Unified Dashboard

Export Turnover Certificate (ETC)

User Manual

Version 1.09

Date:20.11.2026

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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.	LPCO	Licenses, Permits, Certificates, and Others
4.	CBIC	Central Board of Indirect Taxes and Customs
5.	IEC	Importer Exporter Code
6.	PGA	Participating Government Agency
7.	ETC	Export Turnover Certificate
8.	EPC	Export Promotional Council

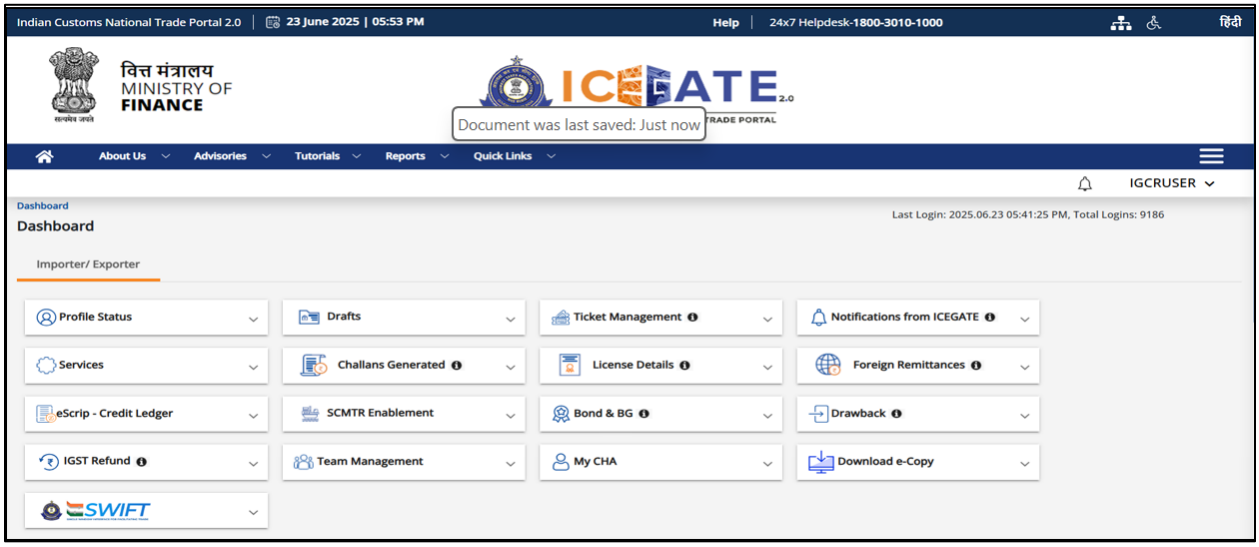
5. Login to ICEGATE

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

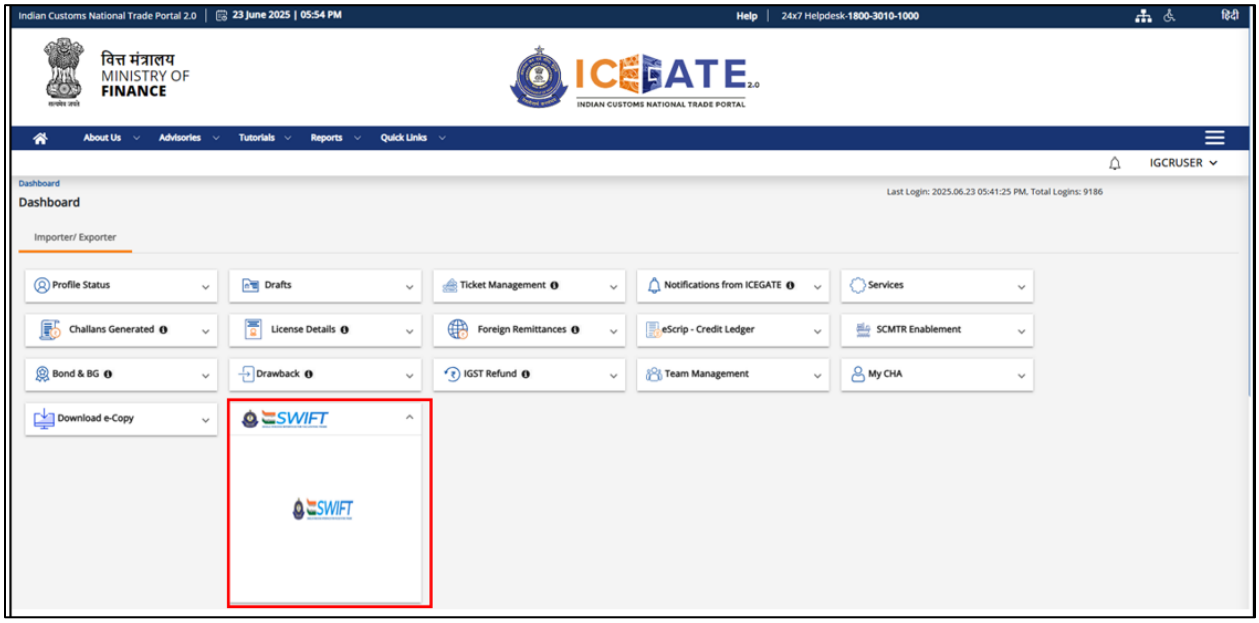
- **Step-1:** The trade users can access the ICEGATE dashboard by providing their ICEGATE ID and Password and clicking on the Login button. In such a case, the 'User Type' that needs to be selected shall be 'ICEGATE User'.



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

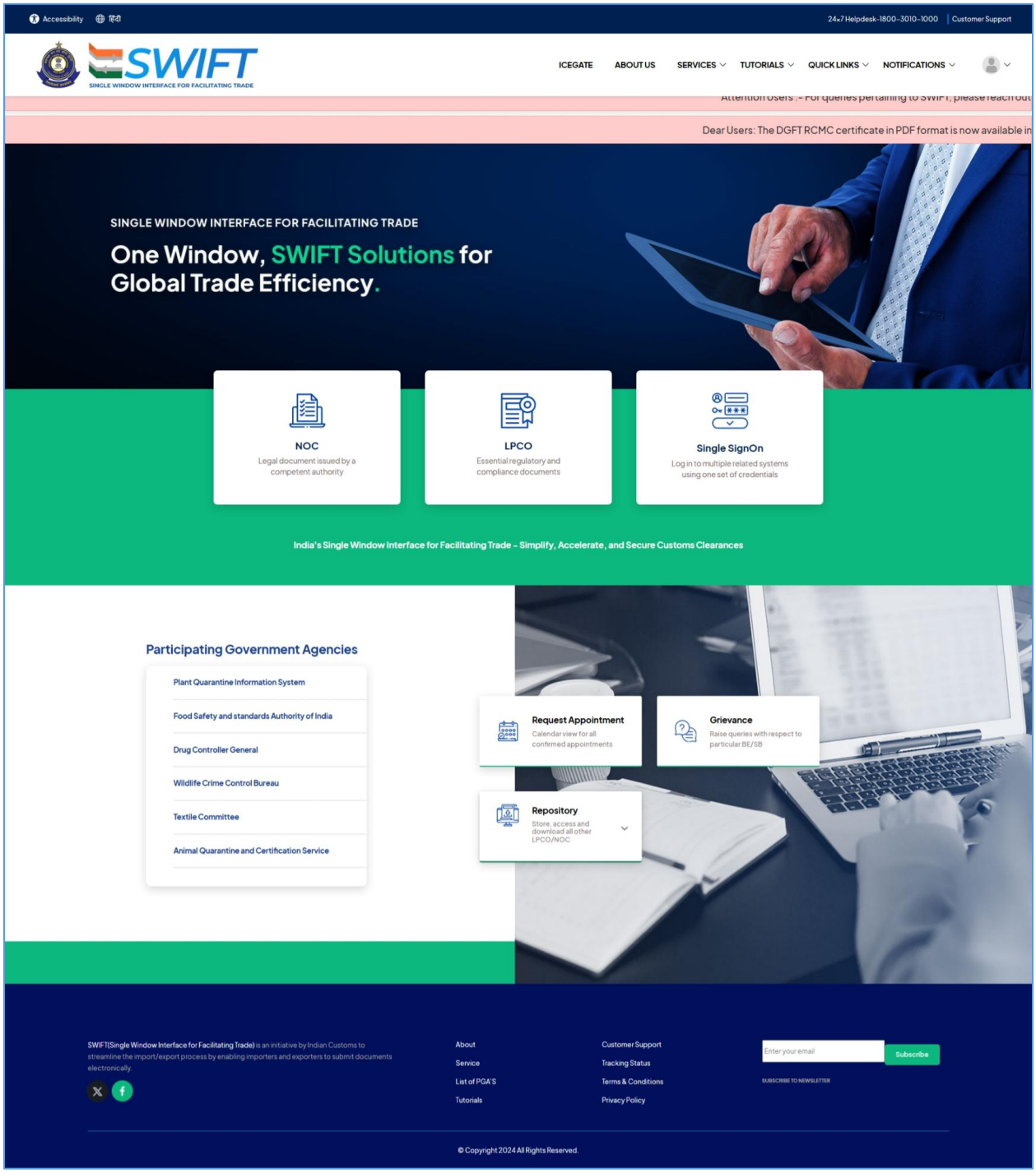


➢ **Step-3:** The user will then click the SWIFT widget:



6. User Dashboard

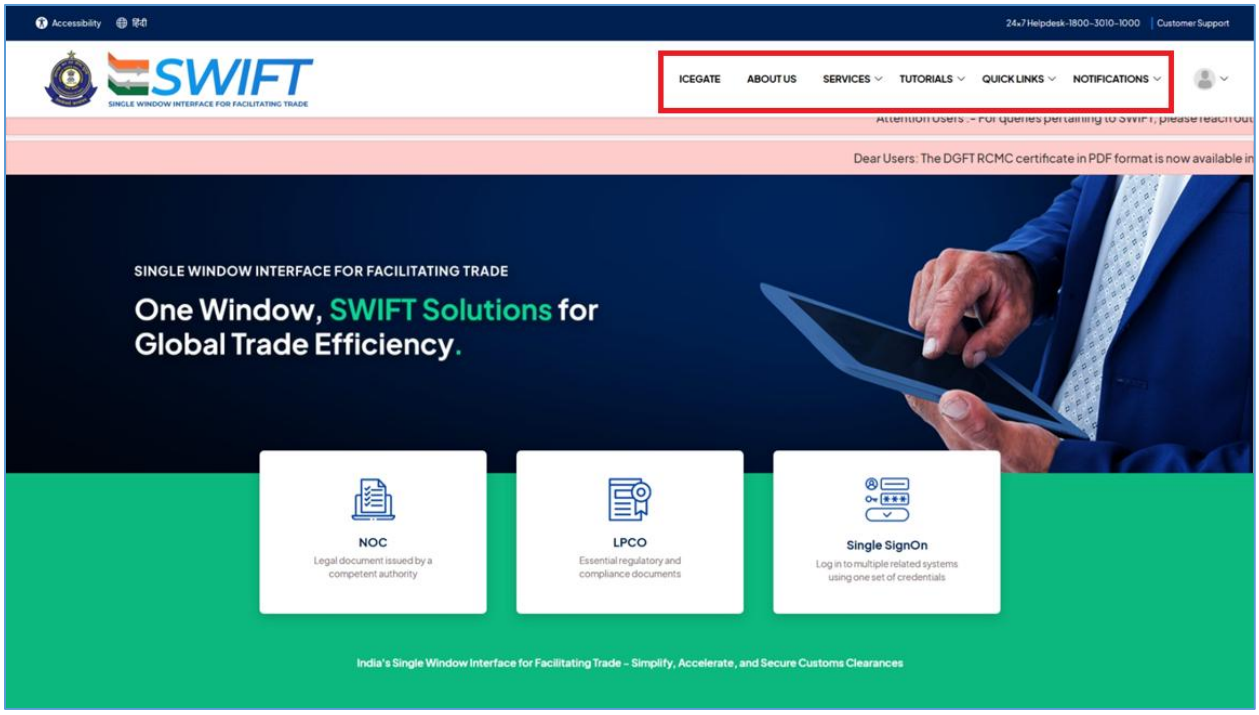
Upon clicking the **'SWIFT'** widget, the system displays the Unified dashboard screen below-



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:



