

सार्वजनिक सूचना सं. (Public Notice No.) : 18/2026 dated:05-08-2026

Subject: Automation of Refund Application and Processing for Courier Imports through Express Cargo Clearance System (ECCS) - regarding

Attention of all Authorised Couriers, Importers, Exporters, Customs Brokers, Trade Bodies and all other stakeholders under the jurisdiction of Customs Preventive Commissionerate, Jodhpur (Hqrs at Jaipur) is invited to the CBIC Circular No. 34/2026-Customs dated 30.07.2026 and DG Systems Advisory No. 09/SYS/WZU/2026 issued regarding the pan-India roll-out of the automated ECCS Refund Module.

2. The Central Board of Indirect Taxes and Customs (CBIC) has been undertaking continuous efforts to streamline and modernize procedures relating to Courier imports and exports, with a focus on enhancing ease of doing business for the trade. Recognizing the need for faster and efficient handling of refund claims with respect to Courier imports, Board has identified the automation of refund processes under the Express Cargo Clearance System (ECCS) as a key reform area.

3. Currently, refund applications for Courier Imports are filed manually and processed under Section 27 of the Customs Act, 1962 read with Customs Refunds Application (Form) Regulations, 1995, Board Circular No. 24/2007-Cus., dated 2nd July, 2007 and Circular No. 22/2008-Customs, dated 19th December, 2008.

4. To enhance the ease of doing business and accelerate trade facilitation, the Central Board of Indirect Taxes and Customs (CBIC) has automated the filing and processing of these refund claims through the Express Cargo Clearance System (ECCS). Accordingly, an ECCS Refund Module has been developed and enabled on ECCS at <https://eccs.cbic.gov.in/eccs>.

5. The key Features of the electronic processing of refund through ECCS are as under:

a. The Authorised Courier may file the Refund Application electronically on the ECCS Portal (<https://eccs.cbic.gov.in/eccs>) in terms of the Customs Refunds Application (Form) Regulations, 1995, along with supporting documents such as B/E, AWB, Duty payment proof, invoice, Unjust Enrichment Certificate, NOC from the importer etc.

b. The Authorised Courier shall provide Bank Account details at the time of filing the Refund Application on ECCS. The payment integration of ECCS with ICEGATE/PFMS is not yet operationalized. Till such time, payment shall be processed as per the existing manual procedure.

c.

On successful filing of the Refund Application on ECCS, a unique Refund Request Number (RRN) shall be generated immediately, which shall serve as the reference for all subsequent processing, communication, and tracking of the claim.

d. On receipt of the Refund Application, the Proper Officer shall scrutinize the application and intimate any deficiency within 10 days of generation of the RRN on the ECCS dashboard. The Proper Officer shall ensure that all queries are raised in one-go and piecemeal queries are avoided.

e. If there is no deficiency or if all the deficiencies have been rectified, an Acknowledgement Number shall be generated by the Proper Officer on ECCS and the same shall be available to the user.

f. The Show Cause Notice in case of rejection or the order for refund sanction or rejection shall be communicated electronically through the ECCS Portal. The Proper Officer shall pass a speaking order, including examination of aspects relating to unjust enrichment.

g. On the lines of Circular No. 5/2025-Customs, dated 17.02.2025, Board has decided to do away with the concurrent audit of refund claims processed through ECCS and shift the same to post-audit, in view of electronic processing of refund applications. The manner of selection for audit shall be finalized by DG Audit in consultation with DGARM.

h. The status of the Refund Claim shall be made available to the applicant at the ECCS Dashboard.

i. The MIS reports regarding refund pendency, processing timelines, and Commissionerate-wise performance shall be available to Customs Officers for efficient, effective, and transparent monitoring.

j. Trade stakeholders may file refund claims either manually or through the ECCS Refund Module up to 30th September 2026. With effect from 1st October 2026, all fresh refund applications for Courier Bills of Entry must be filed exclusively through the online ECCS module. No manual applications will be accepted after this date without specific written approval from the Principal Commissioner/Commissioner of Customs.

6. The Board Circulars No. 24/2007-Cus., dated 2nd July, 2007 and No. 22/2008-Customs, dated 19th December, 2008 stand modified to the above extent insofar as they relate to processing of refund claims filed under Section 27 of the Customs Act, 1962 for Courier Bills of Entry (CBEs) processed through ECCS.

7. The DG (Systems) shall issue detailed guidelines on the processing of Refund application through the ECCS Refund Module.

8. As a transitional measure, Couriers may file refund claims either manually or through the ECCS Refund Module till 30th September 2026. No manual refund application in respect of Courier Bills of Entry shall be accepted after this date, unless specifically allowed by the concerned Principal Commissioner/Commissioner of Customs, for reasons to be recorded in writing.

9. Difficulties faced, if any, may be brought to the notice of this office through email at [custech-jpr-rj@gov.in].

10. All trade associations are requested to give wide publicity to this notice among their constituent members.

Digitally signed by
Raj Kumar Chandan
Date: 05-08-2026
12:21:16

(R. K. Chandan)

Commissioner

Copy to:

1. The Principal Chief Commissioner of Customs (Preventive), Delhi Zone, New Customs House, New Delhi.
2. All Additional/Deputy/Assistant Commissioners of Customs (Preventive), Commissionerate, Jodhpur (Hqrs at Jaipur).
3. The Customs House Agents Association (Regd.).
4. All PTFC/Trade Associations.
5. Notice Board.
6. Guard File.



कार्यालय, अपर महानिदेशक (प्रणाली), पश्चिमी क्षेत्र इकाई
Office of the Additional Director General (Systems), West Zonal Unit
नवीन सीमाशुल्क भवन, बैलार्ड एस्टेट, मुंबई-400001
New Custom House, Ballard Estate, Mumbai - 400001
दूरभाष- 022-20825140, फैक्स- 022-220825148
Phone: 022-20825140, Fax: 022-20825148, Email: systems.wzumumbai@gov.in

Date: 30th July, 2026

Advisory No. 09/SYS/WZU/2026

Subject: Pan-India Roll-out of Refund Module in Express Cargo Clearance System (ECCS) – reg.

Board has decided to automate the filing and processing of refund application pertaining to Courier Imports through the Express Cargo Clearance System (“ECCS”). Accordingly, Board has issued Circular No. 34/2026-Customs dated 30.07.2026 to implement it. Key aspects relating to the electronic processing of refund through ECCS are mentioned at para 4 of the said Circular. This advisory is issued for pan-India rollout of the ECCS Refund Module across all International Courier Terminals (ICTs) in India.

2. The ECCS Refund Module provides an automated workflow covering refund claim filing, scrutiny, deficiency handling, Show Cause Notice (SCN) processing, determination of sanctionable refund amount, and generation of Refund Order. It is enabled at URL: <https://eccs.cbic.gov.in/eccs>. The Process Workflow of the ECCS Refund Module is attached as Annexure to this advisory.

3. The detailed step-by-step functional procedure and workflow for the Refund Module is provided in the User Manual for Duty Refund Module in Import (ECCS) circulated separately along with this Advisory. The User Manual covers the following: (a) Courier Login — submission of refund application with CBE number, grounds for refund, supporting documents, and banking details; (b) AC/DC Login — allocation of claim to AO/Superintendent, Deficiency Memo, acknowledgement, SCN issuance, and final claim approval or rejection; (c) AO/Superintendent Login — initial scrutiny, deficiency memo request, determination of sanctionable amount, and SCN/approval/rejection action. Two scenarios are covered: (i) Claim Rejection; and (ii) Claim Approval.

4. As mentioned in the Board Circular, as a transitional measure, Couriers may file refund claims either manually or through the Refund Module in ECCS up to **30.09.2026**. No manual refund application in respect of Courier Bills of Entry shall be accepted after this date unless specifically allowed by the concerned Principal Commissioner/Commissioner of Customs, for reasons to be recorded in writing.

5. All Commissionerates handling Courier imports are requested to undertake the following actions for smooth roll-out and implementation:

- (i) Nominate dedicated Customs Officers (AC/DC and AO/Superintendent) for handling refund processing through the Refund Module, including scrutiny, deficiency handling, SCN issuance, and determination of sanctionable refund amount.
- (ii) Facilitate role assignment in the Refund Module for the nominated officers and concerned Couriers/Authorised Courier Operators in coordination with WZU, DG Systems through technical vendor CMS.

- (iii) Commissionerates should encourage filing of fresh refund applications through the Refund Module during the transition period. With effect from 01.10.2026, all fresh refund applications shall be filed exclusively through the Refund Module.
- (iv) Ensure strict monitoring of prescribed timelines — particularly the 10-day period for deficiency intimation and the statutory 90-day processing period under Section 27 of the Customs Act, 1962 — through regular review of pendency dashboards.
- (v) Inform and sensitise all concerned Couriers and stakeholders about this roll-out and guide them to file fresh refund claims at <https://eccs.cbic.gov.in/eccs>.
- (vi) Provide feedback on workflow issues, system errors, or functional gaps, if any, to WZU for prompt rectification.
- (vii) Provide necessary operational support and extend all cooperation to ensure smooth and effective implementation of the Refund Module.

6. For any query/doubt on the above, it is requested to contact the following officers of DG Systems, WZU, Mumbai:

- (i) Mr. D. V. Gautam, AD — Email: dvgautam.irs@gov.in; Mobile: 8898020712
- (ii) Mr. Naresh Meena, AAD — Email: nareshkm.c091601@gov.in; Mobile: 9460141213
- (iii) Helpdesk: eccs.helpdesk@icegate.gov.in | 1800-2666-882.

Digitally signed by
Manish Thapliyal
Date: 30-07-2026
19:35:04

(Manish Thapliyal)
ADG (Systems), WZU, Mumbai

To,

- 1. The Principal Commissioners/Commissioners of Customs at all ICTs by email
(viz. Ahmedabad, Bengaluru, Cochin, Chennai, Delhi, Hyderabad, Kolkata, Mumbai, Jaipur, Navi Mumbai)
- 2. EICI — They are requested to inform all Couriers and Authorised Courier Operators.
- 3. The Custodians at all ICTs by email (viz. Ahmedabad, Bengaluru, Cochin, Chennai, Delhi, Hyderabad, Kolkata, Mumbai, Jaipur, Navi Mumbai).
- 4. CMS — to update ECCS website and assign roles to nominated officers.

Copy for information to:

- 1. The Pr. Director General, Directorate General of Systems & Data Management, New Delhi.
- 2. The Pr. ADG, DCCS, Directorate General of Systems & Data Management, New Delhi.
- 3. The Pr. Addl. Director General, ICEGATE, New Delhi.
- 4. The Pr. Addl. Director General, ICES, New Delhi.

Refund Process Flow



Circular No. 34/2026-Customs

F. No. 451/09/2026-Cus.V
Government of India
Ministry of Finance
Department of Revenue
Central Board of Indirect Taxes & Customs

Room No. 16049, Kartavya Bhawan-1, New Delhi-110001

Dated: 30th July, 2026

To,

All the Pr. Chief Commissioners/Chief Commissioners of Customs/Customs (Preventive)
All Principal Chief Commissioners/Chief Commissioners of Customs & Central Tax,
All Principal Commissioners/ Commissioners of Customs/Customs (Preventive),
All Principal Director Generals/Director Generals under CBIC.

