Unified Dashboard

Animal Quarantine & Certification Services (AQCS)

User Manual

Version 1.08

Date:19.01.2026

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1. Getting Started

Welcome to the user manual for the services offered to the trade users under the SWIFT 2.0 (Single Window Interface for Facilitating Trade) project over the Unified dashboard facility. This manual provides a detailed overview of all the features incorporated in the SWIFT (Single Window Interface for Facilitating Trade) project for the users.

2. Brief about user guide

This user manual provides step-by-step illustrations of all the functionalities that are incorporated on the user's dashboard. The manual comes with pictorial representation, which enables users to get a complete grasp on the subject and avail maximal benefit in a very subtle way.

3. Overview

- To address the problem of approaching multiple agencies manually or by accessing their individual websites, SWIFT 2.0 was launched.

- As per the approach finalized for SWIFT 2.0, Unified Dashboard will be incorporated into the existing system to provide actionable information to trade covering all existing process cycles. This document has been drafted to capture the business requirements for Unified Dashboard facility under the initiative of SWIFT 2.0 to take the ease of doing business forward.

4. Abbreviations

Sl. No.	Term/Acronym	Description
1.	ICEGATE	Indian Customs E-Commerce/Electronic Data Interchange (EC/EDI) Gateway
2.	SWIFT	Single Window Interface for Facilitating Trade
3.	AQCS	Animal Quarantine & Certification Services
4.	NOC	No Objection Certificate
5.	LPCO	Licenses, Permits, Certificates, and Others
6.	CBIC	Central Board of Indirect Taxes and Customs
7.	CHA	Customs House Agent also known as Customs Broker
8.	IEC	Importer Exporter Code
9.	ARN	Application Reference Number
10.	PGA	Participating Government Agency
11.	SSO	Single Sign On
12.	IGM	Import General Manifest
13.	GSTN	Goods and Services Tax Network

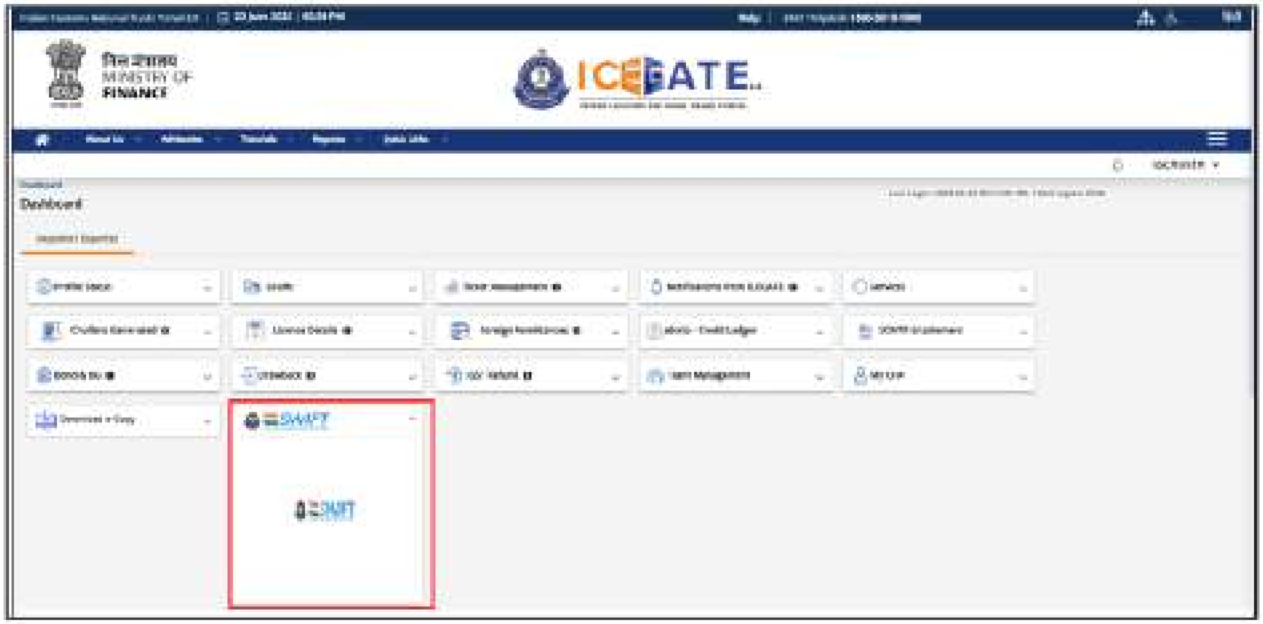
5. Navigation for Trade Users – Unified Dashboard

The trade user may follow the steps below to access the Unified Dashboard:

- **Step-1:** The trade users can access the ICEGATE dashboard by providing their ICEGATE ID and Password and clicking on the Login button. In such a case, the 'User Type' that needs to be selected shall be 'ICEGATE User'.

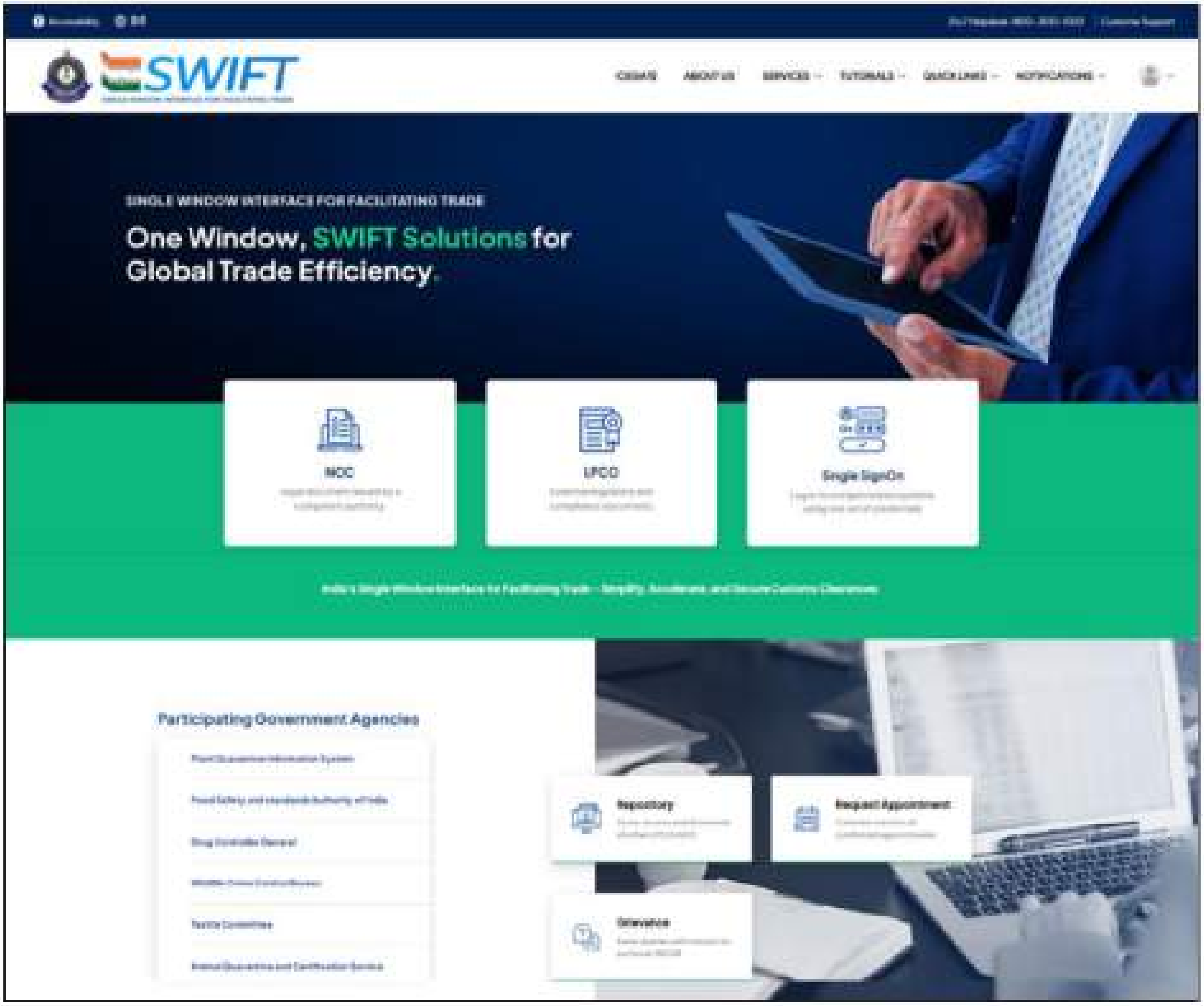
- **Step-2:** On successful login, the system will display the dashboard screen as follows:

- **Step-3**: The user will then click the SWIFT widget:



6. Unified Dashboard - Trade User Screen

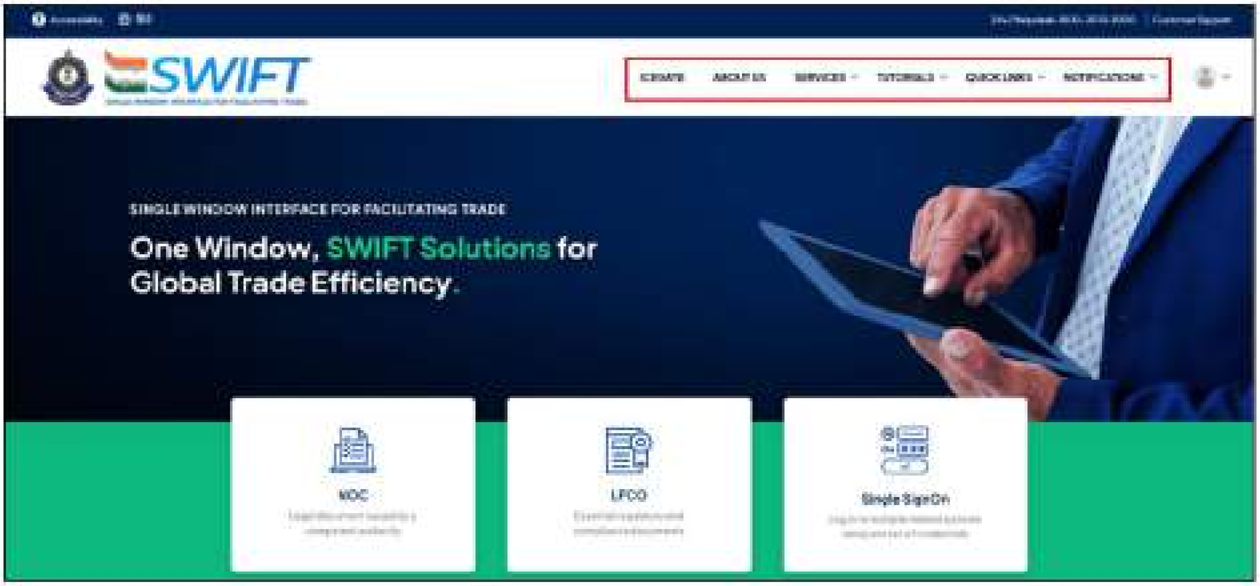
Upon clicking the '***SWIFT***' widget, the system displays the Unified dashboard screen below-



The user manual will discuss all the Unified Dashboard services in detail below.

6.1 Unified Dashboard – Menu

The dashboard has six items on the menu on the top of the page for the users as shown on the screen below:



The six components of the menu bar at the top of the page are:

I. ICEGATE
II. About Us
III. Services
IV. Tutorials
V. Quick Links
VI. Notifications

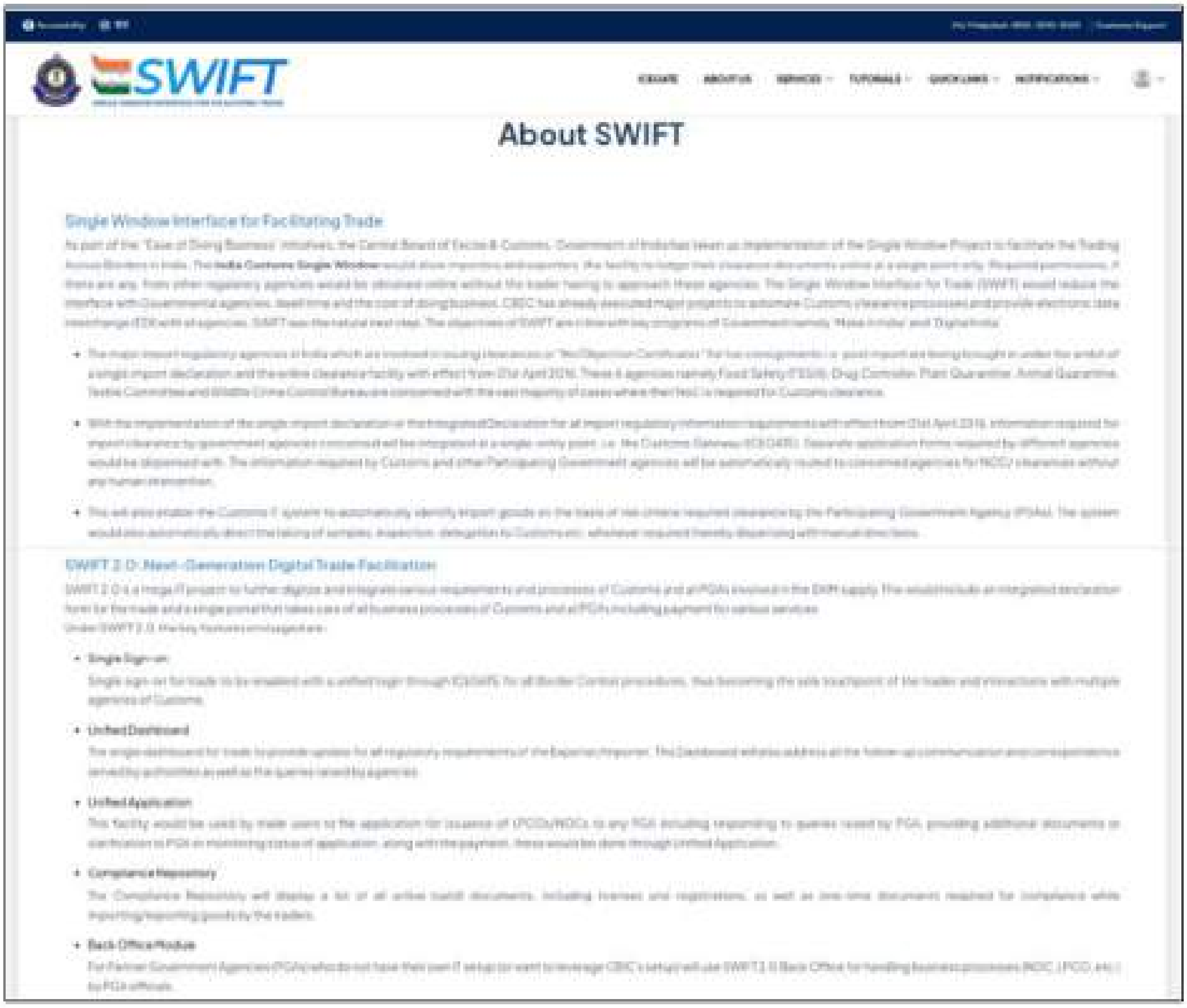
These are explained below:

6.1.1 ICEGATE

On clicking ICEGATE, the user is re-directed to the ICEGATE dashboard.