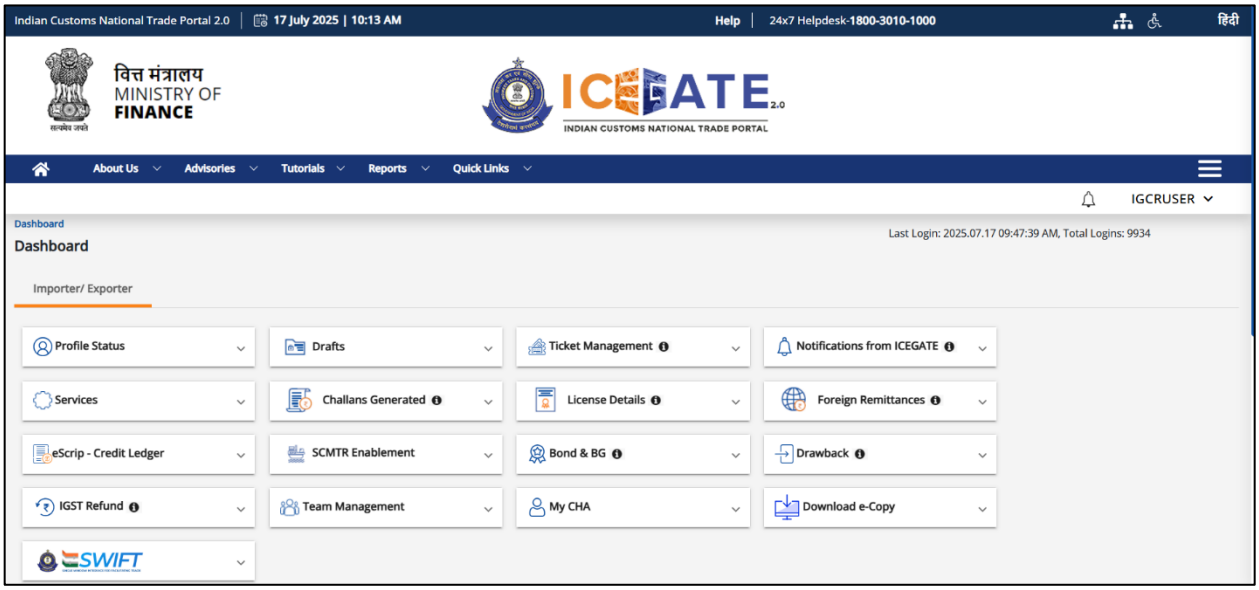
The six components of the menu bar at the top of the page are:

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

These are explained below:

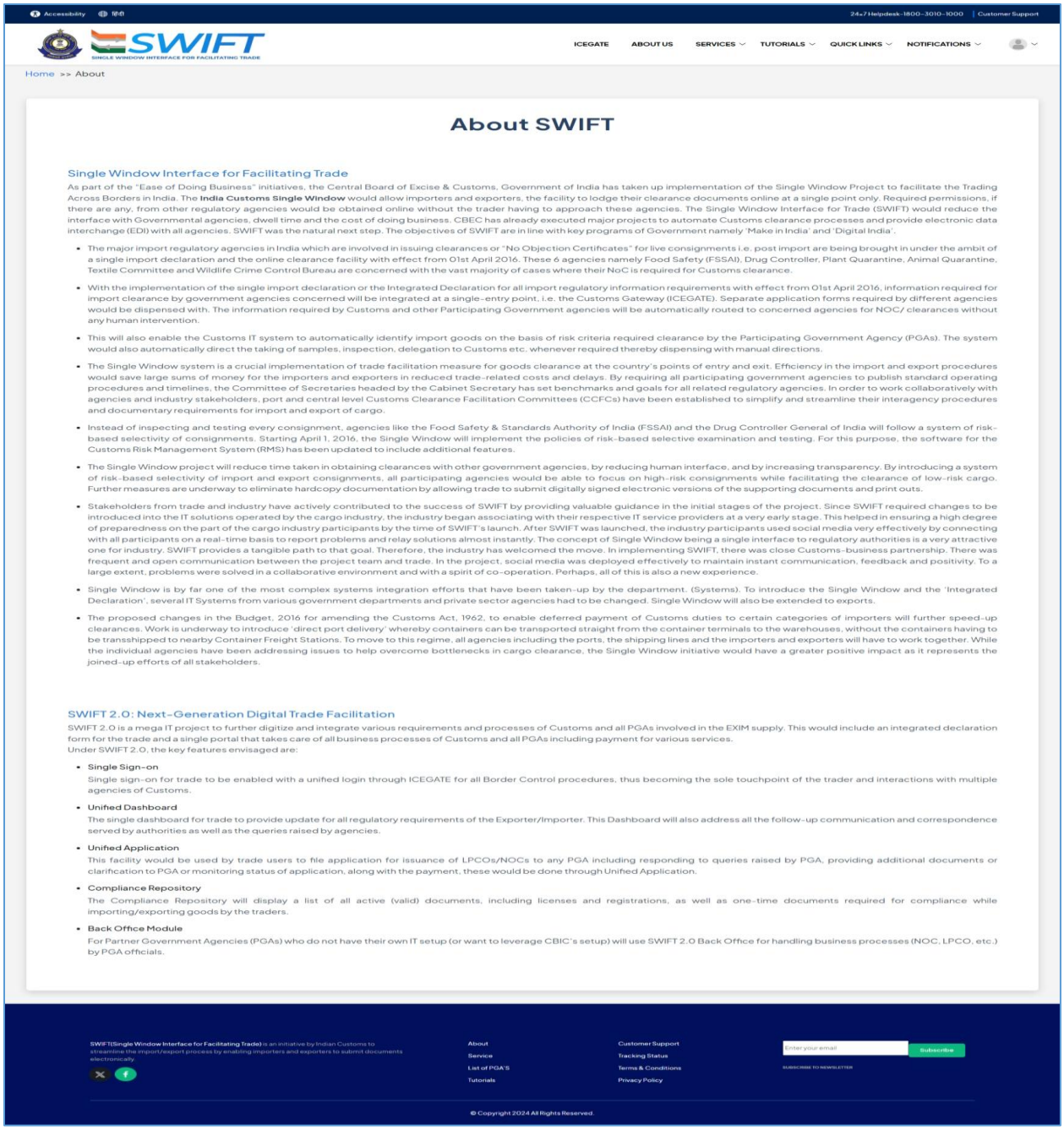
6.1.1 ICEGATE

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



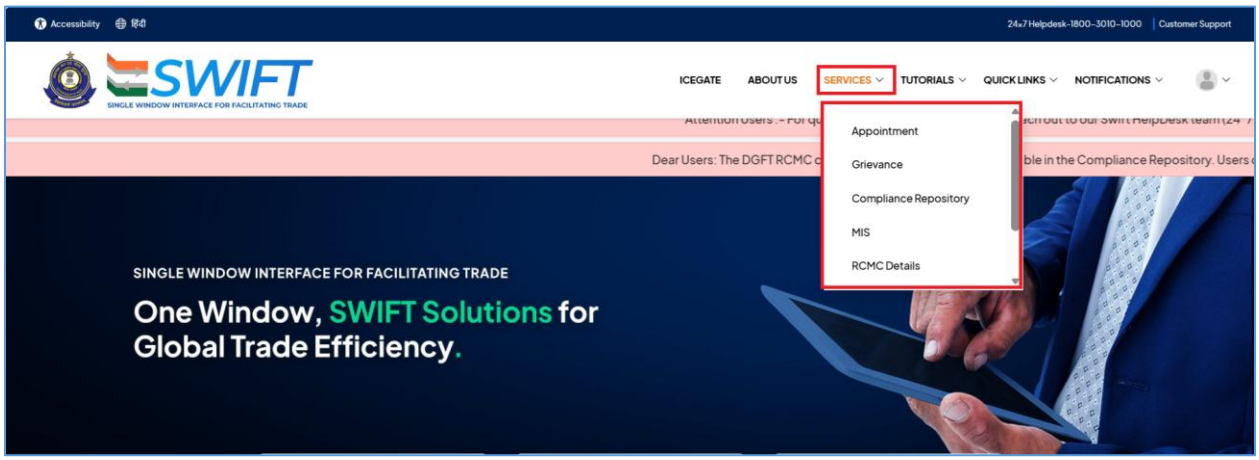
6.1.2 About Us

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.

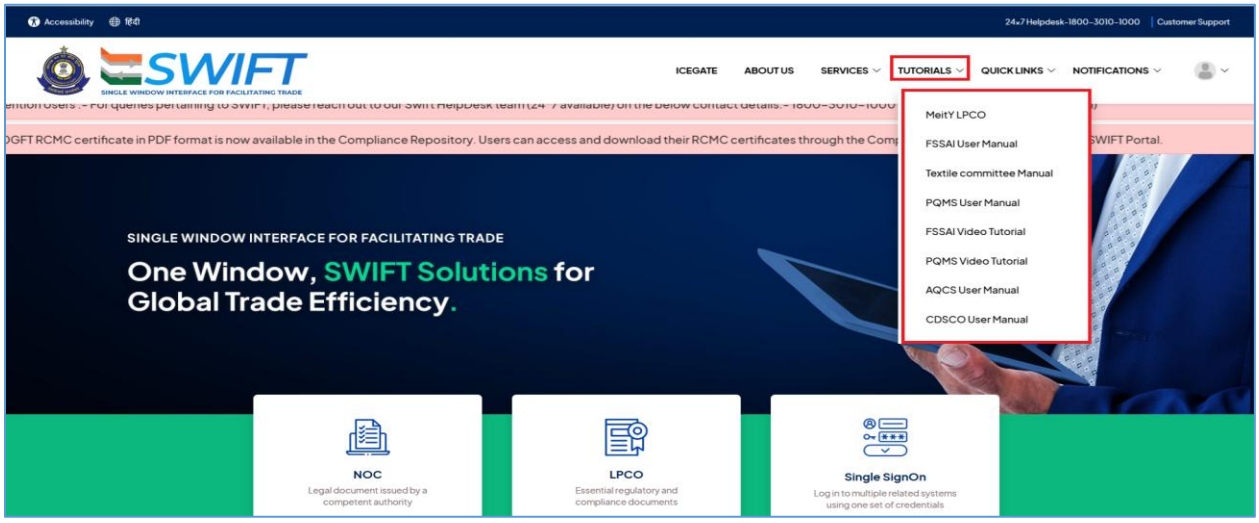
2. **Grievance:** As and when PGAs get integrated for this module, the users can raise a grievance as per their requirement with a specific PGA.

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.

