Unified Dashboard

Import Certificate for

Sports Goods & Toys Export Promotion Council

(SGEPC)

User Manual

Version 1.06

Date: 16.11.2026

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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 processes of SGEPC Import Certificate. 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.	SGEPC	Sports Goods & Toys Export Promotion Council
4.	LPCO	Licenses, Permits, Certificates, and Others
5.	CBIC	Central Board of Indirect Taxes and Customs
6.	PGA	Participating Government Agency

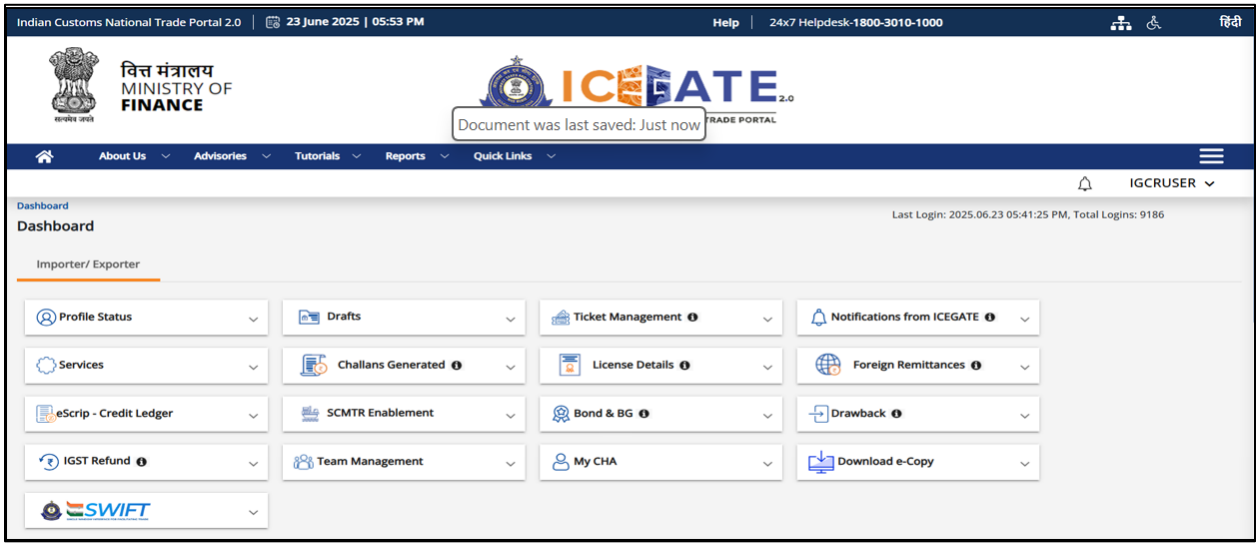
5. Navigation for Trade Users – Unified Dashboard

