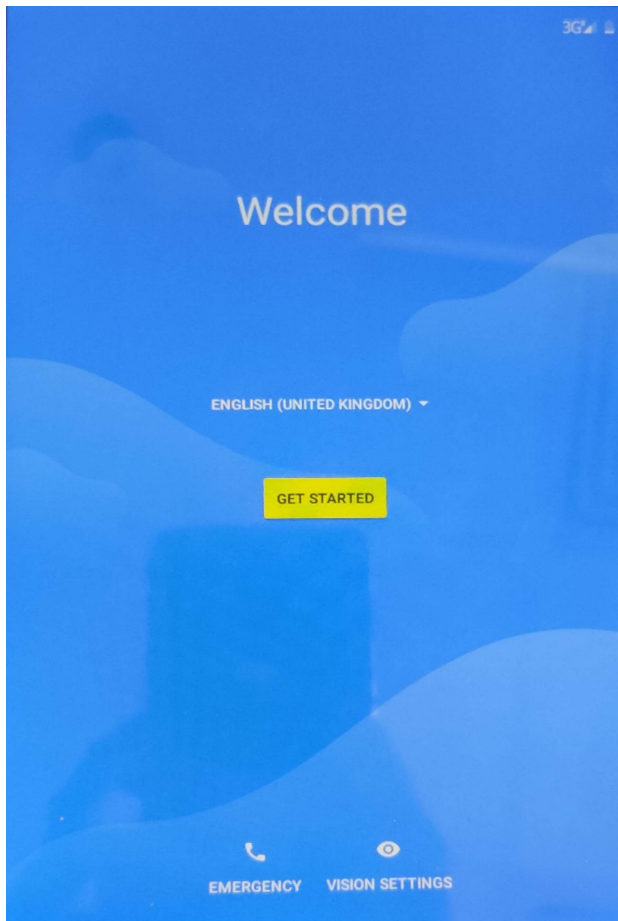
Steps:

- **Switch off** the Device
- Press **Volume UP and Power Button** together and hold it for a while
- A Black screen will appear as Android Recovery
- Select **Wipe data /Factory Reset** option from the list using volume down button and Press Power button to proceed.
- Select **Yes** from volume down button and press Power button to proceed.
- Then Select and proceed with **Reboot System now** as asked.

4. Enrollment Process

Factory Reset the Device First.

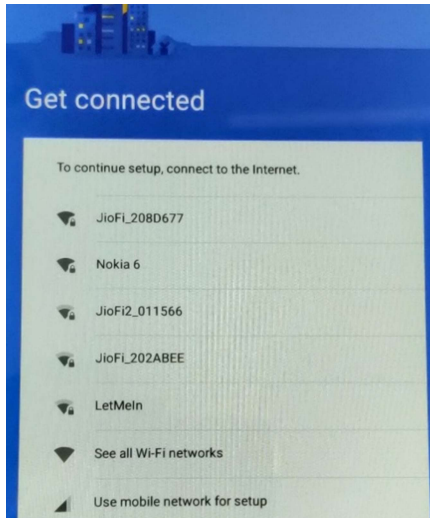
1. **Power ON** the Tablet and click "Get Started"
 - If tablet is not giving Welcome Screen, then please do the factory reset as per the detail instruction given at the end of this document or follow Pre-Requisites.
2. Select "**Set up as New**" in the next window.



3. Get Connected:

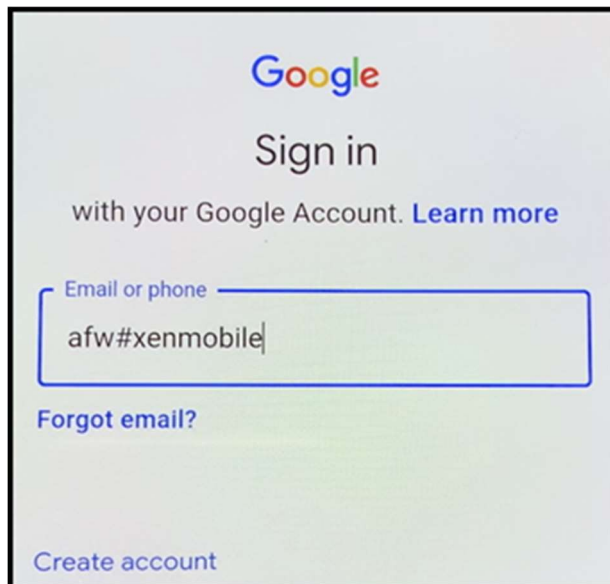
- Select **Wi-Fi Newtork** (Mobile Hotspot or Local Wi-Fi with internet)

Note: Internet Wi-Fi is mandatory for the Enrollment and the same Wi-Fi should be connected till the end of Enrollment Process.



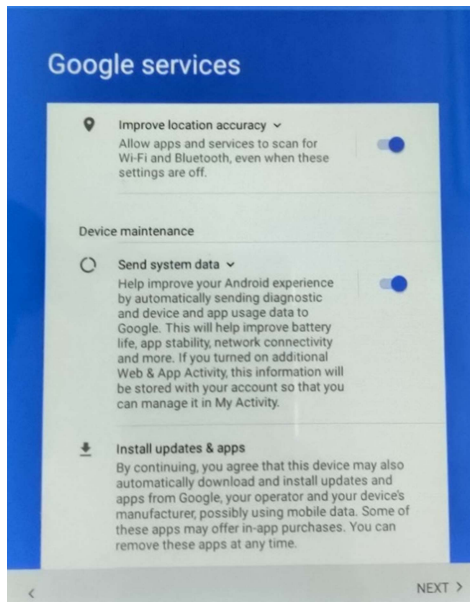
4. Sign in:

- On google sign in page, enter **"afw#xenmobile"** and click on Next.



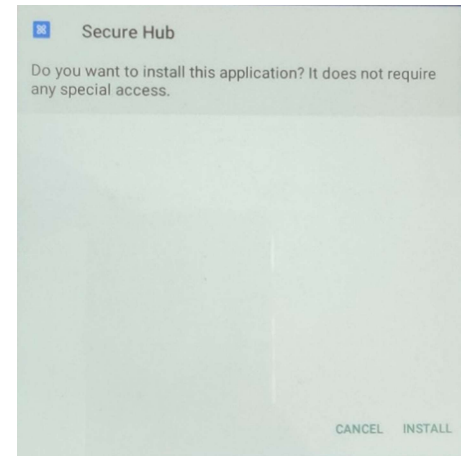
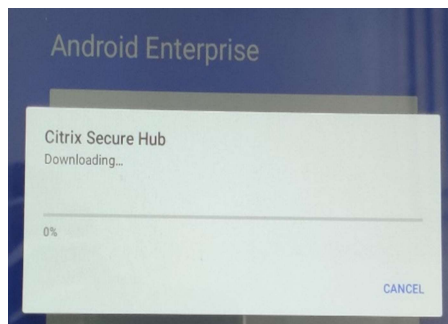
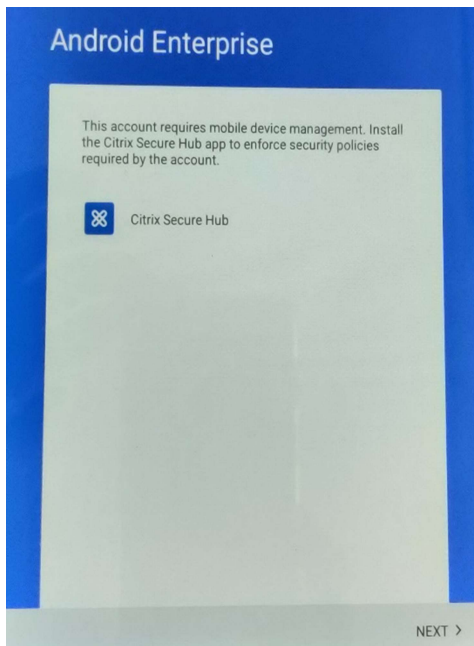
5. Google Services:

- **Scroll Down** to Google Services page and click **Next**.

