

	<p>कार्यालय, अतिरिक्त महानिदेशक (सिस्टम), पश्चिम आंचलिक एकक, मुंबई Office of the Additional Director General (Systems) West Zonal Unit, Mumbai नवीन सीमा शुल्क भवन, बॉलार्ड एस्टेट, मुंबई- 400001 New Custom House, Ballard Estate, Mumbai - 400001 दूरभाष/ Phone: 022-20825140, फैक्स/ Fax: 022-220825148 Email: systems.wzumumbai@gov.in</p>
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Advisory No. 02/SYS/WZU/2026

Subject: Implementation of enhanced “Return to Origin (RTO)” functionality in Express Cargo Clearance System (ECCS) – reg.

1. Overview

All stakeholders, including Couriers, Custodians, Importers, and Customs formations, are informed that in pursuance of Union Budget 2026 and subsequent Notification No. 33/2026-Customs (N.T.) dated 31.03.2026 read with para 2(B) of Board Circular No 17/2026 - Cus dated 31st March' 2026 issued by CBIC, an enhanced procedure is implemented in ECCS System for handling consignments required to be returned to their origin recognizing that return to origin is a normal feature of global online trade.

2. Key Features

2.1 In this regard, the stakeholders are advised to take note of the “Return to Origin (RTO)” facility available in ECCS. The RTO module has been enhanced to provide a streamlined and system-driven process. RTO is allowed for consignments under both situations whether a Bill of Entry has been filed or not. RTO requests can be filed only after 15 days from the date of arrival scan. The system provides for uploading of relevant decision documents by the AC/DC, wherever required.

2.2 The system also provides a complete workflow with role-based access and automatic task routing. Import and export documents are mandatorily linked, including ECM/HAWB with CSB-IV and CEM. Submission of the CEM number is compulsory to confirm export. The system automatically closes HAWB after export linkage, and ECM is closed only after all related HAWBs are closed.

3. End-to-End Process Flow

Stakeholders are informed that the RTO process is fully system-driven. The courier is required to initiate the RTO request. Customs officers will examine and decide on the request. Once approved, the system will send the case back to the courier for further action. The courier must complete export formalities, after which the system will link import and export records and close the relevant documents. This ensures complete tracking from import to re-export and removes manual intervention.

4. Roles of Stakeholders

4.1 Courier Users: Courier agents are informed that they are responsible for initiating and completing the RTO process. They must identify eligible consignments, including those without a Bill of Entry, ensure that the 15-day dwell period is completed, and confirm that the shipment is not under any regulatory hold. They must file the RTO request with accurate details. After approval, they are required to file CSB-IV through the system, arrange transfer of goods to the export shed, and submit the CEM number in ECCS. They must ensure timely export, maintain data accuracy, and avoid delays that may prevent closure of records.

4.2 Customs Officers at ICT: Customs officers are advised to follow the prescribed system workflow. The Superintendent must verify the application, check eligibility conditions, and record remarks before forwarding the case. The AC/DC must examine the application and supporting documents, ensure compliance with legal provisions, before approving or rejecting the RTO application. Upon approval, the system workflow will proceed automatically with necessary action lying with the courier user.

5. The above changes are effective from 01.04.2026. Necessary steps may be taken for effective implementation of this module. In case any issues are noticed, the same may be shared with Systems, WZU, Mumbai through email systems.wzumumbai@gov.in or may contact the ECCS Helpdesk at eccs.helpdesk@icegate.gov.in or call 18002666882 for assistance. A user manual is also attached herewith with details of processes which are to be followed.

This advisory is issued with the approval of the Additional Director General, WZU (Systems).

(Manudev Jain)
Joint Director

Encl: RTO User Manual

To,

1. All Principal Commissioner/ Commissioner of Customs at all ICTs by email
2. EICI- They are requested to inform all Couriers
3. The Custodians at all ICTs by email (viz. Ahmedabad, Bengaluru, Cochin, Chennai, Delhi, Hyderabad, Kolkata, Mumbai).
4. CMS - to update ECCS website.

Copy for information to:

1. The Pr. Director General, DG Systems & Data Management.
2. The Pr. ADG, DG Cell, DG Systems & Data Management.
3. The Pr. ADG, ICEGATE, DG Systems & Data Management.
4. The Pr. ADG, DCCS, DG Systems & Data Management.