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

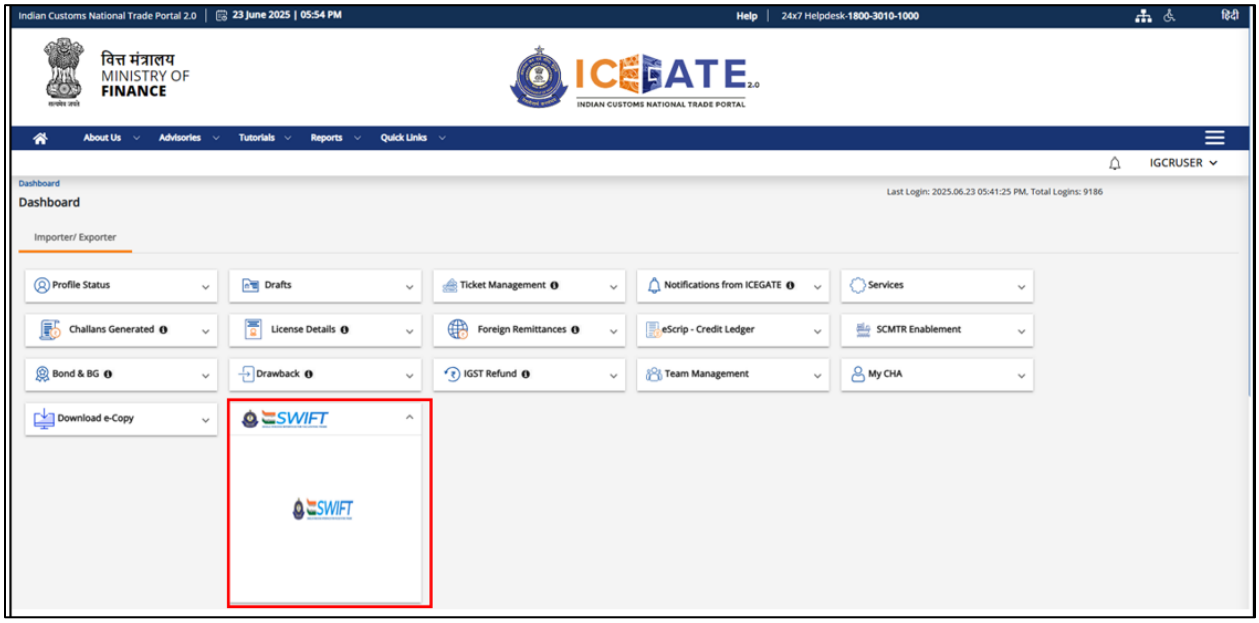
- **Step-1:** The trade users can access the ICEGATE dashboard by providing their ICEGATE ID and Password and clicking on the Login button. In such a case, the 'User Type' that needs to be selected shall be 'ICEGATE User'.