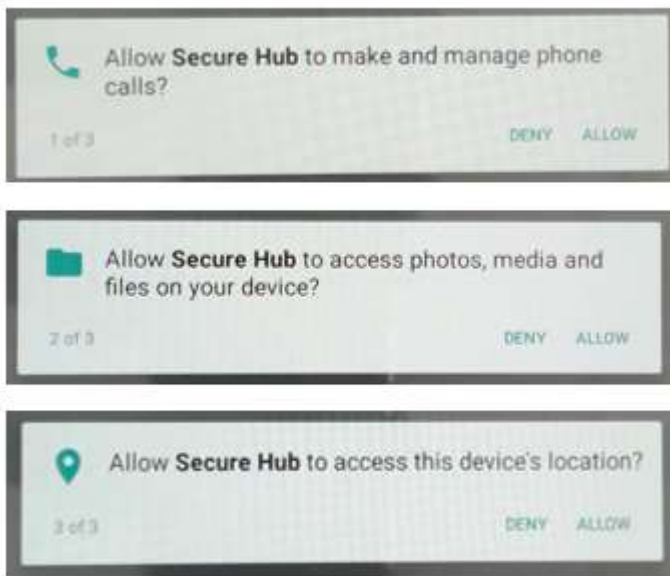


6. Android Enterprise:

- **Citrix Secure Hub** required to be installed. Click **Next** to Download.
- After Download, Click **Install**

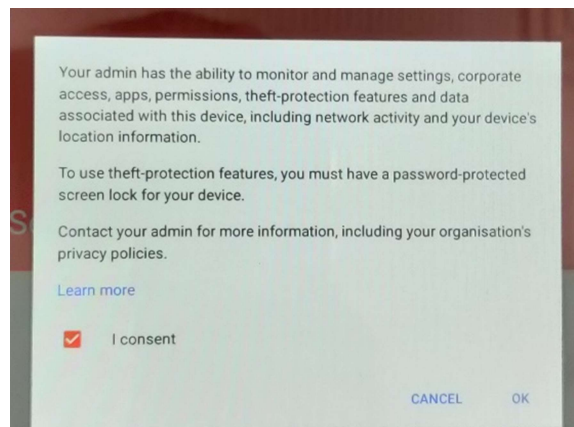
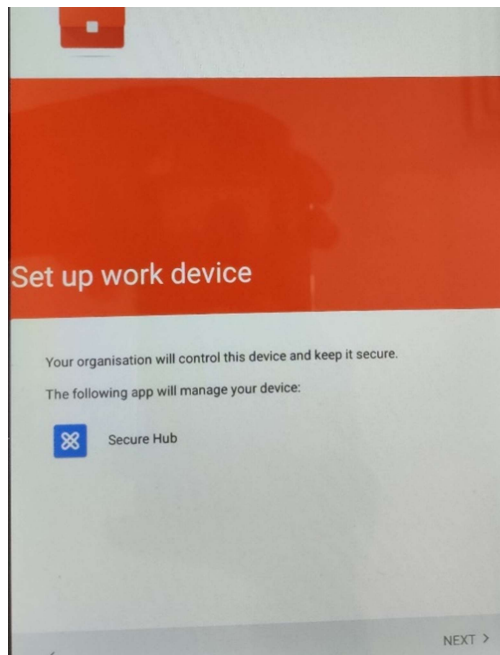


7. Citrix Secure Hub will ask for few permissions, so click on **OK** and **Allow** all of them.



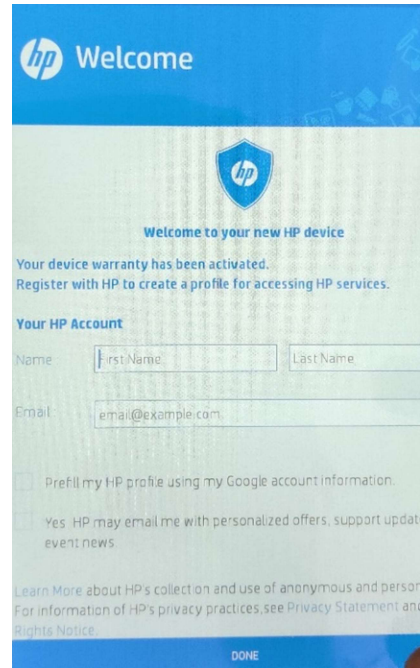
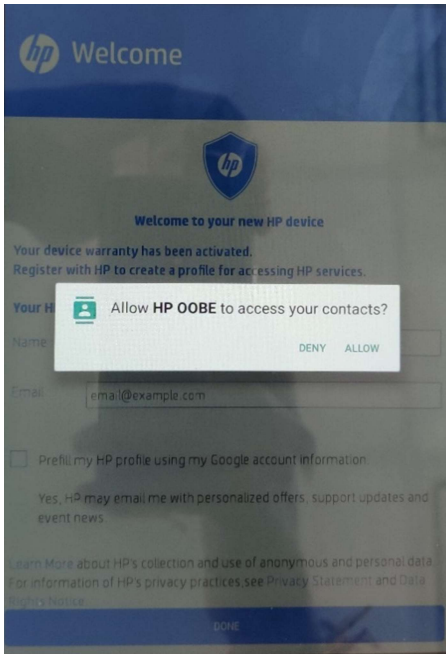
8. Set up work device:

- Click on **Next** to Set up the work device.
- Check "**I consent**" and click **OK**.



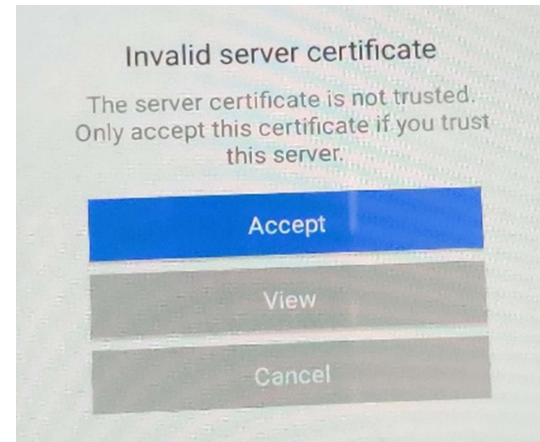
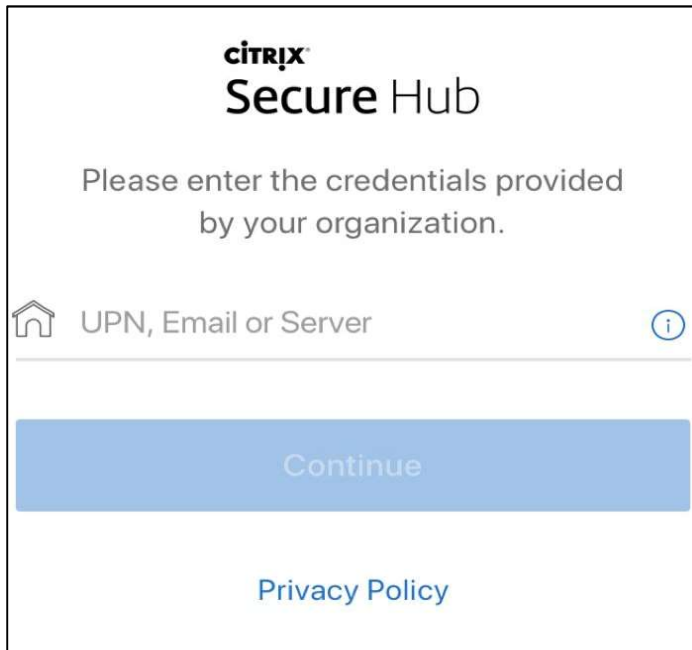
9. HP Welcome Page:

- Click on **Deny** on the prompt of Allow HP OOBEE to access your contacts.
- On the HP account page, click on **DONE** without filling any details.