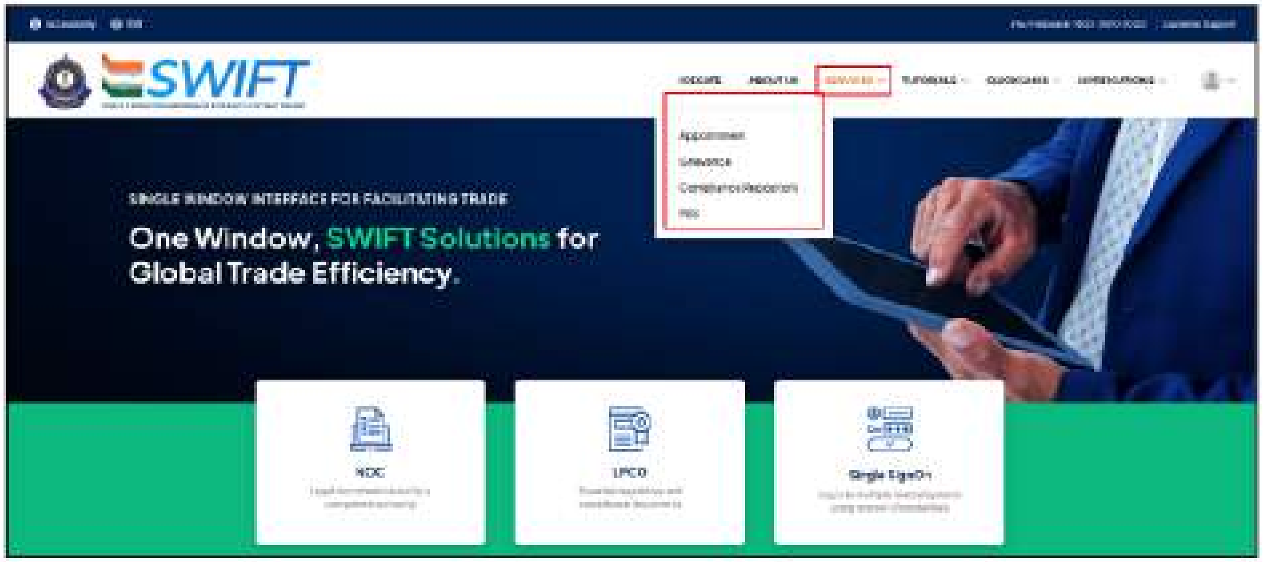
6.1.2 About Us

This section gives all the relevant information about the project SWIFT like the purpose, services being offered to the users, etc. This section helps the users to understand the importance and relevance of the project SWIFT.



6.1.3 Services

SWIFT provides four services for the users as shown below.



They are:

1. **Appointment:** As and when PGAs get integrated for this module, the users can raise a request for an appointment as per their requirements.

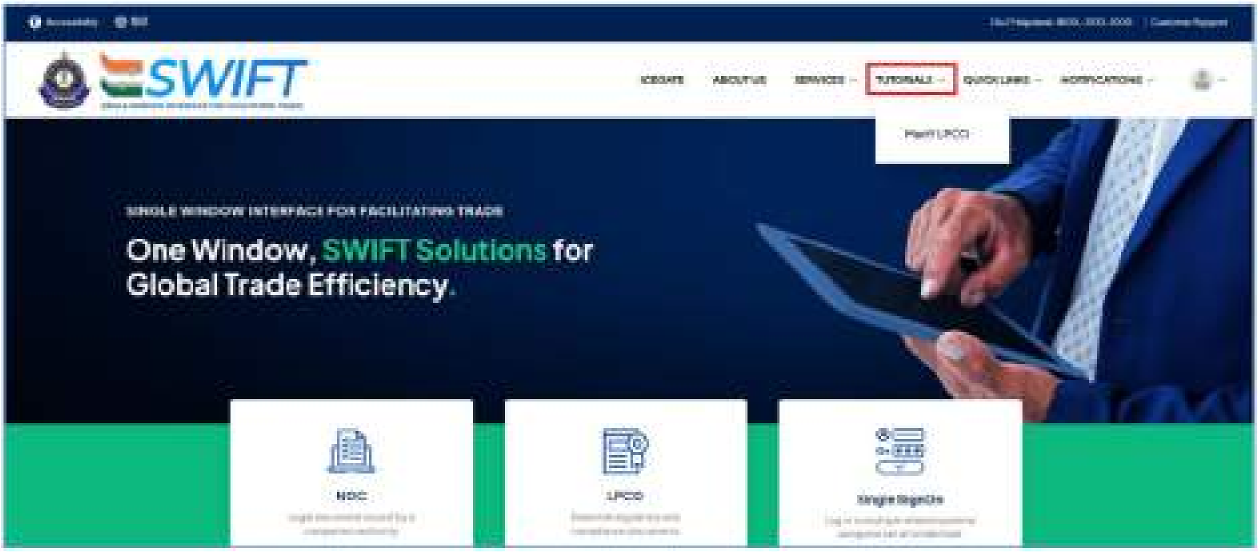
2. **Grievance:** As and when PGAs get integrated for this module, the users can raise a grievance as per their requirement with a specific PGA.

3. **Compliance Repository:** This repository stores all the NOCs or LPCOs issued to the users in the past and these can be downloaded by the user as per their needs.

4. **MIS:** This section will contain reports pertaining to NOC/LPCOs.

6.1.4 Tutorials

This section contains user manual/video tutorials for the users for quicker understanding of the SWIFT services.

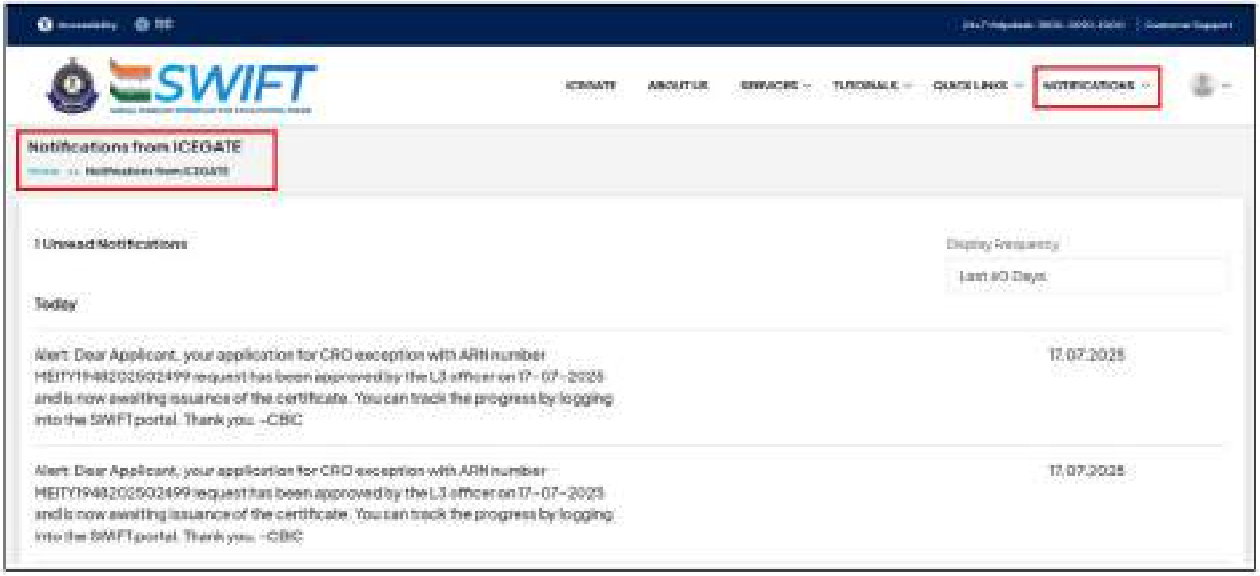


6.1.5 Quick Links

The Quick Links services provide shortcuts that allow SWIFT users to quickly navigate to important sections or websites to speed up their work. This section gives quick access to links pertaining to agencies/other information shown below.

6.1.6 Notifications

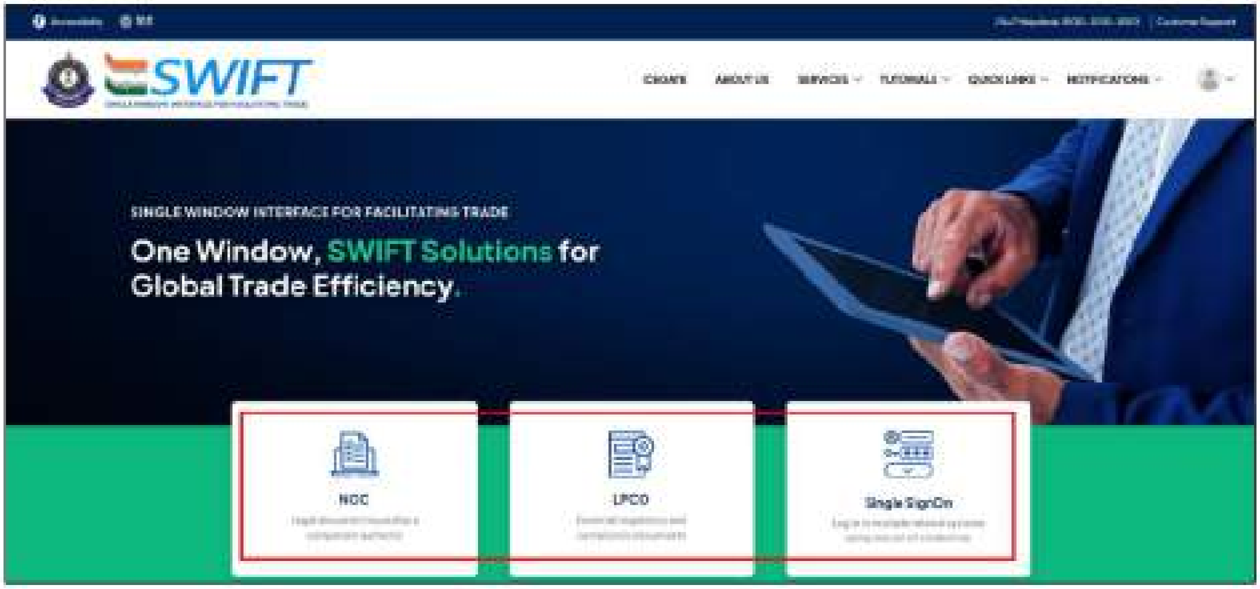
This section gives the user SWIFT related notification on the change in status of any pending work item identified as shown below.



The user may get the notifications for various reasons like change in status of application, appointment/grievance status, and NOC/LPCO application notification etc.

7. Unified Dashboard Widgets

The SWIFT dashboard has three widgets shown below.



1. **NOC (No Objection Certificate):** The user will be able to see all the BEs, for which NOC is pending, along with their status. The user can also take action to complete the NOC process.
2. **LPCO (License, Permits, Certificates, Other Authorization Documents):** User will be able to apply for a new LPCO for any PGA by clicking on this and can also view the details and status for LPCOs of multiple agencies which have been applied for by the trade user.
3. **SSO (Single Sign On):** The user will be able to access the services of the PGA portal by clicking on the PGA for redirection. A list of PGAs will be displayed to the user to select from. Once the user clicks on any PGA, he/she will be redirected to the post-login page of the PGA portal, in case the user is registered at the PGA portal. In case the user is not registered at the PGA portal, the user will land at the Registration page of the PGA portal on clicking the link.

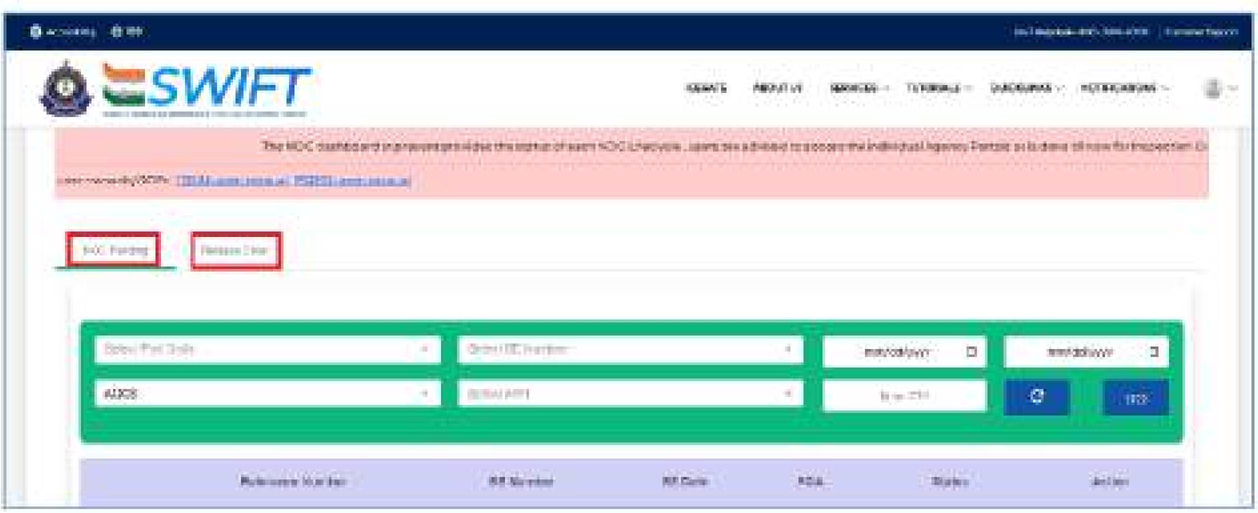
8. NOC Widget

Once the user clicks on the NOC widget, he will land on the screen shown below. He can select the PGA from the dropdown shown below to access PGA specific functionality. A reference flow for AQCS has been shown below.

The screen has two sections:

1. NOC Pending
2. Release Order

By default, the NOC Pending data will be highlighted on the user dashboard.



8.1 Pending NOC

The NOC Pending screen has the above-mentioned search filters for the user to select any particular application:

- BE (Bill of Entry) Number
- BE Date Range
- Application Reference Number (ARN): A unique reference number generated to identify, and application filed
- CTH (Customs Tariff Heading)
- Participating Government Agency (PGA)
- Port Code

Once the BE data is sent to AQCS, the applicant receives an ARN (application reference number), which will be listed on the dashboard, and the NOC application will be displayed with a pending status. There are various categories of pending status.

1. **Query Raised:** In case a query is raised by the AQCS officer.

2. **Initiate Payment:** When payment is required for NOC application.

3. **Awaiting Visual Inspection:** If visual inspection is to be done by the officer.

