



Directorate General of Systems and Data Management
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

Dept. of Revenue, Ministry of Finance, Government of India

Date: 09, September, 2025

Advisory No: 55/2025
Category: Exports
Issued by: DGoS, ICES

Sub: - Automated allocation of shipping bills in case of demapping of an officer-reg.

When a customs officer raises a query on a Shipping Bill through the ICES system and is then transferred to another role within the same Commissionerate but still having his SSOID mapped to the earlier role, as per current design, the system provides two ways to manage the open queries:

Bulk Transfer: The new officer can be assigned all of the previous officer's shipping bills and pending queries at once. For reference following screenshots may be referred under DBK_AC role:

The screenshot displays the Indian Customs EDI System interface. At the top, it shows the system name and the user's profile: INBOM1_Officer1. The main menu is visible, listing various activities under the DBK_AC role. The activities are organized into a grid with numbered icons.

Activity Menu :		
1 Process DBK Claim	16 DBK Recovery-SB waiver not granted/	31 DBK Conversion A to B
2 Process Supplementary Claim	17 Redistribute Transferred ACs Load A	32 DTA DBK Claim processing
3 Scroll Generation	18 Transfer SBs from one supdt to othe	33 Rodtep to Rosctl Recalculation
4 Scroll Summary	19 Cancellation of Supl claim after ap	34 Change Role
5 DBK sanctioned - Officer-wise	20 Correction of SB stuck by redistrib	35 Exit From ICES
6 Enquiry	21 Correction of queue	
7 DBK pendency	22 GST Refund Verification	
8 Cancel Query	23 GST supp Claim	
9 Enquire Scroll No for a SB	24 All India Lience View	
10 Transfer a Shipping Bill to another	25 Cancel GST Withheld of a SB	
11 Transfer From DBK Supdt to Brand Ra	26 Bank Approval Status	
12 Printing Scroll	27 RMS Facilitated SBs which have been	
13 Transfer From Brand Rate to DBK Su	28 RMS Facilitated SBs where Scroll is	
14 BRC Pendency Report	29 Insufficient Budget SB Details	
15 Restore from SCROLL_IN queue to DBK	30 Rodtep/Rosctl Scroll Status	

Designed & Developed By: NATIONAL INFORMATION CENTRE



Directorate General of Systems and Data Management
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

Dept. of Revenue, Ministry of Finance, Government of India

Option No 18- Transfer all SBs from one DBK_Sup to another DBK_Sup.

Action Edit Query Block Record Field Help Window

transfer dbk supdt.

21/08/2025 Indian Customs EDI System (ICES) 08:59:16 pm
NEW CUSTOM HOUSE, BALLARD ESTATE, MUMBAI - 400038 20000104

Bulk transfer of SB to another DBK Supdt.

Current Officer
Transferred To
Reason for Transfer
Total No of SBs [Show Details](#)

[Save](#) [Clear](#) [Exit](#)

Option No 17 - Transfer all SBs from one DBK_AC to another DBK_AC.

Action Edit Query Block Record Field Help Window

block_ac_transfer

21/08/2025 Indian Customs EDI System (ICES) 03:08:40
NEW CUSTOM HOUSE, BALLARD ESTATE, MUMBAI - 400038

Redistribute Transferred ACs Load Among Others

Do You Want To redistribute (Y/N) :

[Clear](#) [Exit](#)



Directorate General of Systems and Data Management
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

Dept. of Revenue, Ministry of Finance, Government of India

Individual SB Transfer: The new officer can be assigned specific shipping bills one at a time.
For reference, please refer to below screenshots under DBK_AC role:

Window
Main Menu
Indian Customs EDI System
NEW CUSTOM HOUSE, BALLARD ESTATE, MUMBAI - 400038 (INBOM1)
21/08/2025 16:21:49
Welcome [INBOM1_Officer1]
Profile :
Present Role : EXP-DRAWBACK AC DBK_AC User Manual Form
Activity Menu :
1 Process DBK Claim
2 Process Supplementary Claim
3 Scroll Generation
4 Scroll Summary
5 DBK sanctioned - Officer-wise
6 Enquiry
7 DBK pendency
8 Cancel Query
9 Enquire Scroll No for a SB
10 Transfer a Shipping Bill to another appraiser/supdt
11 Transfer From DBK Supdt to Brand Ra
12 Printing Scroll
13 Transfer From Brand Rate to DBK Su
14 BRC Pendency Report
15 Restore from SCROLL IN queue to DBK
16 DBK Recovery - SB waiver not granted/
17 Redistribute Transferred ACs Load A
18 Transfer SBs from one supdt to other
19 Cancellation of Supl claim after ap
20 Correction of SB stuck by redistrib
21 Correction of queue
22 GST Refund Verification
23 GST supp Claim
24 All India Licence View
25 Cancel GST Withheld of a SB
26 Bank Approval Status
27 RMS Facilitated SBs which have been
28 RMS Facilitated SBs where Scroll is
29 Insufficient Budget SB Details
30 Rodtep/Rosctl Scroll Status
31 DBK Conversion A to B
32 JTA DBK Claim processing
33 Rodtep to Rosctl Recalculation
34 Change Role
35 Exit From ICES
Designed & Developed By :
NCC
NATIONAL CUSTOMS CENTRE

Option No 10 – Transfer of One SB to another appraiser/supdt.

Action Edit Query Block Record Field Help Window
transfer_aud
21/08/2025 Indian Customs EDI System (ICES) 08:58:54 pm
NEW CUSTOM HOUSE, BALLARD ESTATE, MUMBAI - 400038 20000104
Transfer SB to another appraiser/supdt
SB No.: /
Current Officer : Transferred To
Save Clear Exit



Directorate General of Systems and Data Management

CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

Dept. of Revenue, Ministry of Finance, Government of India

This ensures that the export process can continue without disruption, even if the concerned customs officer changes.

2. However, in case the officer who raised the query is transferred and his SSOID is de-mapped, then there was no option to allocate his Shipping Bills. In this regard, necessary changes have been done in the system. Now, the shipping bills will be auto allotted to the new officer who is mapped to the role in case the old officer is de-mapped.

Officer facing any difficulties or issues may email to Saksham.seva@icegate.gov.in.
Traders facing any difficulties or issues may email to icegatehelpdesk@icegate.gov.in

Assistant Director, ICES