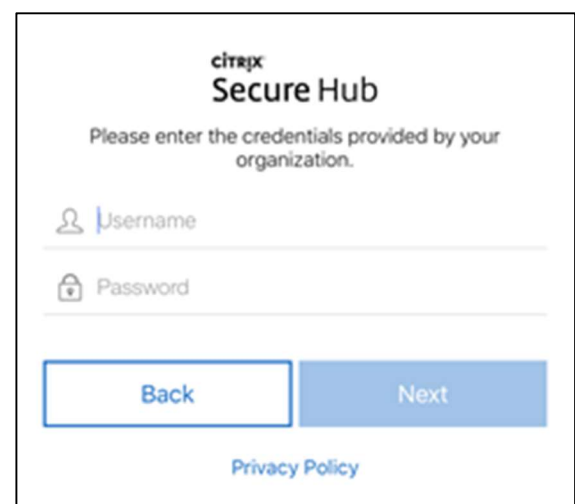
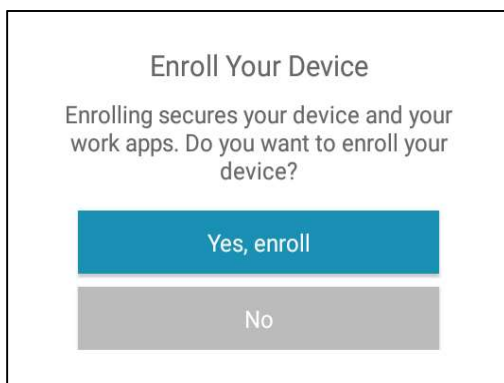


10. Secure Hub Setup:

- Enter Enrollment Server URL **mdmenroll.cbic.gov.in** in “Please enter credential provided by your organization”.
- Click **Next**
- Click **Accept** If ‘Invalid server certificate’ option prompts.

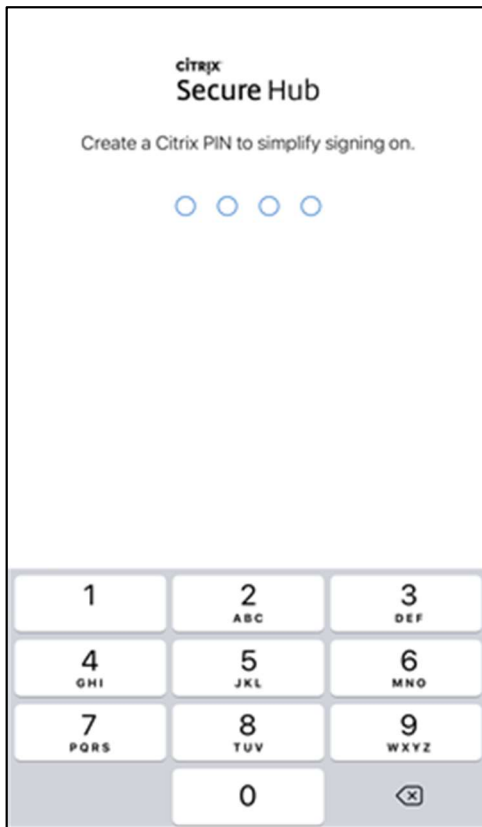


- Click **Yes, enroll** on Enroll Your Device Prompt.
- New screen will ask for your credentials,
- Enter **SSO ID** as user name and **Password** (Windows Credentials).
- Click on **Next**.



- The next step will take few minutes to complete, so please be patient.

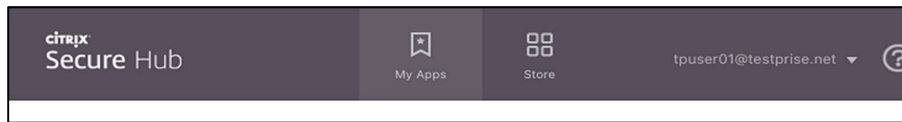
- **Create PIN**, Enter a 6-digit numeric PIN and then re-enter the same PIN to confirm.
Note: Remember that PIN as it will be used every time you access the Secure Hub.



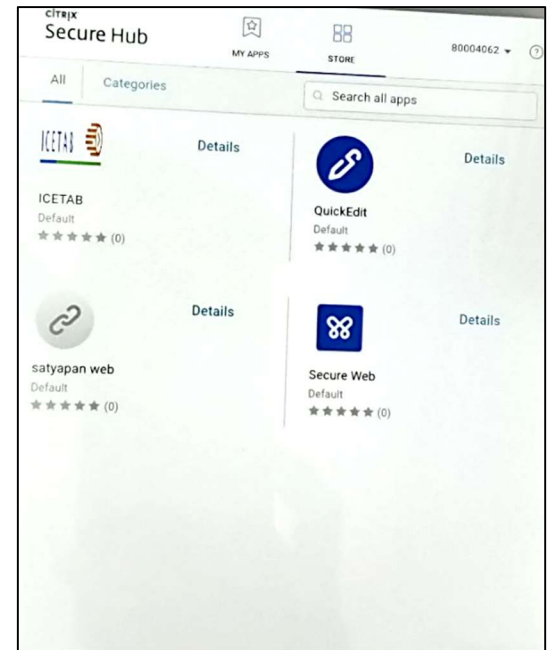
- If you receive a prompt “Google Play services isn’t responding”, click on **Wait**.
- Once the PIN is set, Secure Hub Window will appear.
- **It will download all the mandatory applications by default.**

11. Secure Hub App Container:

- You will see the Secure Hub Container Window with two tabs: MY APPS and STORE

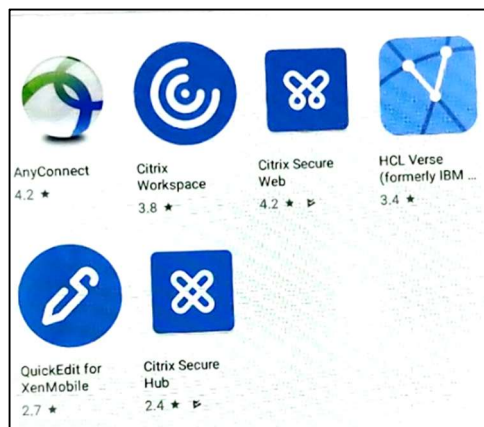
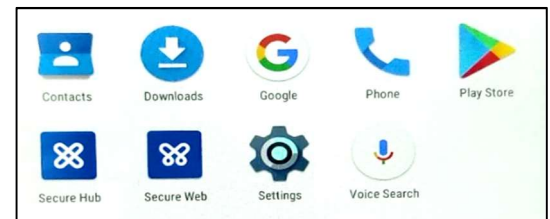


- Download **Satyapan web**, **Secure Web** and **Quick Edit** applications from the STORE tab if not showing in MY APPS.
 - Tap on Application and click “ADD”