Subject : Automation of Refund Application and Processing for Courier Imports through Express Cargo Clearance System (ECCS) -regarding

Madam/Sir,

The Central Board of Indirect Taxes and Customs (CBIC) has been undertaking continuous efforts to streamline and modernize procedures relating to Courier imports and exports, with a focus on enhancing ease of doing business for the trade. Recognizing the need for faster and efficient handling of refund claims with respect to Courier imports, Board has identified the automation of refund processes under the Express Cargo Clearance System (ECCS) as a key reform area.

2. At present, the refund applications in respect of Courier Imports are filed manually and processed under Section 27 of the Customs Act, 1962 read with Customs Refunds Application (Form) Regulations, 1995, Board Circular No. 24/2007-Cus., dated 2nd July, 2007 and Circular No. 22/2008-Customs, dated 19th December, 2008.

3. Board has now decided to automate the filing and processing of refund applications pertaining to Courier imports through the ECCS. Accordingly, an **ECCS Refund Module** has been developed and enabled on ECCS at <https://eccs.cbic.gov.in/eccs>.

4. The key aspects relating to the electronic processing of refund through ECCS

are as under:

- a. The Authorised Courier may file the Refund Application electronically on the **ECCS Portal (<https://eccs.cbic.gov.in/eccs>)** in terms of the Customs Refunds Application (Form) Regulations, 1995, along with supporting documents such as B/E, AWB, Duty payment proof, invoice, Unjust Enrichment Certificate, NOC from the importer etc.
 - b. The Authorised Courier shall provide Bank Account details at the time of filing the Refund Application on ECCS. The payment integration of ECCS with ICEGATE/PFMS is not yet operationalized. Till such time, payment shall be processed as per the existing manual procedure.
 - c. On successful filing of the Refund Application on ECCS, a unique **Refund Request Number (RRN)** shall be generated immediately, which shall serve as the reference for all subsequent processing, communication, and tracking of the claim.
 - d. On receipt of the Refund Application, the Proper Officer shall scrutinise the application and intimate any deficiency within **10 days** of generation of the RRN on the ECCS dashboard. The Proper Officer shall ensure that all queries are raised in one-go and piecemeal queries are avoided.
 - e. If there is no deficiency or if all the deficiencies have been rectified, an Acknowledgement Number shall be generated by the Proper Officer on ECCS and the same shall be available to the user.
 - f. The Show Cause Notice in case of rejection or the order for refund sanction or rejection shall be communicated electronically through the ECCS Portal. The Proper Officer shall pass a speaking order, including examination of aspects relating to unjust enrichment.
 - g. On the lines of Circular No. 5/2025-Customs, dated 17.02.2025, Board has decided to do away with the concurrent audit of refund claims processed through ECCS and shift the same to post-audit, in view of electronic processing of refund applications. The manner of selection for audit shall be finalized by DG Audit in consultation with DGARM.
 - h. The status of the Refund Claim shall be made available to the applicant at the ECCS Dashboard.
 - i. The MIS reports regarding refund pendency, processing timelines, and Commissionerate-wise performance shall be available to Customs Officers for efficient, effective, and transparent monitoring.
5. The Board Circulars No. 24/2007-Cus., dated 2nd July, 2007 and No. 22/2008-Customs, dated 19th December, 2008 stand modified to the above extent insofar as they relate to processing of refund claims filed under Section 27 of the Customs Act, 1962 for Courier Bills of Entry (CBEs) processed through ECCS.

6. The DG (Systems) shall issue detailed guidelines on the processing of Refund application through the ECCS Refund Module.

7. As a transitional measure, Couriers may file refund claims either manually or through the ECCS Refund Module till 30th September 2026. No manual refund application in respect of Courier Bills of Entry shall be accepted after this date, unless specifically allowed by the concerned Principal Commissioner/Commissioner of Customs, for reasons to be recorded in writing.

8. This Circular may be given wide publicity by issue of suitable Trade Notice/Public Notice. Officers under your jurisdiction may be sensitised to handhold stakeholders in the use of this module. Difficulties, if any, in the implementation of this Circular may be brought to the notice of the Board.

Hindi version follows.

Yours faithfully,

Digitally signed by
Anand Poonia
Date: 30-07-2026
14:59:54

(Anand Poonia)
Deputy Commissioner (Customs-V)

USER MANUAL ECCS DUTY REFUND MODULE IN IMPORT

Sumit Godase
Technical Document Writer
21-11-2025

Document Details

Document ID:	ECCS Duty Refund Module
Type of Document:	User Manual
Initial Release Date:	31 January 2025
Latest Version:	1.0
Process Owner:	ECCS

Prepared by/Date	Reviewed by	Approved by/Date
Sumit Godase 19/11/2025	Yuvaraj Bankar Rahul Seth	Yuvaraj Bankar Rahul Seth
Sumit Godase 25/11/2025	WZU	WZU

Revision History

Version	Date of Release/Revision	Description of Change	Reason for Change	Affected Sections	Approved By
1.0	21/11/2025	Making of User Manual on Duty refund module.	Initial Documentation	NA	
2.0	8/12/2025	Making updates suggested by WZU	WZU Suggestions	NA	
3.0	30-07-2026	Making updates suggested by WZU	WZU Suggestions	NA	

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1. Introduction: -

The ECCS Duty Refund Module is designed to automate the duty refund process for Courier Bills of Entry (CBEs) in the Express Cargo Clearance System (ECCS). It enables courier users to initiate refund claims against duty paid on CBEs, while Customs officers such as the Assessing Officer (AO)/Superintendent and AC/DC review, verify, and process these claims through a secure, role-based workflow. All activities are controlled through user-specific access rights within ECCS, ensuring transparency and accountability.

2. Purpose of the User Manual: -

This user manual provides step-by-step guidance to courier operators, Customs officers, and administrative users for efficient processing of duty refund claims through the ECCS Duty Refund Module. It explains how to submit, scrutinize, process, approve, or reject refund claims for CBEs through a structured digital workflow.

3. Scope: -

This user manual covers the following aspects of the duty refund process in ECCS:

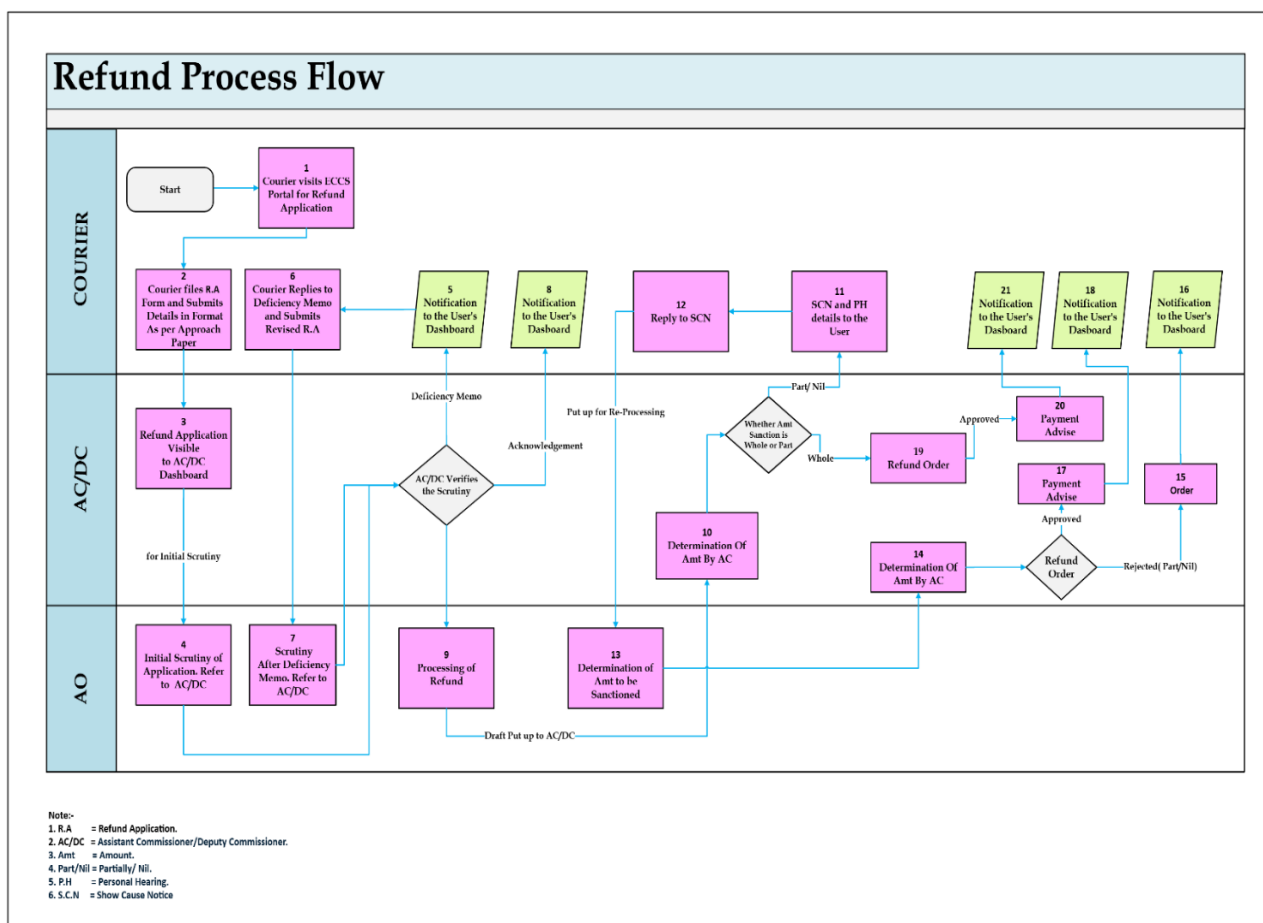
- Submission of refund claims by courier users
- Scrutiny and processing by AO/Superintendent
- Approval or rejection by AC/DC
- Issuance and reply of Deficiency Memos and Show Cause Notices (SCNs)
- Workflow navigation and role-based actions

4. System Overview: -

The ECCS Duty Refund Module is an integral part of the Express Cargo Clearance System and manages the complete lifecycle of duty refund claims for courier consignments. It supports claim initiation by courier users, scrutiny by AO/Superintendents, and final order issuance by AC/DC officers. Features include automated validations, real-time status tracking, role-based access, and comprehensive audit trails. The module improves operational efficiency, reduces manual intervention, and ensures a structured and compliant refund management process.

5. Work-flow Of Event: -

The duty refund process in ECCS follows a clearly defined sequence of actions performed by different user roles. The workflow diagram illustrates the movement of the refund claim from initial submission by the courier to final approval or rejection by the AC/DC officer.



6. Process Flow: –

The refund process starts when the courier logs into the ECCS portal and submits a Refund Application along with required supporting documents. The application appears on the AC/DC dashboard, where the Assessing Officer (AO) conducts initial scrutiny. If deficiencies or missing information are identified, a Deficiency Memo is issued and the courier submits a revised application, which is then re-verified by the AO.

Once the application is found satisfactory, it is forwarded to AC/DC for detailed verification. The eligible refund amount is determined and, if required, a Show Cause Notice (SCN) is issued along with personal hearing details. After reviewing the courier's response to the SCN, the AC/DC may approve, partially approved, or reject the refund claim. Upon approval, the refund order and payment advice are generated and payment is processed. System notifications are generated at each key stage until the refund case is closed.

7. Navigation: -

Courier users log into ECCS and navigate to REFUND → Create Refund Claim. They enter details such as CBE number, grounds for refund, claim amount, and upload supporting documents. The system validates eligibility and confirms submission by generating a unique Refund Request Number.