4. **Others:** Other categories may include status like under scrutiny, query replied by the user. Please refer to the screen shared below:

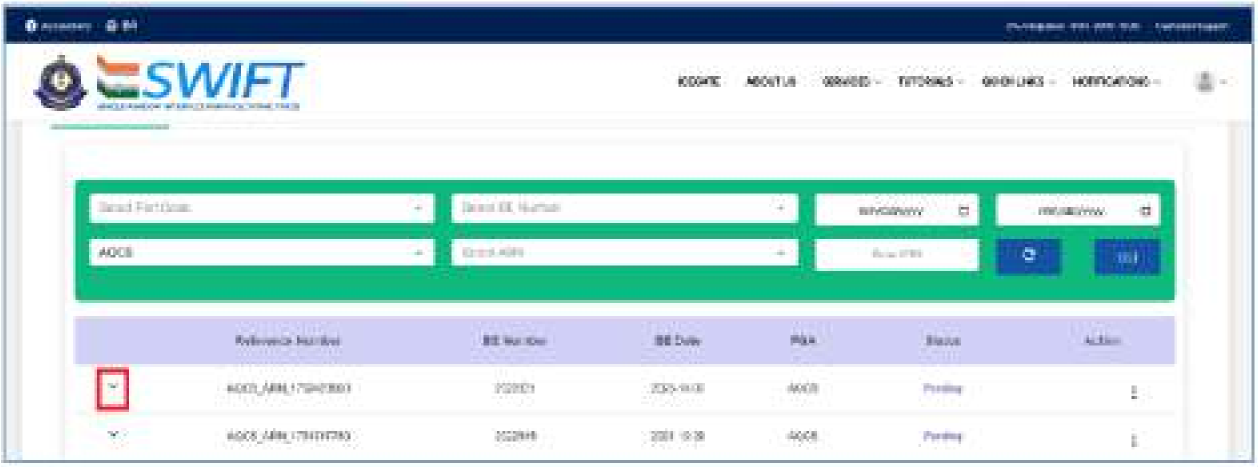
8.1.1 Addition of Additional BE Data Fields

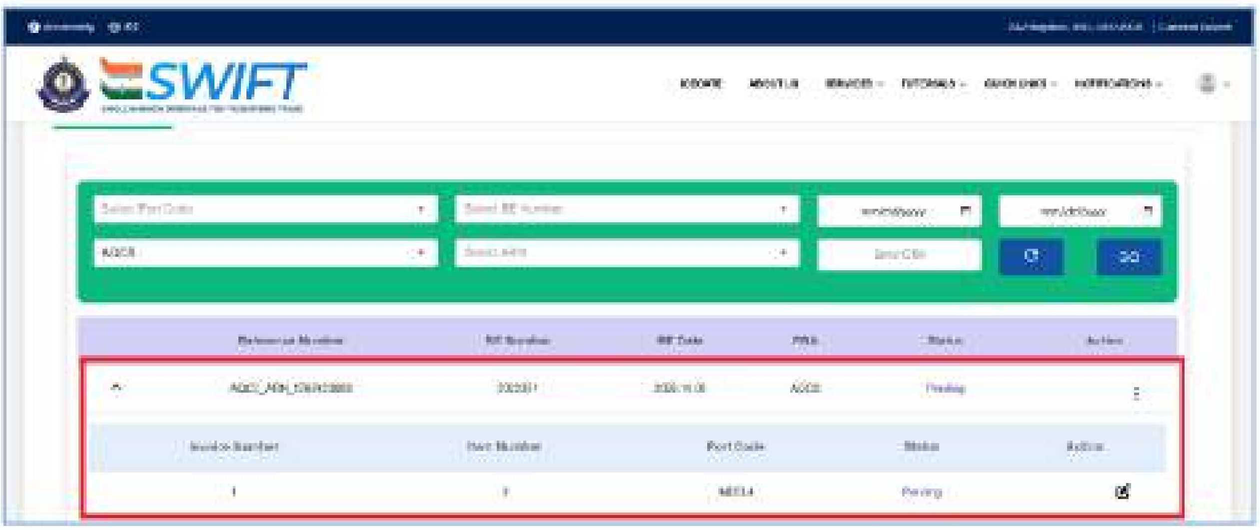
- This is a new feature within the SWIFT platform aimed at enhancing the data submission process for obtaining a No Objection Certificate (NOC) from Participating Government Agencies (PGAs). The feature addresses scenarios where mandatory data fields or documents required by PGAs were either not provided by the user during the initial Integrated Declaration submission or were unavailable at that time. Additional data fields can be submitted in the NOC dashboard till visual inspection date has been finalized. Once submitted, the user can not add/update anymore. Without the additional data fields being filled up, AQCS NOC processing will be delayed. Please refer to relevant circular issued by the Board for mandatory data fields/documents required for AQCS.

- To ensure compliance and streamline the NOC processing workflow, the system will proactively identify missing information and facilitate its capture and transmission via a pop-up form. Please refer to the screenshots below on how to make use of this new feature.

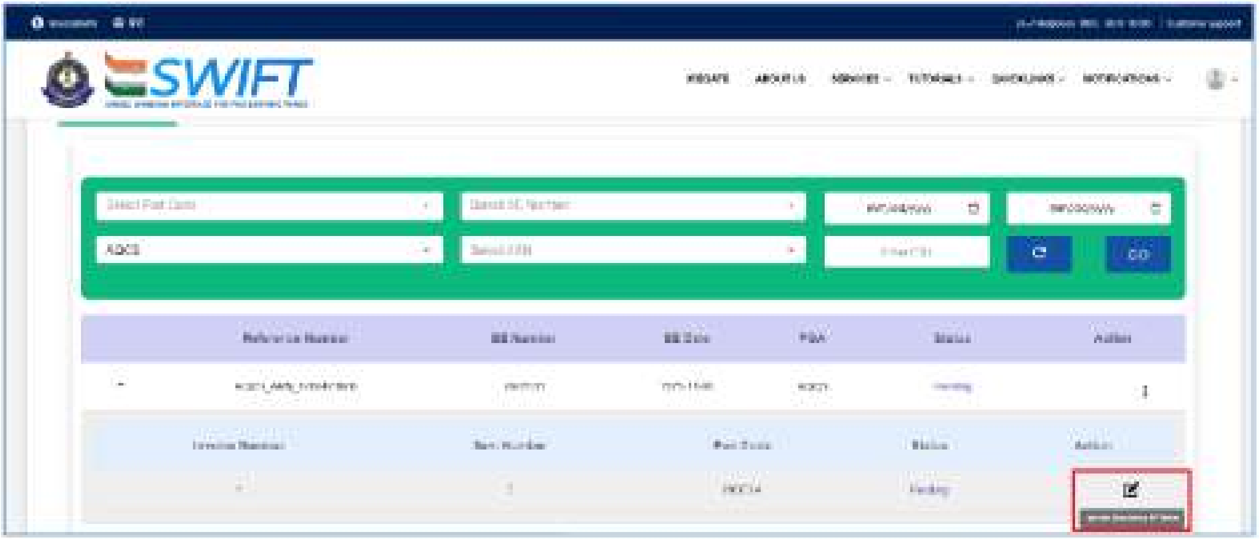
- In case of NOC pending, the user can select the "**Update Mandatory BE fields**" to view and update the Additional BE webform:

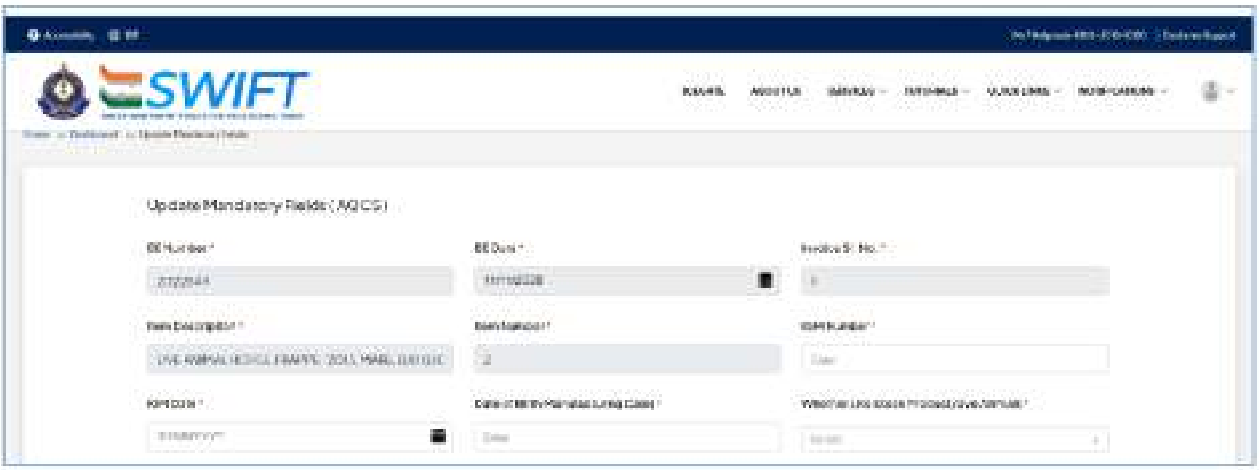
- Click on the highlighted icon to expand the form, as shown in the screen below. In the expanded view, the user can find the option to edit the BE details under the 'Action' column.

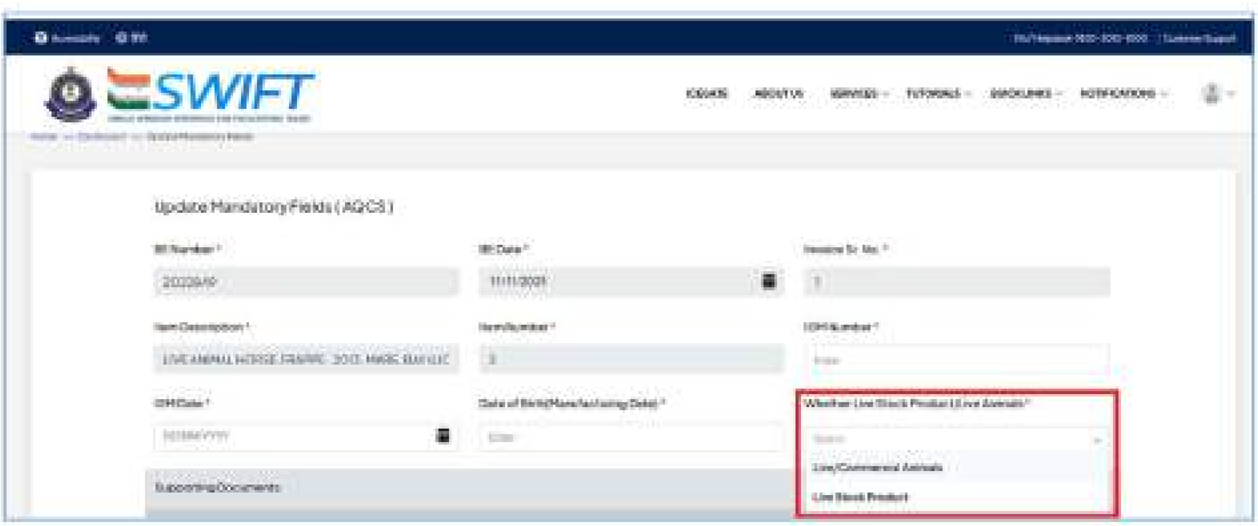




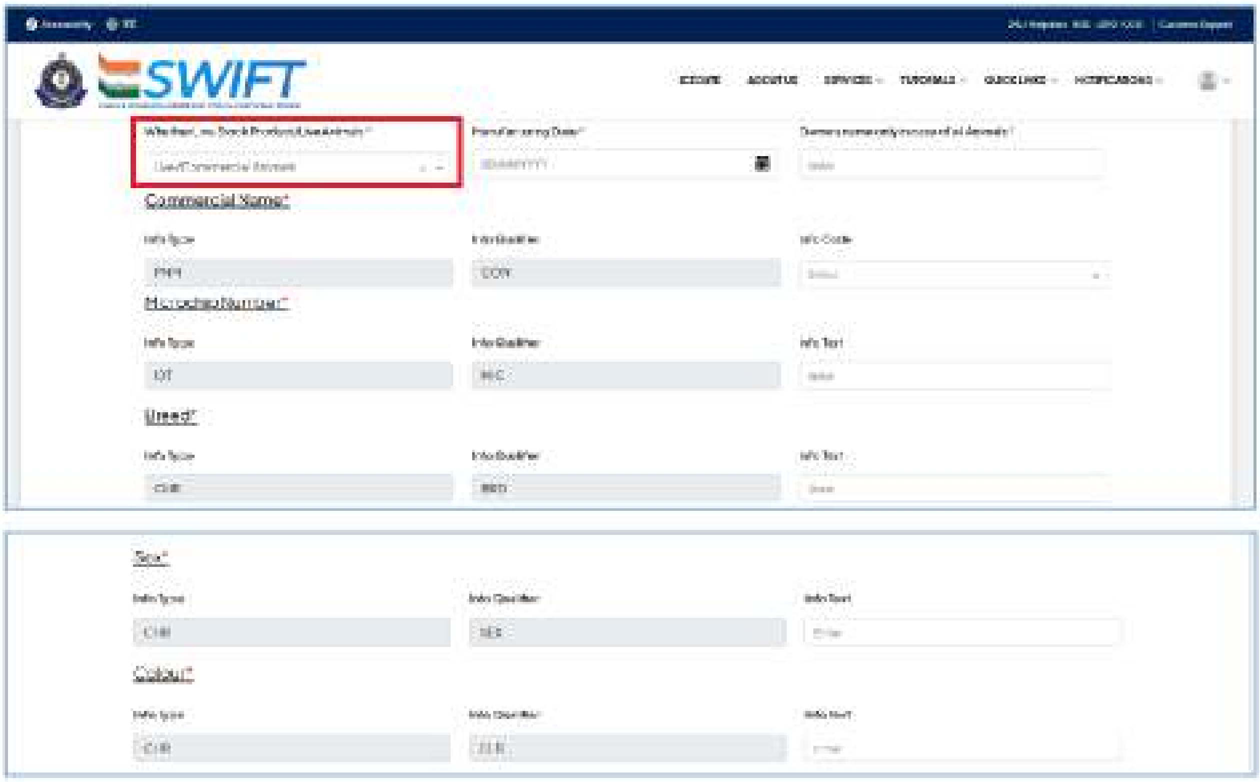
Upon selecting the 'Edit' option, the user will be redirected to the additional BE form, where they can update the missing details.


SWIFT
AQCS
GO


SWIFT
Update Mandatory Fields (AQCS)


SWIFT
Update Mandatory Fields (AQCS)

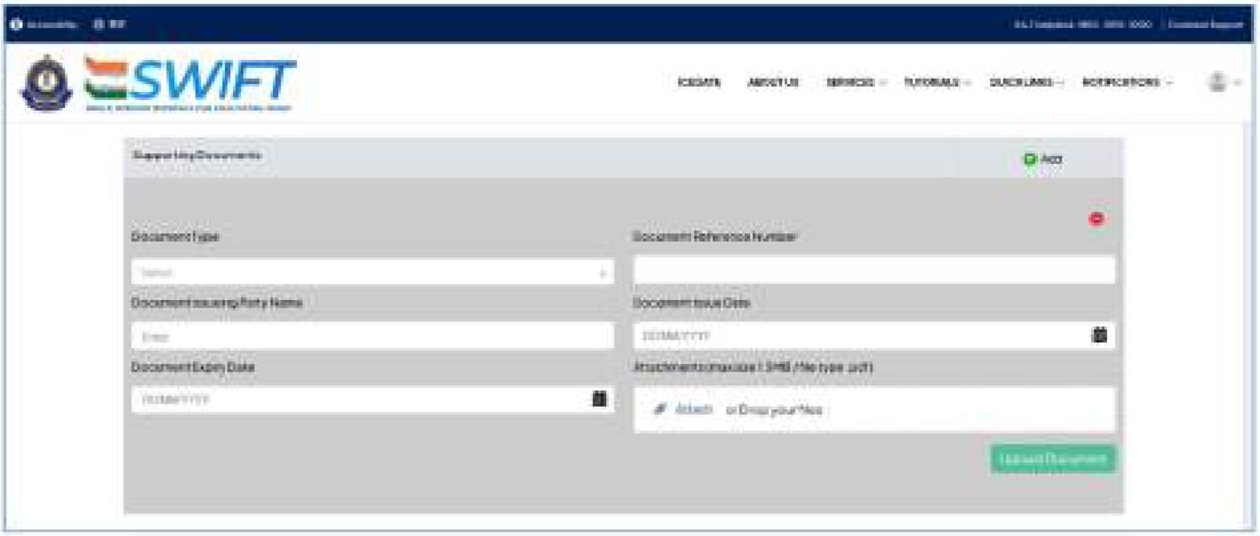
When the user selects the option 'Live/Commercial Animals', the next screen will display relevant details and input fields for Live/Commercial Animals.



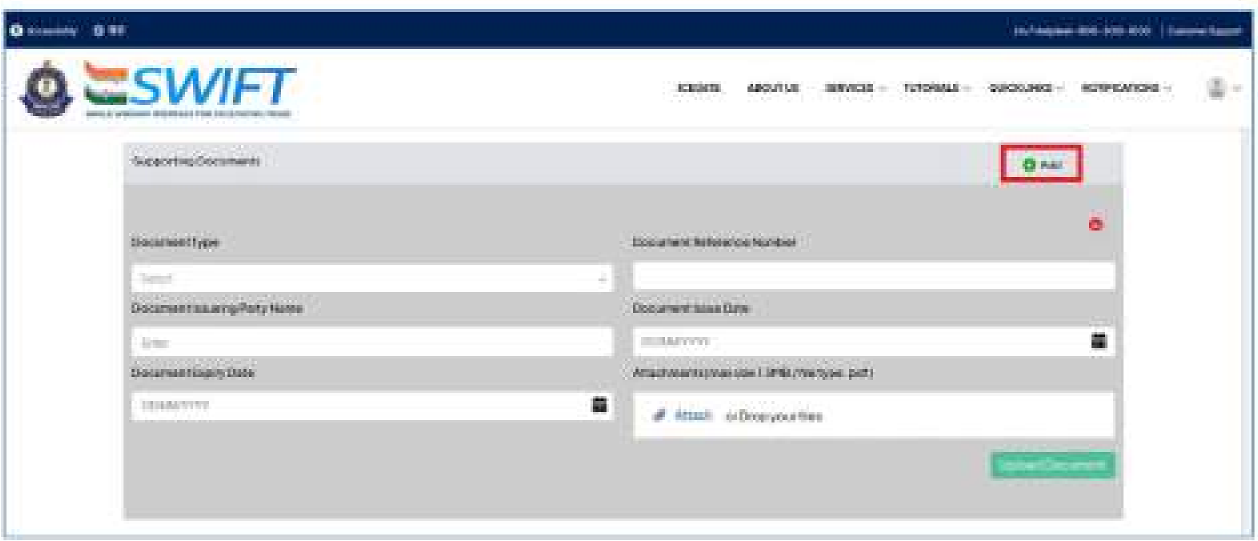
When the user selects the option 'Live Stock', the next screen will display relevant details and input fields for Live Stock.