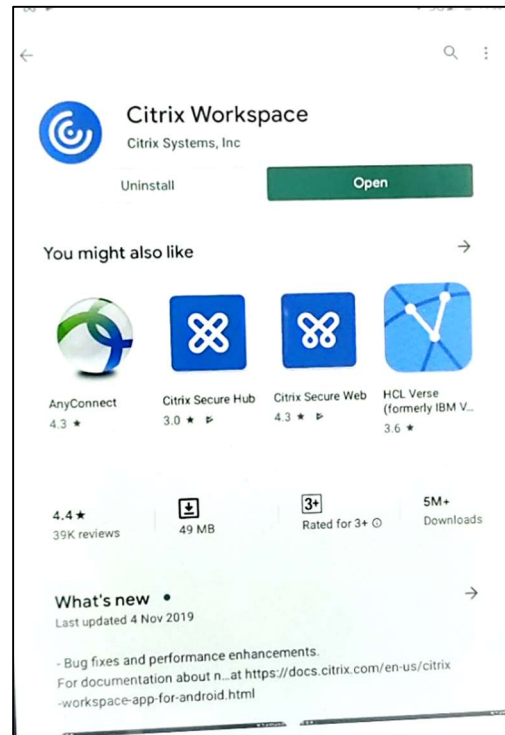
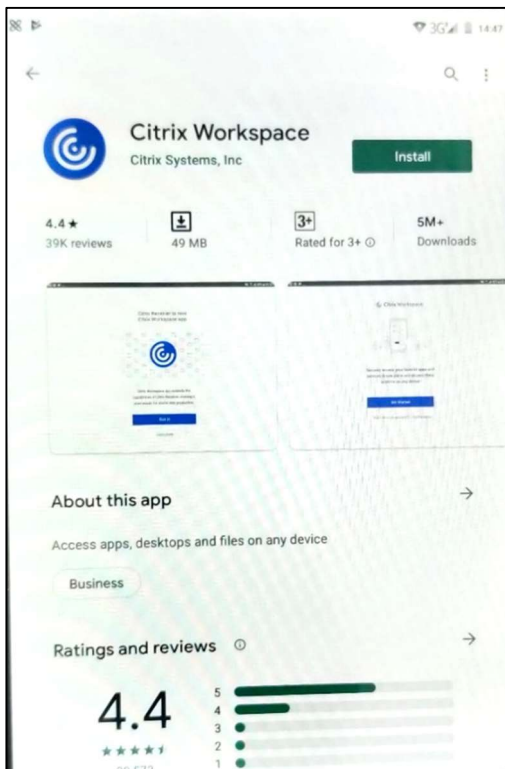
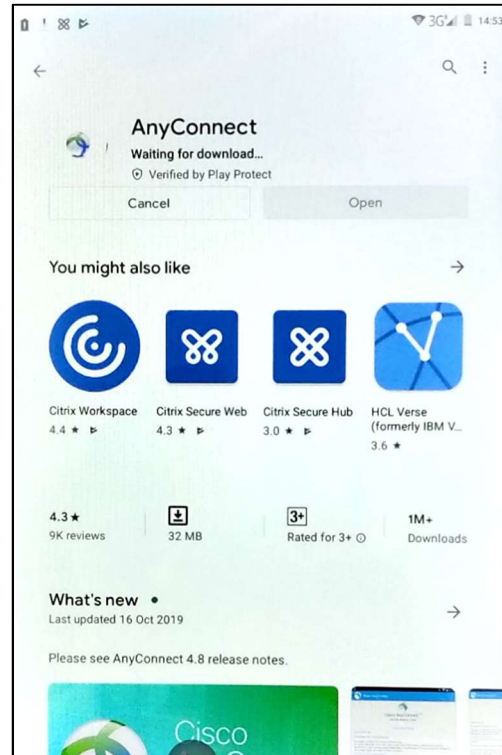
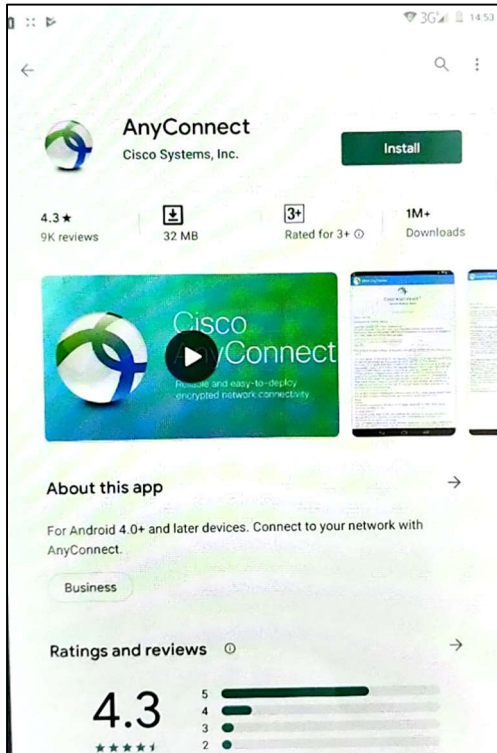


12. Play Store:

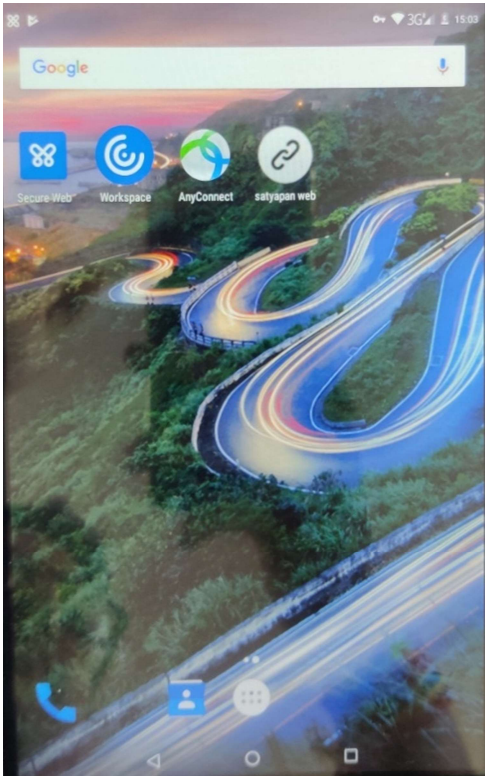
- Go to **Play Store** from Device Menu to download all other applications.
- **Download** below mandatory applications from Play Store:
 - Citrix Work Space
 - AnyConnect
 - Citrix Secure Web
 - Quick Edit



- Screenshots of Downloading and Installation of Cisco AnyConnect (VPN Client) and Citrix Work Space (Citrix Receiver) from Play Store.