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

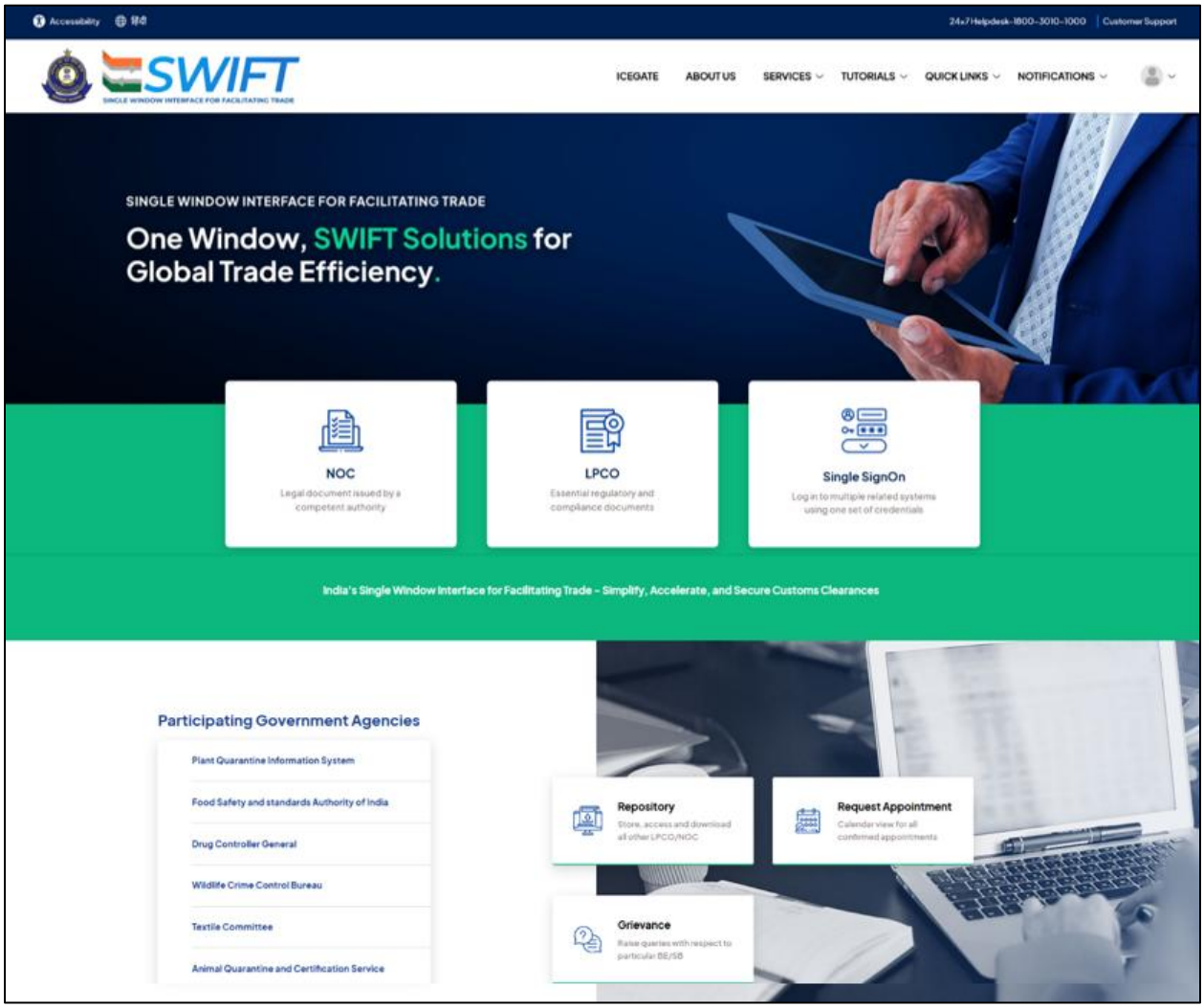


➢ **Step-3:** The user will then click the SWIFT widget:



6. Unified Dashboard - Trade User Screen

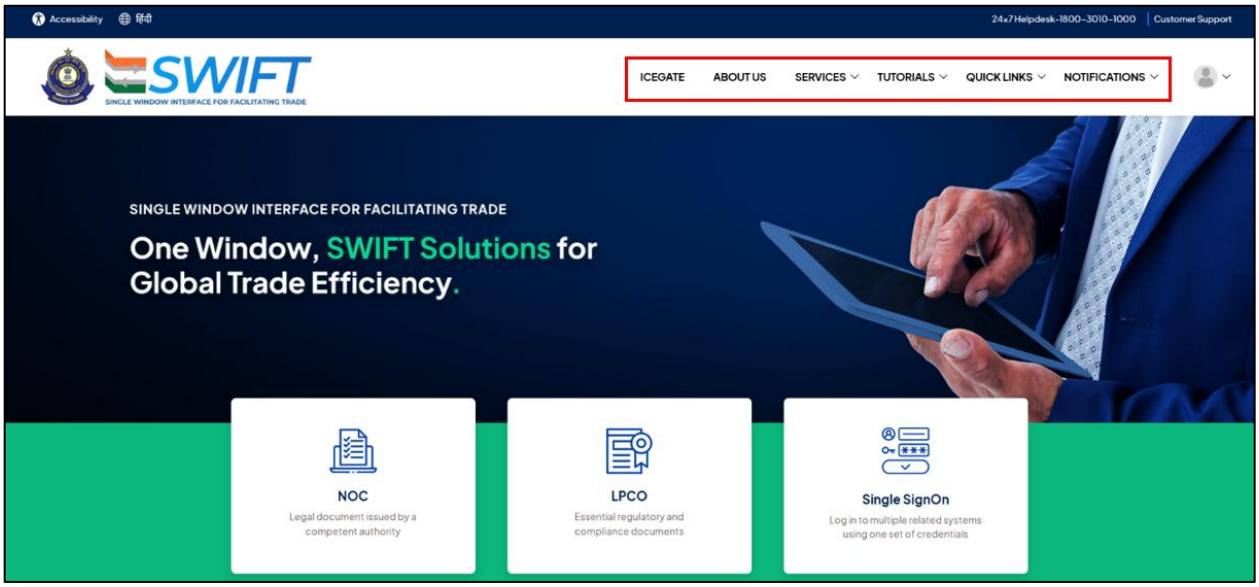
Upon clicking the **'SWIFT'** widget, the system displays the Unified dashboard screen below-