➢ The user can upload supporting documents; however, before uploading, they must select the correct document type (document code) from the dropdown. The system provides two options for attaching the document: Upload Document and Link Document

1. **Upload Document** – Allows the user to directly upload a PDF file (max size 1.5 MB). After selecting the option and attaching the document, the user will click on <Upload Document> button.

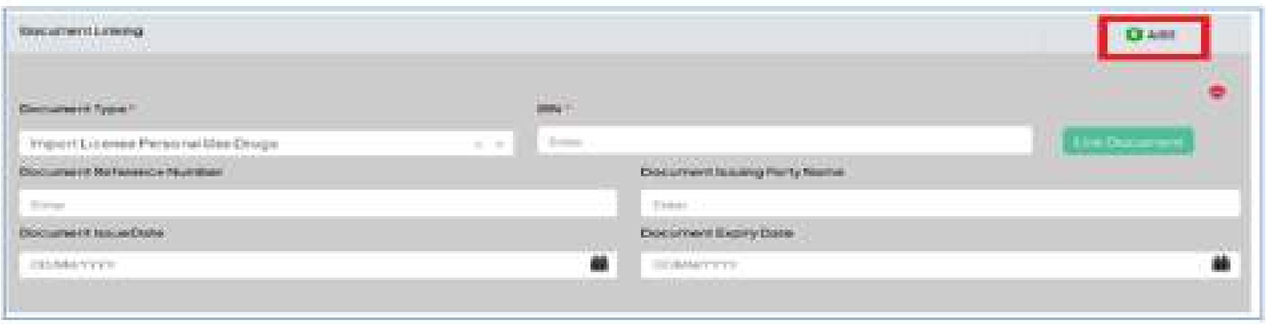


The user can also add additional documents by clicking on the <**Add**> button. On doing so a new "**Supporting document**" section appears:

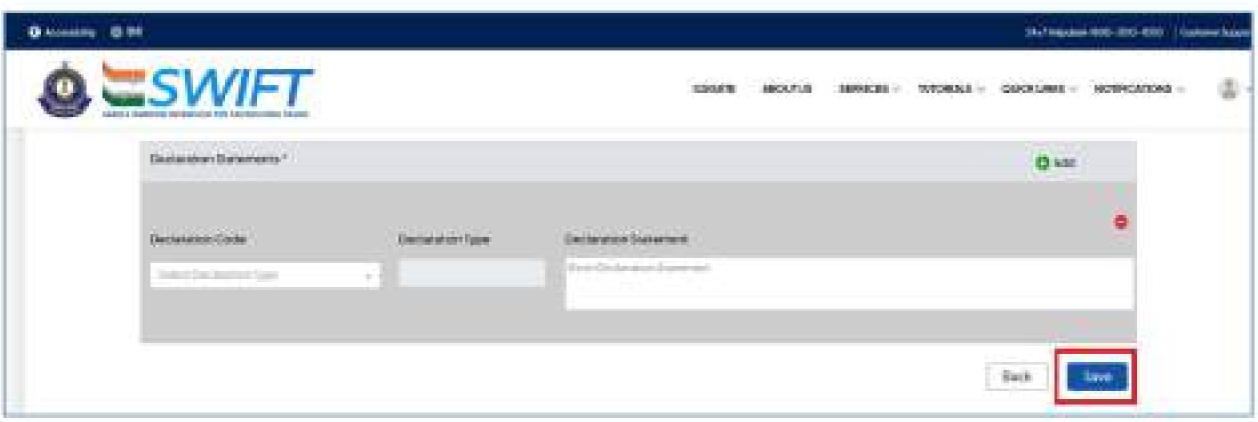


2. **Link Document**– Instead of uploading, the user can link an existing document by entering its IRN (Invoice Reference Number) in the provided field. After selecting the option and attaching the document, the user will click on <Link Document> button.

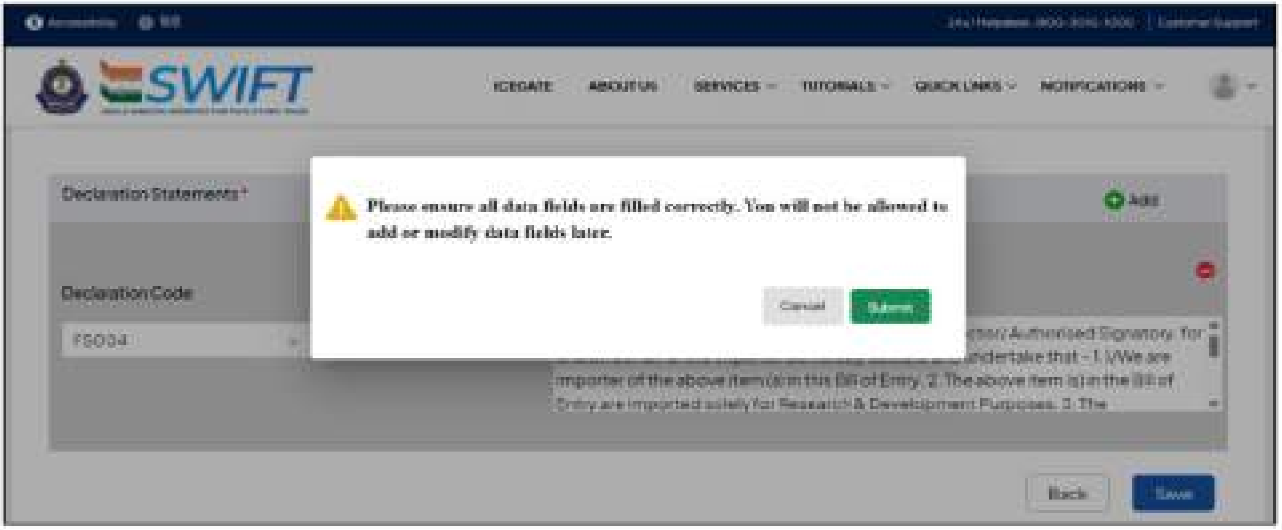
The user can also link additional documents by clicking on the <**Add**> button. On doing so a new "**Document Linking**" section appears:



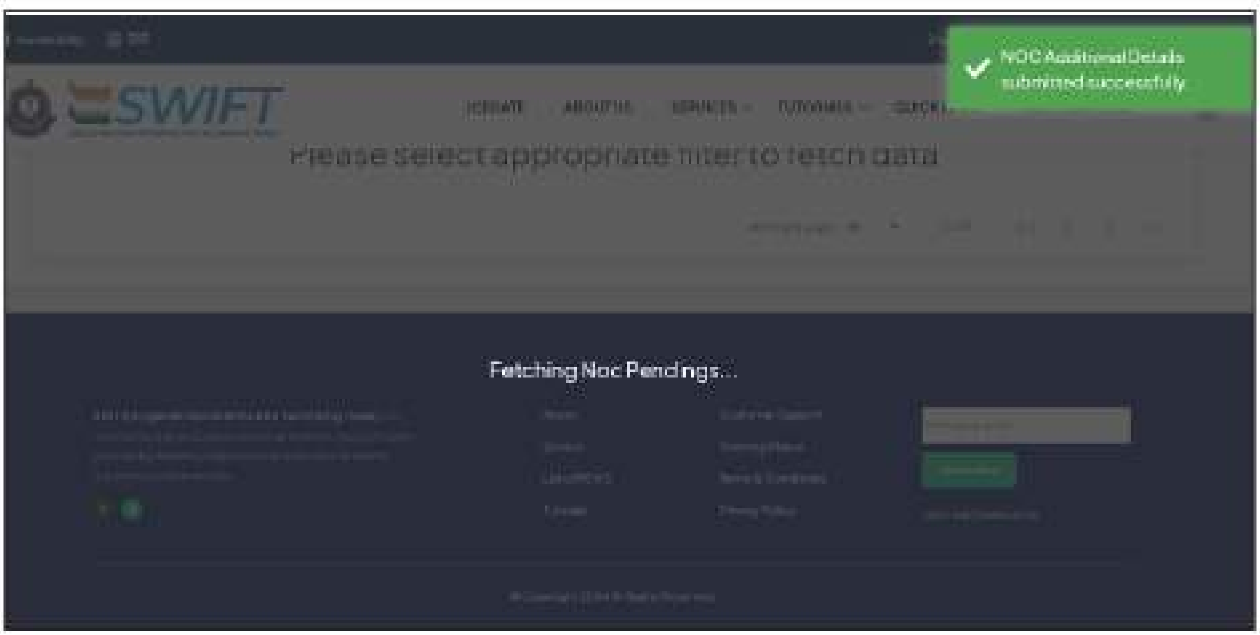
- After updating the additional BE details, click the <**Save**> button to store the changes.



- Once the user has filled out the details, then he gets a confirmation pop-up message to submit the form as shown below:



- Once the user submits the form, a notification pops up on the user's screen as confirmation of the submission.



8.1.2 Query Raised and Replied

When the Officer raises a query, the application status is automatically updated to "Query Raised", as shown in the screenshot below. In the *Action* column, the user can click the "Query Reply" link to view the details of the query.

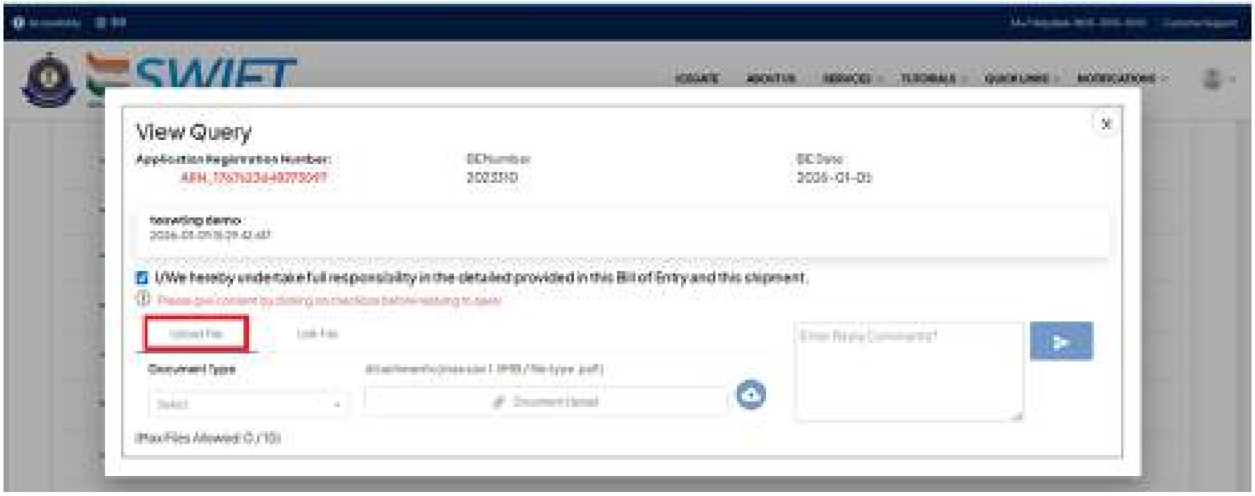
Upon clicking this link, a new window will open where the user can:

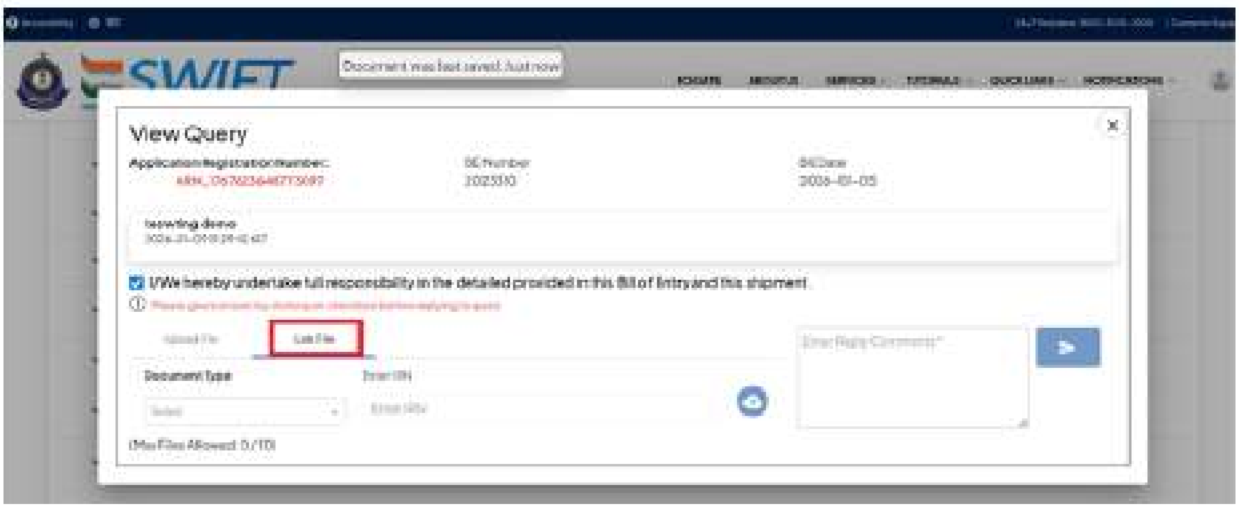
- Read the query raised by the officer,
- Enter their response in the provided text box, and
- Upload supporting documents (Up to 10 documents)

- Before uploading, the user must select the correct document type (document code) from the dropdown as displayed in the screen below. The system provides two options for attaching the document:

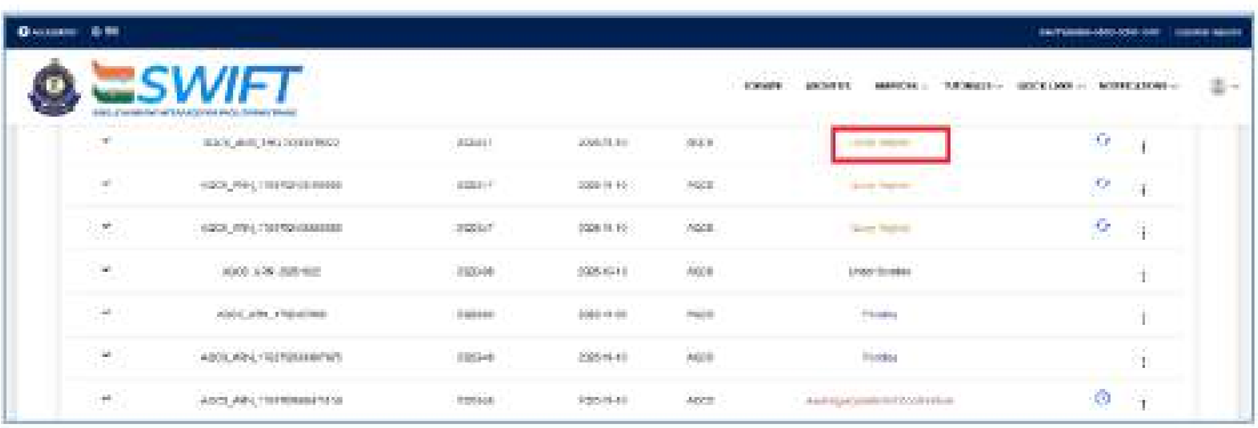
  1. **Upload File** – Allows the user to directly upload a PDF file (max size 1.5 MB).
  2. **Link File** – Instead of uploading, the user can link an existing document by entering its IRN (Invoice Reference Number) in the provided field.