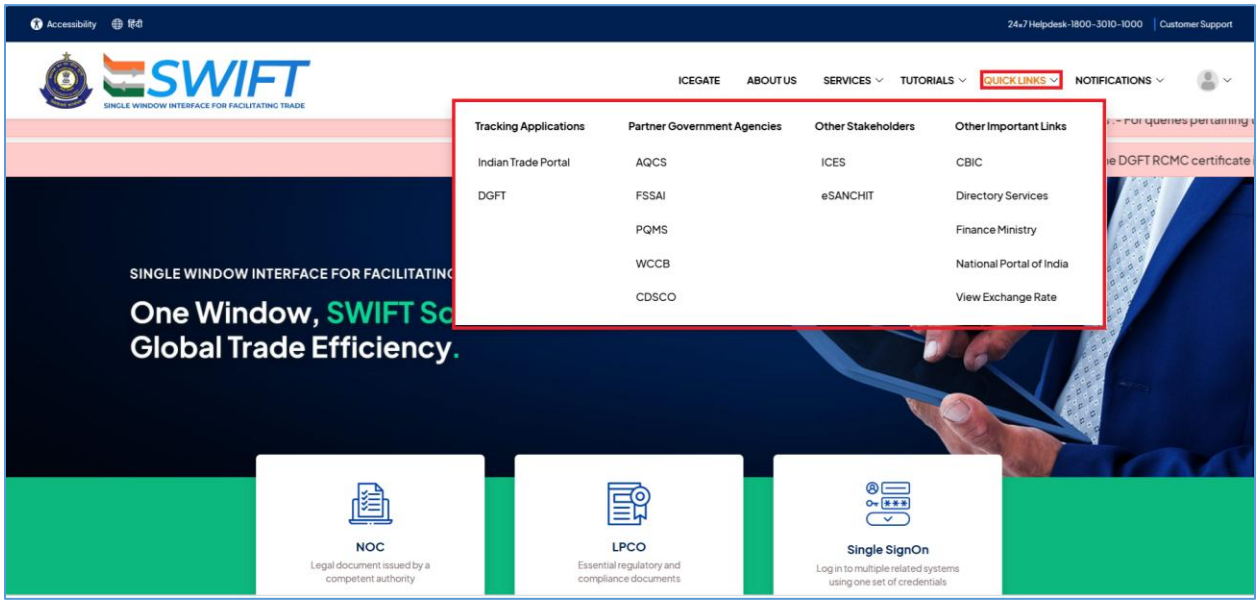
6.1.4 Tutorials

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



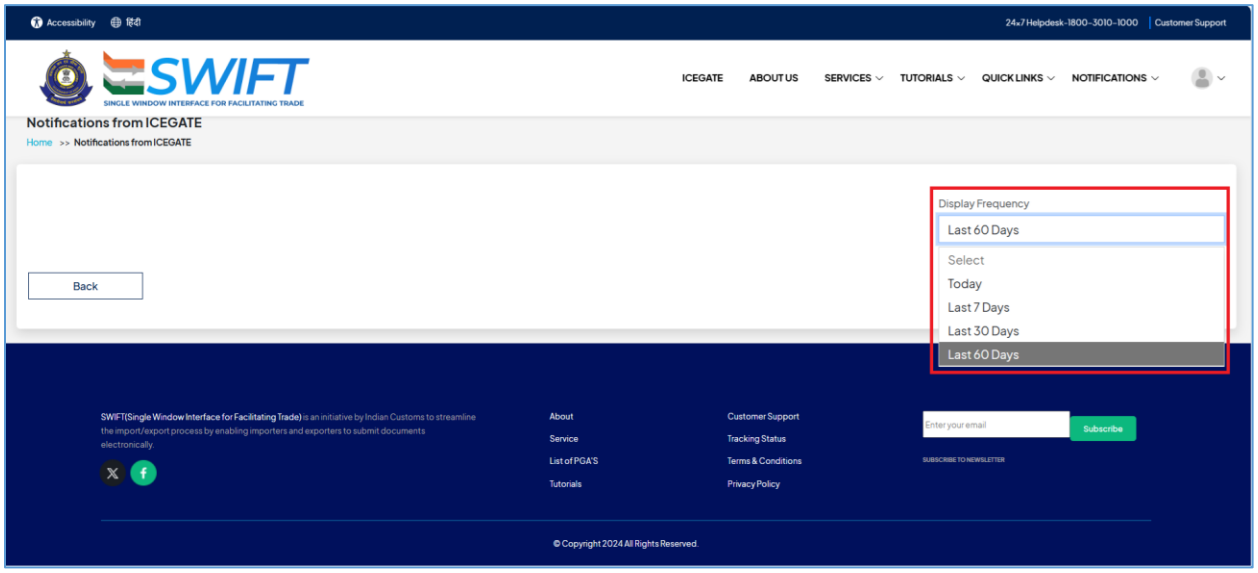
6.1.5 Quick Links

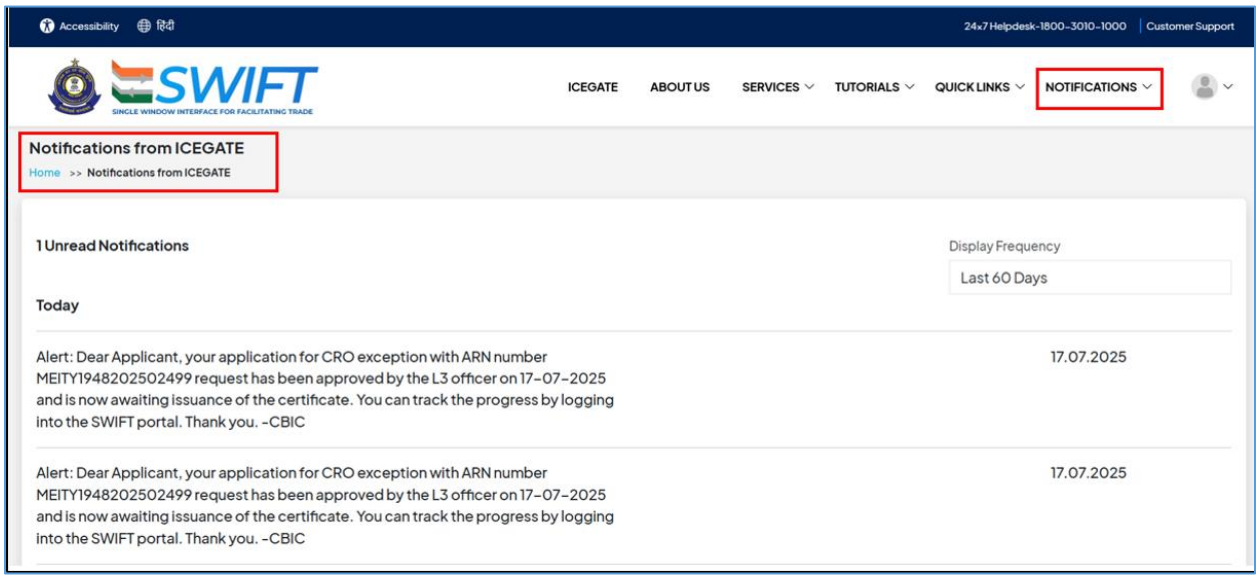
The Quick Links services provide shortcuts that allow SWIFT users to quickly navigate to important sections or websites to speed up their work. This section gives quick access to links pertaining to agencies/other information shown below.



6.1.6 Notifications

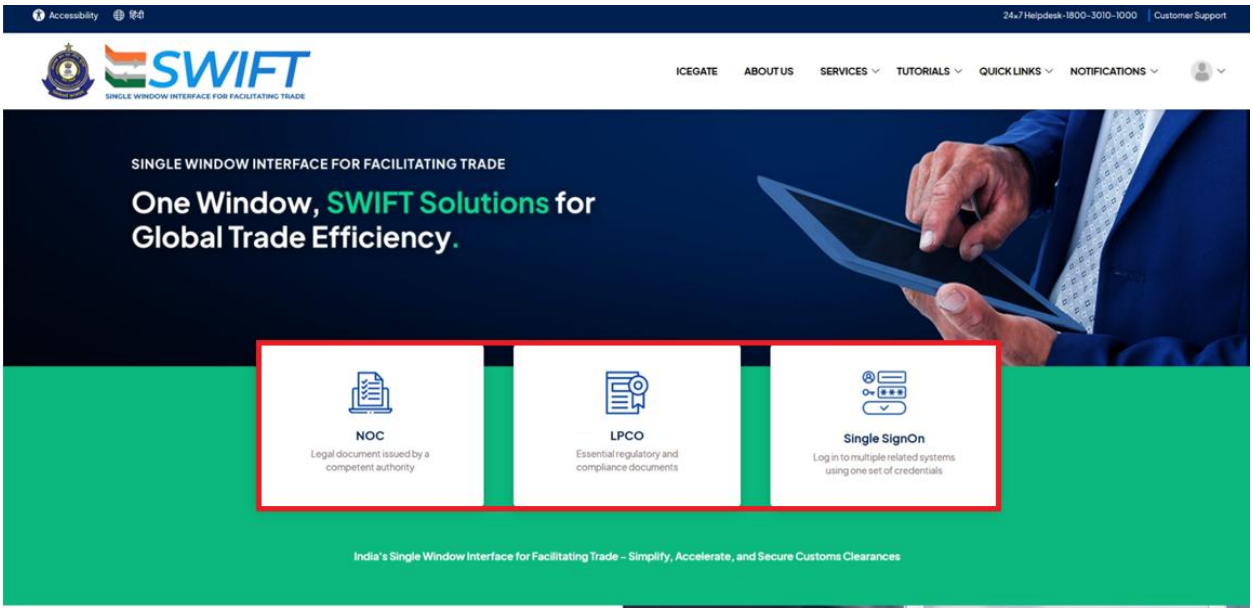
This section will provide users with SWIFT-related notifications whenever there is a change in the status of any pending work item. Users will also be able to filter notifications using the Display Frequency date filter options (Today, Last 7 Days, Last 30 Days, and Last 60 Days), as shown below





7. SWIFT Dashboard

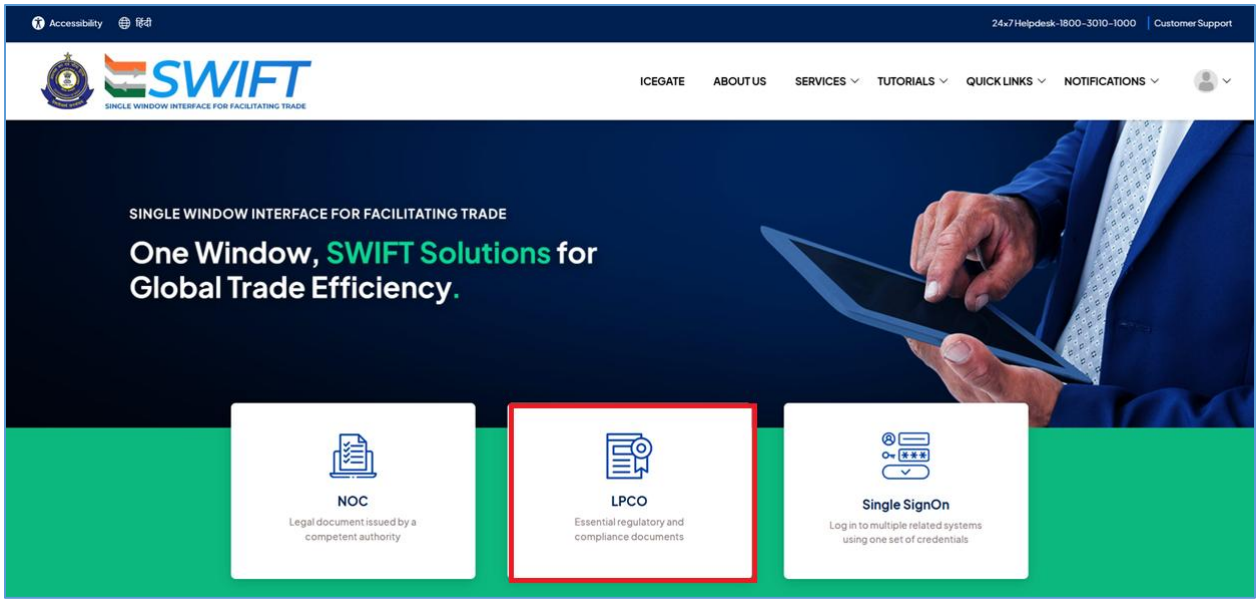
The SWIFT dashboard has three widgets shown below.



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.

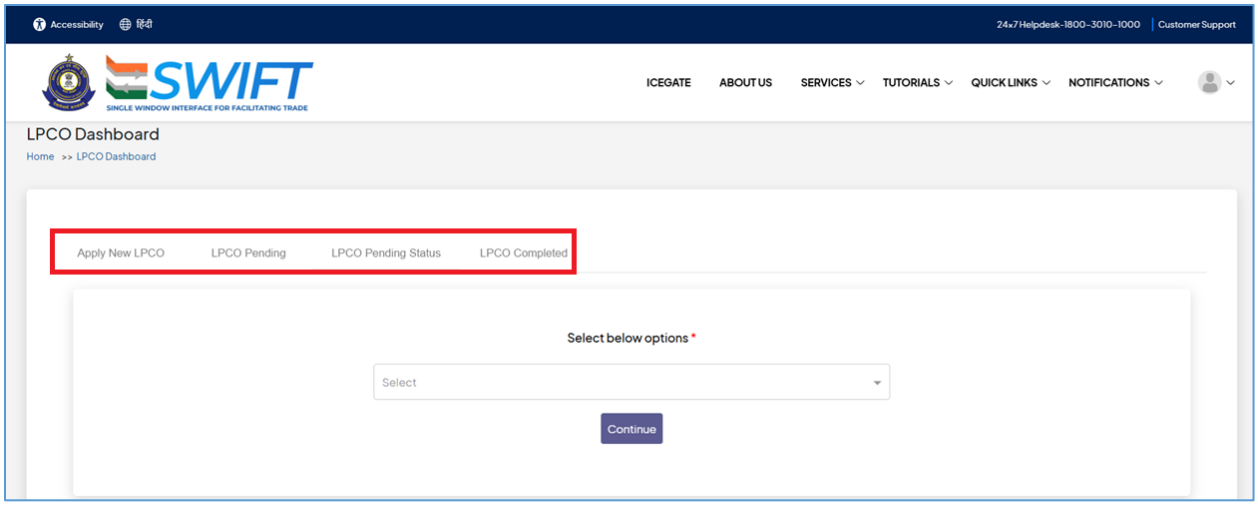
8. LPCO Dashboard

Upon accessing the LPCO Dashboard, users can select the required PGA from the dropdown to access PGA functionalities. A reference process flow for EPC is shown below.



The LPCO Dashboard provides four navigation tabs:

1. Apply New LPCO
2. LPCO Pending
3. LPCO Pending Status
4. LPCO Completed



8.1 Apply New LPCO

Select the required PGA from the dropdown menu and click on 'Continue' to apply for a new LPCO.

Please Note: The end-to-end process for applying for an **Export Turnover Certificate** will remain the same for all **17 PGAs**. Out of these, **7 PGAs do not have a payment process**, while **10 PGAs have a payment process**, as explained in **Section 8.2**.

