


Date: 08th May 2026**Category: Customs****Issued by: CEGATE****Subject: Advisory for Trade Users – Feedback Form**

To further improve the customer satisfaction, it has been envisaged that feedback from trade users will be taken to capture input regarding the import process. Upon issuance of the Out of Charge (OOC) for import consignments, trade users will receive the feedback link the email containing the OOC pdf. Upon clicking the link, the user will be redirected to the feedback form on the ICEGATE portal, where they can fill in and submit the feedback. A representational screen is shown below.

Stakeholder Experience Feedback Form
We would love to hear feedback so that we can improve for you and others



Rate your experience (Select 1-10)
[1-4: Poor, 5-6: Moderate, 7: Good, 8-9: Very Good, 10: Excellent]

Assessment Experience
 1 2 3 4 5 6 7 8 9 10

Examination Experience
 1 2 3 4 5 6 7 8 9 10

Partner Government Agency Experience
 1 2 3 4 5 6 7 8 9 10

Out of charge (Customs Clearance) Experience
 1 2 3 4 5 6 7 8 9 10

Clearance (Post Customs) Experience
 1 2 3 4 5 6 7 8 9 10

Comments
Suggestions, if any (optional) (100 characters)

For any further queries or help kindly contact ICEGATE Helpdesk Team on icegatehelpdesk@icegate.gov.in or [1800-3010-1000](tel:1800-3010-1000)