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:



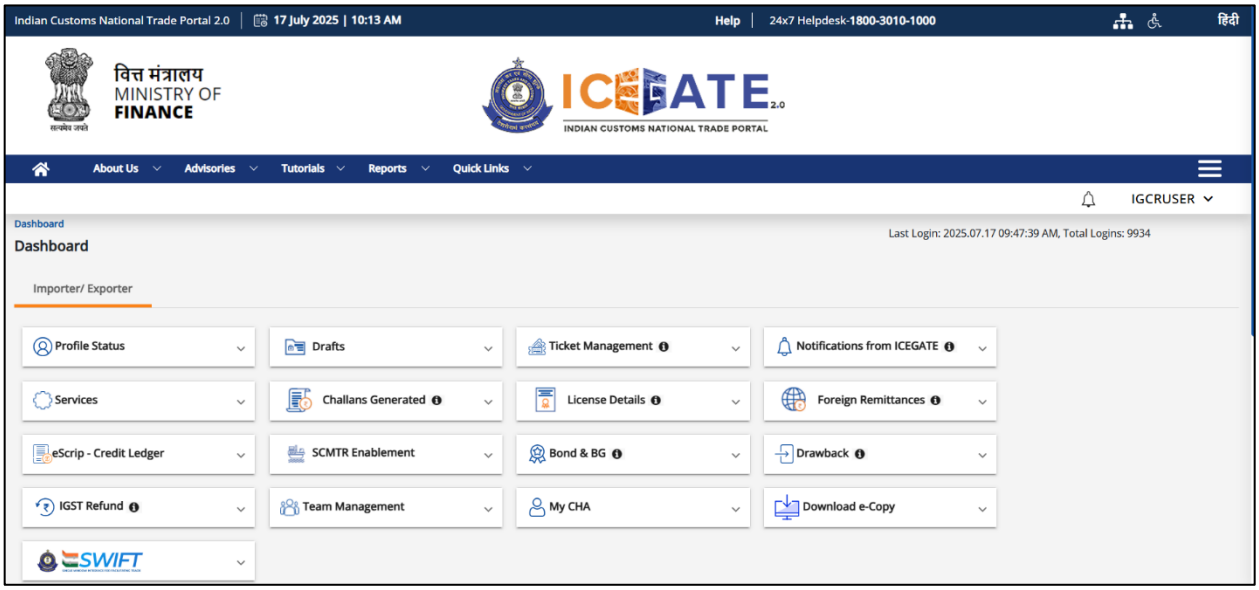
The six components of the menu bar at the top of the page are:

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

These are explained below:

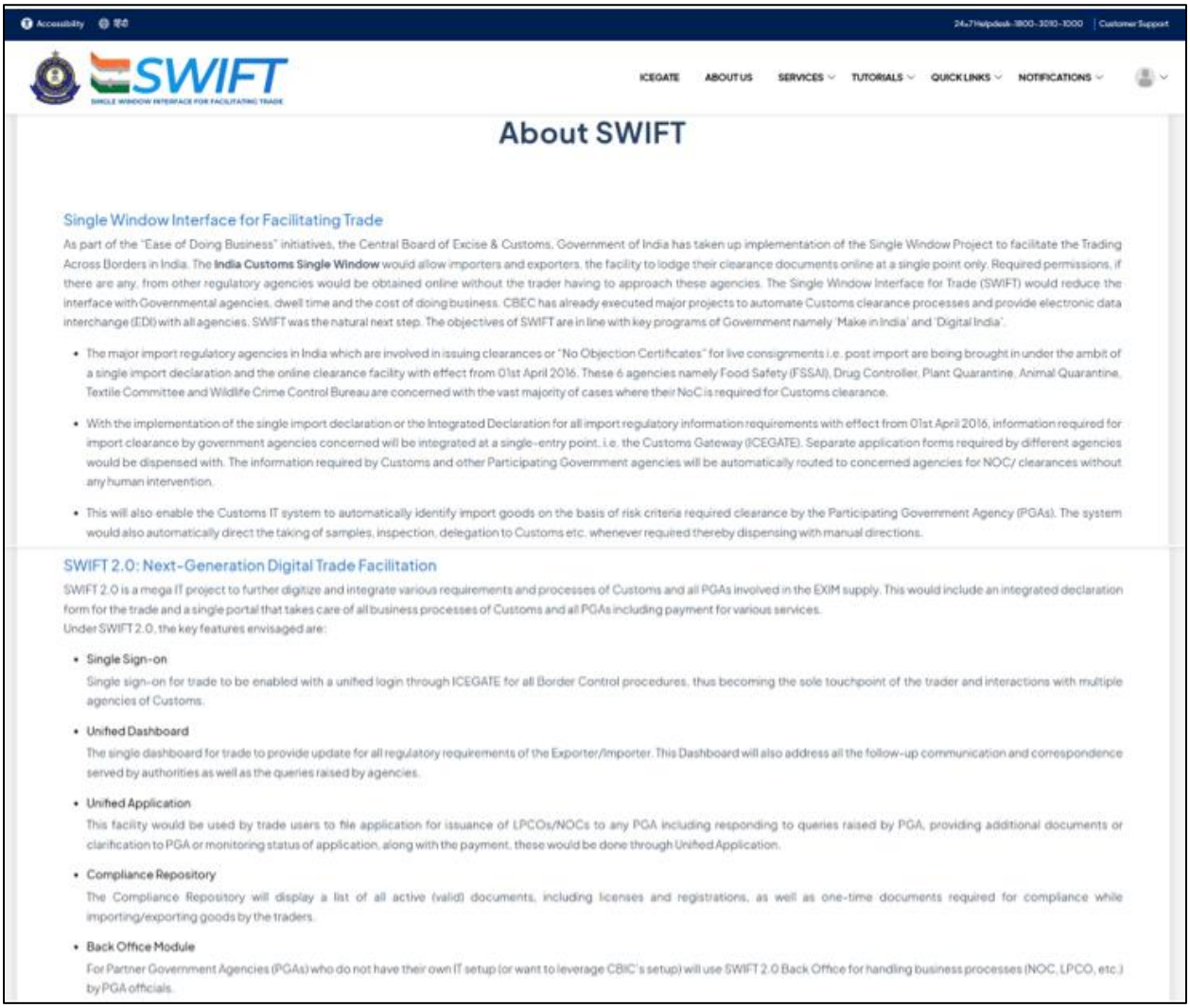
6.1.1 ICEGATE

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



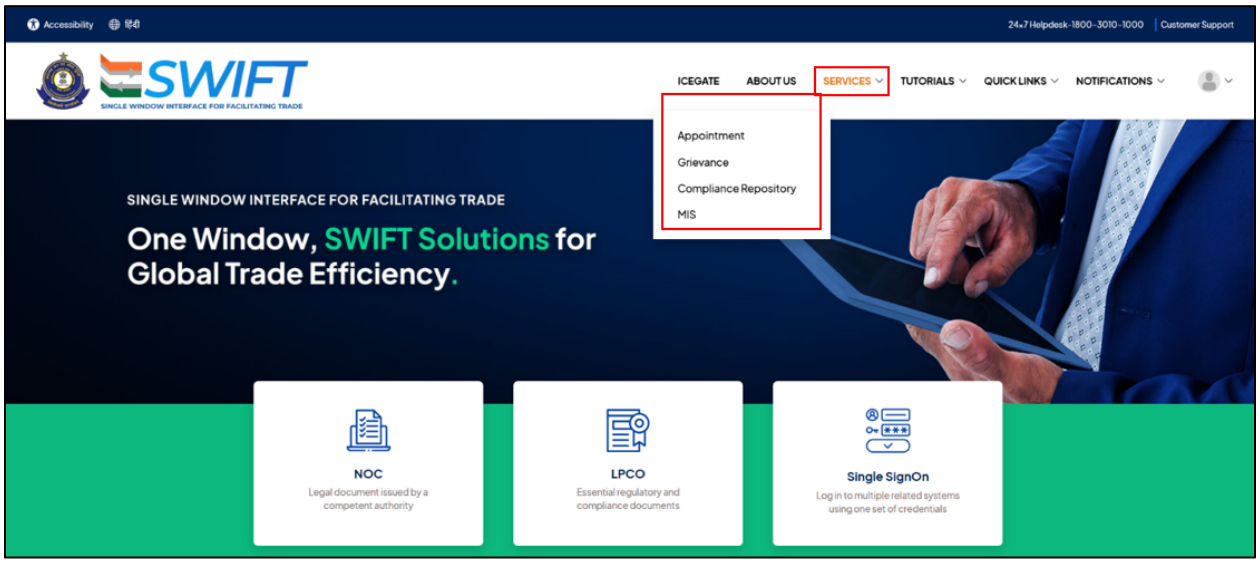
6.1.2 About Us

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.