(i) AEPC - Apparel Export Promotion Council
(ii) PEPCI - Project Exports Promotion Council of India
(iii) PLEXCONCIL - The Plastics Export Promotion Council (popularly known as)
(iv) Chemexcil - Basic Chemicals, Cosmetics & Dyes Export Promotion Council
(v) PDEXCIL - Powerloom Development & Export Promotion Council
(vi) Matexcil/SRTEPC - The Synthetic & Rayon Textiles Export Promotion Council
(vii) SGEPC - Sports Goods Export Promotion Council
(viii) CLE – Council of Leather Export
(ix) CTEPC - Cotton Textiles Export Promotional Council
(x) ECSEPC - Electronic and Computer Software Export Promotion Council
(xi) GJEPC - Gem & Jewellery Export Promotion Council
(xii) HEPC - Handloom Export Promotion Council
(xiii) TEPC - Telecom Equipment and Services Export Promotion Council
(xiv) MPEDA – Marine Products Export Development Authority
(xv) CAPEXIL- Chemical and Allied Products Export Promotion Council

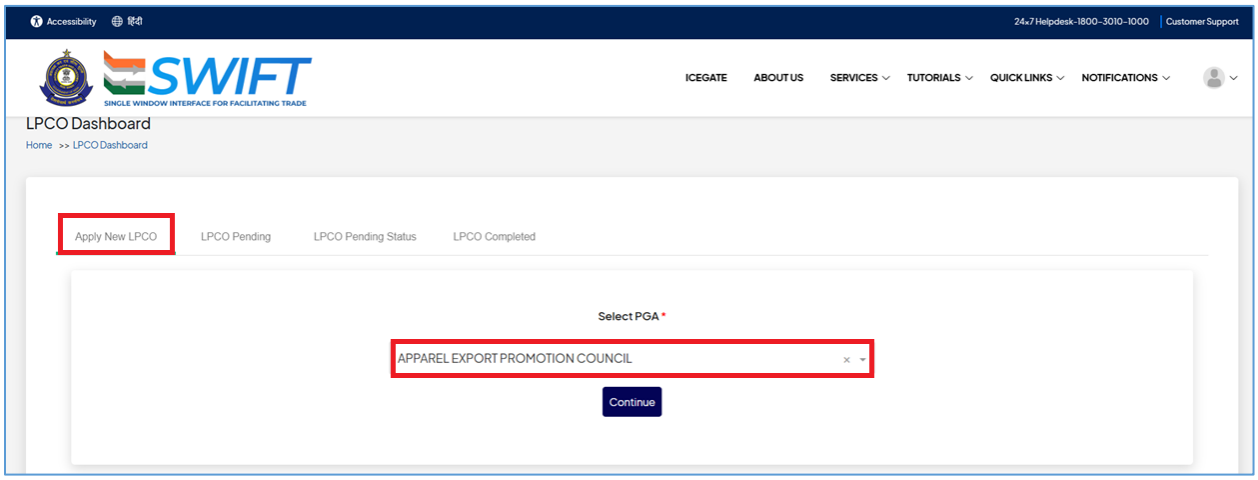
(xvi) EPCH - Export Promotion Council for Handicraft

(xvii) FIEO- Federation of Indian Export Organisations

8.1.1 Export Turnover Certificate

Here, the PGA is selected as AEPC (Apparel Export Promotion Council) to demonstrate the end-to-end process flow for generating the Export Promotion Certificate.

On the LPCO Dashboard, click on the 'Apply New LPCO' tab, select the required PGA from the 'Select PGA' dropdown menu, and then click the 'Continue' button to proceed.

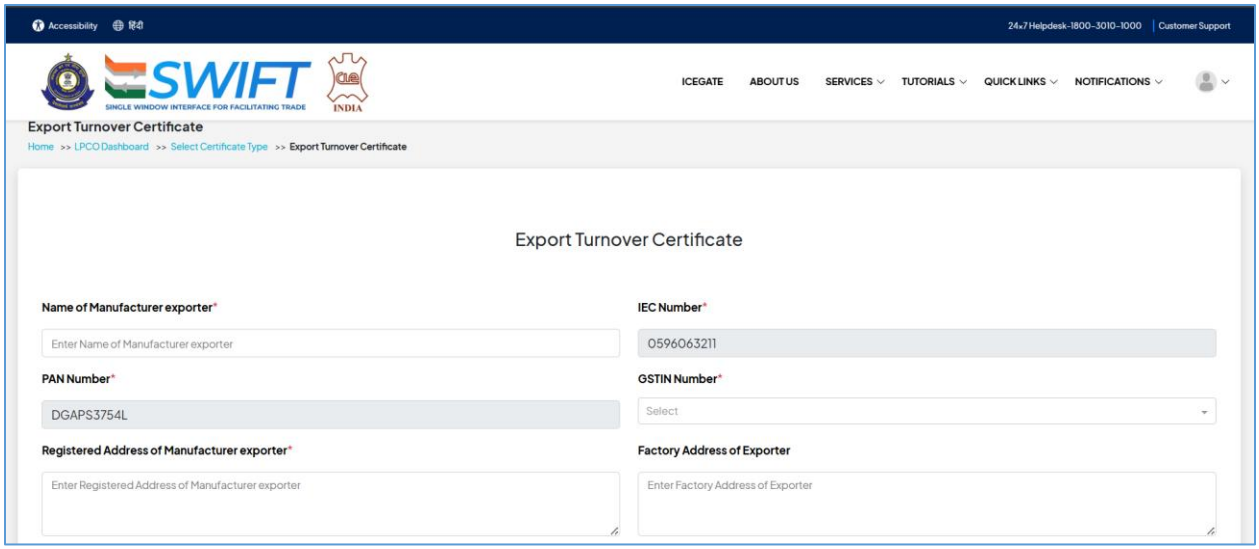


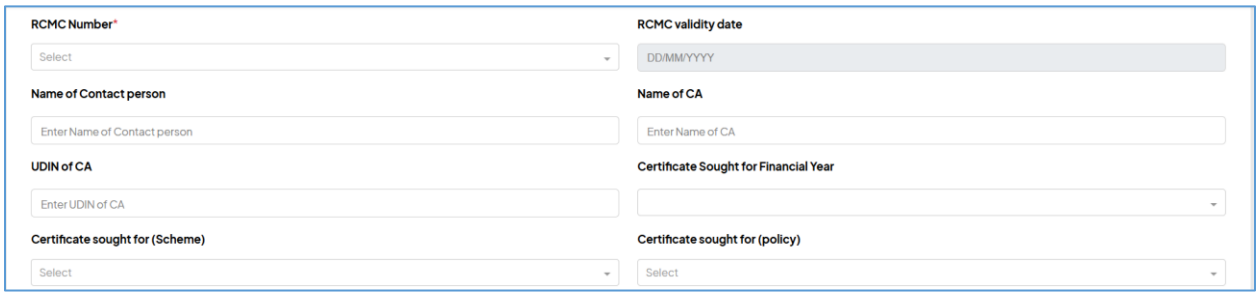
Upon clicking the 'Continue' button, users will be redirected to the ETC form, where they are required to follow the steps provided below to complete the form.

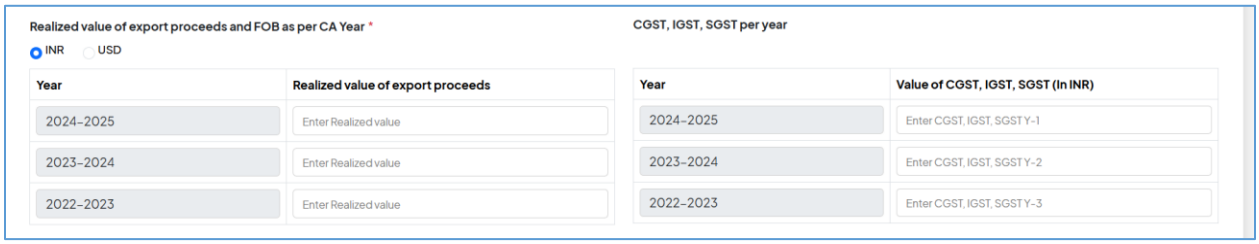
- **Step 1: Enter Manufacturer / Exporter Details**
  a. Name of Manufacturer Exporter – Enter the full registered name.
  b. IEC Number – This field is auto-filled
  c. PAN Number – Auto-fetched PAN
  d. GSTIN Number – Select from available GSTIN.
  e. Registered Address of Manufacturer Exporter – Enter the official registered address.
  f. Factory Address of Exporter – Provide the factory location address.
- **Step 2: Provide RCMC & CA Details**
  a. RCMC Number – Select the RCMC from the dropdown.
  b. RCMC Validity Date – This field is auto-displayed.

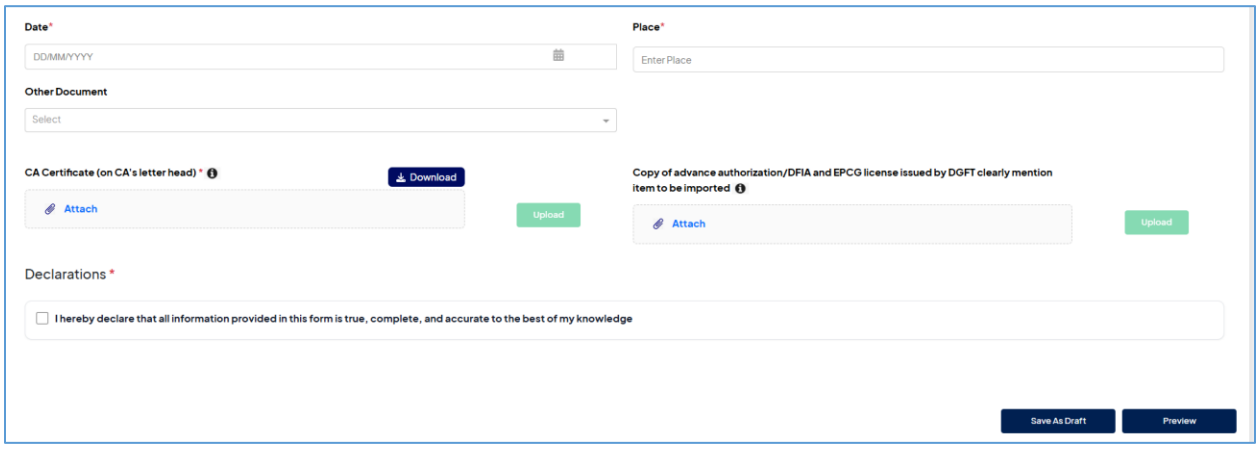
c. Name of Contact Person – Enter the name of the authorized contact.
d. Name of CA – Enter the Chartered Accountant's name.
e. UDIN of CA – Provide the valid UDIN issued for this certificate.
f. Certificate Sought for (Financial Year) – Select the FY for which certificate is needed.
g. Certificate Sought for (Policy) – Select applicable policy, if required.

- **Step 3: Enter Export & Tax Values (Year-wise)**
  - A. Realized Value of Export Proceeds & FOB
    i. Select currency INR or USD.
    ii. Enter for each year (e.g., 2024-25, 2023-24, 2022-23),
  - Enter Realized value of export proceeds (Actual realized value).
  - B. Tax Values per Year
    i. For each corresponding year, enter CGST, IGST, SGST values in INR/USD.
- **Step 4: Enter Place & Date**
  a. Date – Select the date of submission using the calendar.
  b. Place – Enter the place from where you are submitting.
- **Step 5: Upload Supporting Documents**
  a. Other Document – Choose if any additional document is to be attached.
  b. CA Certificate (on CA's Letterhead) – Upload the signed & stamped CA certificate.
  c. Copy of Advance Authorization / DFIA / EPCG License – Upload if applicable, clearly mentioning the item to be imported.
- **Step 6: Final Declaration**
  a. Tick the Declaration Checkbox to confirm that the information is true and accurate.


Accessibility
24x7 Helpdesk-1800-3010-1000
Customer Support
SWIFT
SINGLE WINDOW INTERFACE FOR FACILITATING TRADE
INDIA
ICEGATE
ABOUT US
SERVICES
TUTORIALS
QUICK LINKS
NOTIFICATIONS
Export Turnover Certificate
Home >> LPCO Dashboard >> Select Certificate Type >> Export Turnover Certificate
Export Turnover Certificate
Name of Manufacturer exporter*
Enter Name of Manufacturer exporter
IEC Number*
0596063211
PAN Number*
DGAPS3754L
GSTIN Number*
Select
Registered Address of Manufacturer exporter*
Enter Registered Address of Manufacturer exporter
Factory Address of Exporter
Enter Factory Address of Exporter

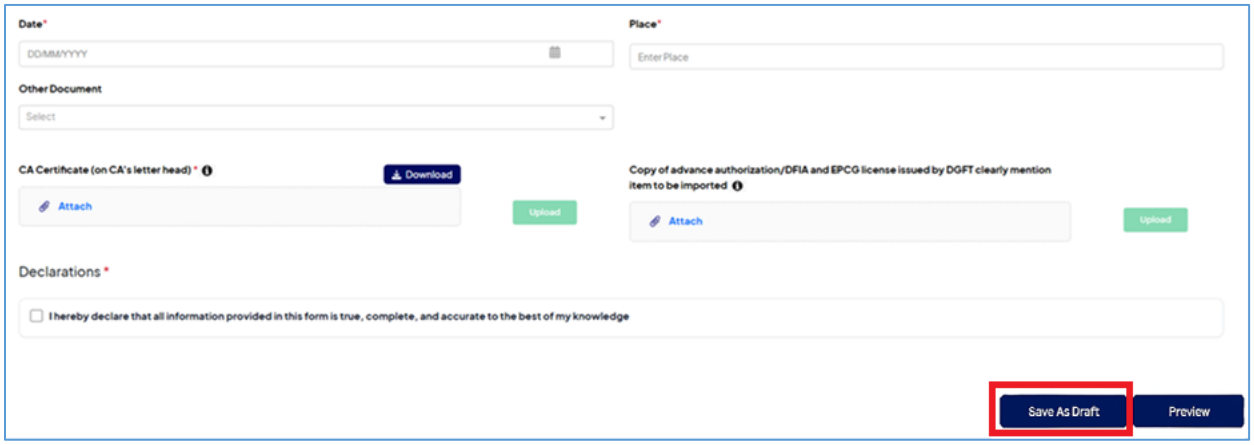

RCMC Number*
Select
RCMC validity date
DD/MM/YYYY
Name of Contact person
Enter Name of Contact person
Name of CA
Enter Name of CA
UDIN of CA
Enter UDIN of CA
Certificate Sought for Financial Year
Certificate sought for (Scheme)
Select
Certificate sought for (policy)
Select