- After selecting the option and attaching the document, the user can add comments and submit the response.

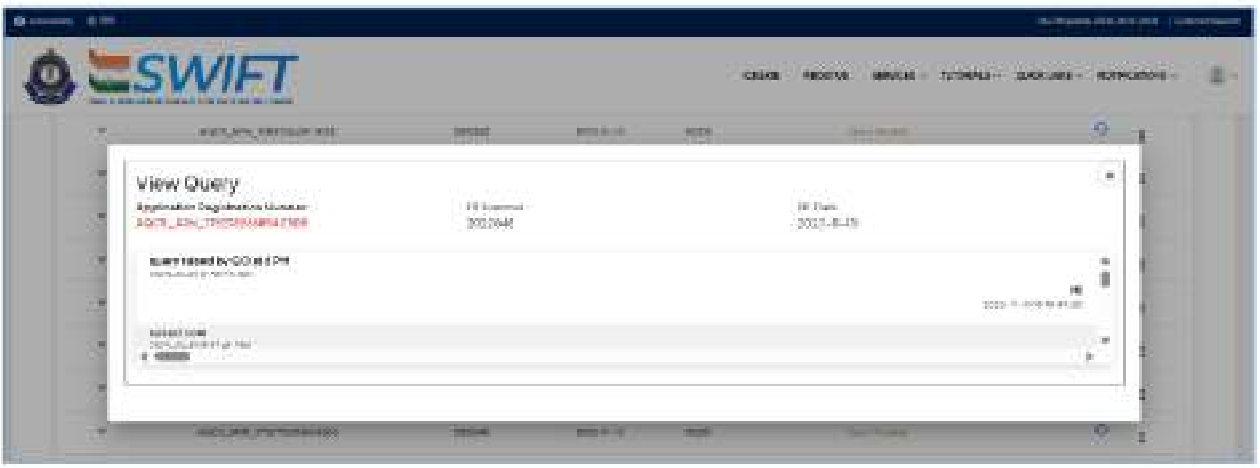


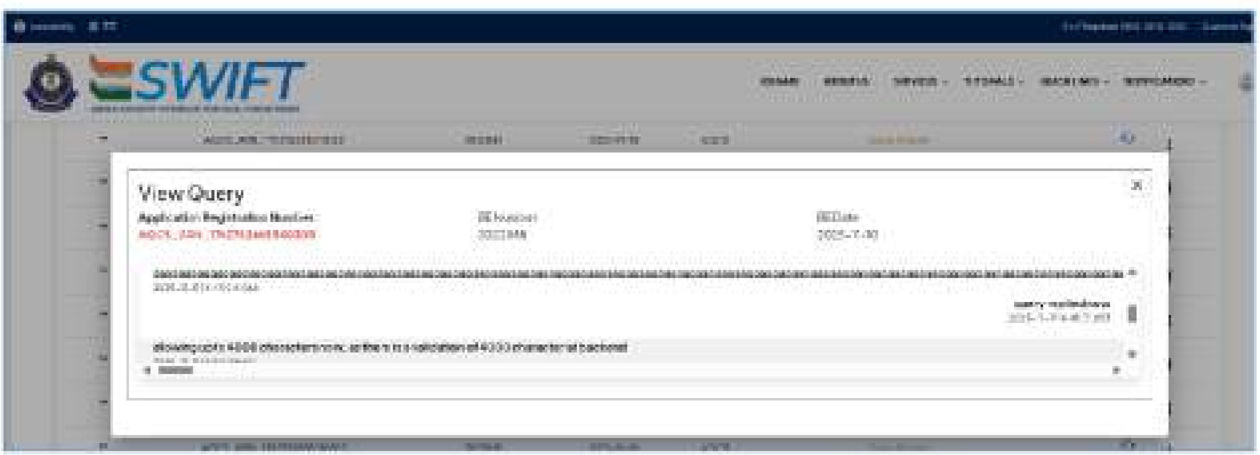


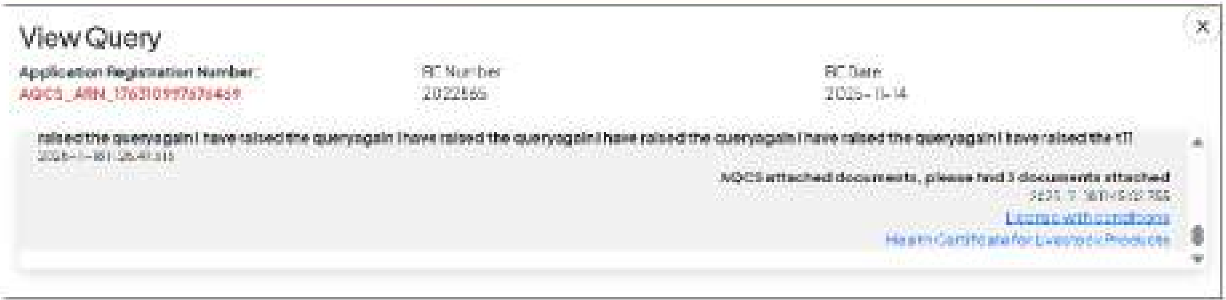
- On submission of query response, the status of BE is updated to "**Query Replied**".



Click on the highlighted icon below to view the query details. Upon clicking, the system will display the query information along with timestamps indicating when the query was raised by the officer and when it was replied to by the user, confirming that the user has successfully responded.

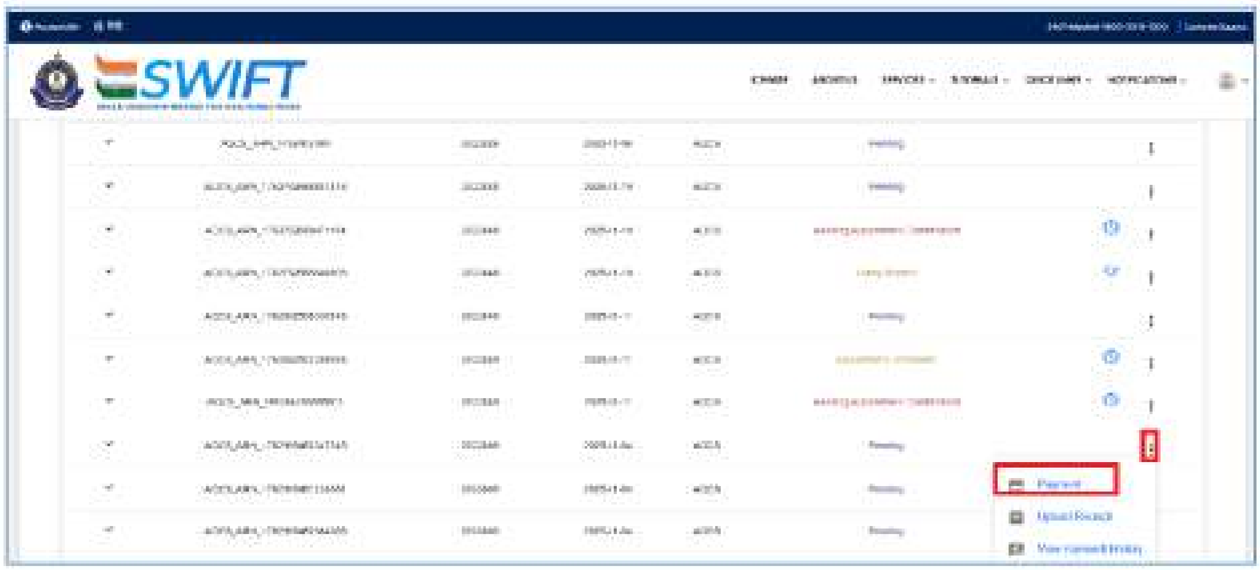




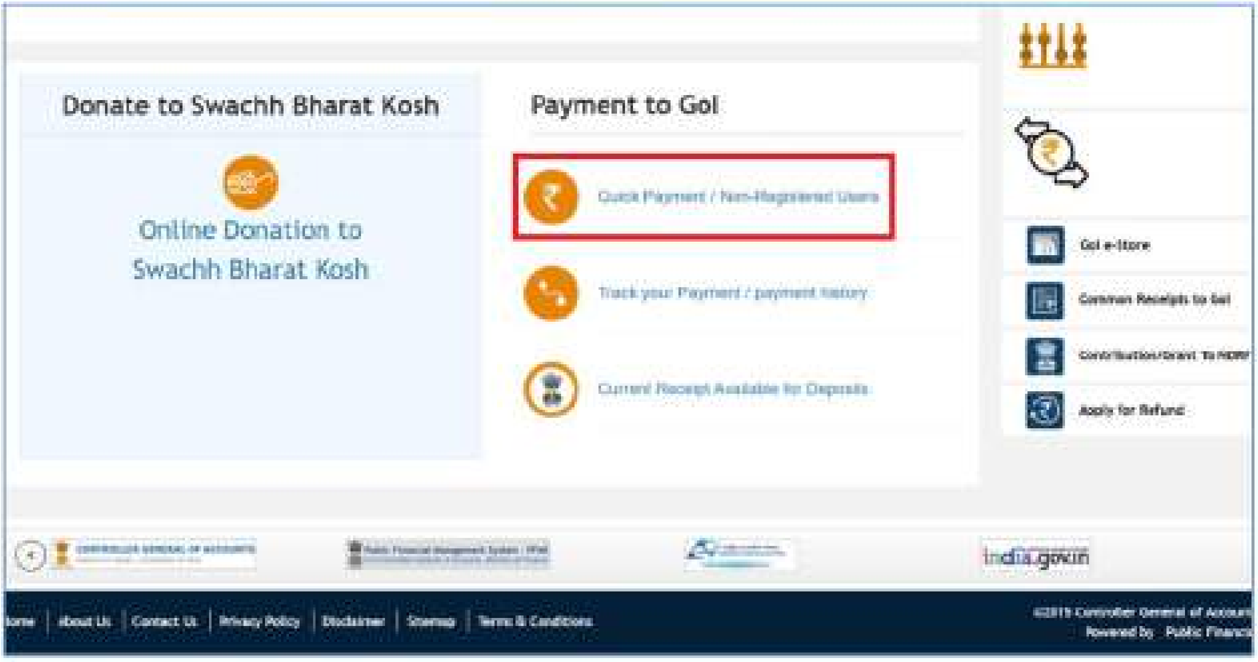


8.1.3 Payment Process

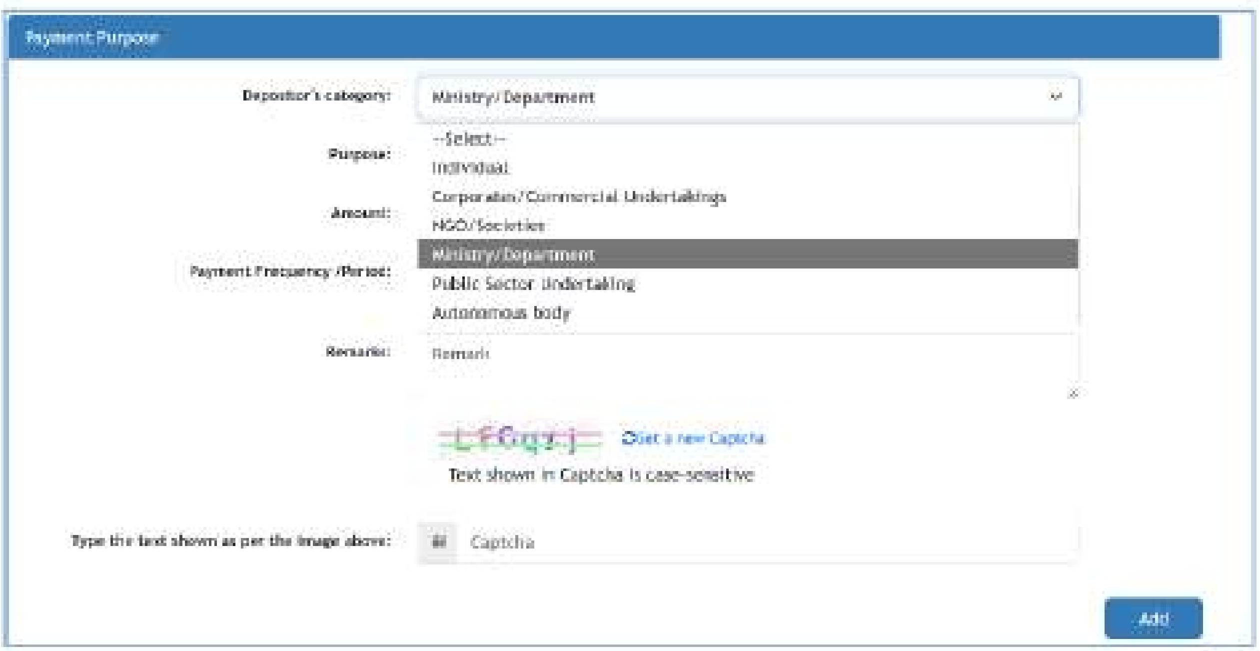
In this case, a payment link will be provided so the user can complete the payment. After clicking the link, a new screen will appear where the user can make the payment



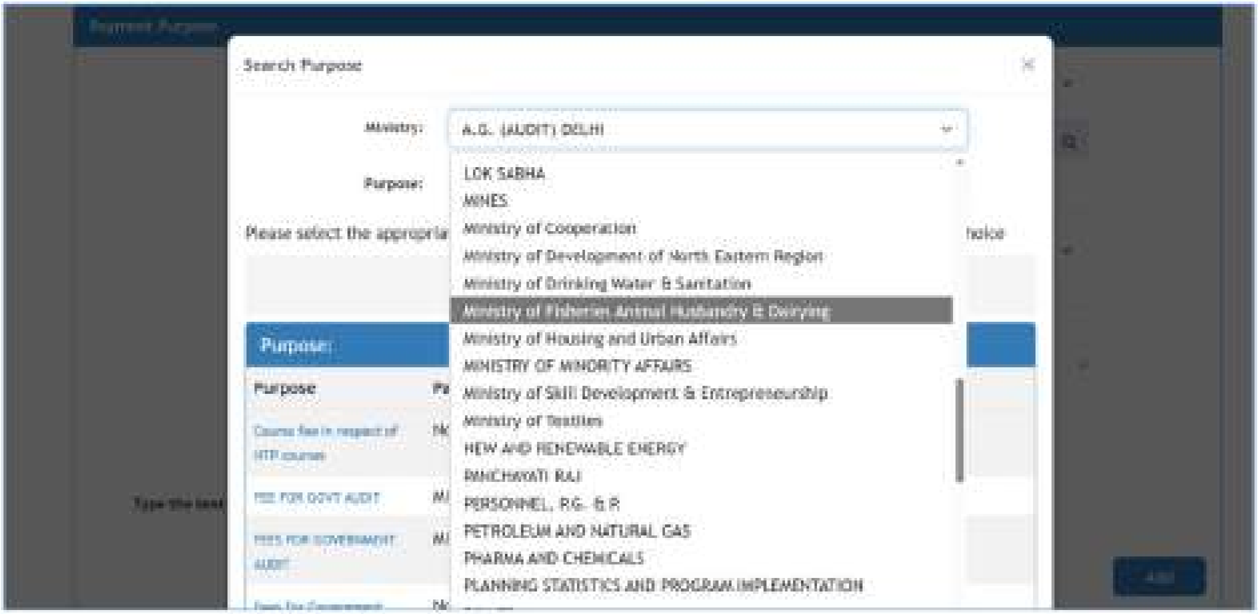
- After clicking the "**Payment**" link (https://bharatkosh.gov.in/)the user will be redirected to Bharatkosh Webpage to complete the payment where he has to select the option as shown in the screen below:



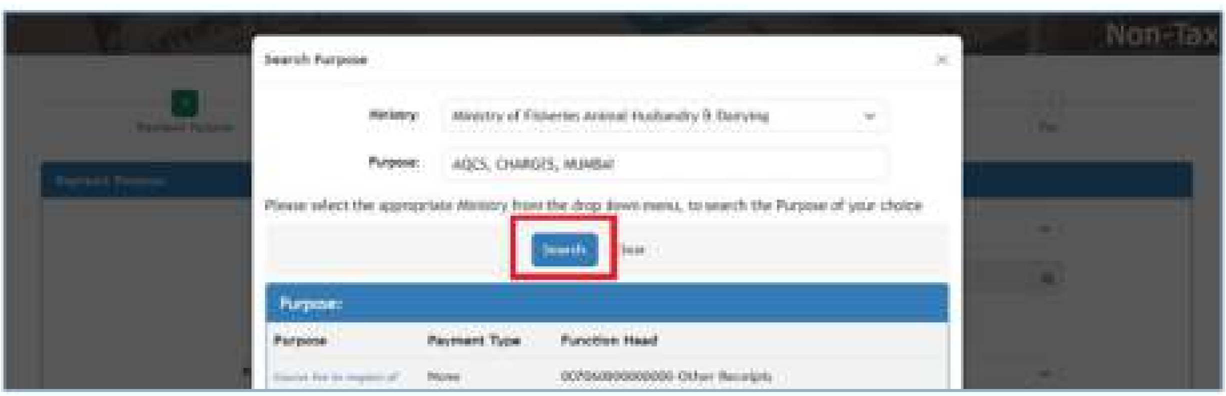
- In the next step, the user will select the '**Depositor Category**' as '**Ministry/Department**'.