The refund process is illustrated using two main scenarios:

Path - <https://eccs.cbic.gov.in/eccs>

**CENTRAL BOARD OF
INDIRECT TAXES & CUSTOMS**

eccs
Indian Customs

**EXPRESS CARGO
CLEARANCE SYSTEM**

WELCOME

Enter your Single Sign-On credentials below

Username

Password

[Forgot Password?](#) **Login**

Attention: For support and application related queries, users are requested to contact ECCS helpdesk on below details:
Email Id: eccs.helpdesk@icegate.gov.in, Contact No.: 0120-4864713

Scenario 1: - Refund Claim Rejection (Claim Filed → Deficiency Issued → Acknowledged → SCN Issued → Claim Rejected).

Scenario 2: - Refund Claim Approval (Claim Filed → Acknowledged → SCN, if any → Claim Approved).

7.1 Scenario – Refund Claim Rejection: -

7.1.1 Courier Login: -

Step 1 – Log in to the ECCS system using the Courier credentials and navigate to REFUND → Create Refund Claim.

Step 2 – Enter the mandatory details such as CBE Number, Grounds for Refund, and Claim Amount. Upload required supporting documents such as invoices, duty challans, appeal orders, and IGST reversal proof, as applicable.

Step 3 – Click Submit to submit the refund claim. You may use Cancel to abort the process or reset to clear the entered data.

Step 4 – Upon successful submission, the system generates a Refund Request Number for future reference.

Express Cargo Clearance System

HOME IMPORT EXPORT RE-EXPORT DISPOSAL REFUND REPORTS E-PAYMENT DASHBOARD GENERAL

ECCS Dashboard Logout

Create Refund Claim (Creation of Refund Claim)
View Refund Order (Refund Order View)
Action Required

AVAILABLE WORK SUMMARY

No Work Available

https://eccsuet.cbic.gov.in/eccs/jsp/refunds/createRefundClaim.do?initialFlag=true

APPLICATION FOR REFUND OF DUTY/INTEREST

APPLICANT'S DETAILS

Applicant Name: * Test Reject Applicant E-Mail: * abc@gmail.com Applicant Address: * Mumbai 400001

COURIER'S DETAILS

Authorized Courier Name: MYPORTCOMPANY Courier Address: EQWDE F JG, J, J - 123456

IMPORT/EXPORT DOCUMENT DETAILS

BOE Type: * CBE - XIII BOE Number: * CBEXIII_AMT_2024-2025_0603_10059 Filed Date

GET DETAILS

Refund Claim Under: * Select Amount of IGST Credit Taken (Rs): *

Grounds of Refund: * Reassessment of duty Shortage/Short Landing Pilferage goods Favorable Order (appellate/Court / Adjudication/Others) Ground Details: * Maximum 4000 Characters.

Letter of Authorization from the importer/buyer in case the applicant is an agent Authority Letter Self-attested Purchase Invoice/ Invoice

DUTY DEPOSIT REFERENCE			
Payment Type	TR-6 Challan Number		TR-6 Challan Date
ECL	1203011491		N/A

ITEMS SELECTED FOR REFUND CLAIM		
S.NO	CTSH Number	Item Description
1	87021012	HEADERS,

DUTY HEADS WISE DUTY AND REFUND CLAIM DETAILS			
Duty Head	Duty Paid in Challan	Duty Assessed in B/E for Refund Claimed	Refund Amount Claimed by Applicant (Rs)
BCD	20002	20002	10000
AIDC	20002	20002	010000
NCD	200	200	0
CESSCVD	26	26	0
SW Srchrg	4000	4000	0
IGST	7201	7201	0
CMFNSTRY	0	0	0
INTEREST	127.0	127	0

TOTAL REFUNDABLE AMOUNT: 51431 Amount of Refund Claim (in Rs.): 20,000

ATTACH SUPPORTING DOCUMENTS	
Select	S. No.
☐	1
☐	2

Attached Document

Choose File CourierClaimSubmit1.pdf

Choose File CourierClaimSubmit2.pdf

[+ ADD ROW](#) [X DELETE ROWS](#)

BANKING DETAILS				
Account Holder Name *	Bank Name *	Branch Name *	IFSC Code *	Account Number *
Test	SBI	Mumbai	SBIN0070001	365345766543

DECLARATION

I/We hereby declare that-

(a) the contents of the refund claim as per form above are true and correct to the best of my/our information and belief;

(b) the amount and the ground for which this refund claim has been filed has not been previously claimed and paid; and that

(c) the excess duty claimed as refund has not been passed on to any other person by the importer/buyer.

[X CANCEL](#) [RESET](#) [SUBMIT](#)



Express Cargo Clearance System



[HOME](#)
[IMPORT](#)
[EXPORT](#)
[RE-EXPORT](#)
[DISPOSAL](#)
[REFUND](#)
[REPORTS](#)
[E-PAYMENT](#)
[DASHBOARD](#)
[GENERAL](#)

ECCS Dashboard Logged In : CMS_Courier [Logout](#)

Refund Claim Submitted Successfully. Refund Request Number is RFREQ_AMT_2025-2026_1011_10012

Important Links: Visit CBIC site | Visit DGFT site | ECCS Bulk Upload | ECCS Mobility

[Click Here to download ACL User Manual.](#)

[Submit your Query Here](#)

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7.1.2. ACDC Login: - View and Allocate Refund Request

Step 1 – Log in as AC/DC. The refund request submitted by the courier appears on the dashboard.

Step 2 – Click the Refund Request Number to open and review the full application, including claim details and attached documents.

Step 3 – To initiate processing, click on the option to Allocate AO/Superintendent and select the appropriate officer from the list.

Step 4 – Confirm the allocation. The refund request is now assigned to the selected AO/Superintendent for scrutiny.

if yes then please specify: N/A

Whether personal hearing required or not before case is decided: YES

Whether the duty has been paid under protest: NO

If yes then please specify: N/A

Uploaded Refund Order Files: 1. [CourierClaimSubmit2.pdf](#) [Uploaded By: CMS_Courier on: 10/11/2025 18:18]
2. [CourierClaimSubmit1.pdf](#) [Uploaded By: CMS_Courier on: 10/11/2025 18:18]

Enclosure in support of Refund Claim: (Marked by custom) N/A

If Any further details considered necessary and relevant to the refund claim: (Marked by custom)

Remarks Given by AC/DC: N/A

[PRINT](#) [CLOSE](#)

Important Links: Visit CBIC site | Visit DGFT site | ECCS Bulk Upload | ECCS Mobility
[Click Here](#) to download ACL User Manual.
[Submit your Query Here](#)
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 **Express Cargo Clearance System** 

Refund Claim AO Allocation Details

Refund Claim No: RFREQ_AMT_2025-2026_0611_10003

Choose Role Group: *

Sr. No.	Allocate User	Allocated RC Count (in bucket)	Total Allocated RC Count
1	☒ Appraiseruser1	0	2
2	☐ CMS_AO	0	1

[SUBMIT](#) [CLOSE](#)

 **Express Cargo Clearance System** 

Refund Claim AO Allocation Details

Refund Claim No: RFREQ_AMT_2025-2026_1011_10012

Choose Role Group: *

RFREQ_AMT_2025-2026_1011_10012 successfully allocated to Appraiseruser1

[CLOSE](#)

Important Links: Visit CBIC site | Visit DGFT site | ECCS Bulk Upload | ECCS Mobility
[Click Here](#) to download ACL User Manual.
[Submit your Query Here](#)
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<https://courier.cbic.gov.in/EccsTradeGrievance>

7.1.3 AO/ SUPT login: - Initial Scrutiny

Step 1 – The AO/Superintendent logs in and views the refund request allocated by AC/DC.

Step 2 – Click the Refund Request Number to open the claim details. Verify the information and attached documents.

Step 3 – If any required information or document is missing, select the action Request for Deficiency Memo and submit. The request is then forwarded to AC/DC for issuing a Deficiency Memo.

The screenshot shows the ECCS dashboard with the following elements:

- Header:** "Express Cargo Clearance System" and "ECCS Indian Customs".
- Navigation Bar:** HOME, IMPORT, EXPORT, RE-EXPORT, DISPOSAL, REFUND, REPORTS, E-PAYMENT, DASHBOARD, GENERAL.
- Logged In:** Appraiseruser1
- Logout** button.
- Section:** LIST OF FRESH REFUND REQUEST ALLOCATED BY AC/DC
- Table:** REFUND REQUEST DETAILS

S. No.	Refund Request No.	User Name	User Group	BOE No.	No. Of Days	Total Refund Amount (in Rs.)	Status
1	RFREQ_AMT_2025-2026_1011_10012	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10059	0	20000	AO Allocated

Buttons: CLOSE

Important Links: Visit CBIC site | Visit DGFT site | ECCS Bulk Upload | ECCS Mobility
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The screenshot shows the details of the refund request with the following sections:

- View Previous Remarks**
- REFUND REQUEST NO - RFREQ_AMT_2025-2026_1011_10012**
- APPLICANT'S DETAILS**
 - Applicant Name: Test Reject
 - Applicant Email: abc@gmail.com
 - Applicant Address: Mumbai 400001
- COURIER'S DETAILS**
 - Authorized Courier Name: MYPORTCOMPANY
 - Courier Address: EQWDE F JO, J, J - 123456
- IMPORT/EXPORT DOCUMENT DETAILS**

BOE Type	BOE Number	Filed Date
CBE - XIII	CBEXIII_AMT_2024-2025_0603_10059	06/03/2025
- DUTY DEPOSIT REFERENCE**

Payment Type	TR-6 Challan Number	TR-6 Challan Date
ECL	1203011491	N/A
- ITEMS SELECTED FOR REFUND CLAIM**

Sl. No.	CTSH Number	Item Description
1	87021012	HEADERS,
- DUTY HEADS WISE DUTY AND REFUND CLAIM DETAILS**

Sl. No.	Duty Head	Duty Paid Amount(Rs.)	Claim Refund Amount(Rs.)
---------	-----------	-----------------------	--------------------------

The screenshot shows the "Request for Deficiency Memo" form with the following sections:

- Required Enclosure in support of Refund Claim:** Includes a list of required documents: License/Invoice and/or Refund Proof, Copy Certificate of Origin, Other document considered necessary in support of the claim, IGST payment/reversal proof, Self-attested packing list, Self-attested BLUECM/CEM, Identification report in case of Re-Exported Goods by Proper Officer, Import/Export document.
- If Any further details considered necessary and relevant to the refund claim:** Includes a text area for additional details.
- Action:** Request for Deficiency Memo (selected).
- Remarks:** Request for Deficiency Memo by AO. Maximum 1000 Characters.
- ATTACH SUPPORTING DOCUMENTS**

Select	S. No.	Attached Document
☐	1	Choose File AODeficiency1.pdf
☐	2	Choose File AODeficiency2.pdf
- Buttons:** ADD ROW, DELETE ROWS, CANCEL, RESET, SUBMIT.

7.1.4 ACDC login: - Issue Deficiency Memo

Step 1 – The AC/DC logs in and opens the refund request for which the AO/Superintendent has requested a Deficiency Memo.

Step 2 – Select the action Case of Deficiency and submit. The system issuing a Deficiency Memo to the courier, highlighting the missing or incorrect information.

The screenshot shows the ECCS interface with the title "Express Cargo Clearance System" and the ECCS logo. The navigation bar includes links for HOME, IMPORT, EXPORT, RE-EXPORT, DISPOSAL, REFUND, REPORTS, E-PAYMENT, DASHBOARD, and GENERAL. The user is logged in as "ACDCUser1".