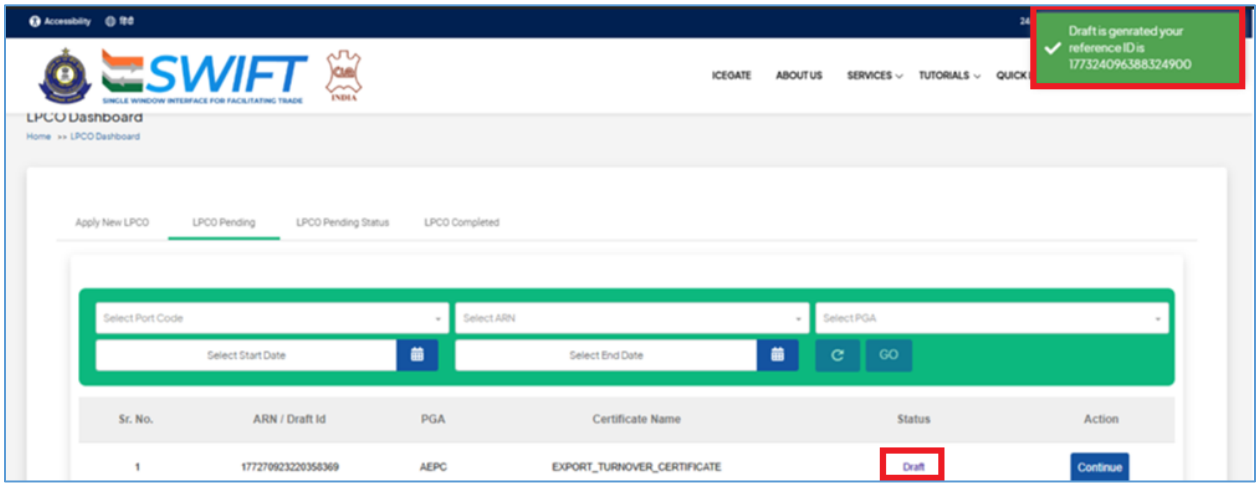

Realized value of export proceeds and FOB as per CA Year *
INR
USD
Year
Realized value of export proceeds
2024-2025
Enter Realized value
2023-2024
Enter Realized value
2022-2023
Enter Realized value
CGST, IGST, SGST per year
Year
Value of CGST, IGST, SGST (In INR)
2024-2025
Enter CGST, IGST, SGST Y-1
2023-2024
Enter CGST, IGST, SGST Y-2
2022-2023
Enter CGST, IGST, SGST Y-3


Date*
DD/MM/YYYY
Place*
Enter Place
Other Document
Select
CA Certificate (on CA's letter head) *
Download
Attach
Upload
Copy of advance authorization/DFIA and EPCG license issued by DGFT clearly mention item to be imported
Attach
Upload
Declarations *
I hereby declare that all information provided in this form is true, complete, and accurate to the best of my knowledge
Save As Draft
Preview

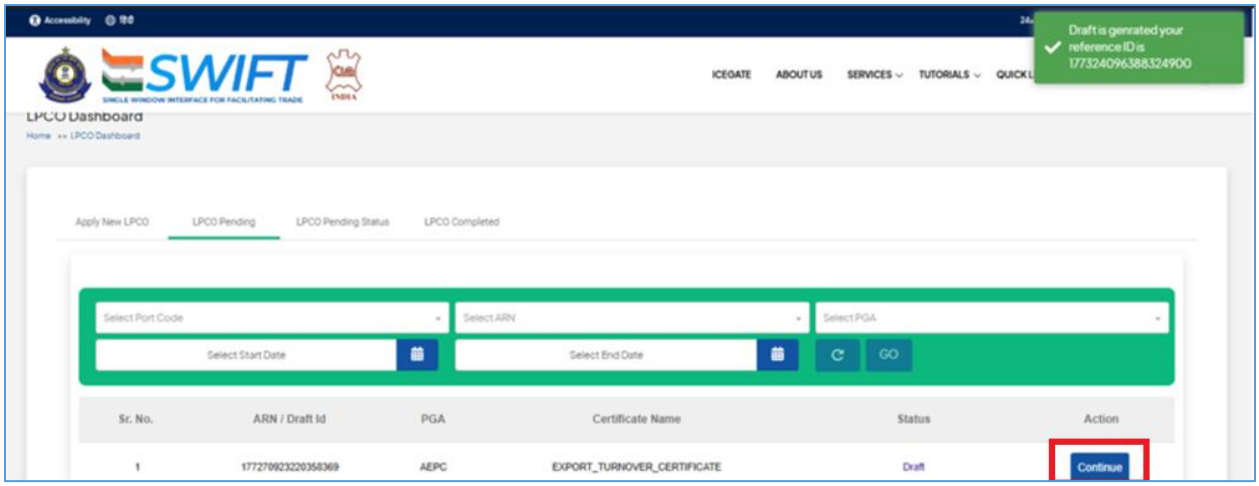
8.1.2 Save the Application as Draft

Upon clicking ‘Save As Draft’ above, a draft reference ID will be generated by the system. The user can then view the application in the ‘LPCO Pending’ tab, where the status will be displayed as ‘Draft’ along with the corresponding Draft/ARN ID.



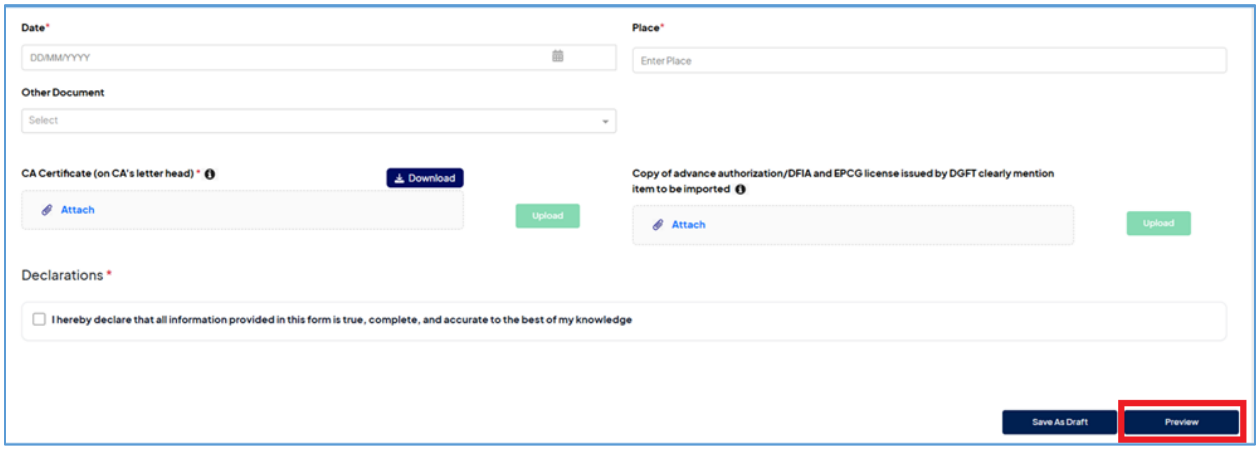


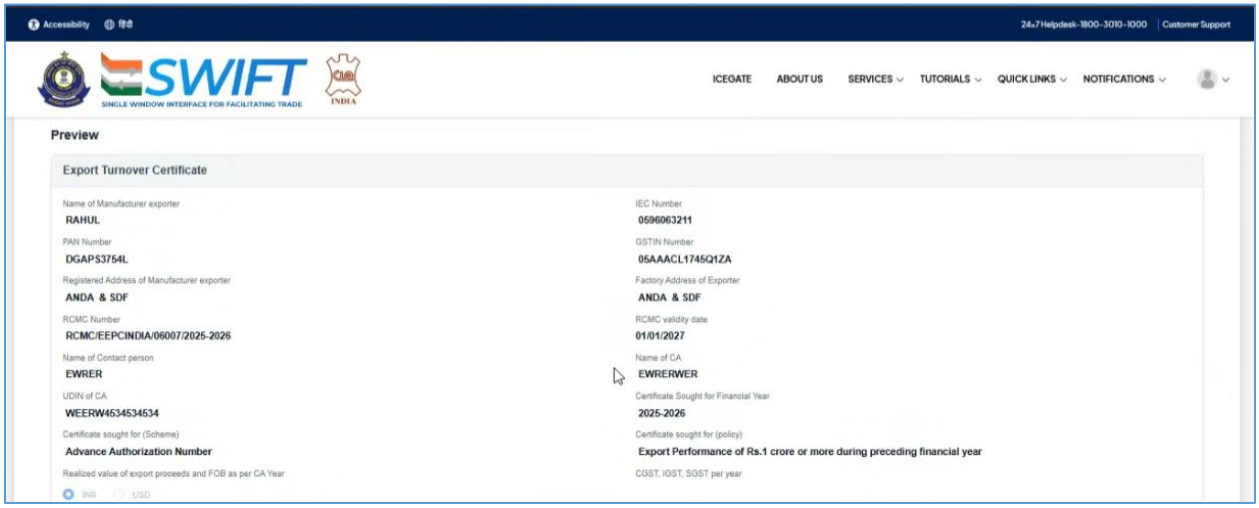
To proceed with a previously saved draft application, the user can click the ‘Continue’ button available under the Action column.

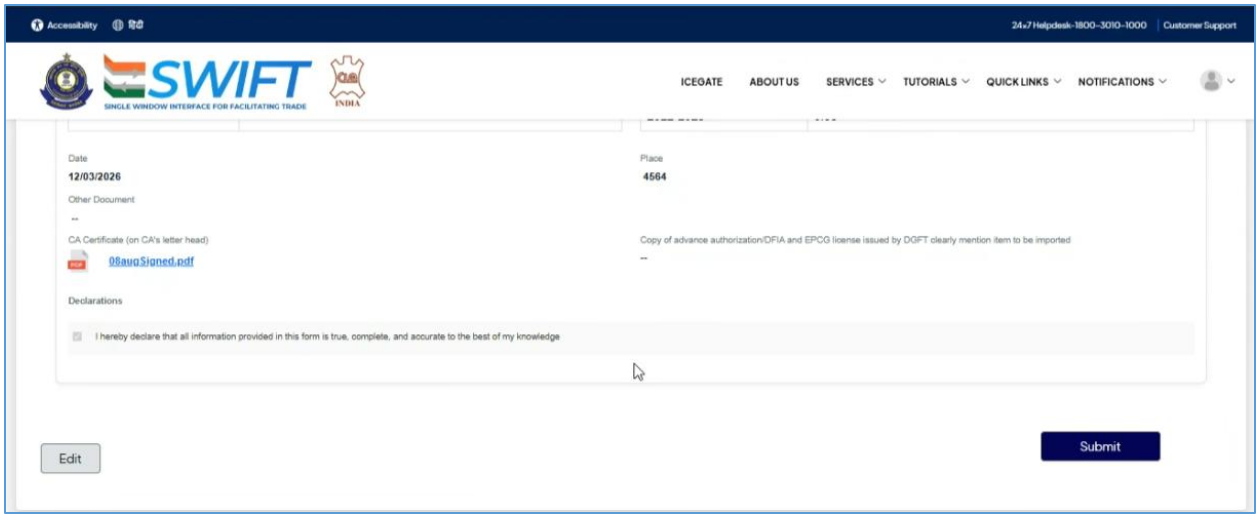


8.1.3 Application Preview

After filling in all the required details and uploading the necessary documents, the user can click the ‘Preview’ button to review the application before final submission.