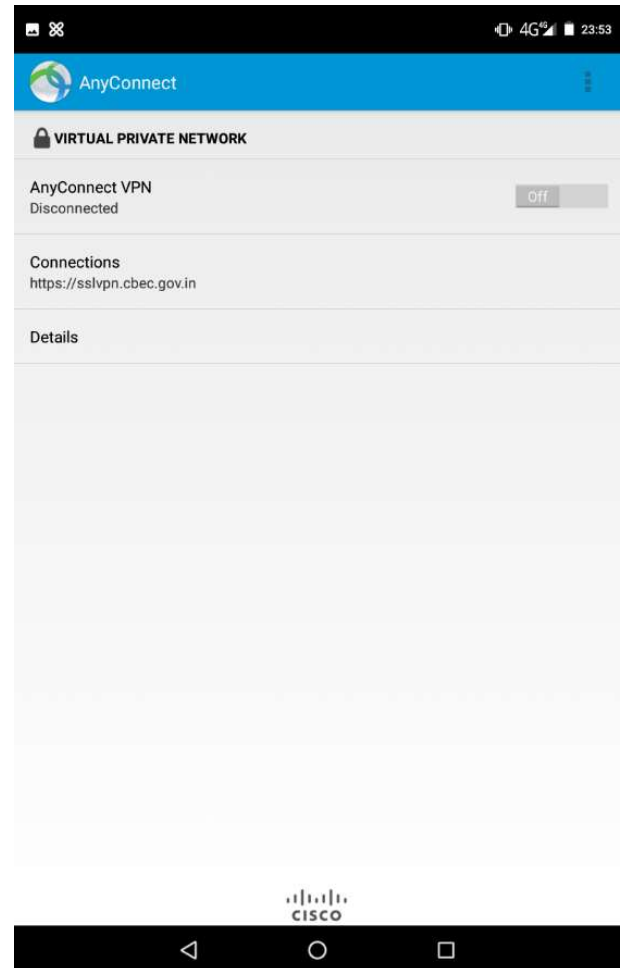
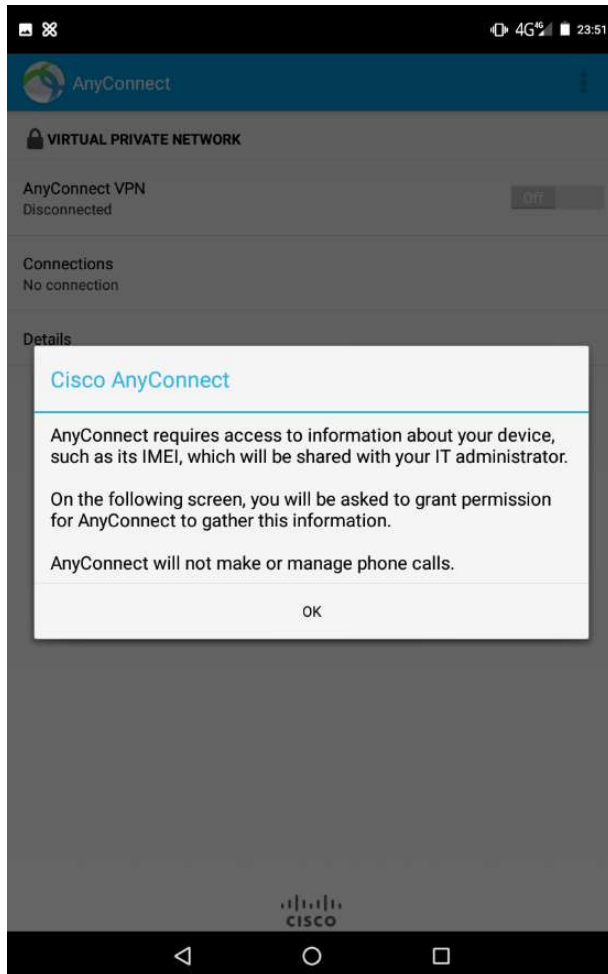
- Applications Like, Work Space, Any Connect, Secure Web will also be available on your ICETAB home screen.



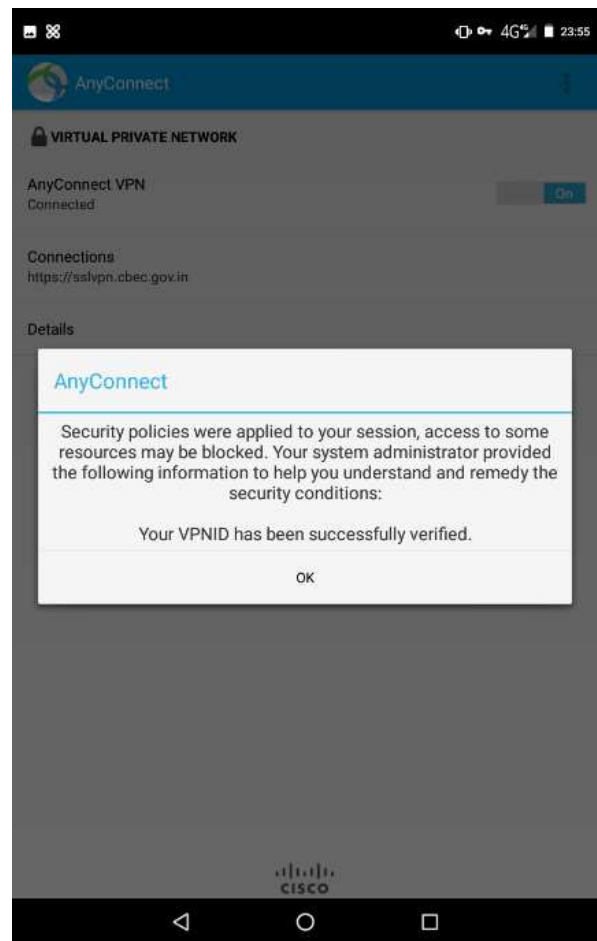
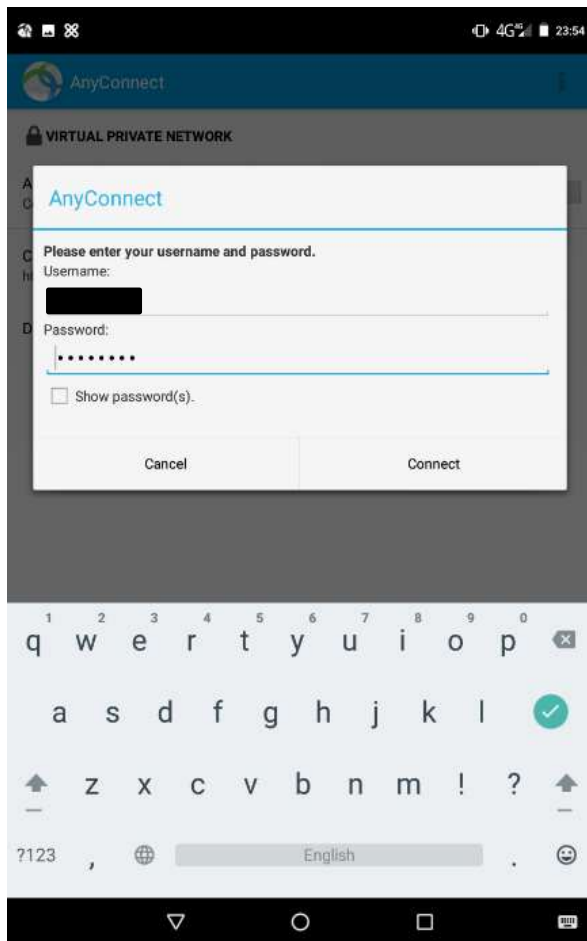
5. Configuring VPN Client

VPN Connection is required to access the Citrix Workspace application and any other CBIC Internal App.

- Open **AnyConnect** app.
- Switch On the **AnyConnect VPN**.
- Tap on Connections to configure VPN Client
- Add a new connection and enter the URL **<https://sslvpn.cbec.gov.in>**



- Enter the VPN credentials received by Saksham Seva and Connect VPN.