The main section displays a table titled "LIST OF REFUND CLAIMS PROCESSED BY APPRAISER". The table has the following columns: S. No., Refund Request No., User Name, User Group, BOE No., No. Of Days, Total Refund Amount (Rs.), and Status. The first row shows a refund request with S. No. 1, Refund Request No. RFREQ_AMT_2025-2026_1011_10012, User Name MYPORTCOMPANY, User Group COURIER, BOE No. CBEXIII_AMT_2024-2025_0603_10059, No. Of Days 0, Total Refund Amount 20000, and Status Request for Deficiency Memo. A "CLOSE" button is located below the table.

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The screenshot shows the "CUSTOMER'S FEEDBACK" form. The form includes a section for "Required Enclosure in support of Refund Claim: (Marked by custom)" with a list of documents: Letter of Authorization from the importer/buyer in case the applicant is an agent, Authority Letter, Self-attested Purchase Invoice/ Invoice, Duty Challan/Electronic Payment as evidence of duty payment, Signed working sheet for the amount of refund claimed, Customs attested invoice, Document for establishing eligibility under section 27(2)/28C/28D, Contract and Purchase order, and Order in Original/in revision/in appeal/any other order.

Below this, there is a section for "If Any further details considered necessary and relevant to the refund claim: (Marked by custom)" with a text area for "Remarks" and a "Maximum 1000 Characters" limit. The "Deficiency Marked by custom:" is set to "YES".

The "Remarks Given by Appraiser:" section shows "Request for Deficiency Memo by AO" and "Case of Deficiency By AC". The "Remarks" text area has a "Maximum 2000 Characters" limit.

The "Action To Be Taken:" dropdown is set to "Case Of Deficiency".

Buttons for CANCEL, RESET, and SUBMIT are at the bottom.

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The screenshot shows the ECCS Dashboard with the title "Express Cargo Clearance System" and the ECCS logo. The navigation bar is the same as in the previous screenshots. The user is logged in as "ACDCUser1".

The main section displays a message: "Deficiency Memo has been issued to the courier."

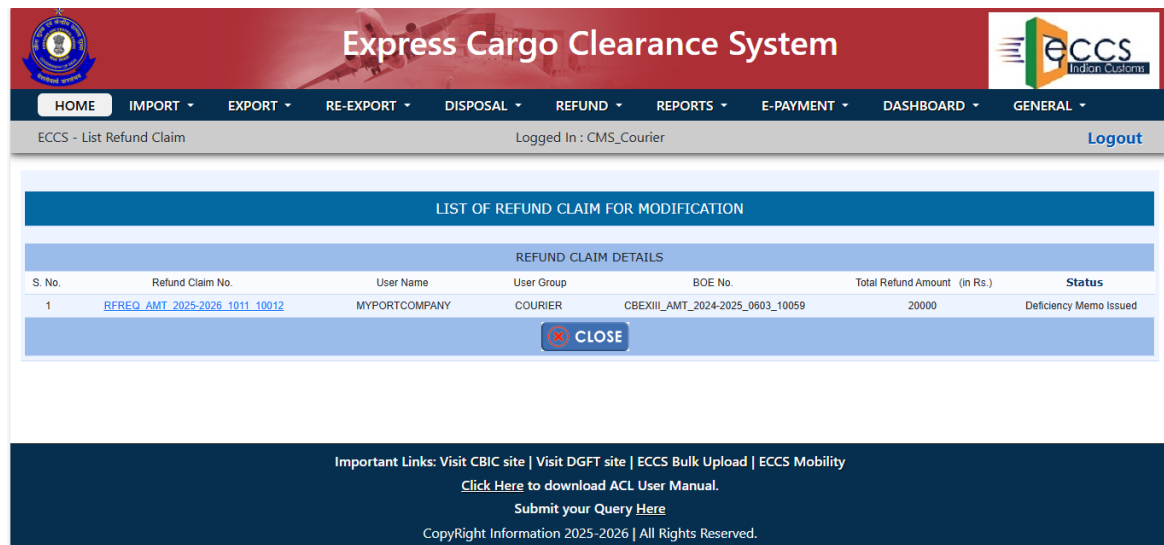
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7.1.5 Courier Login: - Respond to Deficiency Memo

Step 1 – The courier logs in and views the Deficiency Memo issued by AC/DC.

Step 2 – Open the Refund Request Number, update the refund details as required, and provide responses to the deficiencies raised.

Step 3 – Upload the corrected/required supporting documents (such as updated CBE copy, duty payment proof, justification, and valid bank details) and click Re-submit to send the updated claim for further processing.



Express Cargo Clearance System

HOME IMPORT EXPORT RE-EXPORT DISPOSAL REFUND REPORTS E-PAYMENT DASHBOARD GENERAL

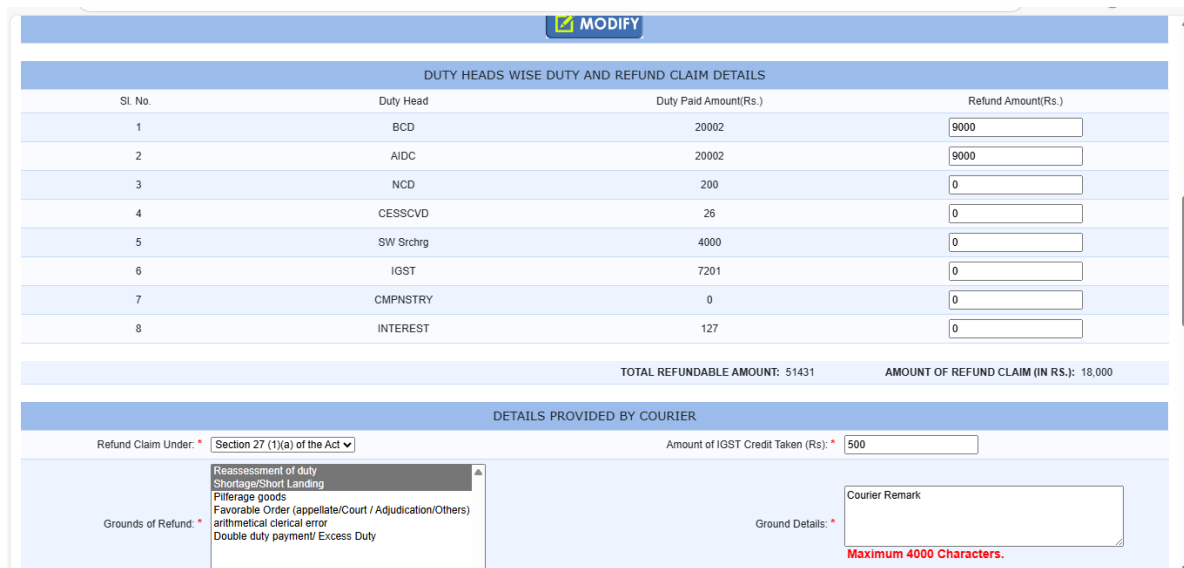
ECCS - List Refund Claim Logged In : CMS_Courier Logout

LIST OF REFUND CLAIM FOR MODIFICATION

REFUND CLAIM DETAILS						
S. No.	Refund Claim No.	User Name	User Group	BOE No.	Total Refund Amount (in Rs.)	Status
1	RFREQ_AMT_2025-2026_1011_10012	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10059	20000	Deficiency Memo Issued

[CLOSE](#)

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[MODIFY](#)

DUTY HEADS WISE DUTY AND REFUND CLAIM DETAILS

Sl. No.	Duty Head	Duty Paid Amount(Rs.)	Refund Amount(Rs.)
1	BCD	20002	9000
2	AIDC	20002	9000
3	NCD	200	0
4	CESSCVD	26	0
5	SW Srchrg	4000	0
6	IGST	7201	0
7	CMPNSTRY	0	0
8	INTEREST	127	0

TOTAL REFUNDABLE AMOUNT: 51431 AMOUNT OF REFUND CLAIM (IN RS.): 18,000

DETAILS PROVIDED BY COURIER

Refund Claim Under: [Section 27 \(1\)\(a\) of the Act](#) Amount of IGST Credit Taken (Rs.): 500

Grounds of Refund: [Reassessment of duty](#)
[Shortage/Short Landing](#)
[Pilferage goods](#)
[Favorable Order \(appellate/Court / Adjudication/Others\)](#)
[arithmetical clerical error](#)
[Double duty payment/ Excess Duty](#)

Ground Details: [Courier Remark](#)
 Maximum 4000 Characters.

3. [CourierClaimSubmit1.pdf](#) [Uploaded By: CMS_Courier on: 10/11/2025 18:18]
4. [CourierClaimSubmit2.pdf](#) [Uploaded By: CMS_Courier on: 10/11/2025 18:18]

CUSTOMS'S FEEDBACK

Required Enclosure in support of Refund Claim:
(Marked by custom)

N/A

If Any further details considered
necessary and relevant to the refund
claim:
(Marked by appraiser)

N/A

Remarks Given by AC/DC: Case of Deficiency By AC

ATTACH SUPPORTING DOCUMENTS

Select	S. No.	Attached Document
☐	1	Choose File sampleNew.pdf
☐	2	Choose File sampleNew.pdf

[+ ADD ROW](#)
[X DELETE ROWS](#)

[X CLOSE](#)
[RE-SUBMIT](#)

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7.1.6 AO / SUPT Login: - Request for Acknowledgement

Step 1 – After the courier re-submits the corrected claim, the AO/Superintendent logs in and opens the refund request again.

Step 2 – Review the updated claim details and supporting documents. Record any internal remarks if necessary.

Step 3 – Select the action Request for Acknowledgement and submit. The case is forwarded to AC/DC for formal acknowledgement.



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[GENERAL](#)

ECCS - View Refund Request
Logged In : AppraiserUser1
[Logout](#)

LIST OF FRESH REFUND REQUEST ALLOCATED BY AC/DC

REFUND REQUEST DETAILS

S. No.	Refund Request No.	User Name	User Group	BOE No.	No. Of Days	Total Refund Amount (in Rs.)	Status
1	RREQ_AMT_2025-2026_1011_10012	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10059	0	18000	Claim Resubmitted

[X CLOSE](#)

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5. [CourierClaimSubmit2.pdf](#) [Uploaded By: CMS_Courier on: 10/11/2025 18:18]

CUSTOMS'S FEEDBACK

Required Enclosure in support of Refund Claim:
(Marked by custom)

Letter of Authorization from the importer/buyer in case the applicant is an agent
 Authority Letter
 Self-attested Purchase invoice/ invoice
 Duty Challan/Electronic Payment as evidence of duty payment
 Signed working sheet for the amount of refund claimed
 Customs attested Invoice.
 Document for establishing eligibility under section 27(2)/28C/28D
 Contract and Purchase order
 Order in Original/in revision/in appeal/any other order

If Any further details considered necessary and relevant to the refund claim:
(Marked by custom)

Maximum 1000 Characters.

Deficiency Marked by custom:

NO

Remarks Given by Appraiser:

Request for ACK by AO

Remarks: *

Claim ACKN by AC

Maximum 2000 Characters.

Action To Be Taken: *

Claim Acknowledge

CANCEL
RESET
SUBMIT

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ECCS Dashboard
Logged In : ACDUser1
[Logout](#)

Refund Request has been acknowledged.

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7.1.8 AO / SUPT login: - Initiate SCN Process

Step 1 – After acknowledgement, the refund request moves to the AO/Superintendent for further scrutiny.

Step 2 – The AO/Superintendent opens the refund request, verifies details, and checks calculations.