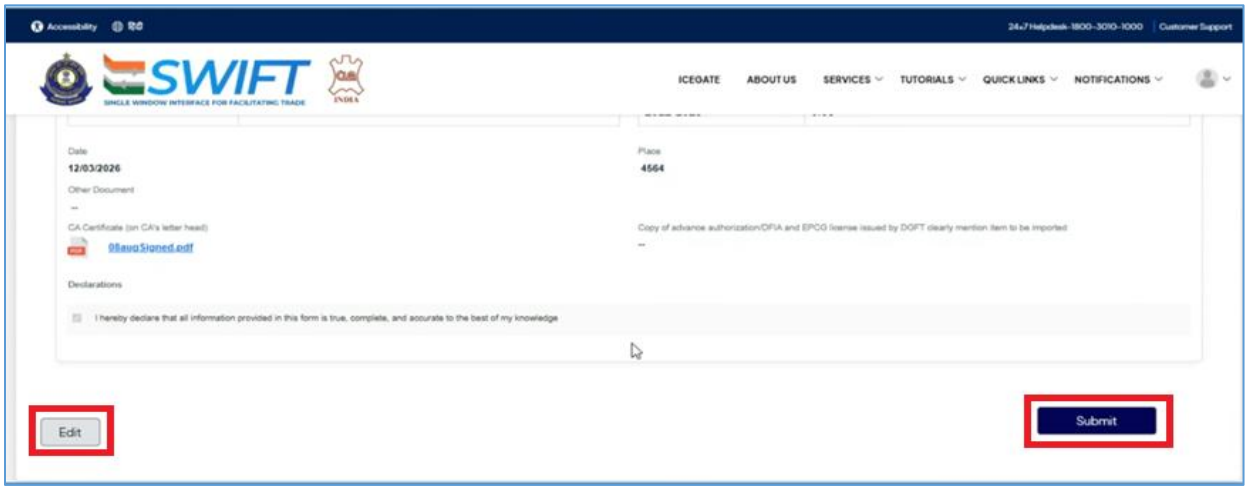






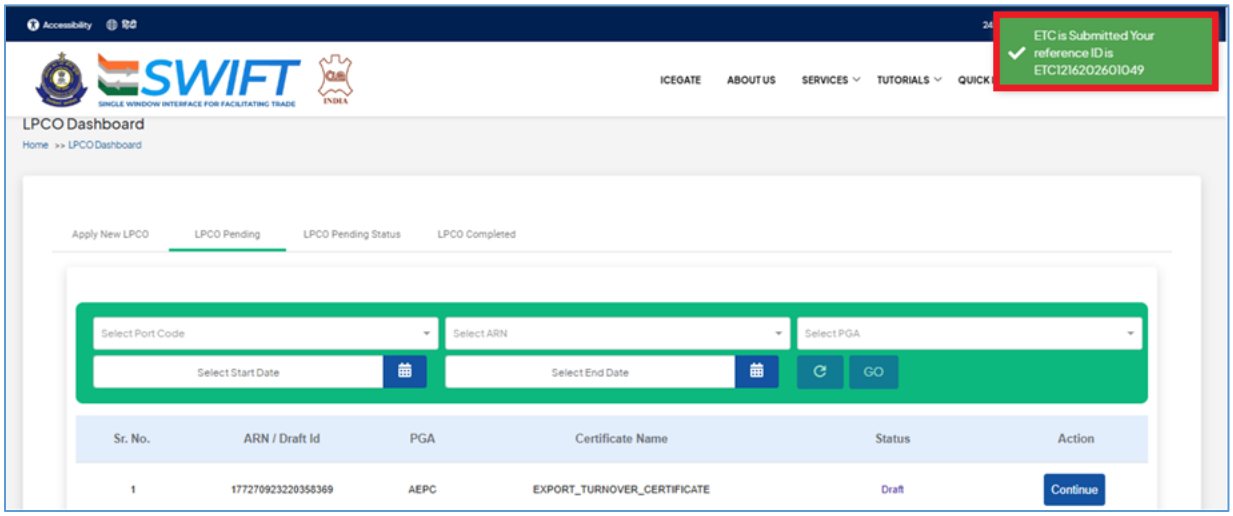
8.1.4 Application Submission

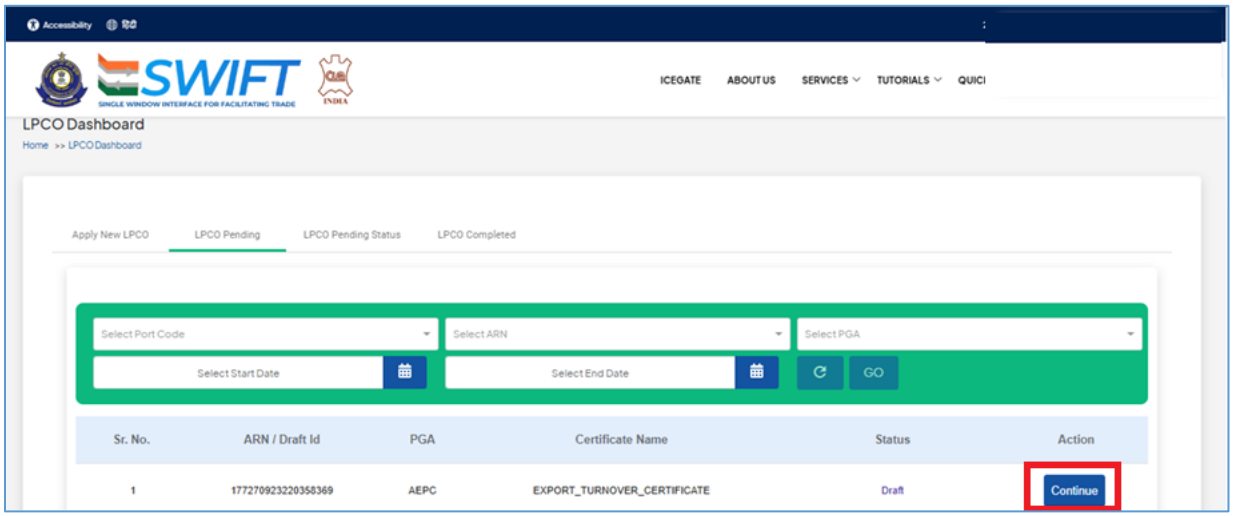
After reviewing the application details on the preview screen, the user can click the 'Submit' button to proceed with the final submission or select 'Edit' to return and make any necessary modifications.



Once the user submits the ETC form by clicking the '**Submit'** button above, the system validates the entered details and processes the request. Upon successful submission, a confirmation message is displayed, and a system-generated reference will be generated.

The submitted application then appears in the dashboard for further tracking and processing.





8.2 LPCO Pending

Please Note-1: No payment process is applicable to the PGAs highlighted in **red**.

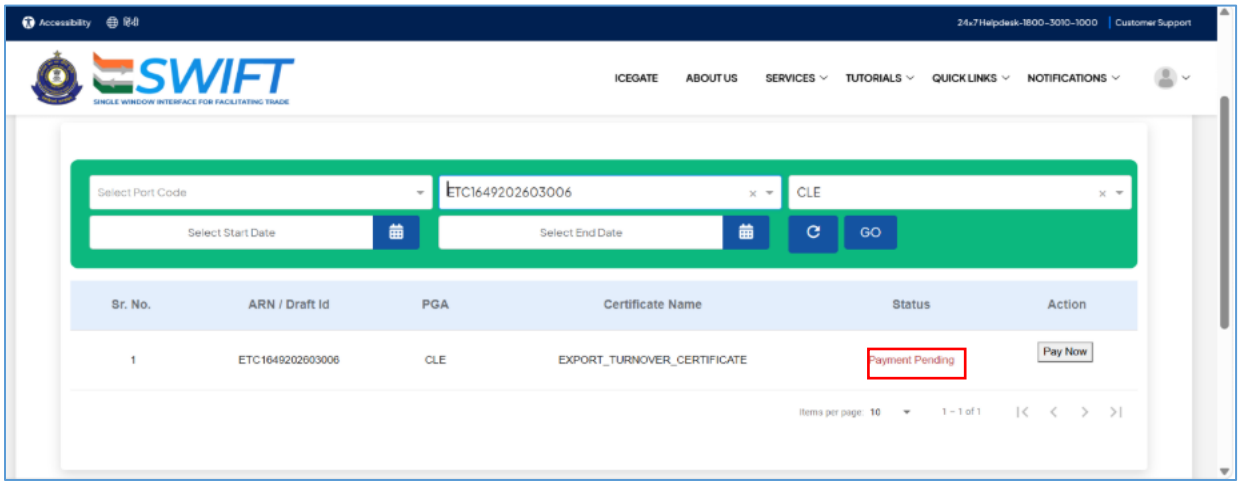
1. ECSEPC - Electronic and Computer Software Export Promotion Council
2. PEPCI - Project Exports Promotion Council of India
3. GJEPC - Gem & Jewellery Export Promotion Council
4. HEPC - Handloom Export Promotion Council
5. TEPC - Telecom Equipment and Services Export Promotion Council
6. MPEDA – Marine Products Export Development Authority
7. CAPEXIL- Chemical and Allied Products Export Promotion Council

Please Note-2: The PGAs highlighted in **green** have a PayGov payment process, which is explained in the subsequent section below.

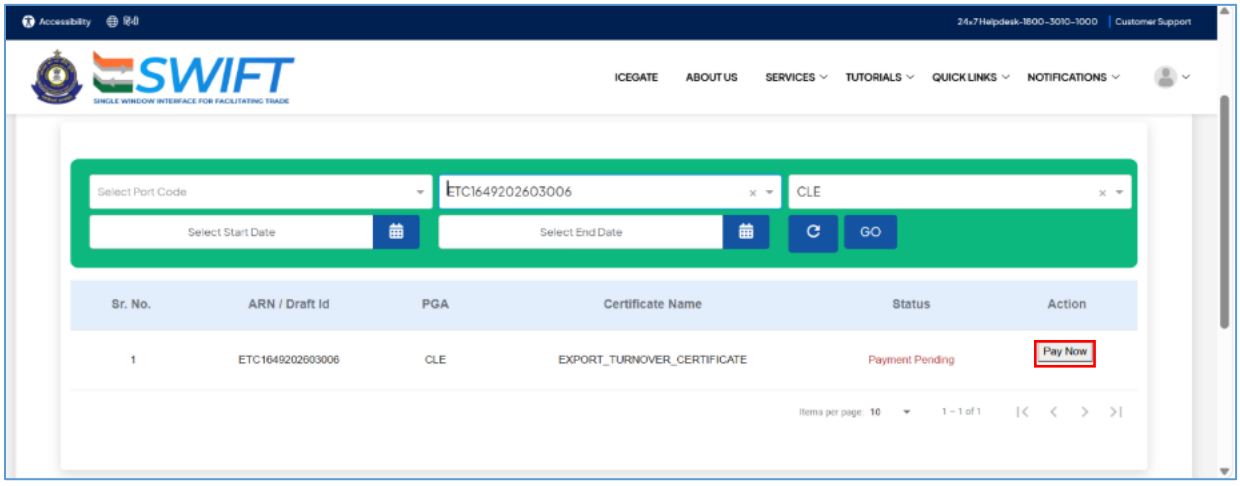
1. **AEPC - Apparel Export Promotion Council**
2. **PLEXCONCIL - The Plastics Export Promotion Council (popularly known as)**
3. **Chemexcil - Basic Chemicals, Cosmetics & Dyes Export Promotion Council**
4. **PDEXCIL - Powerloom Development & Export Promotion Council**
5. **SGEPC - Sports Goods Export Promotion Council**
6. **CLE – Council of Leather Export**
7. **CTEPC - Cotton Textiles Export Promotional Council**
8. **EPCH - Export Promotion Council for Handicraft**
9. **FIEO- Federation of Indian Export Organisations**
10. **Matexcil/SRTEPC - The Synthetic & Rayon Textiles Export Promotion Council**

Payment Process:

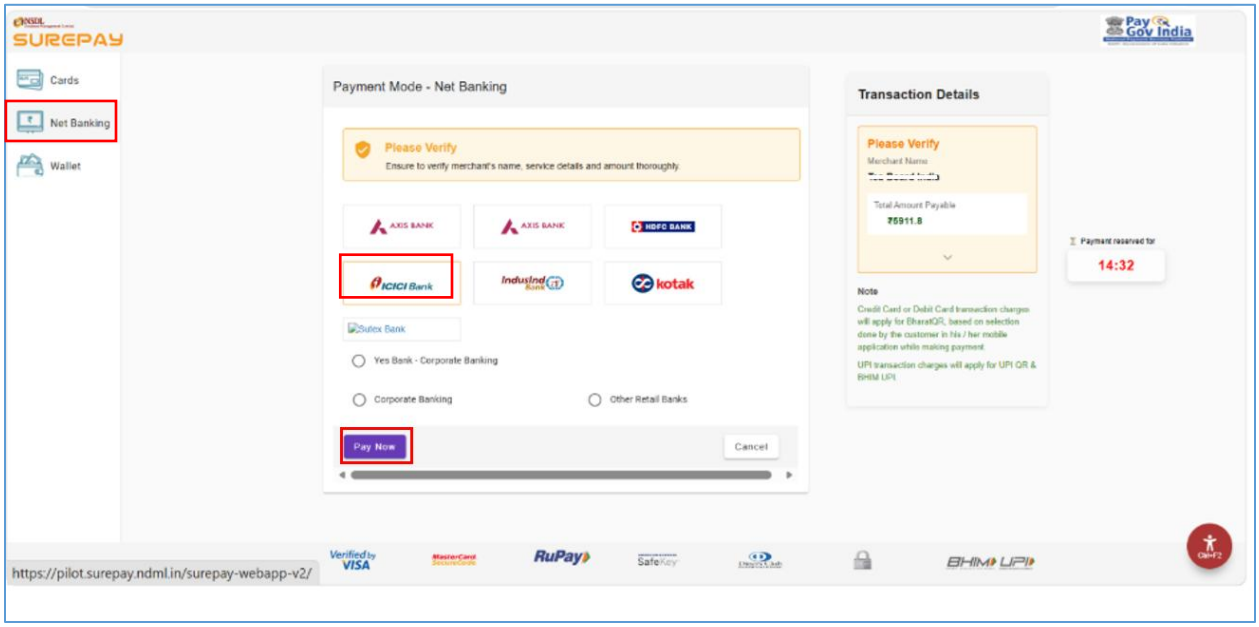
After submission, the application appears under the “LPCO Pending” tab, where its status is displayed as “Payment Pending.



To proceed with the pending payment, click the on the **Pay Now** button displayed under the “Action” column in the LPCO Pending section.