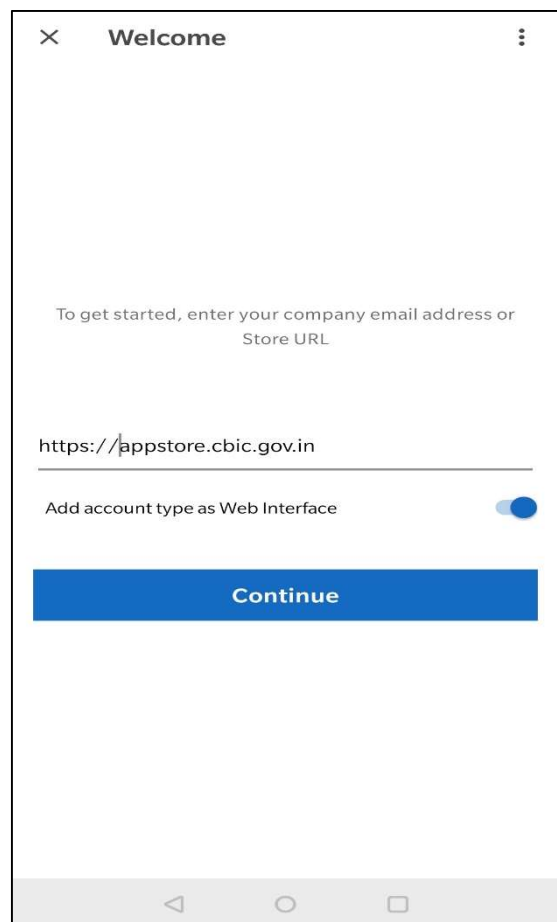


- After the VPN is connected, a KEY symbol will appear on the top right corner of the screen.
- You can disconnect the VPN by turning the toggle switch OFF. To use it again, Open AnyConnect VPN App.
- Switch On the toggle button and enter Password to connect to the VPN.

6. Configuring Citrix Work Space (Citrix Receiver)

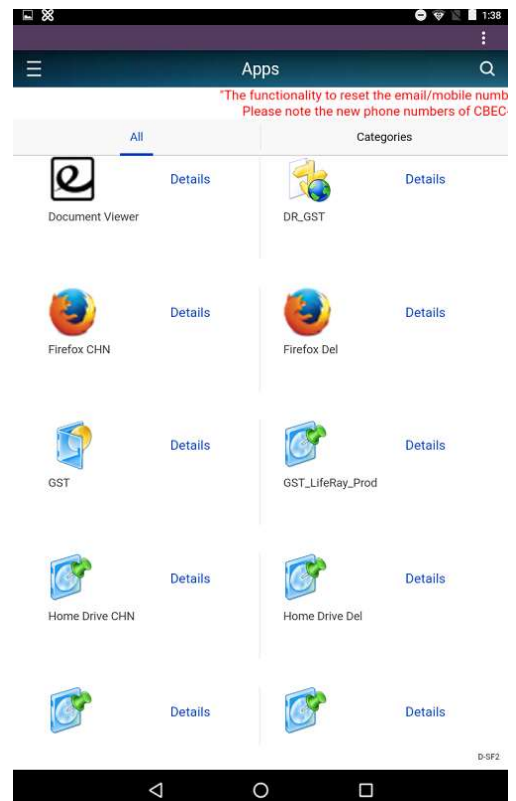
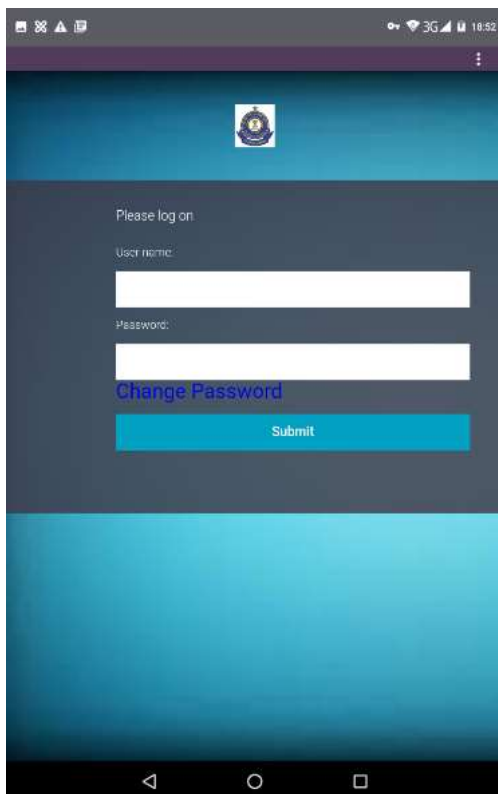
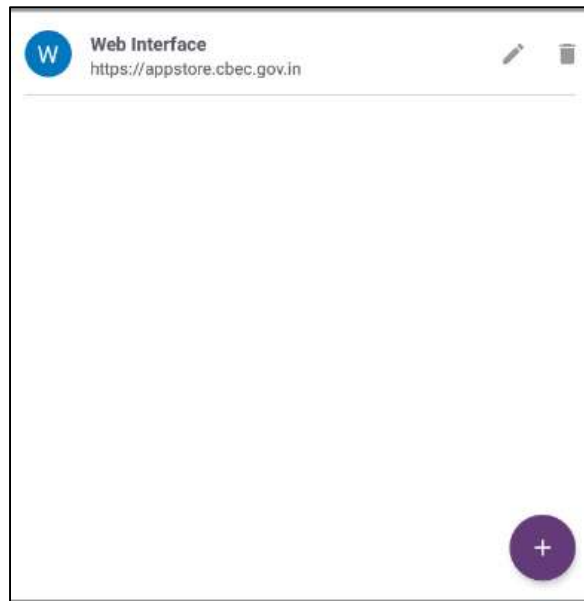
- Open **Citrix Workspace**.
- Click on **Get Started** to add your company's appstore url.
- Enter the AppStore URL: <https://appstore.CBIC.gov.in>
- Switch the Button ON **"Add Account Type as Web Interface"**
- Click **Continue** to proceed.

Adding the URL is a onetime process and we do not need to add it every time.