Step 3 – If grounds exist for issuing an SCN, the AO/Superintendent selects the action Request for SCN and submits the request to AC/DC.



Express Cargo Clearance System



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ECCS - View Refund Request

Logged In : Appraiseruser1

Logout

LIST OF FRESH REFUND REQUEST ALLOCATED BY AC/DC

REFUND REQUEST DETAILS

S. No.	Refund Request No.	User Name	User Group	BOE No.	No. Of Days	Total Refund Amount (in Rs.)	Status
1	RFREQ_AMT_2025-2026_1011_10012	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10059	0	18000	Claim Acknowledged

CLOSE

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View Previous Remarks

REFUND REQUEST NO - RFREQ_AMT_2025-2026_1011_10012

APPLICANT'S DETAILS

Applicant Name: Test RejectApplicant Email: abc@gmail.comApplicant Address: Mumbai 400001

COURIER'S DETAILS

Authorized Courier Name: MYPORTCOMPANYCourier Address: EQWDE F JG, J, J - 123456

IMPORT/EXPORT DOCUMENT DETAILS

BOE Type	BOE Number	Filed Date
CBE - XIII	CBEXIII_AMT_2024-2025_0603_10059	06/03/2025

DUTY DEPOSIT REFERENCE

Payment Type	TR-6 Challan Number	TR-6 Challan Date
ECL	1203011491	N/A

ITEMS SELECTED FOR REFUND CLAIM

Sl. No.	CTSH Number	Item Description
1	87021012	HEADERS,

DUTY HEADS WISE DUTY AND REFUND CLAIM DETAILS

Sl. No.	Duty Head	Duty Paid Amount(Rs.)	Claim Refund Amount(Rs.)	Sanction Amount(Rs.)
---------	-----------	-----------------------	--------------------------	----------------------

ITEMS SELECTED FOR REFUND CLAIM

Sl. No.	CTSH Number	Item Description
1	87021012	HEADERS,

DUTY HEADS WISE DUTY AND REFUND CLAIM DETAILS

Sl. No.	Duty Head	Duty Paid Amount(Rs.)	Claim Refund Amount(Rs.)	Sanction Amount(Rs.)
1	BCD	20002	9000	7000
2	AIDC	20002	9000	7000
3	NCD	200	0	0
4	CESSCVD	26	0	0
5	SW Srchrg	4000	0	0
6	IGST	7201	0	0
7	CMFNSTRY	0	0	0
8	INTEREST	127	0	0

TOTAL REFUNDABLE AMOUNT: 51431

Amount of Refund Claim (in Rs.): 18000

Total Sanction Amount (in Rs.): 14000.0

DETAILS PROVIDED BY COURIER

Refund Claim Under: Section 27 (1)(a) of the Act

Amount of IGST Credit Taken (in Rs.): 500

Grounds of Refund: Reassessment of duty , Shortage/Short Landing

Ground Details: Courier Remark

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Express Cargo Clearance System

HOME IMPORT EXPORT RE-EXPORT DISPOSAL REFUND REPORTS E-PAYMENT DASHBOARD GENERAL

ECCS Dashboard Logged In : Appraiseruser1 Logout

Refund Request Forwarded To AC/DC Successfully.

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7.1.9 ACDC Login: - Approve & Issue SCN

Step 1 – The AC/DC logs in and reviews the refund claim, AO/Superintendent remarks, and all supporting documents.

Step 2 – If SCN is justified, select the action SCN Issued, upload the SCN document, adjust sanctioned amount if required, and click Submit.

Step 3 – The SCN is issued and sent to the courier electronically for response.

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HOME IMPORT EXPORT RE-EXPORT DISPOSAL REFUND REPORTS E-PAYMENT DASHBOARD GENERAL

ECCS - View Refund Claim Logged In : ACDCUser1 Logout

LIST OF REFUND CLAIMS PROCESSED BY APPRAISER

REFUND CLAIM DETAILS							
S. No.	Refund Request No.	User Name	User Group	BOE No.	No. Of Days	Total Refund Amount (Rs.)	Status
1	RFREQ_AMT_2025-2026_1011_10012	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10059	0	18000	Request for SCN

CLOSE

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CUSTOMER'S FEEDBACK

Letter of Authorization from the importer/buyer in case the applicant is an agent
 Authority Letter
 Self-attested Purchase Invoice/ Invoice
 Duty Challan/Electronic Payment as evidence of duty payment
 Signed working sheet for the amount of refund claimed
 Customs attested invoice.
 Document for establishing eligibility under section 27(2)/28C/28D
 Contract and Purchase order
 Order in Original/in revision/in appeal/any other order

Required Enclosure in support of Refund Claim:
(Marked by custom)

If Any further details considered necessary and relevant to the refund claim:
(Marked by custom) Maximum 1000 Characters.

Deficiency Marked by custom: NO

Remarks Given by Appraiser: SCN by AO

Remarks: * Maximum 2000 Characters.

Action To Be Taken * SCN Issued

Upload Copy of SCN* Choose File ACSCN1.pdf

CANCEL
RESET
SUBMIT

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ECCS Dashboard Logged In : ACDUser1 [Logout](#)

SCN has been send to courier.

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7.1.10 Courier Login: - View SCN & Submit Response

- Step 1** – The courier logs in and views the SCN issued by AC/DC under the refund claim.
- Step 2** – Open the corresponding Refund Request Number to view SCN details.
- Step 3** – Attach the required supporting documents and reply to the SCN.
- Step 4** – Submit the response so that the case can be further processed by Customs officers.



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ECCS Dashboard

Logout

AVAILABLE

NO WORK AVAILABLE

Create Refund Claim
(Creation of Refund Claim)

View Refund Order
(Refund Order View)

Action Required

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<https://eccsuat.cbic.gov.in/eccs/jsp/refunds/listModifyRefundClaim.do>



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ECCS - List Refund Claim

Logged In : CMS_Courier

Logout

LIST OF REFUND CLAIM FOR MODIFICATION

REFUND CLAIM DETAILS						
S. No.	Refund Claim No.	User Name	User Group	BOE No.	Total Refund Amount (in Rs.)	Status
1	RFREQ_AMT_2025-2026_1011_10012	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10059	18000	SCN ISSUED

CLOSE

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ECCS - Modify Refund Claim

Logged In : CMS_Courier

Logout

REFUND CLAIM - RFREQ_AMT_2025-2026_1011_10012

APPLICANT'S DETAILS

Applicant Name: * Test Reject

Applicant Email: * abc@gmail.com

Applicant Address: * Mumbai 400001

COURIER'S DETAILS

Authorized Courier Name: MYPORTCOMPANY

Courier Address: EQWDE F JG, J, J - 123456

IMPORT/EXPORT DOCUMENT DETAILS

BOE Type

BOE Number

Filed Date

CBE - XIII

CBEXIII_AMT_2024-2025_0603_10059

06/03/2025

DUTY DEPOSIT REFERENCE

Payment Type

TR-6 Challan Number

TR-6 Challan Date

ECL

1203011491

N/A

ITEMS SELECTED FOR REFUND CLAIM

Uploaded Files: 4. [AODeficiency1.pdf](#) [Uploaded By: Appraiseruser1 on: 10/11/2025 18:24]
 5. [AODeficiency2.pdf](#) [Uploaded By: Appraiseruser1 on: 10/11/2025 18:24]
 6. [CourierClaimSubmit1.pdf](#) [Uploaded By: CMS_Courier on: 10/11/2025 18:18]
 7. [CourierClaimSubmit2.pdf](#) [Uploaded By: CMS_Courier on: 10/11/2025 18:18]

CUSTOMS'S FEEDBACK

Required Enclosure in support of Refund Claim: (Marked by custom)	N/A	If Any further details considered necessary and relevant to the refund claim: (Marked by appraiser)	N/A
--	-----	--	-----

Remarks Given by AC/DC: SCN Issued by AC

SUBMISSION IN RESPONSE TO SCN

Select	S. No.	Attached Document
☐	1	Choose File sampleNew.pdf

[+ ADD ROW](#) [X DELETE ROWS](#)

[X CLOSE](#) [SUBMIT](#)

 **Express Cargo Clearance System** 

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ECCS Dashboard Logged In : CMS_Courier [Logout](#)

Response in respect of SCN has been submitted Successfully.

Important Links: [Visit CBIC site](#) | [Visit DGFT site](#) | [ECCS Bulk Upload](#) | [ECCS Mobility](#)
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7.1.11 AO / SUPT Login: - Scrutiny after SCN Response

Step 1 – The AO/Superintendent logs in and opens the refund request along with the courier's SCN response.

Step 2 – Examine the reply and supporting documents and record observations in the system.

Step 3 – If the claim is not admissible, select the action Request for Claim Rejection and submit. The request goes to AC/DC for final decision.



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ECCS - View Refund Request
 Logged In : Appraiseruser1
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LIST OF FRESH REFUND REQUEST ALLOCATED BY AC/DC

REFUND REQUEST DETAILS							
S. No.	Refund Request No.	User Name	User Group	BOE No.	No. Of Days	Total Refund Amount (in Rs.)	Status
1	RFREQ_AMT_2025-2026_1011_10012	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10059	0	18000	SCN Response Submitted

CLOSE

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[GENERAL](#)

ECCS - View Refund Request
 Logged In : Appraiseruser1
 [Logout](#)

[View Previous Remarks](#)

REFUND REQUEST NO - RFREQ_AMT_2025-2026_1011_10012

APPLICANT'S DETAILS

Applicant Name: Test Reject
 Applicant Email: abc@gmail.com
 Applicant Address: Mumbai 400001

COURIER'S DETAILS

Authorized Courier Name: MYPORTCOMPANY
 Courier Address: EQWDE F JG, J, J - 123456

IMPORT/EXPORT DOCUMENT DETAILS

BOE Type	BOE Number	Filed Date
CBE - XIII	CBEXIII_AMT_2024-2025_0603_10059	06/03/2025

DUTY DEPOSIT REFERENCE

Payment Type	TR-6 Challan Number	TR-6 Challan Date
ECL	1203011491	N/A

ITEMS SELECTED FOR REFUND CLAIM

[6. AODeficiency2.pdf](#) [Uploaded By: Appraiseruser1 on: 10/11/2025 18:24]
 [7. CourierClaimSubmit1.pdf](#) [Uploaded By: CMS_Courier on: 10/11/2025 18:18]
 [8. CourierClaimSubmit2.pdf](#) [Uploaded By: CMS_Courier on: 10/11/2025 18:18]

CUSTOMS'S FEEDBACK

Action : Request for Claim Rejection

Remarks :

Claim Rejection by AO

Maximum 1000 Characters.