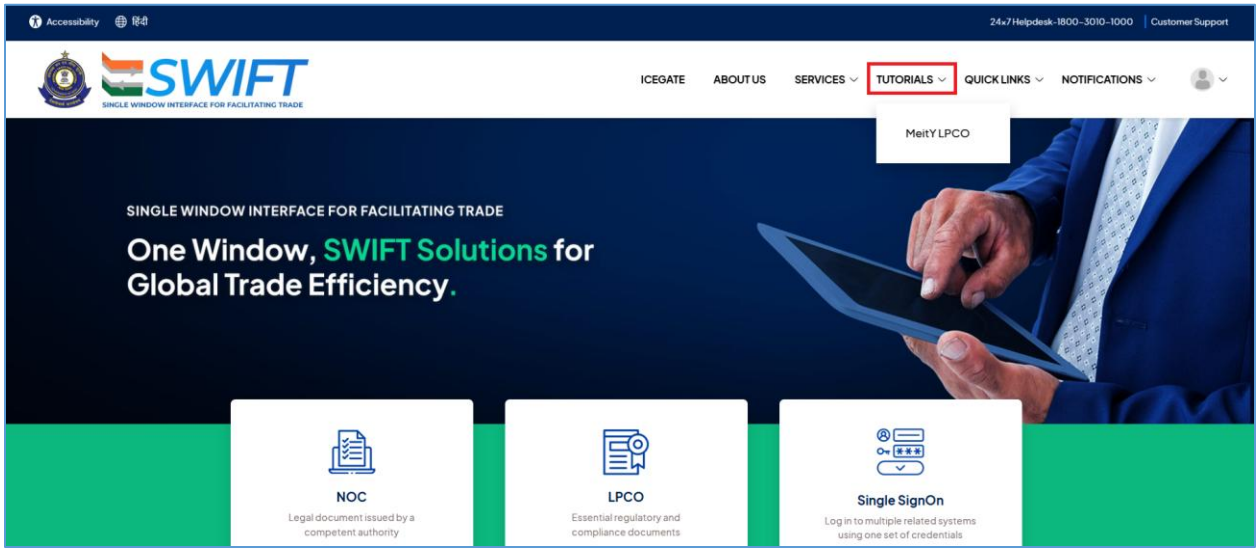
2. **Grievance:** As and when PGAs get integrated for this module, the users can raise a grievance as per their requirement with a specific PGA.

