



THE COTTON TEXTILES EXPORT PROMOTION COUNCIL

(Sponsored By Government of India)

Engineering Centre, 5th Floor, 9, Mathew Road, Mumbai - 400 004. Maharashtra State, INDIA
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E-Serve No.: 178 of 2022 | Date: November 01, 2022 **URGENT & IMPORTANT**

Sub : ICEGATE Helpdesk for redressal of RoDTEP related grievances

Dear Member,

We would like to inform you that DGFT has issued Trade Notice No. 20/2022-23 dated 31st October 2022 ([Click here](#)) notifying the mechanism of ICEGATE Helpdesk which would be made available for exporters. This mechanism shall be functional 24*7 for exporters.

Members may please make a note of the following –

- For resolution/examination of exporter grievances related to scroll out of shipping bills, generation of e-scrips and transfer of e-scrips under RoDTEP Scheme, the mechanism of ICEGATE (Indian Customs Electronic Gateway) is available to the exporters 24*7 is functional.
- In this connection, an exporter can lodge a grievance either by voice interaction by calling at Toll Free No. [1800-3010-1000](tel:1800-3010-1000) or by emailing at icegatehelpdesk@icegate.gov.in. Thereafter, a unique ticket/incident number is generated which the exporter receives for record/follow up.
- In case the RoDTEP grievance continues, the exporter may approach the higher authority at email: jsdbk-rev@nic.in.

Members are advised to raise your issues to ICEGATE helpdesk at mail id: icegatehelpdesk@icegate.gov.in or even escalate the matter higher for an early resolution of the issue under intimation to the Council. The technical team of CBIC will guide you accordingly and the Council will also follow-up.

Members may please take a note of the above and do the needful as notified.

Regards,

Dr. Siddhartha Rajagopal
Executive Director

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