ATTACH SUPPORTING DOCUMENTS

Select	S. No.	Attached Document
☐	1	Choose File ACSCN2.pdf

ADD ROW

DELETE ROWS

CANCEL

RESET

SUBMIT

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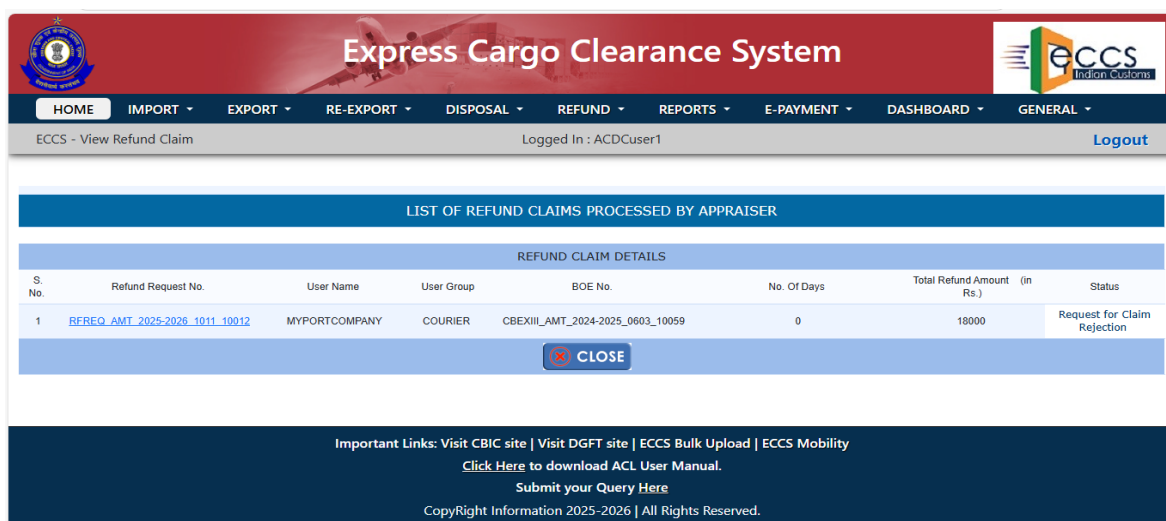
7.1.12 ACDC Login: - Final Claim Rejection

Step 1 – The AC/DC logs in and opens the refund request for which AO/Superintendent has recommended rejection.

Step 2 – Review the entire case, including the claim, SCN, and the courier's response.

Step 3 – Select the action Reject Refund Request and click Submit.

Step 4 – The system updates the status to Refund Claim Rejected and the courier is notified accordingly.



ECCS View of Processed Refunds Claim
Logged In : ACDUser1
Logout

[View Previous Remarks](#)

REFUND REQUEST NO - RFREQ_AMT_2025-2026_1011_10012

APPLICANT'S DETAILS

Applicant Name: Test Reject
Applicant Email: abc@gmail.com
Applicant Address: Mumbai 400001

COURIER'S DETAILS

Authorized Courier Name: MYPORTCOMPANY
Courier Address: EQWDE F JG, J, J - 123456

IMPORT/EXPORT DOCUMENT DETAILS

BOE Type	BOE Number	Filed Date
CBE - XIII	CBEXIII_AMT_2024-2025_0603_10059	06/03/2025

DUTY DEPOSIT REFERENCE

Payment Type	TR-6 Challan Number	TR-6 Challan Date
ECL	1203011491	N/A

ITEMS SELECTED FOR REFUND CLAIM

Sl. No.	CTSH Number	Item Description
1	87021012	HEADERS,

CUSTOMS'S FEEDBACK

Required Enclosure in support of Refund Claim:
(Marked by custom)

Letter of Authorization from the importer/buyer in case the applicant is an agent
Authority Letter
Self-attested Purchase Invoice/ Invoice
Duty Challan/Electronic Payment as evidence of duty payment
Signed working sheet for the amount of refund claimed
Customs attested invoice.
Document for establishing eligibility under section 27(2)/28C/28D
Contract and Purchase order
Order in Original/in revision/in appeal/any other order

If Any further details considered necessary and relevant to the refund claim:
(Marked by custom)

Maximum 1000 Characters.

Deficiency Marked by custom:

NO

Remarks Given by Appraiser:

Claim Rejection by AO

Remarks*

Reject by AC
Maximum 2000 Characters.

Action To Be Taken*

Reject Refund Request

Upload Copy of Refund Order*

Choose File
sampleNew.pdf

CANCEL

RESET

SUBMIT

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Express Cargo Clearance System



HOME
IMPORT
EXPORT
RE-EXPORT
DISPOSAL
REFUND
REPORTS
E-PAYMENT
DASHBOARD
GENERAL

ECCS Dashboard
Logged In : ACDUser1
Logout

Refund Claim Rejected Successfully.

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Scenario 2: Flow: claim file > Acknowledge > SCN > Approve.

7.2. Scenario – Refund Claim Approval: -

7.2.1. Courier Login: - File Refund Claim (Approval Case)

Step 1 – The courier logs in and navigates to REFUND → Create Refund Claim.

Step 2 – Enter all mandatory claim details, including item (CTSH) details for which refund is sought, and select relevant enclosures.

Step 3 – Enter or confirm correct bank account details so that any approved refund can be credited.

Step 4 – Click Submit. A confirmation message is displayed, and a Refund Request Number is generated.

Step 5 – The courier can track the real-time status of the refund claim (submitted, under process, accepted, or rejected).

Express Cargo Clearance System

HOME IMPORT EXPORT RE-EXPORT DISPOSAL REFUND REPORTS E-PAYMENT DASHBOARD GENERAL

ECCS Dashboard

Logins

Create Refund Claim (Creation of Refund Claim)

View Refund Order (Refund Order View)

Action Required

APPLICATION FOR REFUND OF DUTY/INTEREST

Applicant Name: * JAGRUTI

Applicant E-Mail: * abc@gmail.com

Applicant Address: * TEST

COURIER'S DETAILS

Authorized Courier Name: MYPORTCOMPANY

Courier Address: EQWDE F JG, J, J - 123456

IMPORT/EXPORT DOCUMENT DETAILS

BOE Type * CBE - XIII

BOE Number * CBEXIII_AMT_2024-2025_0612_10003

Filed Date 06/12/2024

GET DETAILS

https://eccsuat.cbic.gov.in/eccs/jsp/refunds/createRefundClaim.do?initialFlag=true

Express Cargo Clearance System

HOME IMPORT EXPORT RE-EXPORT DISPOSAL REFUND REPORTS E-PAYMENT DASHBOARD GENERAL

ECCS Dashboard

Logged In : CMS_Courier

Logout

APPLICATION FOR REFUND OF DUTY/INTEREST

APPLICATION'S DETAILS

Applicant Name: * JAGRUTI

Applicant E-Mail: * abc@gmail.com

Applicant Address: * test 400478

COURIER'S DETAILS

Authorized Courier Name: MYPORTCOMPANY

Courier Address: EQWDE F JG, J, J - 123456

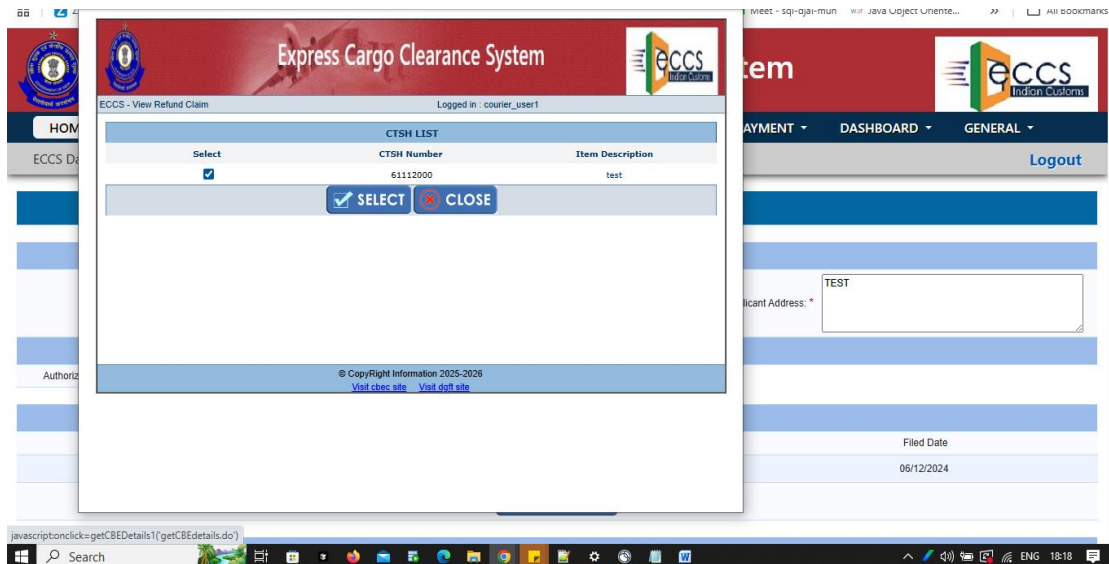
IMPORT/EXPORT DOCUMENT DETAILS

Bill of Entry Type * CBE - XIII

Bill of Entry Number * CBEXIII_AMT_2025-2026_3004_10049

Filed Date 06/12/2024

GET DETAILS



ATTACH SUPPORTING DOCUMENTS

Select	S. No.	Attached Document
☐	1	Choose File printservlet (53).pdf

[+ ADD ROW](#) [X DELETE ROWS](#)

BANKING DETAILS

Account Holder Name *	Bank Name *	Branch Name *	IFSC Code *	Account Number *
jagruti	axis bank	axis bank	UTIB0000108	92201048848484

DECLARATION

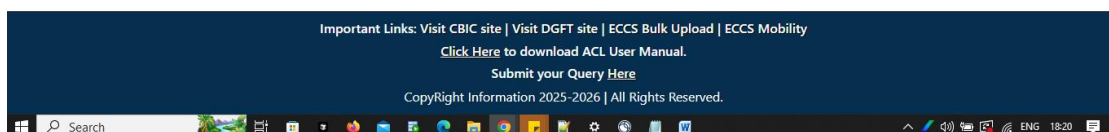
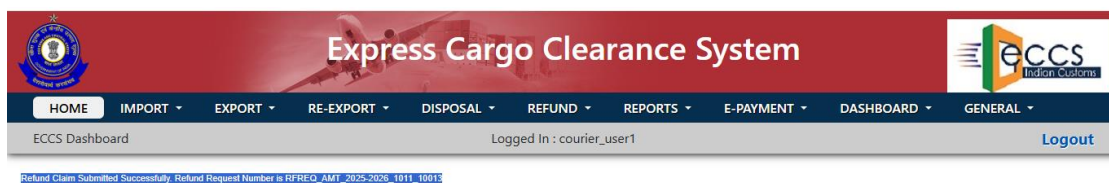
I/We hereby declare that-

(a) the contents of the refund claim as per form above are true and correct to the best of my/our information and belief,

(b) the amount and the ground for which this refund claim has been filed has not been previously claimed and paid, and that

(c) the excess duty claimed as refund has not been passed on to any other person by the importer/buyer.

[CANCEL](#) [RESET](#) [SUBMIT](#)



LIST OF REFUND CLAIMS								
REFUND CLAIM DETAILS								
S. No.	Refund Ref./Order No.	User Name	User Group	BOE No.	No. Of Days	Total Refund Amount (in Rs.)	Total Sanctioned Amount (in Rs.)	Status
1	BFCL_AMT_2025-2026_1011_10003	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_1710_10001	0	10000	N/A	CLAIM ACCEPTED
2	RFREQ_AMT_2025-2026_1011_10013	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0612_10003	0	2000	N/A	Claim Submitted
3	RFREQ_AMT_2025-2026_1011_10001	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0102_10002	0	4400	N/A	CLAIM REJECTED
4	RFREQ_AMT_2025-2026_1011_10003	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0102_10001	0	7205	N/A	CLAIM REJECTED
5	RFCL_AMT_2025-2026_1011_10001	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2025-2026_3004_10049	0	620	N/A	CLAIM ACCEPTED
6	BFCL_AMT_2025-2026_1011_10005	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_1702_10001	0	1000	400	CLAIM ACCEPTED
7	RFREQ_AMT_2025-2026_1011_10005	MYPORTCOMPANY	COURIER	CBEXIV_AMT_2024-2025_0801_10004	0	1400	N/A	CLAIM REJECTED
8	BFCL_AMT_2025-2026_1011_10002	MYPORTCOMPANY	COURIER	CBEXIV_AMT_2024-2025_1001_10001	0	100000	N/A	CLAIM ACCEPTED
9	RFCL_AMT_2025-2026_1011_10004	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10060	0	15000	10000	CLAIM ACCEPTED
10	RFREQ_AMT_2025-2026_1011_10008	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10055	0	10000	0	CLAIM REJECTED
11	RFREQ_AMT_2025-2026_1011_10010	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10057	0	18000	0	CLAIM REJECTED
12	BFCL_AMT_2025-2026_1011_10006	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10055	0	20000	20000	CLAIM ACCEPTED
13	RFREQ_AMT_2025-2026_1011_10012	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10059	0	20000	N/A	Claim Submitted

7.2.2. ACDC Login: - Allocation of Claim

Step 1 – The AC/DC logs in and views newly submitted refund claims.