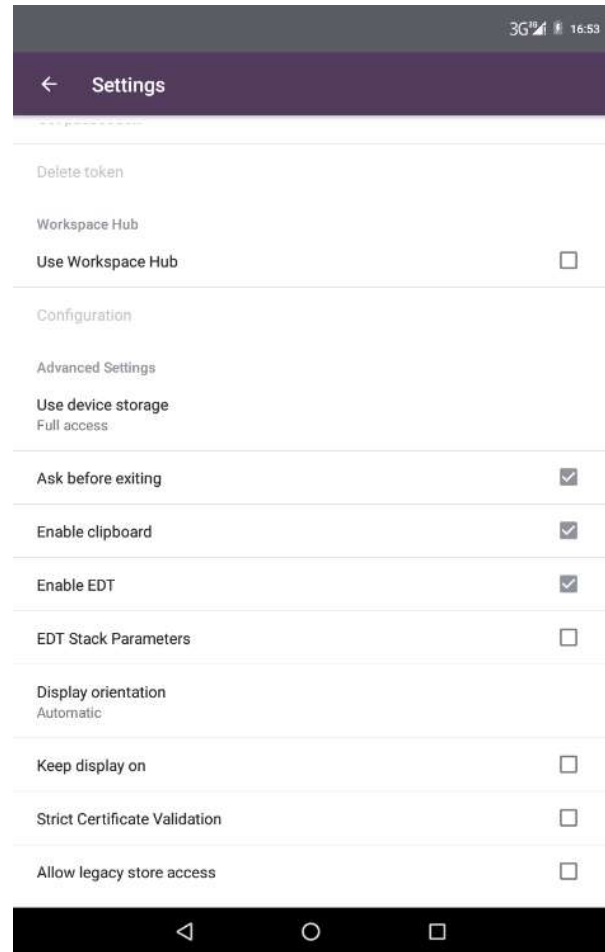
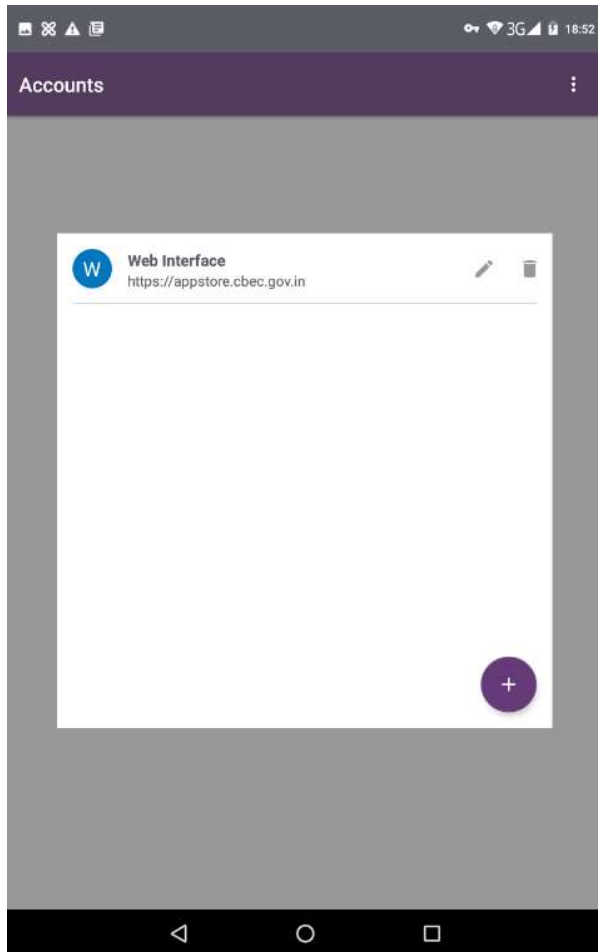
7. Accessing Citrix AppStore

- Open **Citrix Workspace**
- Click the configured URL to open Citrix AppStore Page.
- Enter Credentials of AppStore to access the application icons.



Change Settings of Citrix Workspace

- Open Work Space application
- Click on **3 dots** at top right corner of application window and then go to **Settings**.
- Check Box to **Enable Clipboard**
- Select Full access in **Use Device Storage** option.

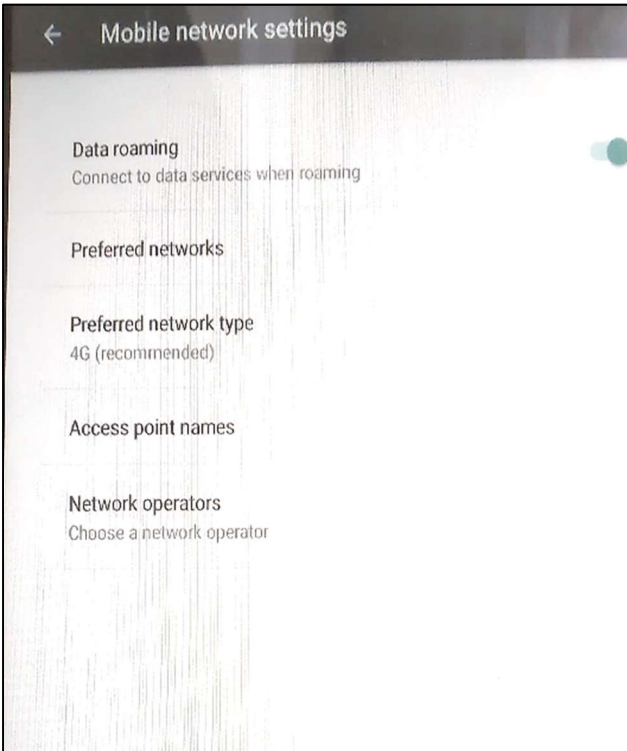


- Citrix Work Space's **Keyboard Settings** can be changed as per the requirement of Function Keys.

Enable Data Roaming

Data Roaming of SIM Network needs to be enabled to use the SIM Internet.

- a. Once enrollment is completed, Go to **Device Settings**.
- b. More >> Mobile Network >> Switch on **Data Roaming**.



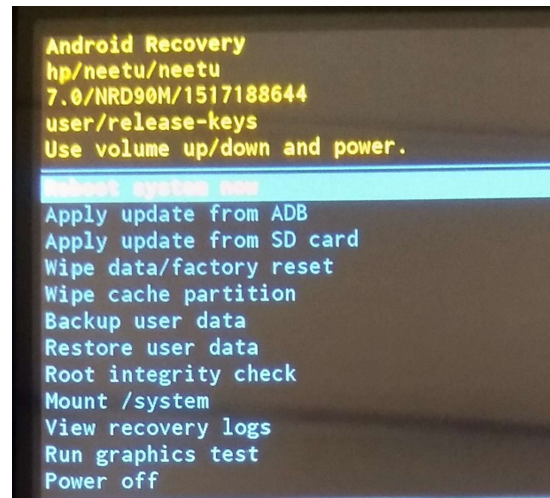
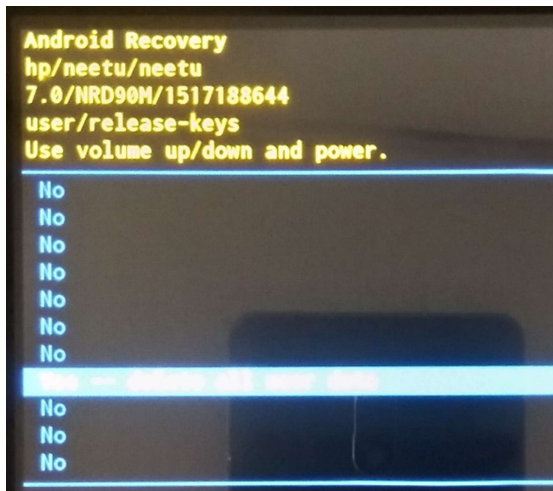
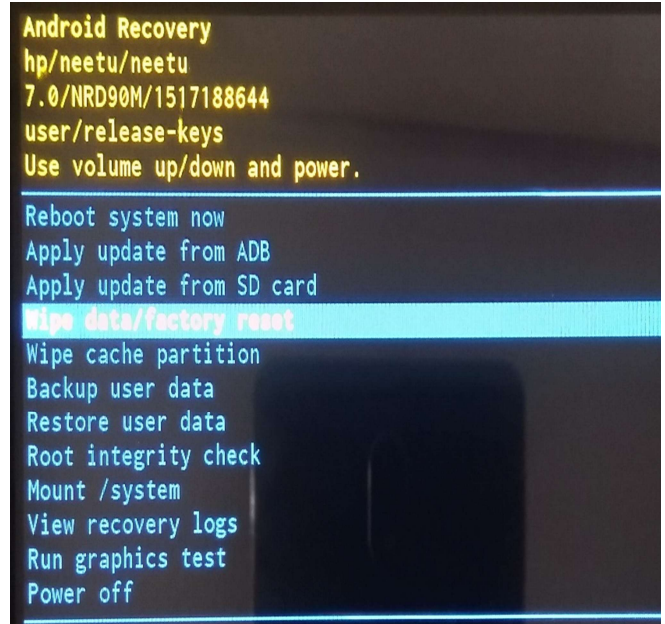
Processes for REs

Factory Reset Device

Hard reset will be performed by RE for the first time when device is coming out of the box.