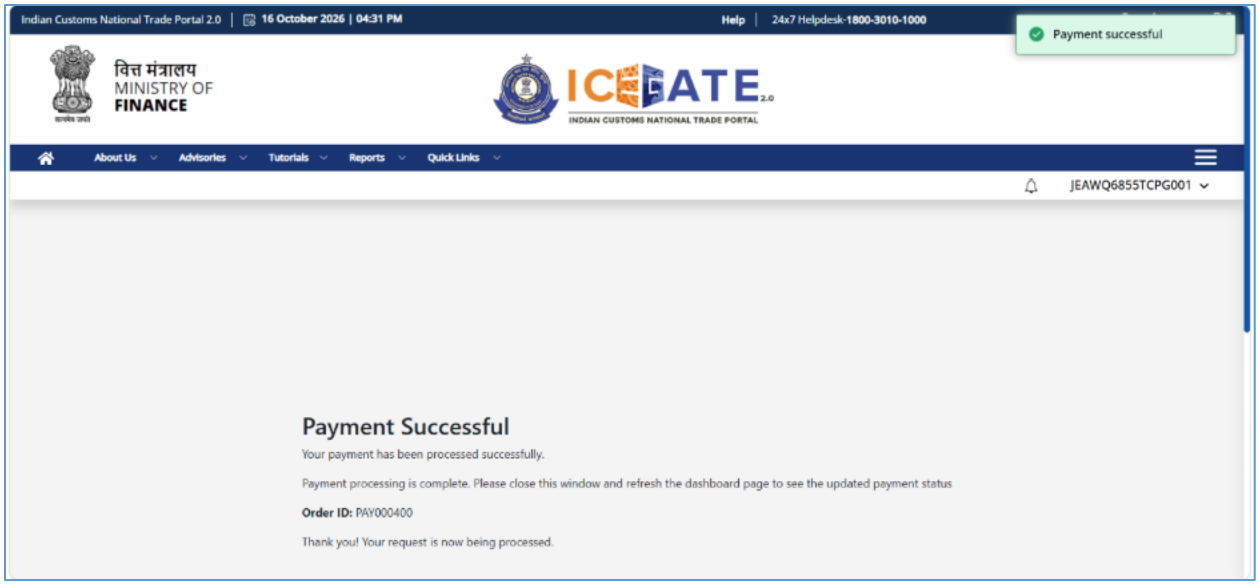


On Clicking on the Pay Now button user will be redirected to **PayGov** page, where users will get the option to choose the **Payment Mode** (Cards, Net Banking, Wallet), **Bank name** and user need to verify the transaction details within allocated time display in screen. After that User will click on the **Pay Now** button.



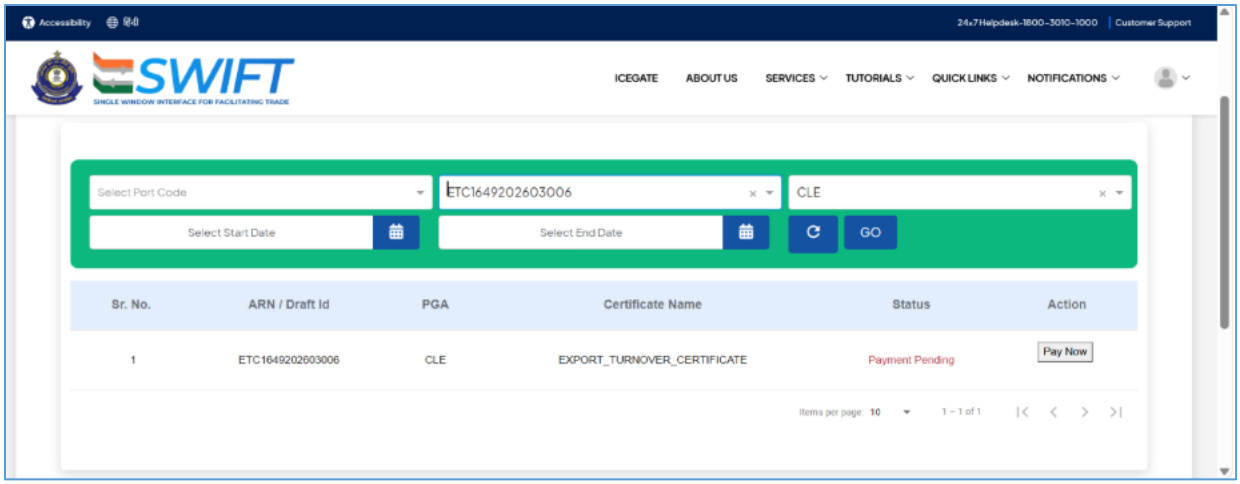
If payment is successful, then the User gets the confirmation of payment successfully completed on screen as given below.

If the payment is successful, the system will display a payment-success confirmation message. The application status will then be updated to ‘Pending’ for further processing by the concerned authority.

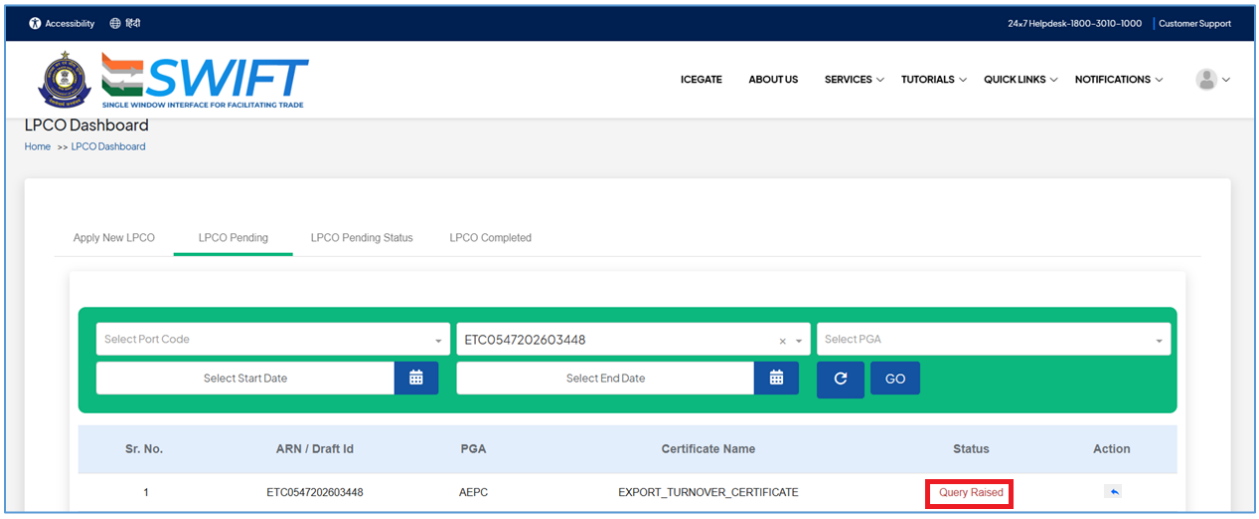


In case of failure of payment user will repeat the above process to reinitiate payment process by clicking on **Pay Now** Button.

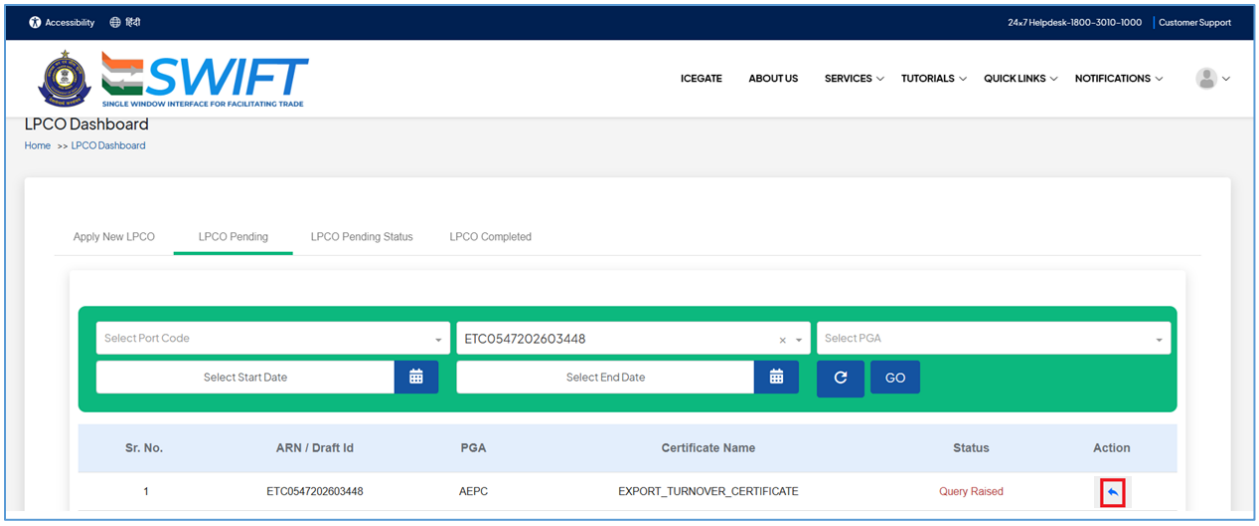
If the payment is successful, the system will display a payment-success confirmation message. The application status will then be updated to ‘Pending’ for further processing by the authority concerned.



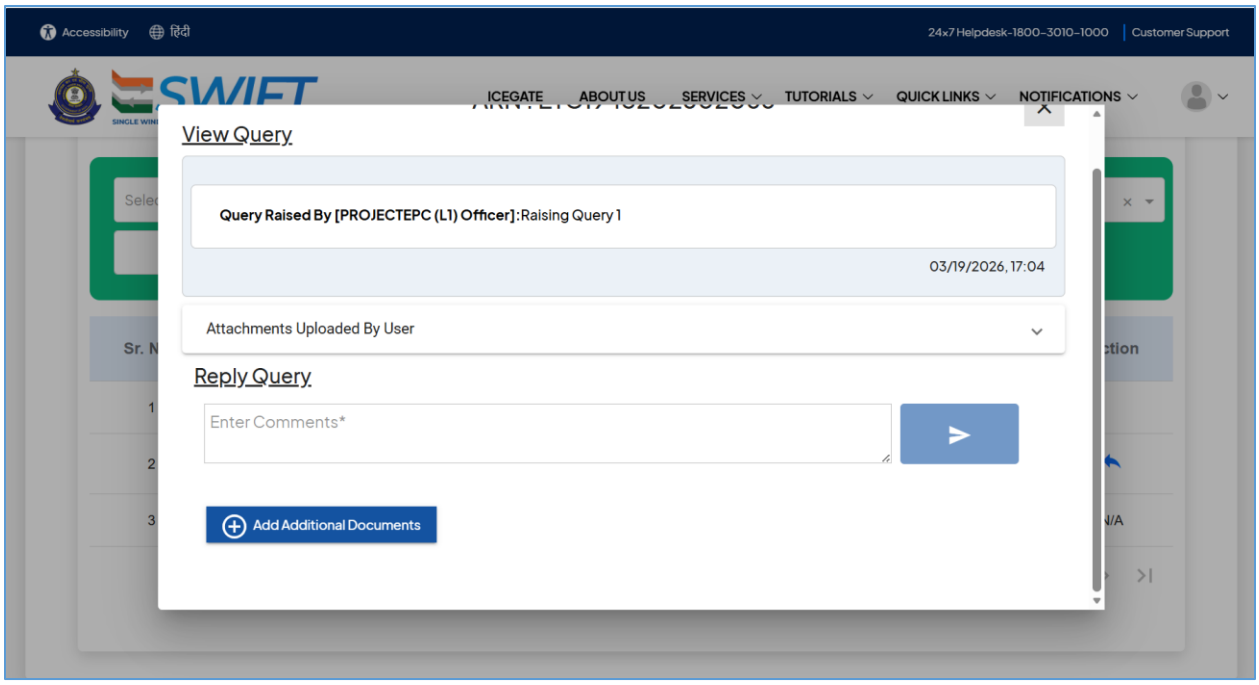
If an officer raised a query, the query will be displayed on the user dashboard for response with the status marked as “Query Raised” indicating that the officer has requested additional information or clarification.



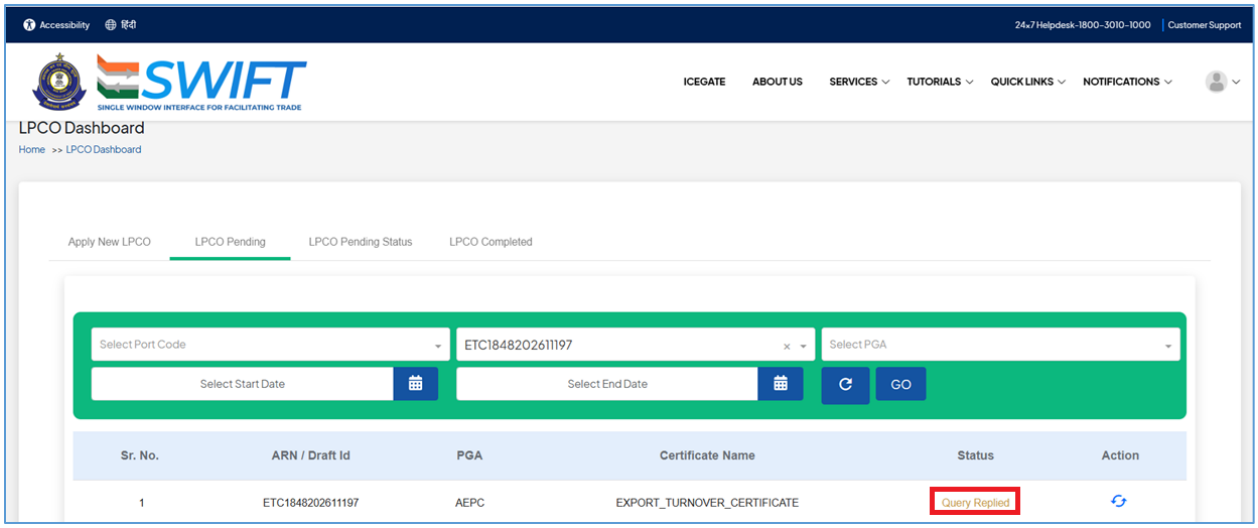
Users can view and respond to the Officer’s query by clicking the arrow icon under the “Action” column for the application marked as “Query Raised”.