Step 2 – Perform the action Allocation to assign each refund request to an appropriate AO/Superintendent.

Step 3 – Reallocation can also be done if the case needs to be transferred to another officer.



भारत सरकार
GOVERNMENT OF INDIA

Express Cargo Clearance System



ECCS
Indian Customs

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EXPORT ▾

RE-EXPORT ▾

DISPOSAL ▾

REFUND ▾

REPORTS ▾

E-PAYMENT ▾

DASHBOARD ▾

GENERAL ▾

ECCS Dashboard

Logot

View Refund Claim (View by AC/DC)

View Refund Order (Refund Order View)

Allocate Refund Claim (Allocate to AO by AC/DC)

IMPORT

EXPORT

AVAILABILITY

RE-EXPORT

DISPOSAL

CBE-XIV (Approve Amendment) (4)

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https://eccsuat.cbic.gov.in/eccs/jsp/refunds/viewListORClaimsToAllocate.do					

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ECCS - View

[Logout](#)

Refund Claim AO Allocation Details

Refund Claim No: RFREQ_AMT_2025-2026_1011_10013
Choose Role Group: Appraiser

Sr. No.	Allocate User	Allocated RC Count (in bucket)	Total Allocated RC Count
1	☐ Appraiseruser1	1	10
2	☒ CMS_AO	0	4

[SUBMIT](#)
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ECCS - View Refund Request

Logged In : ACDUser1

[Logout](#)

Action: Re-Allocation

LIST OF REFUND CLAIM'S FOR AO RE-ALLOCATION

S. No.	Refund Request No.	User Name	BOE No.	Total Refund Amount (in Rs.)	Status	Refund Claim Re-Allocation
1	RFREQ_AMT_2025-2026_1011_10013	MYPORTCOMPANY	CBEXIII_AMT_2024-2025_0612_10003	2000	AO Allocated	Click Here To Re-Allocate AO
2	RFREQ_AMT_2025-2026_1011_10012	MYPORTCOMPANY	CBEXIII_AMT_2024-2025_0603_10059	20000	AO Allocated	Click Here To Re-Allocate AO

[CLOSE](#)

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7.2.3. AO/ SUPT login: - Scrutiny (Approval Case)

Step 1 – The AO/Superintendent logs in and opens the allocated refund request.

Step 2 – Review claim details, supporting documents, and remarks previously added by AC/DC, if any.

Step 3 – If the claim is in order, the AO/Superintendent sends a request for acknowledgement/processing to AC/DC.

LIST OF FRESH REFUND REQUEST ALLOCATED BY AC/DC							
REFUND REQUEST DETAILS							
S. No.	Refund Request No.	User Name	User Group	BOE No.	No. Of Days	Total Refund Amount (in Rs.)	Status
1	RFRREQ_AMT_2025-2026_1011_10013	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0612_10003	0	2000	AO Allocated
CLOSE							



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[DISPOSAL](#)
[REFUND](#)
[REPORTS](#)
[E-PAYMENT](#)
[DASHBOARD](#)
[GENERAL](#)

ECCS - View
 Logged In : CMS_AO
 [Logout](#)

REMARKS DETAILS

S.No.	Remarks Description	Remarks Given By	Remarks Date & Time
1	TEST	courier_user1	10/11/2025 18:20

[CLOSE](#)

IMPORT/EXPORT DOCUMENT DETAILS

BOE Type	BOE Number	Filed Date
CBE - XIII	CBEXIII_AMT_2024-2025_0612_10003	06/12/2024

DUTY DEPOSIT REFERENCE

Payment Type	TR-6 Challan Number	TR-6 Challan Date

Search
 
 ENG 18:23

Letter of Authorization from the importer/buyer in case the applicant is an agent

Authority Letter

Self-attested Purchase Invoice/ invoice

Duty Challan/Electronic Payment as evidence of duty payment

Signed working sheet for the amount of refund claimed

Customs attested invoice

Document for establishing eligibility under section 27(2)/28C/28D

Contract and Purchase order

Order in Original/in revision/in appeal/any other order

Required Enclosure in support of Refund Claim:

If Any further details considered necessary and relevant to the refund claim:

Action: [Request for Acknowledgement](#)

Remarks:

TEST

Maximum 1000 Characters.

ATTACH SUPPORTING DOCUMENTS

Select	S. No.	Attached Document
☐	1	Choose File printservlet (52).pdf

[+ ADD ROW](#)
[- DELETE ROWS](#)

Search
 
 ENG 18:24

7.2.4. ACDC login: - Acknowledgement (Approval Case)

Step 1 – The AC/DC logs in and views the request for acknowledgement from the AO/Superintendent.

Step 2 – Open the refund request and verify the claim details.

Step 3 – Select the action ACKNOWLEDGE and submit so that the claim moves forward in the approval process.

Express Cargo Clearance System

HOME IMPORT EXPORT RE-EXPORT DISPOSAL REFUND REPORTS E-PAYMENT DASHBOARD GENERAL

ECCS - View Refund Claim Log In Logout

View Refund Claim (View by AC/DC)
View Refund Order (Refund Order View)
Allocate Refund Claim (Allocate to AO by AC/DC)

LIST OF REFUND CLAIMS BY APPRAISER

S. No.	Refund Request No.	User Name	User Group	BOE No.	No. Of Days	Total Refund Amount (in Rs.)	Status
1	RFREQ_AMT_2025-2026_1011_10012	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10059	0	20000	Request for Deficiency Memo
2	RFREQ_AMT_2025-2026_1011_10013	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0612_10003	0	2000	Request for Claim Acknowledgement

REFUND CLAIM DETAILS

Important Links: Visit CBIC site | Visit DGFT site | ECCS Bulk Upload | ECCS Mobility
Click Here to download ACL User Manual.
Submit your Query Here

ECCS View of Processed Refunds Claim Logged In : ACDCUser1 Logout

[View Previous Remarks](#)

REFUND REQUEST NO - RFREQ_AMT_2025-2026_1011_10013

APPLICANT'S DETAILS

Applicant Name: JAGRUTI	Applicant Email: abc@gmail.com	Applicant Address: TEST
-------------------------	--------------------------------	-------------------------

COURIER'S DETAILS

Authorized Courier Name: MYPORTCOMPANY	Courier Address: EQWDE F JO, J, J - 123456
--	--

IMPORT/EXPORT DOCUMENT DETAILS

BOE Type	BOE Number	Filed Date
CBE - XIII	CBEXIII_AMT_2024-2025_0612_10003	06/12/2024

DUTY DEPOSIT REFERENCE

Payment Type	TR-6 Challan Number	TR-6 Challan Date
ECL	2803011497	N/A

ITEMS SELECTED FOR REFUND CLAIM

Uploaded Files:

1. [printsarvel \(52\).pdf](#), [Uploaded By: CMS_AO on: 10/11/2025 18:24]
2. [printsarvel \(53\).pdf](#), [Uploaded By: courier_user1 on: 10/11/2025 18:20]

CUSTOMS'S FEEDBACK

Required Enclosure in support of Refund Claim: (Marked by custom)

Letter of Authorization from the importer/buyer in case the applicant is an agent
 Authority Letter
 Self-attested Purchase invoice/ invoice
 Duty Challan/Electronic Payment as evidence of duty payment
 Signed working sheet for the amount of refund claimed
 Customs attested invoice
 Document for establishing eligibility under section 27(2)/28C/28D
 Contract and Purchase order
 Order in Original/in revision/in appeal/any other order

If Any further details considered necessary and relevant to the refund claim: (Marked by custom)

Maximum 1000 Characters.

Deficiency Marked by custom: NO

Remarks Given by Appraiser: TEST

Remarks:*

TEST CLAIM

Maximum 2000 Characters.

Action To Be Taken: Claim Acknowledge

CANCEL RESET SUBMIT

Important Links: Visit CBIC site | Visit DGFT site | ECCS Bulk Upload | ECCS Mobility

7.2.5. AO / SUPT Login: - Post Acknowledgement Action

Step 1 – After acknowledgement details are shared by AC/DC, the AO/Superintendent logs in and reviews the updated status and details.

Step 2 – The AO/Superintendent validates the information and ensures all requirements are satisfied.

Step 3 – The claim is then forwarded to AC/DC for further processing and final decision on approval.

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HOME IMPORT EXPORT RE-EXPORT DISPOSAL REFUND REPORTS E-PAYMENT DASHBOARD GENERAL

ECCS - View Refund Request Logged In: CMS_AO Logout

LIST OF FRESH REFUND REQUEST ALLOCATED BY AC/DC

REFUND REQUEST DETAILS							
S. No.	Refund Request No.	User Name	User Group	BOE No.	No. Of Days	Total Refund Amount (in Rs.)	Status
1	RFREQ_AMT_2025-2026_1011_10013	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0612_10003	0	2000	Claim Acknowledged

CLOSE

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CUSTOMS'S FEEDBACK

Letter of Authorization from the importer/buyer in case the applicant is an agent

Authority Letter

Self-attested Purchase invoice/ invoice

Duty Challan/Electronic Payment as evidence of duty payment

Signed working sheet for the amount of refund claimed

Customs attested invoice

Document for establishing eligibility under section 27(2)/28C/28D

Contract and Purchase order

Order in Original/in revision/in appeal/any other order

Required Enclosure in support of Refund Claim:

If Any further details considered necessary and relevant to the refund claim:

Action *

Request for SCN (Show Cause Notice)

Remarks: *

TEST

Maximum 1000 Characters.

ATTACH SUPPORTING DOCUMENTS

Select	S. No.	Attached Document	SCN	P.H.
☐	1	Choose File printservlet (51).pdf	☒	☐

ADD ROW

DELETE ROWS

Express Cargo Clearance System

HOME

IMPORT

EXPORT

RE-EXPORT

DISPOSAL

REFUND

REPORTS

E-PAYMENT

DASHBOARD

GENERAL

ECCS Dashboard

Logged In : CMS_AO

Logout

Refund Request Forwarded To AC/DC Successfully.

Important Links: Visit CBIC site | Visit DGFT site | ECCS Bulk Upload | ECCS Mobility

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7.2.6 ACDC login: - SCN Process (Approval Flow if Required)

- Step 1** – The AC/DC logs in, opens the refund claim and reviews all remarks and attached documents.
- Step 2** – If an SCN is required even in the approval flow, AC/DC issues an SCN to the courier based on the facts of the case.
- Step 3** – The SCN is communicated to the courier through the system.

