



OFFICE OF THE ADDITIONAL DIRECTOR GENERAL (SYSTEMS)  
NEW CUSTOM HOUSE, BALLARD ESTATE, MUMBAI- 400001  
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F. No. IV (4)/7/2020/SYSW


Date: 10.01.2022

**ADVISORY NO. 02/SYS/WZU/2022**

**Sub: Change in Contact number for ECCS helpdesk and Trade helpdesk- Reg.**

1. To further enhance 'Trade Facilitation' and ensure single point of contact for all ECCS related queries, an integrated help desk for both application and trade related queries for the ECCS application is being launched w.e.f. 16.01.2022.
2. All the stakeholders and trade are hereby informed that a new toll-free number i.e. **1800-2666-882** is being launched with effect from **16.01.2022** for all queries related to ECCS. However, the separate email ids being used at present for application related queries ([eccs.helpdesk@iccgate.gov.in](mailto:eccs.helpdesk@iccgate.gov.in)), and for trade related queries ([eccs.tradehelpdesk@iccgate.gov.in](mailto:eccs.tradehelpdesk@iccgate.gov.in)) will continue to be operated in the same manner for the time being. All the stakeholders and trade are hereby advised to take note of new toll-free number and use them to communicate, in case of any difficulties/queries with ECCS or trade facilitation. Furthermore, previous contact numbers of ECCS help desk (0120-4864713) and trade help desk (1800-3010-1000) will no longer be available for ECCS queries w.e.f. midnight of 15<sup>th</sup> January 2022.
3. The Jurisdictional Commissionerates are requested to issue suitable trade/public notices regarding change in toll free number for benefit of all stakeholders. The authorized couriers are requested to sensitize their respective employees and customer care personnel about new toll-free number.
4. In case of any issues with help desk pertaining to ECCS, it is requested to contact Shri K.K. Prasad, Joint Director, Western Zonal Unit(WZU), System, Mumbai (Email id: [kkprasad.123@gov.in](mailto:kkprasad.123@gov.in)) or Shri Kodali Gokul, Deputy Director, WZU, System, Mumbai (Email id: [kodali.gokul@gov.in](mailto:kodali.gokul@gov.in)).

This advisory issues with the approval of ADG, WZU, Systems, Mumbai

  
**(Kodali Gokul)**  
Deputy Director

Copy for kind information and necessary action to:

1. The ADG(ICEGATE), Systems, New Delhi.
2. The ADG(ICES), Systems, New Delhi.
3. The Pr. Commissioner/Commissioner of Customs, all the International Courier Terminals(ICTs) working under ECCS.
4. M/s EICI to circulate to all stakeholders.
5. The Webmaster, ECCS website for posting on the CBIC and ECCS website.