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.

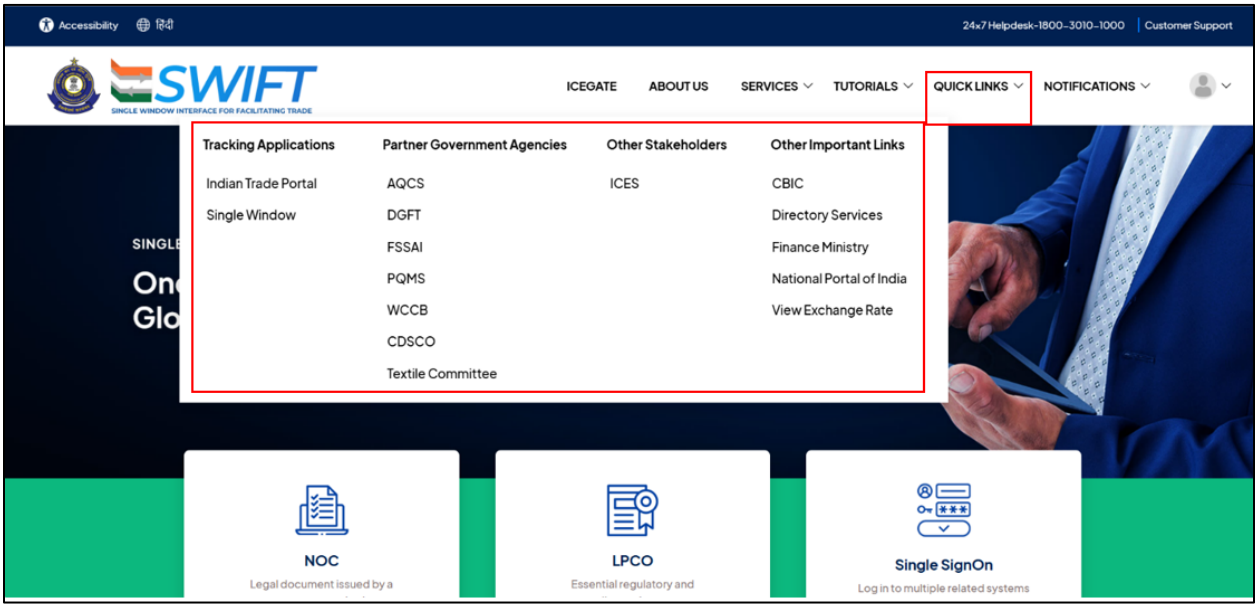
6.1.4 Tutorials

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



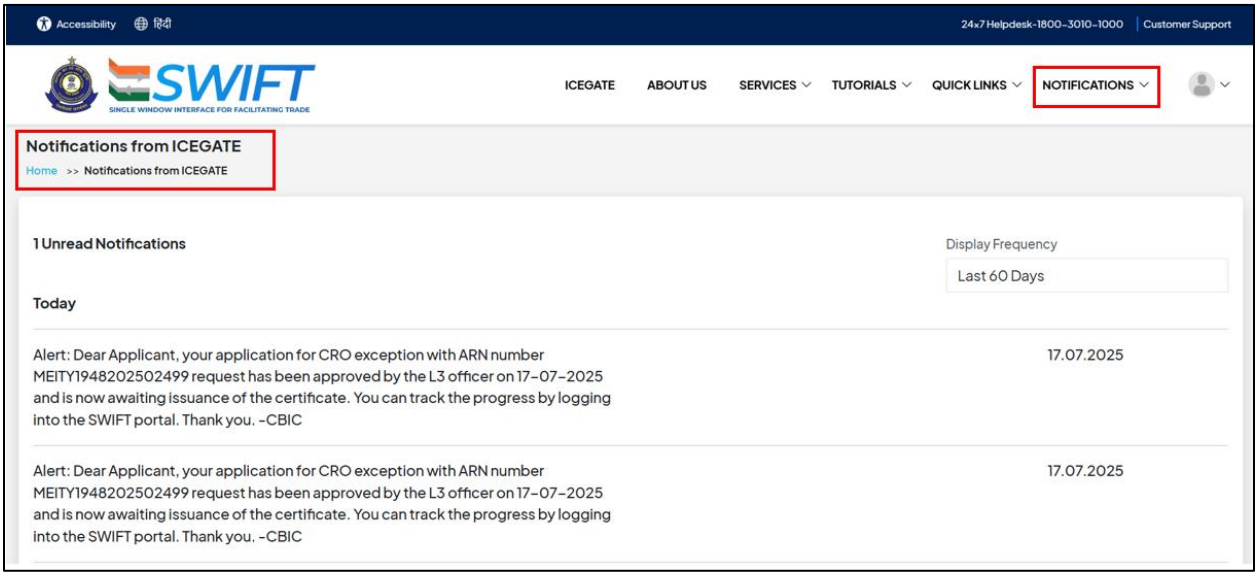
6.1.5 Quick Links

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

