

Advisory to all users for registering at ICEGATE

The User Registration module registers users on ICEGATE website – including Custom Brokers (License Holder / F-card and G-card holders), IEC holders (and IEC authorized persons), Shipping Lines, Shipping agents, Airlines, Air Agents, Console Agents etc.

Please note the following details about registering on ICEGATE, basis your user category:

Custom House Agent (CHA) / Custom Broker

1. Every CHA can have two kinds of users – a Principal (F card holder) and their employees (G card holders).
2. Principal user is required to approve the registration of each of their employees, as child users. These employee (child) users also need to be disabled by the principal user, as soon as the employee quits.
3. As an employee of a CHA, only the G card holder would be permitted to get registered since registrant would be required to sign documents digitally.
4. After completing the registration process successfully, the users are advised to wait for the registration request to get approved by the Department.
 - For License Holder / F-card holders:
 - In case of approval, an acknowledgement e-mail with their login credentials (User ID and Password) will be sent to the registered email id
 - In case of rejection, reason for rejection will be sent to the registered email id
 - For G-card holders:
 - In case of approval, an acknowledgement e-mail with the login credentials (User ID and Password) will be sent to the registered email id
 - In case of rejection, reason for rejection will be sent to the registered email id

IEC holder / IEC Authorized Person

1. Two types of users can be created for every IEC holder on ICEGATE – a parent user (IEC holder / IEC authorized person) and child users for their employees can be created.
2. After completing the registration process successfully, the users are advised to wait for the registration request to get approved by the Department.
 - For IEC holder / IEC authorized person:
 - In case of approval, an acknowledgement e-mail with their login credentials (User ID and Password) will be sent to the registered email id. In case of rejection, reason for rejection will be sent to the registered email id.
 - For child users:

- In case of approval, an acknowledgement e-mail with the login credentials (User ID and Password) will be sent to the registered email id
 - In case of rejection, reason for rejection will be send to the registered email id
3. If the child user no longer works with the IEC holder, the parent user needs to disable the child user. ICEGATE will not be responsible for any consequences or legal action.
 4. In case the IEC holder is also an Authorized Economic Operator (AEO), then the Deferred Payment of Customs Duty scheme would be operational only through the parent ICEGATE ID.

Shipping Agent / Shipping Line / Airlines / Console Agent / Custodian

1. Every shipping agent can have two kinds of users – a parent user (shipping agent / shipping agent authorized person) and child users (employees). The parent user is required to approve the registration of each their employees, as child users.
2. After completing the registration process successfully, the users are advised to wait for the registration request to get approved by the Department.
 - For shipping agent / shipping agent authorized person:
 - In case of approval, an acknowledgement e-mail with their login credentials (User ID and Password) will be sent to the registered email id.
 - In case of rejection, reason for rejection will be send to the registered email id.
 - For child users:
 - In case of approval, an acknowledgement e-mail with the login credentials (User ID and Password) will be sent to the registered email id. In case of rejection, reason for rejection will be sent to the registered email id.
3. These employee (child) users need to be disabled, by the Principal user, as soon as the employee quits.

Custodian

1. Custodians are allowed to have only one user on ICEGATE
2. After completing the registration process successfully, the users are advised to wait for the registration request to get approved by the Department
3. In case of approval / rejection of the new user, an e-mail notification is sent to the email address used at the time of registration
 - In case of approval, the email contains the user's login credentials (User ID and Password)
 - In case of rejection, reason for rejection is shared in the sent email

While registering on ICEGATE for any user role / type, please be mindful of the following:

- I. Any entity registering on ICEGATE website can register with only one F-card holder / parent user even though the entity may have more than one F card holder / parent user whose name is endorsed on the Custom Broker license. All other users need to be registered as child users for the same F-card user / parent user
- II. The registration process keeps a check on impersonation and repudiation etc. The principal / parent user is given access at the application level with proper role mapping, enabling them to approve or to disable their child user(s)
- III. In case the email ID is already registered on ICEGATE, please check the user ID created against the same, within your organization
- IV. At the time of registration, particulars of the registrant and a soft copy of the PAN card are necessary. The particulars are verified online from PAN database of the Income Tax department
- V. Please ensure that the name used while registering on ICEGATE is the same as the name mentioned on the PAN. The user is also required to upload a copy of PAN.
- VI. Same PAN can be used by the user to register under different user roles (Shipping Agent / Shipping Line / Custom Broker / Custodian / Console / Airline)
- VII. The ICES registration number entered while registering, fetches data from the ICES directories and is displayed for verification. Once the registrant affirms their data, further process of data capturing is initiated.
In case any rectification is required in the existing ICES data, the registrant needs to approach the respective Directory Manager or Policy branch, as the case may be
- VIII. All the users are required to use their Digital Signature token (Class III Individual Type), plugged into their systems before starting the registration process. It is mandatory for all the users to upload their Digital Signature Certificate (DSC) at the time of registration
- IX. While uploading the DSC certificate, if 'PKI applet error' is received, please verify the java setup on your local machines. The local machine requires to have Java version 1.8 or higher to support this activity. For further details, please refer to the detailed guide 'Java Setup for DSC' in Downloads on ICEGATE website (<https://www.icegate.gov.in/Download/JavaSetupForDSC.pdf>)
- X. In case DSC upload is unsuccessful and the 'Class not found' error is received, please contact your respective DSC vendor
- XI. Documentation requirements for different users is different. The following table lists the type of documents necessary for each user at the time of registration. Please note that all documents uploaded need to be self attested:

Users / Documents	Scanned Copy of Authorization Letter (.pdf)	Scanned Copy of License / Permit (.pdf)	Scanned Copy of Driving license, Passport, Aadhaar Card, Voter ID card (.pdf)	Scanned Copy of Authorization to F Card / G Card	Authorization Letter / Order of Commissioner
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Users / Documents	Scanned Copy of Authorization Letter (.pdf)	Scanned Copy of License / Permit (.pdf)	Scanned Copy of Driving license, Passport, Aadhaar Card, Voter ID card (.pdf)	Scanned Copy of Authorization to F Card / G Card	Authorization Letter / Order of Commissioner
F-card Custom Broker/CHA (Firm)	√	√	√		
F-card Custom Broker/CHA (Individual)		√	√		
F-card/G-card Custom Broker/CHA (Employee)	√		√	√	
IEC Holder		√	√		
IEC Authorized Person	√		√		
Shipping Lines	√		√		√
Shipping agents	√		√		√
Airlines	√	√	√		
Custodian	√	√	√		
Console Agents		√	√		
Others	√	√	√		

XII. Only the following ID proofs will be considered valid:

- Aadhaar card (preferably)
- Driving license
- Passport
- Voter ID card

The users are therefore advised to share any one the above mentioned ID proofs. It is advised to prefer Aadhaar Card so as to keep possibility of e-sign in alive in future.

XIII. Once registered, ICES data cannot be changed in the system. To facilitate any update, please deactivate the current user and re-register on ICEGATE with the updated details
ICEGATE will not be responsible if users are unable to file documents, in case the user license has been suspended or revoked.

In case any further clarifications are required for registering at ICEGATE, please reach out to us through any of the following contact details:

Phone number	Email address
1800 301 1000	registration@icegate.gov.in