
FAQs on E-Bond and E-BG

1. Various importers have submitted that during the E-Bond filing process on ICEGATE, the system is unable to auto-populate and is not fetching the name of the entity, contact, email and other associated details after the IEC/GST details are entered.

ICEGATE Comment: In rare occurrences (say in less than 1% of cases) syncing issues can happen due to reasons like recently updated details by the user at GSTN side. In such cases, the details do not get reflected instantly sometimes. Wherever such issues happen, the importer is advised to go for the functionality called integrate GSTIN available in services/registration tab of ICEGATE website. The user may enter his GSTIN, captcha and click on submit button to integrate his GSTIN with ICEGATE. Alternatively, they may raise ticket and share with the ICEGATE.

2. Various importers have represented that they are unable to update the change in the authorized signatory details on ICEGATE. Further, many e-bonds are rejected due to e-Aadhaar mismatch.

ICEGATE Comment: For the purpose of E-BOND, by default, only parent user can be the authorized signatory, however, from the profile section in the ICEGATE registration dashboard, parent user can enable the E-BOND functionality for preferred child user(s). By, this process, child user can also become the authorized signatory for the purpose of E-BOND.

The mismatch of Aadhaar occurring because of the Aadhaar verified at ICEGATE E-BOND module with that of Aadhaar given during the E-signing at NESL end.

Further, Aadhaar validations are affected for the authorized E-BOND users via a Digi locker. The following details are shared with the NeSL for the purpose of Aadhaar verification.

1. Name
2. Gender.
3. DOB.

It is necessary that the ICEGATE authorized users only should continue to Digi locker validation and may continue to furnish the same details for e-Signing.

Just to guide the users a pop-up is also displayed before proceeding to e-Stamping/e-Signing process.

3. Various importers have represented that they are unable to update or change the authorised signatory details on ICEGATE. Further, OTP is not getting generated.

ICEGATE Comment: Please refer to the reply as above at point no. 2 above of annexure A. In, case any of the person is required to be made the authorized signatory the said person is required to be added as a child user or the said user in the ICEGATE registered module.

Further, importers should verify that the mobile number linked with Aadhaar is active and correctly updated in ICEGATE. OTP issues generally arise due to mismatch or inactive registered mobile numbers. Network issues are also understood to cause hinderance in OTP delivery. As a matter of abundant caution, ICEGATE also shares OTP on mail, both for the users (GSTIN fetched email) and the officers (GOV mail) under notification tab.

If the problem persists, a ticket may be raised with the ICEGATE Helpdesk for resolution.

4. One importer has reported that when the Director, who holds the parent ICEGATE account is travelling, the authorized personnel operating the child account are unable to process or execute E-Bonds.

ICEGATE Comment: Please refer to the reply as above at point no. 2 above of annexure A. If parent authorizes child user through his profile, then child user can access E-Bond functionality.

5. As per Annexure-E of Circular 04/2025, there is a provision for supplementary bonds allowing addition of bond value or bond scenarios. However, in the ICEGATE/Customs system, no option is currently available to add value to an already generated and approved E-Bond.

ICEGATE Comment: As per circular 04/2025, there is no provision to add a value to any already generated bond.

6. No option for cancellation of e-BG linked with the e-Bond and where the liabilities have been completed. In one of the cases, importer BG has been linked to E-BOND with the wrong scenario and are not able to delink/cancel the e-BG. Banks are not releasing the funds of e-BG and insist on getting the BG cancelled from NeSL and get the message of cancellation of E-BG through NeSL.

ICEGATE Comment: The functionality of cancellation of EBG is vesting with the respective banks and Customs houses. ICEGATE does not house that facility.

7. When importer is a foreign entity and not an Indian resident, the importer cannot register on ICEGATE. The importer is operating under common IEC ATAEF1096E, which has been specifically allotted for exhibition purpose as per public notice No. 09/2015-20 dated 29.06.2027 issued by DGFT.

ICEGATE Comment: One has to be the regular DSC registered user to use ICEGATE facility, further, E-Bond Module is based on two checks in the system IEC code and PAN.

Foreign, the GSTN (Goods and Services Tax Network) issues a Unique Identification Number (UIN) to foreign bodies, such as foreign diplomatic missions, embassies, consulates, and specialized United Nations (UN) organizations operating in India. This UIN is specifically designed for entities that are not required to pay GST on their inward supplies (purchases).

There is no ICEGATE imprint on the basis of common IEC of such entities, hence they can't create e-Bond.

8. Where at the time of assessment the Appraiser has requested a Re-export Bond, for which the Bill of Entry uses the bond code "RE." However, in the e-Bond module there is no specific category or scenario available for creating or mapping a Re-export Bond.

ICEGATE Comment: For re-export scenarios R1, R2, RZ codes are given the user may use appropriate code wherever applicable.