- From the **Ministry** drop-down menu, choose **Ministry of Fisheries, Animal Husbandry & Dairying**



- After choosing the Ministry as 'Ministry of Fisheries, Animal Husbandry & Dairying' from the drop-down menu, the user may choose appropriate purpose using the search functionality.

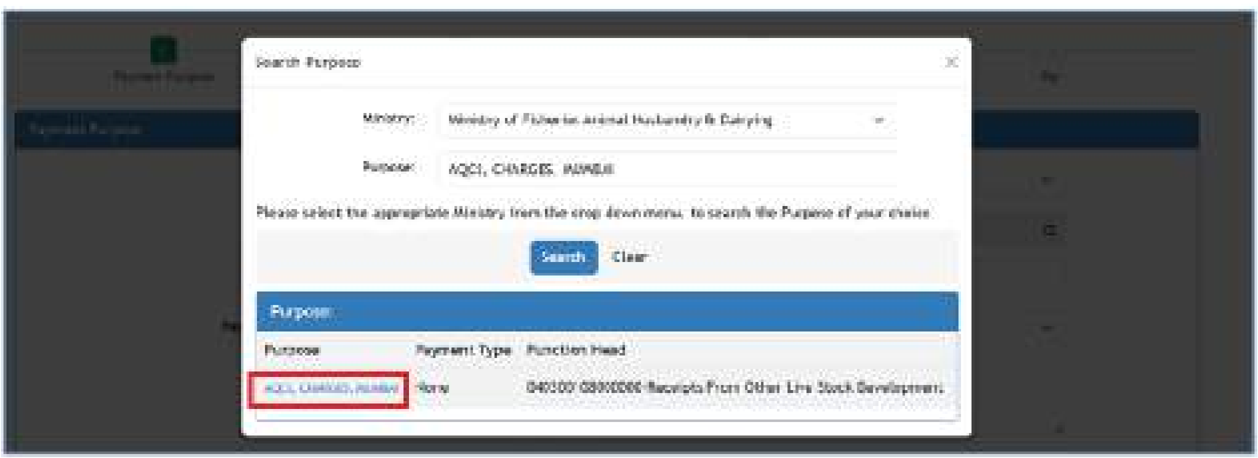


The following table shows the mapping of various purposes to their respective Animal Quarantine & Certification Service (AQCS) offices.

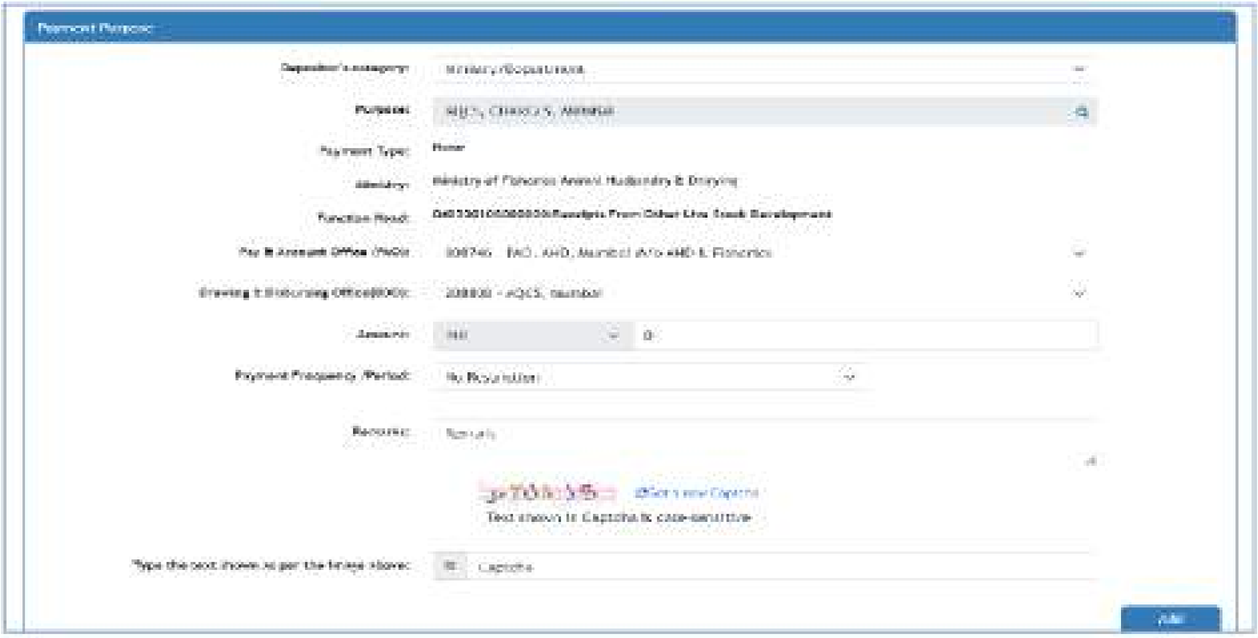
Name of Office	Bharatkosh Purpose detail
Animal Quarantine & Certification Service, Delhi	Animal Quarantine Charges Sect-II AHDF

Animal Quarantine & Certification Service, Chennai	208794-AQCS-CHE-008743-RECEIPTS
Animal Quarantine & Certification Service, Kolkata	ANIMAL QUARANTINE CHARGES(PAOAHDKOL)
Animal Quarantine & Certification Service, Hyderabad	Receipts from other LIVESTOCK Development
Animal Quarantine & Certification Service (CEAH), Bangalore	217708-CEAH Hessarghatta-008743- Receipts
Animal Quarantine & Certification Service, Mumbai	AQCS, CHARGES, MUMBAI

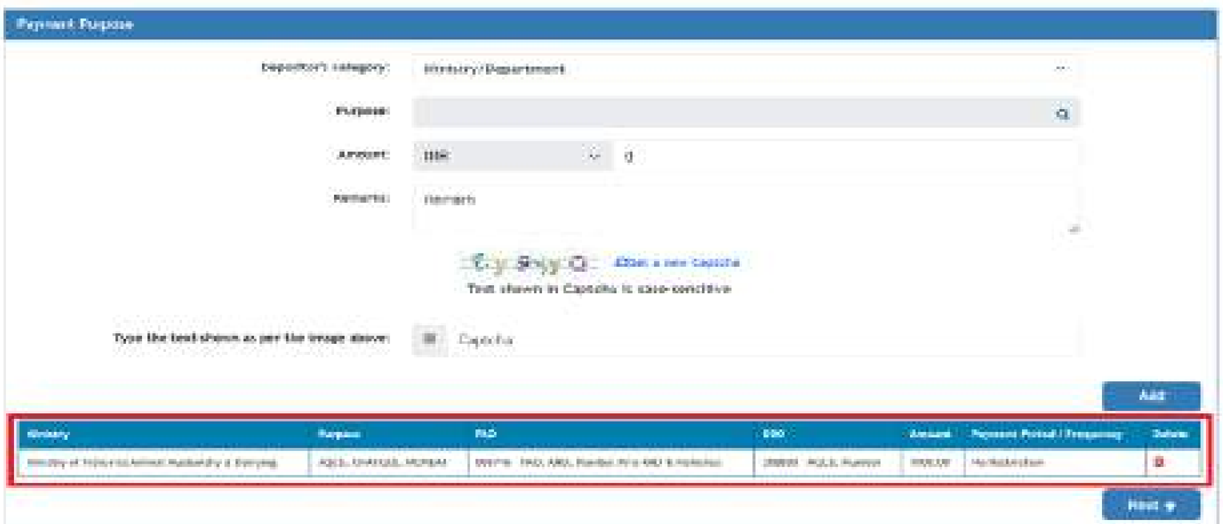
- An example is shown here using purpose 'AQCS Charges Mumbai'. Click the link provided under the '**Purpose**' column to proceed.



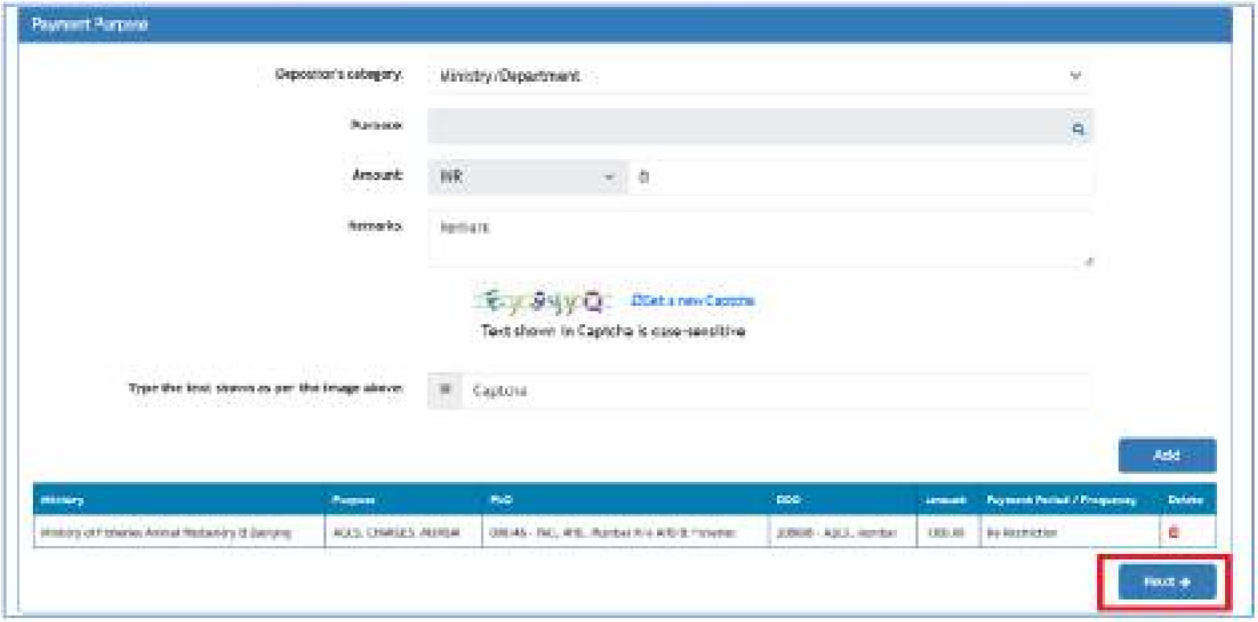
- Enter the **Amount**, **Remarks**, and **Captcha Code**, then click the <**Add**> button.

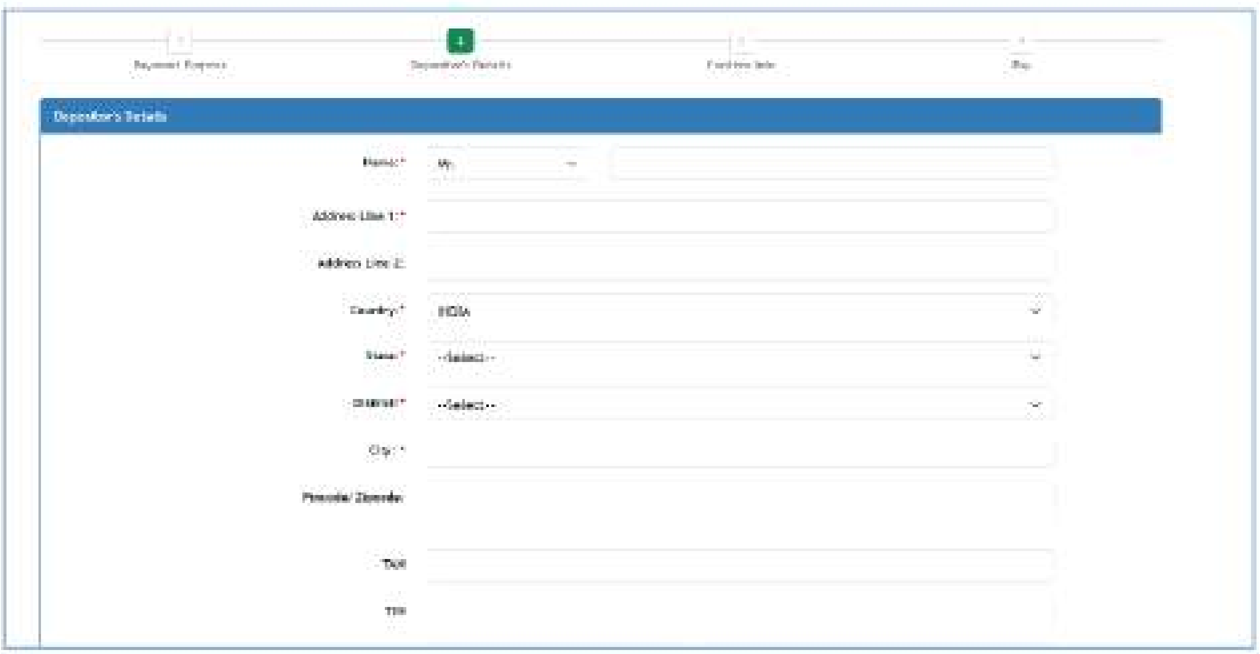


- When the user clicks the Add button above, the entered details will appear in the table below:

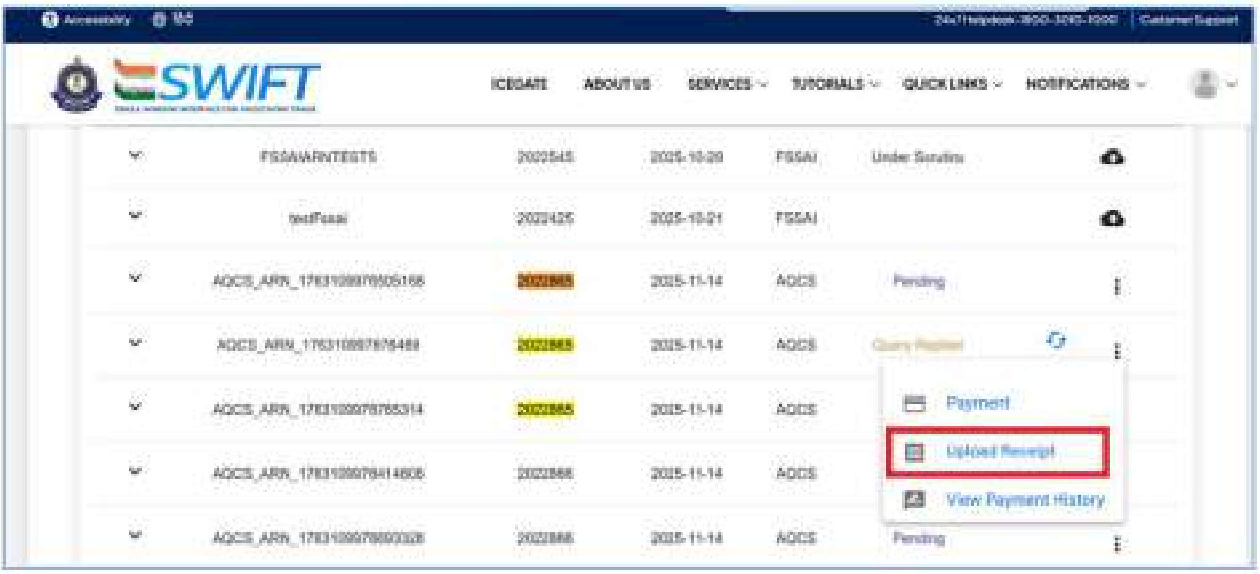


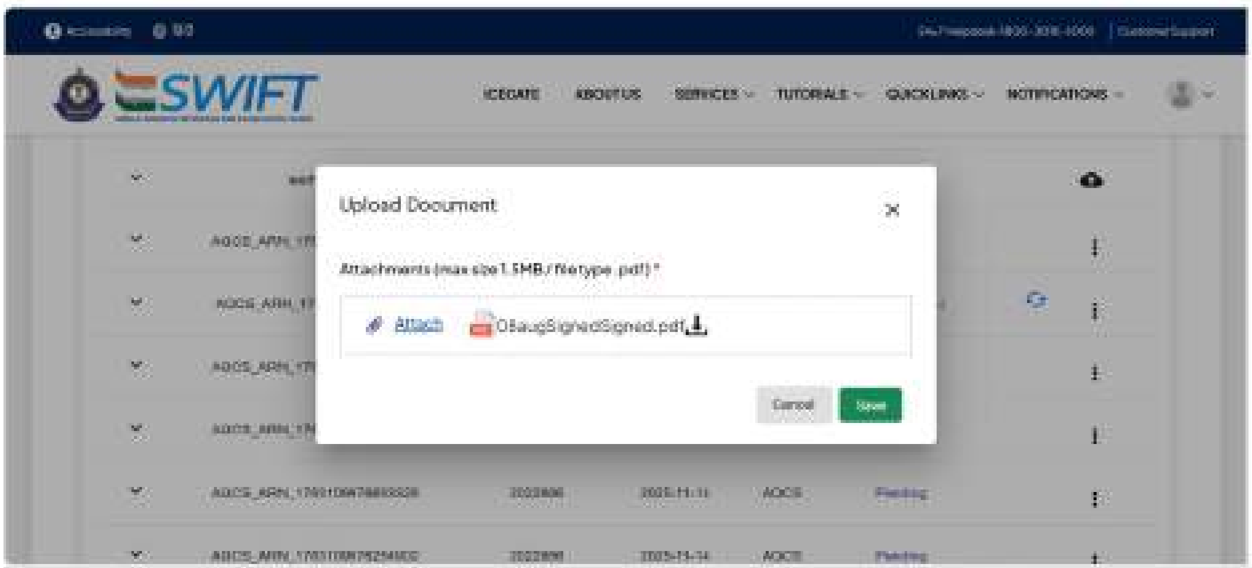
- Click the <**Next**> button to fill in the Depositor Details, then follow the on-screen instructions to complete the payment process.





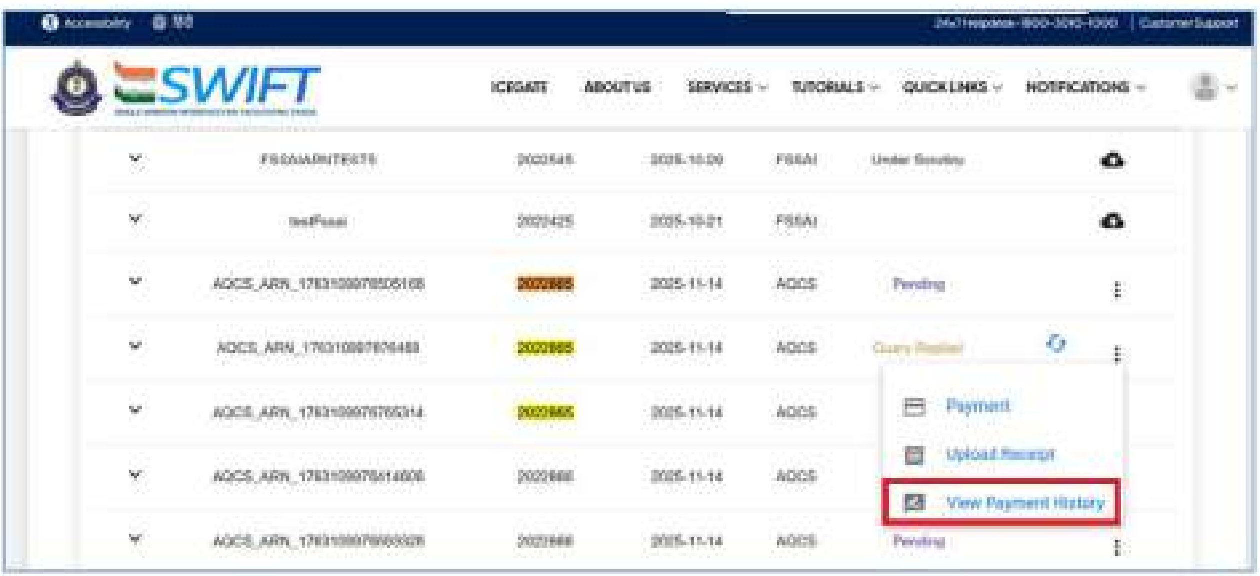
- After payment, click '**Upload Receipt'** to submit your receipt (maximum file size: 1.5 MB) and then click <**Save**> button.

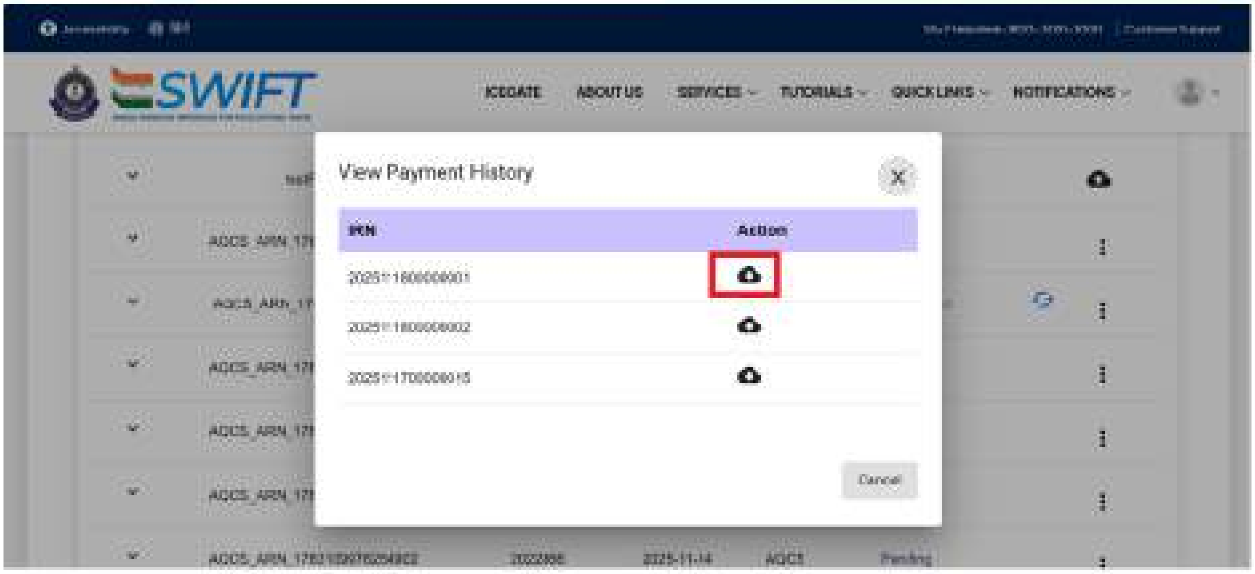




- Once the receipt is uploaded successfully, they system will display a pop-up message "**Receipt Uploaded with the IRN *******".

- Users can view and download the uploaded Payment receipt by navigating to the '**View Payment History**' link.





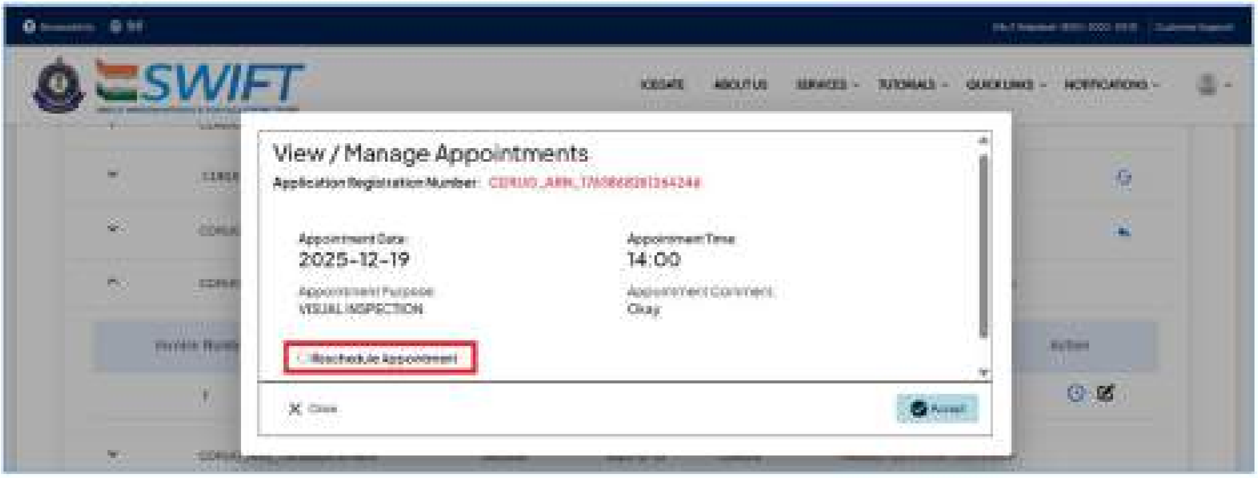
8.1.4 Awaiting Appointment Confirmation

When PGA officer initiates the visual inspection, the user will see two options either to confirm the scheduled appointment or to submit a request for rescheduling the appointment.

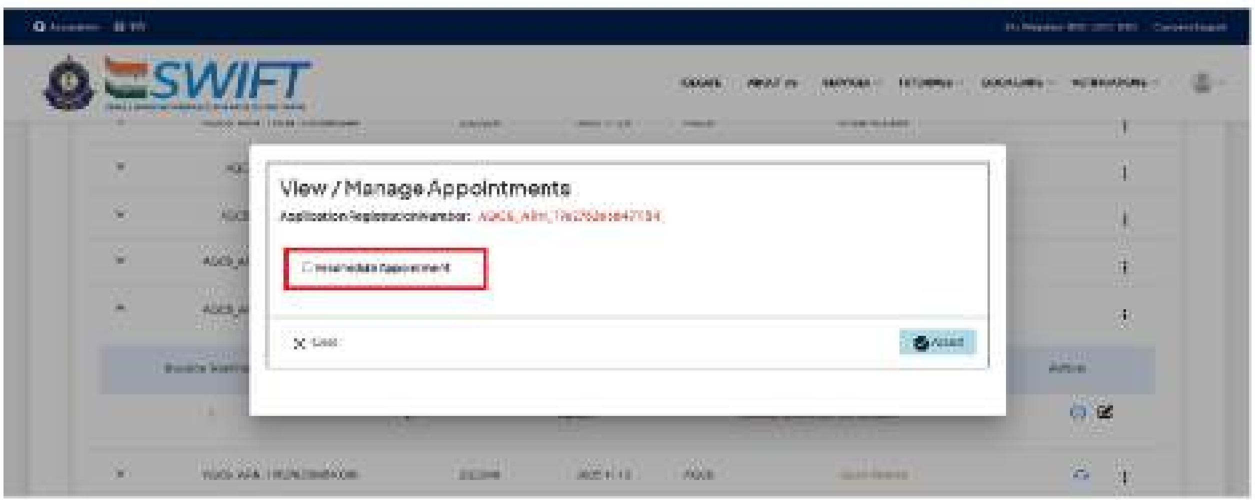
8.1.4.1 Rescheduled Appointment

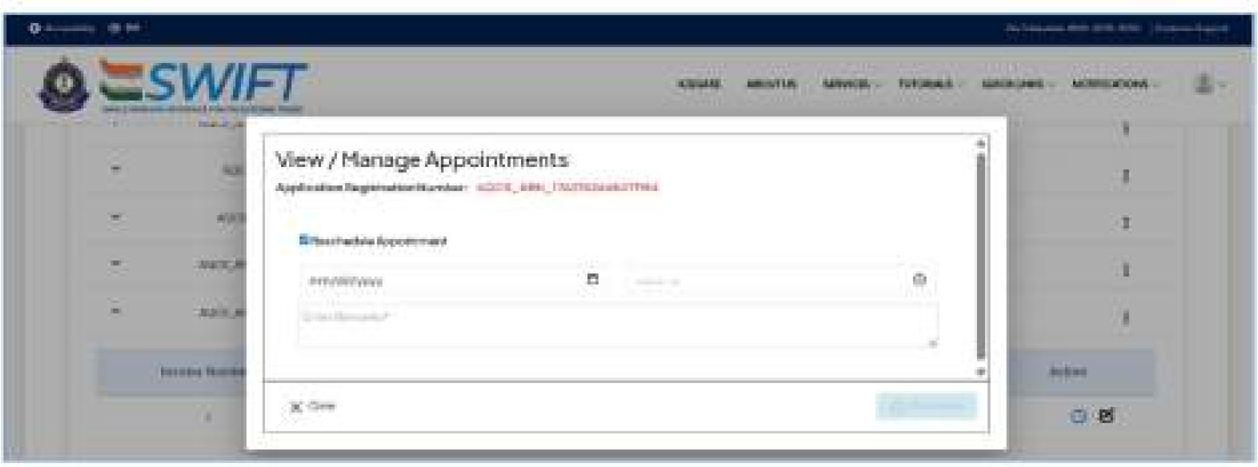
If the user opts to reschedule the appointment, the application status will be updated to 'Change Appointment Request'.

Click on the highlighted icon above to reschedule the appointment.

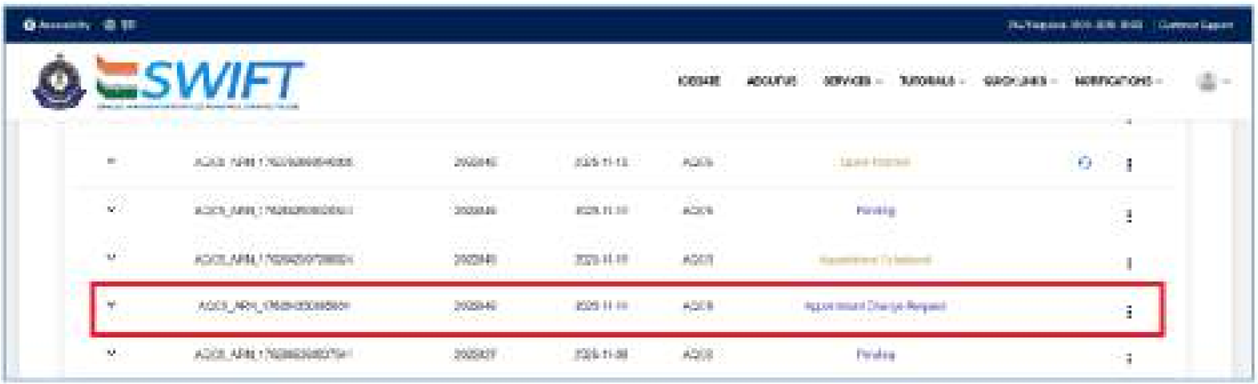


The user will be provided with the option to select a preferred date and time for rescheduling the appointment.