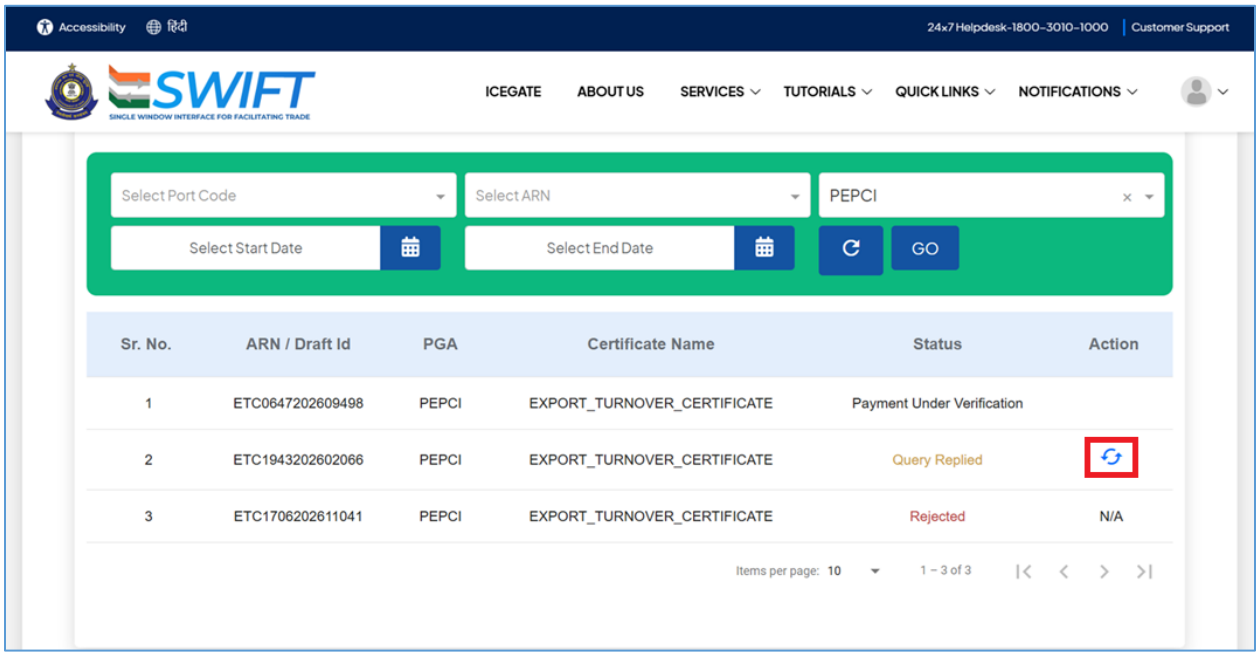
The user can view the Officer's query displayed at the top of the screen and is required to enter comments and attach the necessary supporting documents, if any, by clicking on the 'Add Additional Document' option before submitting the response.

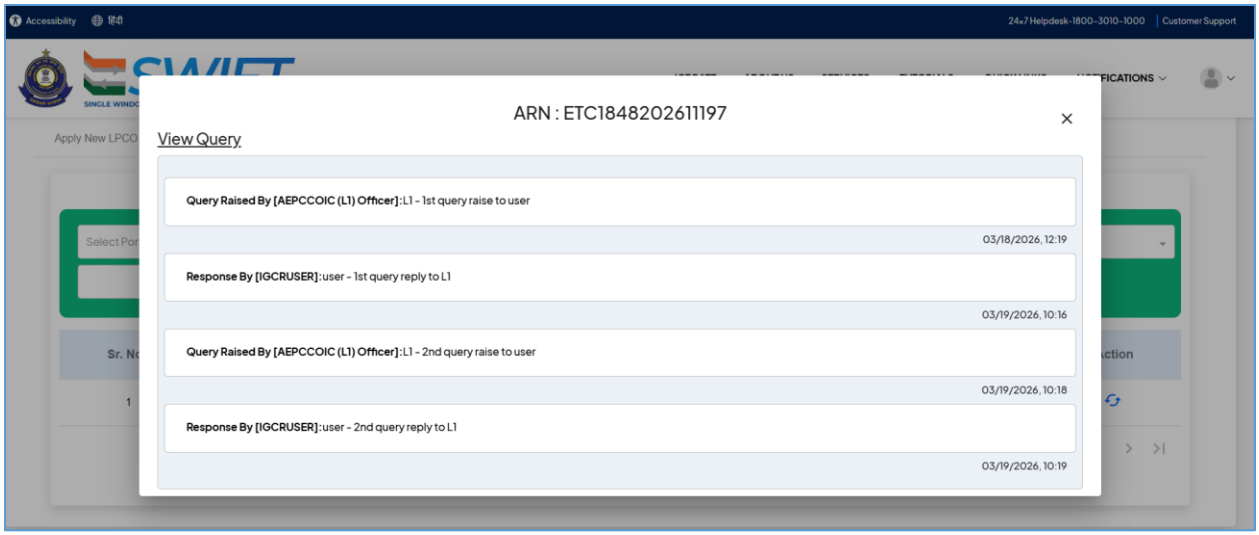


After submitting the response to the officer's query, the application status is updated to "Query Replied".



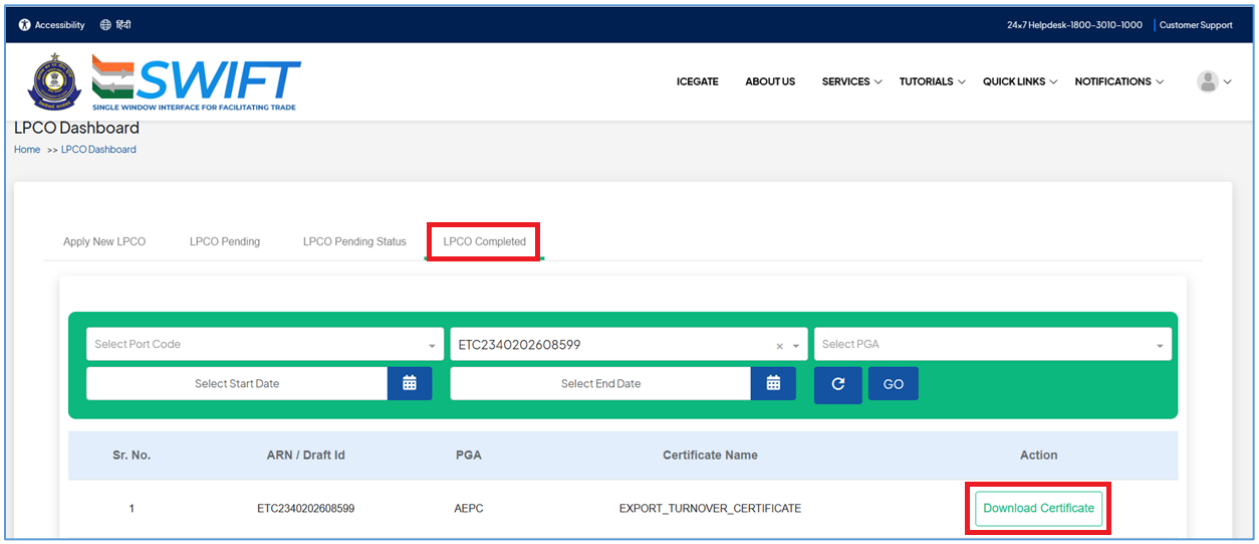
The user can view both the officer's query and the submitted response in the "View Query" window by clicking the icon displayed under the 'Action' column.



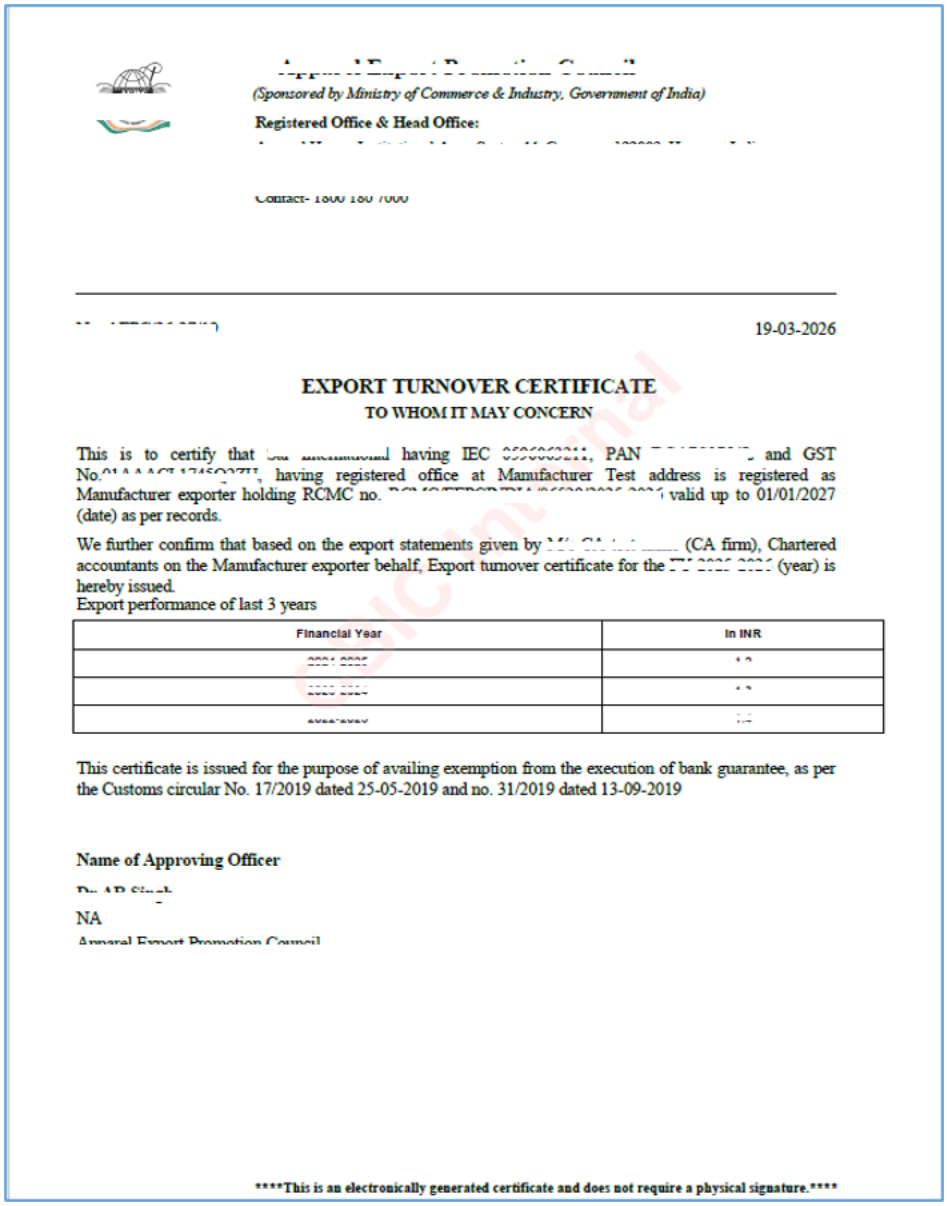


8.3 LPCO Completed

In the “LPCO Completed” section, the user can view all approved applications and download the corresponding certificates by clicking the “Download Certificate” button displayed under the ‘Action’ column.



Sample – Export Turnover Certificate



(Sponsored by Ministry of Commerce & Industry, Government of India)

Registered Office & Head Office:

Contact- 1800 180 7000

19-03-2026

EXPORT TURNOVER CERTIFICATE

TO WHOM IT MAY CONCERN

This is to certify that having IEC , PAN and GST No. , having registered office at Manufacturer Test address is registered as Manufacturer exporter holding RCMC no. valid up to 01/01/2027 (date) as per records.

We further confirm that based on the export statements given by (CA firm), Chartered accountants on the Manufacturer exporter behalf, Export turnover certificate for the (year) is hereby issued.

Export performance of last 3 years

Financial Year	In INR

This certificate is issued for the purpose of availing exemption from the execution of bank guarantee, as per the Customs circular No. 17/2019 dated 25-05-2019 and no. 31/2019 dated 13-09-2019

Name of Approving Officer

NA

Apparel Export Promotion Council

****This is an electronically generated certificate and does not require a physical signature.****

9. 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