9. For Warehouse-to-Warehouse (W2W) transfer of ownership or trans-shipment, the importer is required to submit a warehouse bond. One importer is facing issue that they have registered E-Bond but unable to use the same while approving the online Intra Buyer transaction under Warehouse-to-Warehouse transfer on ICEGATE.

ICEGATE Comment: Warehouse module functionality to accept E-Bond in warehouse-to-warehouse(W2W) transfer of ownership or transshipment has been enabled on ICEGATE on 16-MAR-2026. If the importer faces any issue on or after 17-MAR-2026, details please be provided to analyse the issue. Further, the user may use the W1 to WZ scenarios to generate the EBOND.

10. In case of Bond in SVB cases, no scenarios are present for 0% BG as initially in SVB cases BG is not required.

ICEGATE Comment: P-6 Code under scenario Provisional Assessment (Scenario-A) is available. If the user falls under this scenario. Further, all scenarios are provided as per the circular 4/2025-Customs along with the BG requirements. ICEGATE has no role in that.

11. In case importer is CFS owner and not getting ID of importer as they were having role of custodian in ICEGATE.

ICEGATE Comment: The E-bond functionality is based on the Importer/ exporter IEC holder. Other stakeholders can't access and generate e-Bonds.

12. The officer selects data for a certain date range and after working/processing the bond the selected data is no more available, and the officer has to again select the data.

ICEGATE Comment: When an officer opens the dashboard, it by default displays EBOND records from last 30 days or last 100 records, whichever is lesser. Meanwhile, officer have facility to search out the record via using IEC or by date range on the dashboard. Further, ICEGATE saves and allows the search results to be shown till the time session is logged out.

So, even if the officers come backs after working/processing on a particular bond, the search results are going to be maintained till the time he logs out. The officers are requested to use the 'Back to Dashboard' functionality to view last search results.

13. BG invocation/ release functionality?

ICEGATE Comment: BG invocation/ release etc. functionality is not available on the ICEGATE. Therefore, it is to be done physically via request issued by the custom house to the banks.

14. Is the warehouse integrated with E-bond?

ICEGATE Comment: - The functionality to accept E-Bond in warehouse-to-warehouse(W2W) transfer of ownership has been enabled on ICEGATE. Further, the user may use the W1 to WZ scenarios to generate the EBOND.

15. What user role is required to use E-bond for warehouse or MOOWR?

ICEGATE Comment: The user role must be an IEC (Import Export Code) holder.

16. Can E-bond be generated for other warehouse purposes?

ICEGATE Comment: Yes, E-bonds can be generated for purposes like MOOWR.

17. Who approves the E-bond request?

ICEGATE Comment: The E-bond passes through two officers: a Junior Officer who can raise queries, and a Senior Officer who approves it. Post e-signing by the user, only senior level officer shall approve the E-bond directly.

18. How is the mobile number for E-signing verified?

ICEGATE Comment: Mobile no. is verified through OTP send by NeSL (send on Aadhar based Mobile No.) of the Authorised Signatory of the entity.

19. Can one E-bond be linked to multiple E-BGs?

ICEGATE Comment: Yes, one E-bond can be linked to multiple E-BGs.

20. Can a single E-BG be linked to multiple bonds?

ICEGATE Comment: No, a single E-BG cannot be linked to multiple bonds.

21. From where are the details for E-bond generated?

ICEGATE Comment: The entity details are fetched from GSTN.

22. Where are the authorized person details for E-bond generated?

ICEGATE Comment: The authorized person details are fetched from the ICEGATE profile.

23. While doing E-Stamp OTP will be shared on which contact number?

ICEGATE Comment: During the E-stamp the OTP is sent on the contact number available on the ICEGATE of the authorised user.

24. While doing E-signing OTP will be shared on which contact number?

ICEGATE Comment: The contact number is linked with Aadhar number.

25. If E-bond status is reflected as Draft Approval awaited from a long time?

ICEGATE Comment: In this case, user needs to connect with Jr. Officer. The Officer needs to approve the draft from the officer's screen.

26. E-Bond is linked with warehouse goods movement or not?

ICEGATE Comment: The functionality to accept E-Bond in warehouse-to-warehouse(W2W) transfer of Ownership or transshipment has been enabled on ICEGATE. Further, the user may use W1 to WZ scenarios to generate the EBOND. However, Transshipment bond cannot be generated through E-Bond Module.

27. Is it possible to link manual bond with E-BG?

ICEGATE Comment: Yes, Physical/Manual bond can be linked with E-BG.

28. Can Transshipment and Triple Duty Bonds be generated through E-bond?

ICEGATE Comment: E-Bond can be generated for Triple duty bond however; Transshipment bond cannot be generated through E-bond.