Steps:

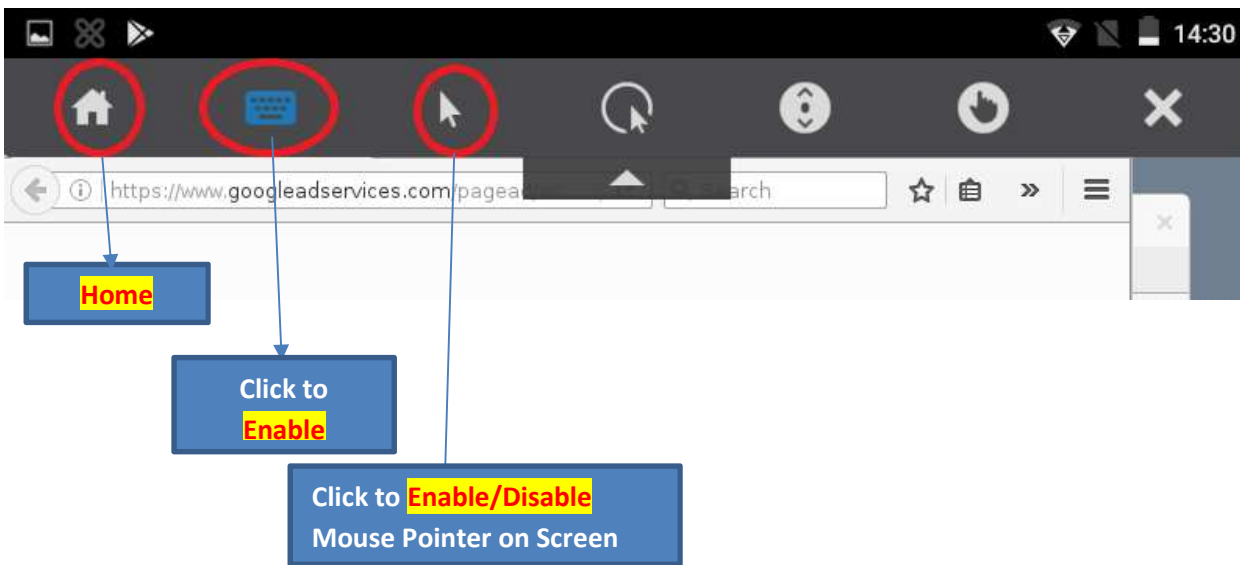
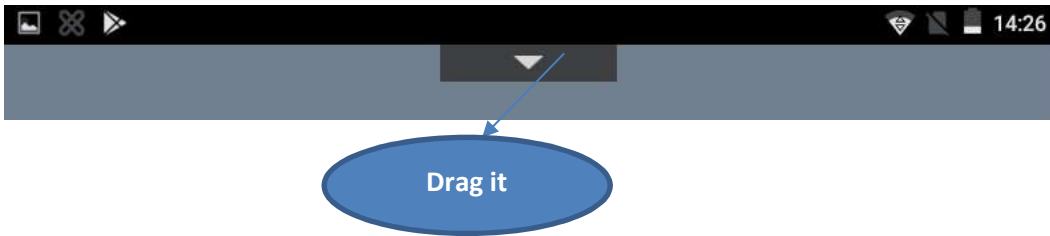
- Switch off the Device
- Press **Volume UP** and **Power Button** together and hold it for a while
- A Black screen will appear as Android Recovery
- Select **Wipe data /Factory Reset** option from the list using volume down button and Press Power button to proceed.
- Select **Yes** from volume down button and press Power button to proceed.
- Then Select and proceed with **Reboot System now** as asked.

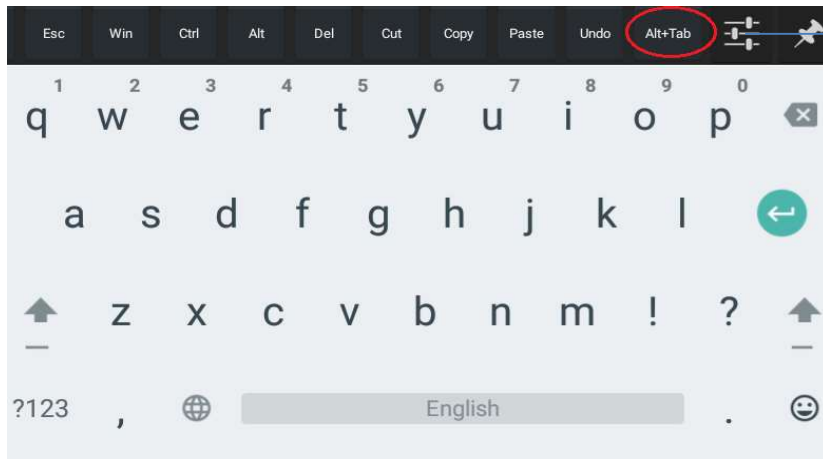


Useful Keyboard's Key Combinations

Accessing Keyboard, Mouse Pointer and Navigation in Citrix Workspace:

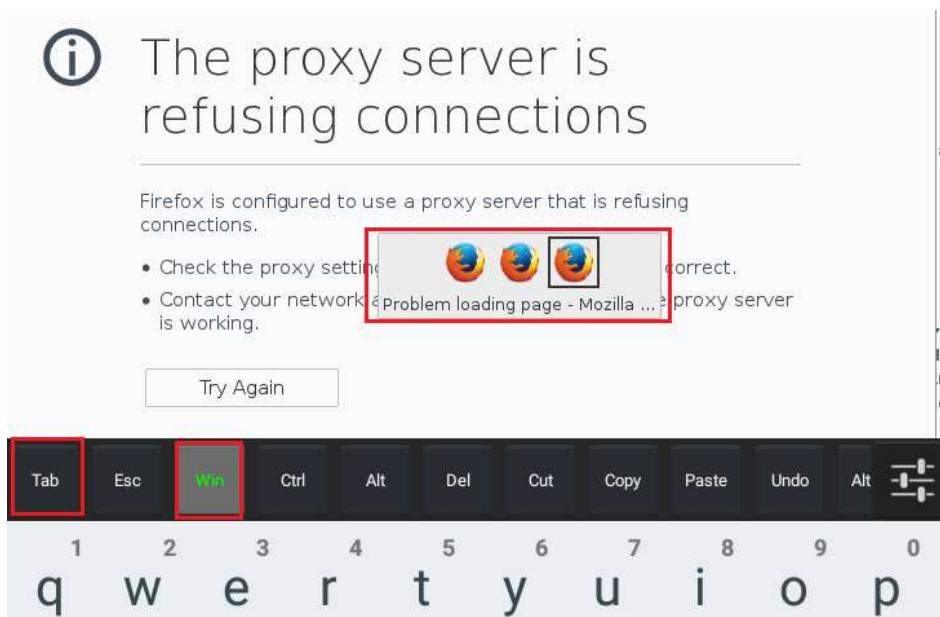
- Open Work Space and login to AppStore.
- Drag the symbol at top to access Keyboard, Mouse Pointer and Navigation.





1. Enable Keyboard
2. Click on '**Alt + Tab**' to **Maximize** the windows and also **switch/change** between two **web pages or Windows**

- Below steps are given to navigate/change between three or more Web Pages and Windows.



- Click two times on 'Win'
- Then, all three windows will appear on the screen. As below shown



- Now click on 'Tab' to navigate/change between pages.
- Once you select the page through Tab. Then Click on 'Win' to maximize the required Window/Web Page