LIST OF REFUND CLAIMS PROCESSED BY APPRAISER							
REFUND CLAIM DETAILS							
S. No.	Refund Request No.	User Name	User Group	BOE No.	No. Of Days	Total Refund Amount (in Rs.)	Status
1	RFREQ_AMT_2025-2026_1011_10013	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0612_10003	0	2000	Request for SCN

CLOSE

Required Enclosure in support of Refund Claim:
(Marked by custom)

Letter of Authorization from the importer/buyer in case the applicant is an agent
Authority Letter
Self-attested Purchase invoice/ invoice
Duty Challan/Electronic Payment as evidence of duty payment
Signed working sheet for the amount of refund claimed
Customs attested invoice.
Document for establishing eligibility under section 27(2)/28C/28D
Contract and Purchase order
Order in Original/in revision/in appeal/any other order

If Any further details considered necessary and relevant to the refund claim:
(Marked by custom)

Maximum 1000 Characters.

Deficiency Marked by custom:

NO

Remarks Given by Appraiser:

TEST

Remarks:

TEST

Maximum 2000 Characters.

Action To Be Taken:

SCN Issued

Upload Copy of SCN

Choose File

printservlet (51).pdf

CANCEL

RESET

SUBMIT

7.2.7. Courier Login: - Respond to SCN Process (Approval Flow)

Step 1 – The courier logs in and opens the refund claim for which an SCN has been issued.

Step 2 – Attach supporting documents along with the SCN reply and verify the refund details.

Step 3 – Submit the SCN response so that AC/DC and AO/Superintendent can take a final decision on the claim.

The screenshot shows the ECCS web application. The header includes the Indian Customs logo and the text 'Express Cargo Clearance System'. The navigation bar has tabs for HOME, IMPORT, EXPORT, RE-EXPORT, DISPOSAL, REFUND, REPORTS, E-PAYMENT, DASHBOARD, and GENERAL. The 'REFUND' tab is active, and a dropdown menu is open showing options: 'Create Refund Claim (Creation of Refund Claim)', 'View Refund Order (Refund Order View)', and 'Action Required'. The main content area displays a table titled 'LIST OF REFUND CLAIMS' with columns: S. No., Refund Claim No., User Name, User Group, BOE No., Total Refund Amount (in Rs.), and Status. A single row is visible with S. No. 1, Refund Claim No. RFREQ_AMT_2025-2026_1011_10013, User Name MYPORTCOMPANY, User Group COURIER, BOE No. CBEXIII_AMT_2024-2025_0612_10003, Total Refund Amount 2000, and Status SCN ISSUED. A 'CLOSE' button is at the bottom of the table.

S. No.	Refund Claim No.	User Name	User Group	BOE No.	Total Refund Amount (in Rs.)	Status
1	RFREQ_AMT_2025-2026_1011_10013	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0612_10003	2000	SCN ISSUED

The screenshot shows the footer of the ECCS application. It includes important links: 'Visit CBIC site', 'Visit DGFT site', 'ECCS Bulk Upload', and 'ECCS Mobility'. There are also links to 'Click Here to download ACL User Manual' and 'Submit your Query Here'. The footer also contains the copyright information: 'CopyRight Information 2025-2026 | All Rights Reserved.' and the URL 'https://eccsuat.cbic.gov.in/eccs/jsp/refunds/listModifyRefundClaim.do'.

The screenshot shows the 'CUSTOMER'S FEEDBACK' and 'SUBMISSION IN RESPONSE TO SCN' sections. The 'CUSTOMER'S FEEDBACK' section includes a table for 'Required Enclosure in support of Refund Claim' with columns for 'Required Enclosure in support of Refund Claim (Marked by custom)', 'Customs attested invoice, Contract and Purchase order', and 'If Any further details considered necessary and relevant to the refund claim (Marked by appraiser)'. The 'SUBMISSION IN RESPONSE TO SCN' section includes a table for 'Submitted Documents' with columns for 'Select', 'S. No.', and 'Attached Document'. A 'Choose File' button is present next to the 'Attached Document' column. The 'Submitted Documents' table has one row with S. No. 1 and Attached Document printservlet (50).pdf. Below the table are buttons for 'ADD ROW', 'DELETE ROWS', 'CLOSE', and 'SUBMIT'.

Select	S. No.	Attached Document
☐	1	printservlet (50).pdf



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[DISPOSAL](#)
[REFUND](#)
[REPORTS](#)
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ECCS Dashboard
 Logged In : courier_user1
 [Logout](#)

Response in respect of SCN has been submitted Successfully.

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7.2.8. AO / SUPT Login: - Final Scrutiny for Approval

Step 1 – The AO/Superintendent logs in and reviews the claim details and SCN response (if any).

Step 2 – After examination, the AO/Superintendent selects the action Approval and submits the recommendation to AC/DC.



Express Cargo Clearance System

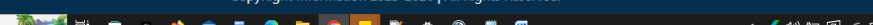


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ECCS - View Refund Request
 Logged In : CMS_AO
 [Logout](#)

LIST OF FRESH REFUND REQUEST ALLOCATED BY AC/DC							
REFUND REQUEST DETAILS							
S. No.	Refund Request No.	User Name	User Group	BOE No.	No. Of Days	Total Refund Amount (in Rs.)	Status
1	RFREQ_AMT_2025-2026_1011_10013	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0612_10003	0	2000	SCN Response Submitted
CLOSE							

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1. [printservlet \(50\).pdf](#) [Uploaded By: courier_user1 on: 10/11/2025 18:33]
 2. [printservlet \(51\).pdf](#) [Uploaded By: ACDCUser1 on: 10/11/2025 18:32]
 Uploaded Files: 3. [printservlet \(51\).pdf](#) [Uploaded By: CMS_AO on: 10/11/2025 18:28]
 4. [printservlet \(52\).pdf](#) [Uploaded By: CMS_AO on: 10/11/2025 18:24]
 5. [printservlet \(53\).pdf](#) [Uploaded By: courier_user1 on: 10/11/2025 18:20]

CUSTOMS'S FEEDBACK

Action : Request for Claim Approval

Remarks : Maximum 1000 Characters.

ATTACH SUPPORTING DOCUMENTS

Select	S. No.	Attached Document
☐	1	Choose File printservlet (49).pdf

+ ADD ROW - DELETE ROWS

Express Cargo Clearance System

ECCS Indian Customs

HOME IMPORT EXPORT RE-EXPORT DISPOSAL REFUND REPORTS E-PAYMENT DASHBOARD GENERAL

ECCS Dashboard Logged In : CMS_AO Logout

Refund Request Forwarded To AC/DC Successfully.

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7.2.9. ACDC Login: - Final Approval of Claim

Step 1 – The AC/DC logs in and processes the refund claim based on the AO/Superintendent's approval recommendation.

Step 2 – On approving the claim, the system displays the approval screen along with the Refund Request Number and sanctioned refund amount.

Express Cargo Clearance System

HOME IMPORT EXPORT RE-EXPORT DISPOSAL REFUND REPORTS E-PAYMENT DASHBOARD GENERAL

ECCS - View Refund Claim Logged In : ACDCUser1 Logout

LIST OF REFUND CLAIMS PROCESSED BY APPRAISER

REFUND CLAIM DETAILS							
S. No.	Refund Request No.	User Name	User Group	BOE No.	No. Of Days	Total Refund Amount (Rs.)	Status
1	RFREQ_AMT_2025-2026_1011_10013	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0612_10003	0	2000	Request for Claim Approval

[CLOSE](#)

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Express Cargo Clearance System

HOME IMPORT EXPORT RE-EXPORT DISPOSAL REFUND REPORTS E-PAYMENT DASHBOARD GENERAL

ECCS Dashboard Logged In : ACDCUser1 Logout

Refund Claim Approved. Refund Claim Number is RFCL_AMT_2025-2026_1011_10007

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7.2.10. Courier Login: - View Approval Refund

Step 1 – The courier logs in and opens the approved refund request.

Step 2 – The courier can view the sanctioned refund amount, status of the claim, and total approved refund.

Step 3 – Based on this information, the courier can track credit of the refund amount into the specified bank account.

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LIST OF REFUND CLAIMS								
REFUND CLAIM DETAILS								
S. No.	Refund Ref./Order No.	User Name	User Group	BOE No.	No. Of Days	Total Refund Amount (in Rs.)	Total Sanctioned Amount (in Rs.)	Status
1	RFCL_AMT_2025-2026_1011_10003	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_1710_10001	0	10000	N/A	CLAIM ACCEPTED
2	RFCL_AMT_2025-2026_1011_10007	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0612_10003	0	2000	2000	CLAIM ACCEPTED
3	RFREQ_AMT_2025-2026_1011_10001	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0102_10002	0	4400	N/A	CLAIM REJECTED
4	RFREQ_AMT_2025-2026_1011_10003	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0102_10001	0	7205	N/A	CLAIM REJECTED
5	RFCL_AMT_2025-2026_1011_10001	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2025-2026_3004_10049	0	620	N/A	CLAIM ACCEPTED
6	RFCL_AMT_2025-2026_1011_10005	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_1702_10001	0	1000	400	CLAIM ACCEPTED
7	RFREQ_AMT_2025-2026_1011_10005	MYPORTCOMPANY	COURIER	CBEXIV_AMT_2024-2025_0801_10004	0	1400	N/A	CLAIM REJECTED
8	RFCL_AMT_2025-2026_1011_10002	MYPORTCOMPANY	COURIER	CBEXIV_AMT_2024-2025_1001_10001	0	100000	N/A	CLAIM ACCEPTED
9	RFCL_AMT_2025-2026_1011_10004	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10060	0	15000	10000	CLAIM ACCEPTED
10	RFREQ_AMT_2025-2026_1011_10008	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10055	0	10000	0	CLAIM REJECTED
11	RFREQ_AMT_2025-2026_1011_10010	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10057	0	18000	0	CLAIM REJECTED
12	RFCL_AMT_2025-2026_1011_10006	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10055	0	20000	20000	CLAIM ACCEPTED
13	RFREQ_AMT_2025-2026_1011_10012	MYPORTCOMPANY	COURIER	CBEXIII_AMT_2024-2025_0603_10059	0	18000	20000	Claim In Process
 CLOSE								

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ECL	2803011497	N/A		
ITEMS SELECTED FOR REFUND CLAIM				
S.NO	CTSH Number	Item Description		
1	61112000	test		
DUTY HEADS WISE DUTY AND REFUND CLAIM DETAILS				
S. No.	Duty Head	Duty Assessed in B/E for Refund Claimed	Refund Amount Claimed by Applicant (Rs)	Sanctioned Amount by AC/DC (Rs)
1	BCD	6000	2000	2000
2	AIDC	0	0	0
3	SW Strchrng	600	0	0
4	IGST	1830	0	0
5	CMFNSTRY	0	0	0
6	INTEREST	388	0	0
TOTAL REFUNDABLE AMOUNT: 8430				
Refund Claim Under: Section 27 (1)(a) of the Act				
Amount of Refund Claim (in Rs.): 2000			Sanctioned Amount of Refund Claim (in Rs.): 2000	
Amount of IGST Credit Taken (Rs): 200				
Groups of Refund: Billers goods				

8. Conclusion: -

The ECCS Duty Refund Module provides a clear, structured, and transparent method of managing duty refund claims. By using role-based workflows, system validations, Deficiency Memos, SCNs, and automated notifications, the module ensures that every refund case is processed in line with established customs procedures. It reduces manual effort, improves accuracy, and supports faster decision-making while maintaining compliance and accountability throughout the refund lifecycle.

-----**End of Document** -----