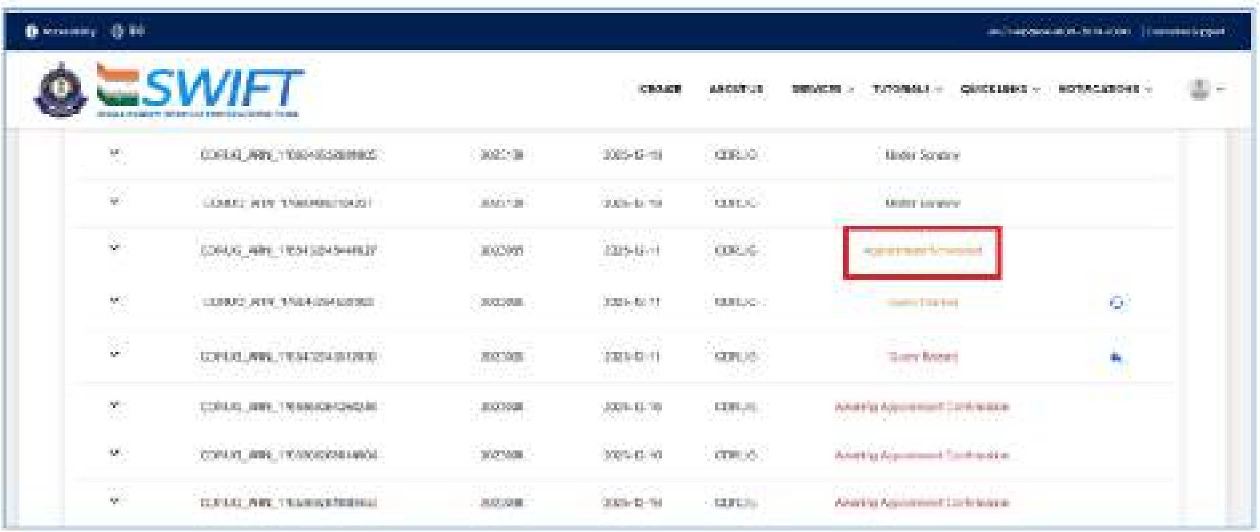


The user will be able to view the updated rescheduled appointment details, and the BE status will be updated to 'Appointment Change Request'.

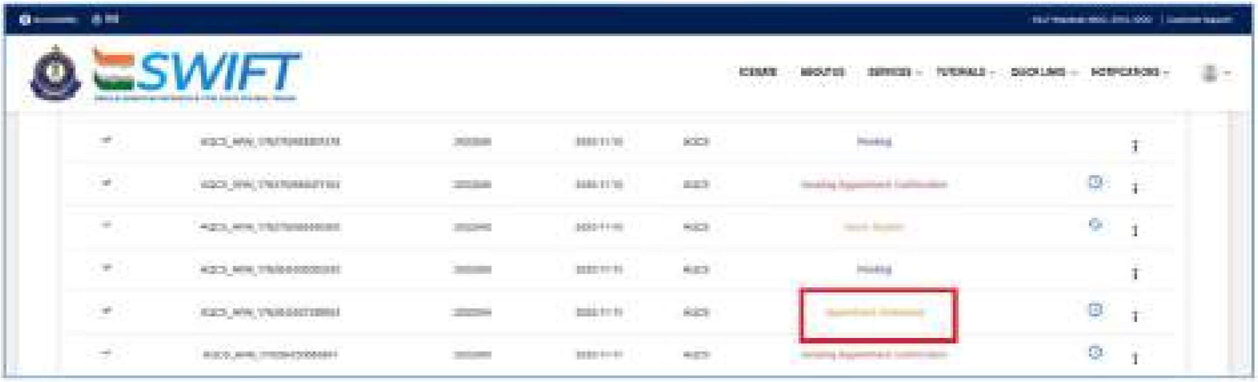


8.1.4.2 Accept Scheduled Appointment

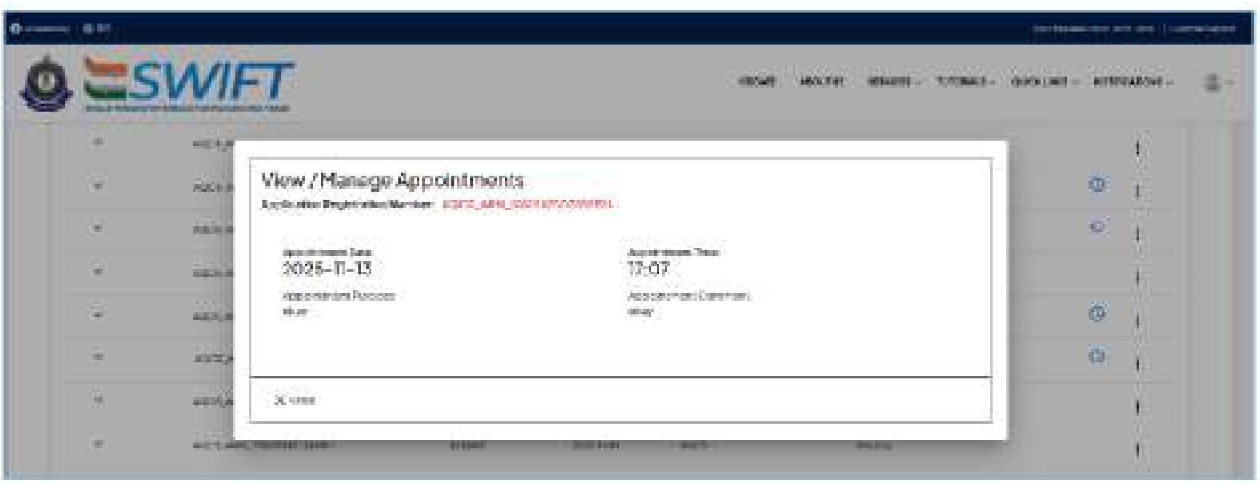
If the user accepts the appointment, the application status will update to **'Appointment Scheduled''.**



The user can view appointment details by selecting the highlighted icon below. Upon selection, the system will display the scheduled date and time of the appointment.



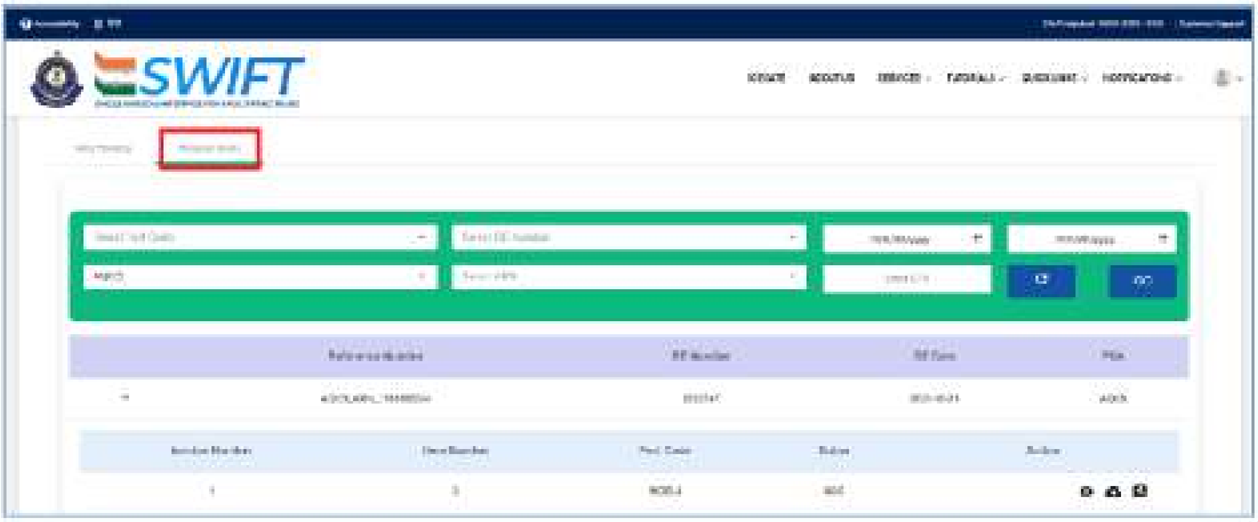
- Click the highlighted icon below to view the appointment details.



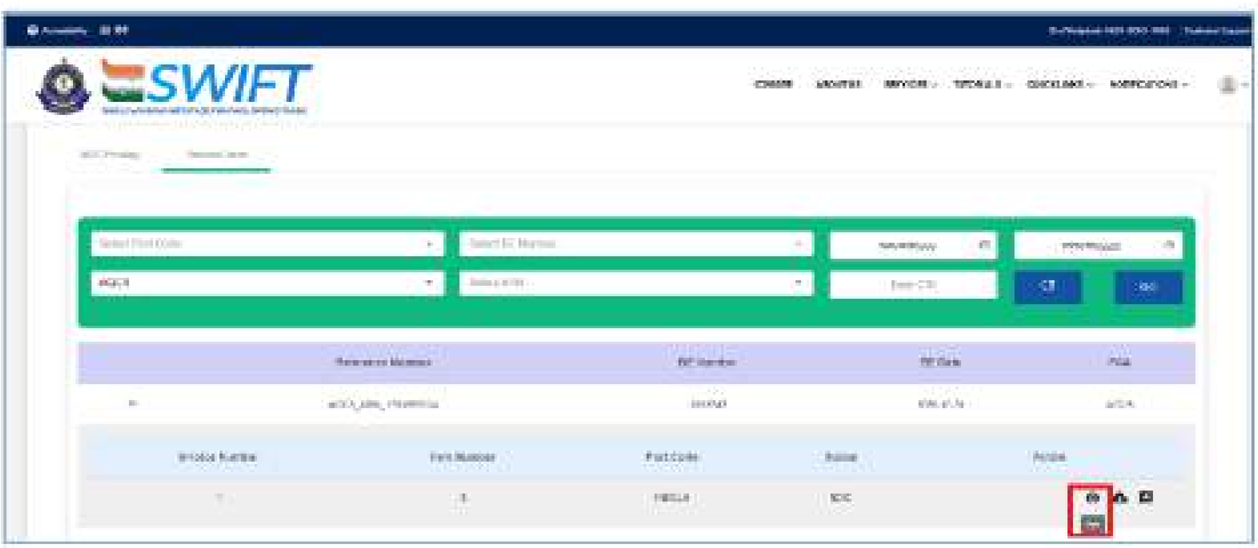
8.2 Release Order

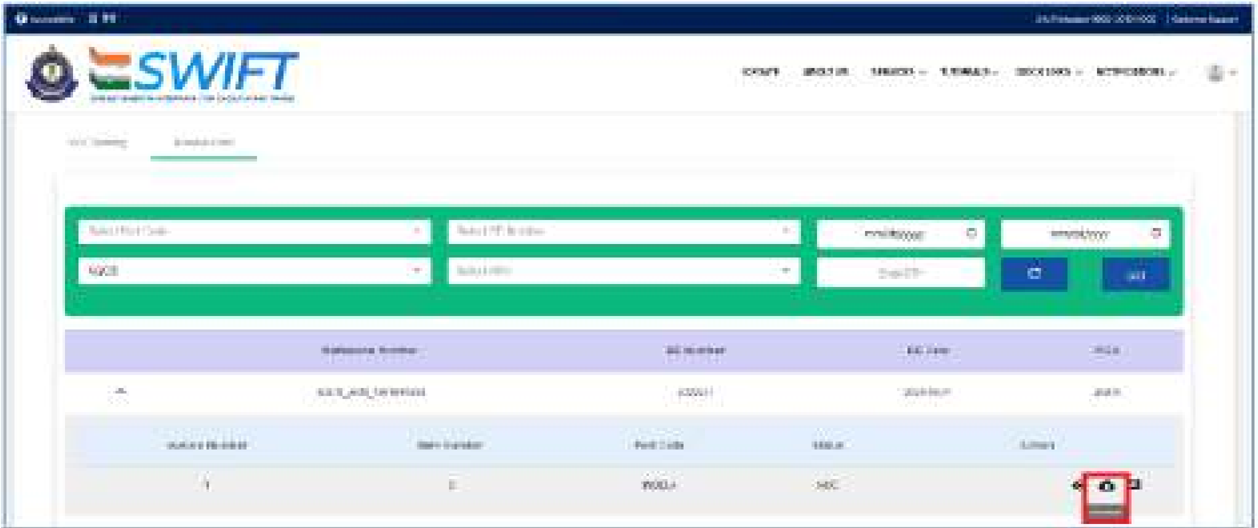
Once the Payment is approved, the application moves to the "Release Order" tab where the user can see the updates status of "NOC Generated". Here the user can perform two Actions:

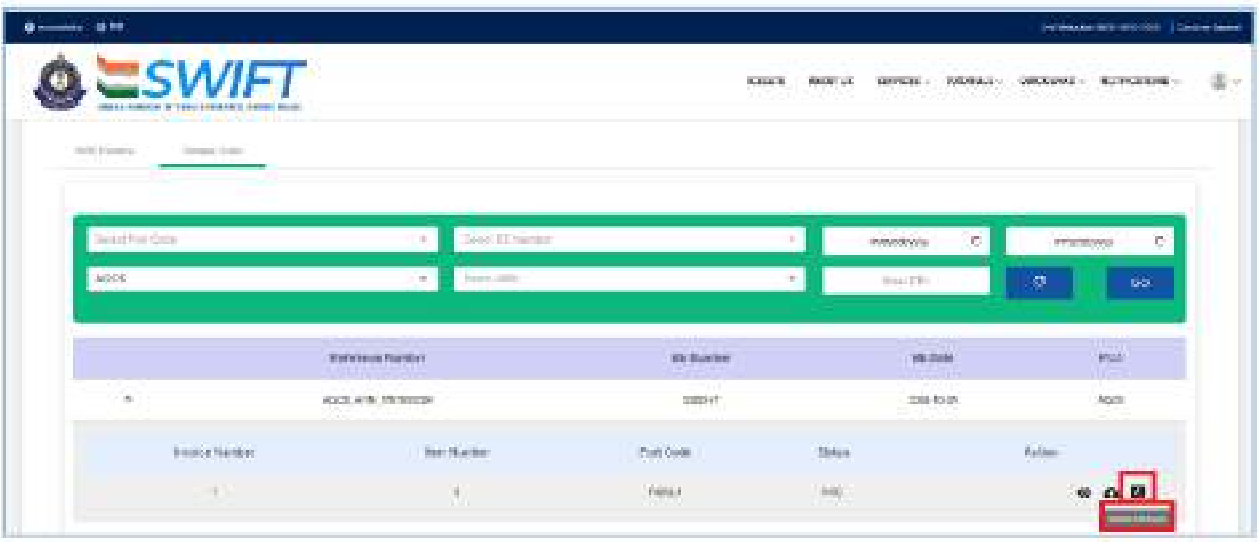
1. View
2. Download



The issued certificate can be viewed and downloaded by clicking on the '**View**' and '**Download**' icon as shown in the screen below.






Reference Number
Invoice Number
Item Number
Port Code
Status
Action

9. Process and Dashboard Statues

Please follow the steps below to understand the process and current status of the CDSCO module:

S. No.	Process	User Dashboard Status
1.	ARN is generated	Under Scrutiny
2.	Query is raised by PGA for the selected ARN	Query Raised
3.	When the user replies to the query.	Query Replied
4.	If the officer schedules the Visual inspection	Awaiting Appointment Confirmation
5.	If user accepts the Visual inspection	Appointment Scheduled
6.	If the user reschedules the Visual inspection	Appointment Change Request
	The Officer must select either option 8 or option 9	
7(a)	During the scheduling of a Visual Inspection, If the Officer selects the sample type as 'Customs Sealed'	User Upload to LG (Letter of Guarantee)
7(b)	If the user submits the LG documents	LG Submitted
8(a).	During the scheduling of a Visual Inspection, If the Officer selects the sample type as 'AQCS Sealed'	User Upload to LG (Letter of Guarantee)
8(b).	If the user submits LG documents	LG Submitted
9.	If the Officer issues the Certificate	Status will be updated based on release order type: 1-Release 2-Destruction 3-Deportation 4-NOC 5-NCC

		6-Product Out of scope 7-Provisional NOC

10. Contact Us

The contact details are as follows:

ICEGATE, Directorate General of Systems

1st Floor, CR Building, IP Estate

New Delhi – 110002

Toll Free No: 1800-3010-1000

The user can also drop their queries at:

Email: icegatehelpdesk@icegate.gov.in