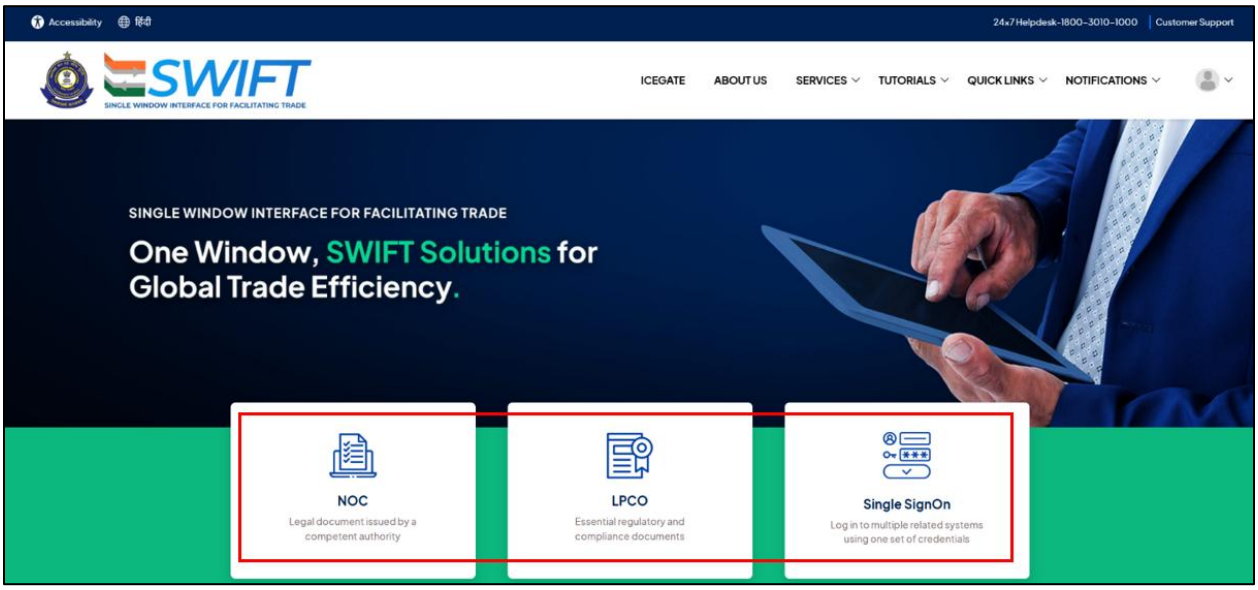
This section gives the user SWIFT related notification on the change in status of any pending work item identified as shown below.



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

7. Unified Dashboard Widgets

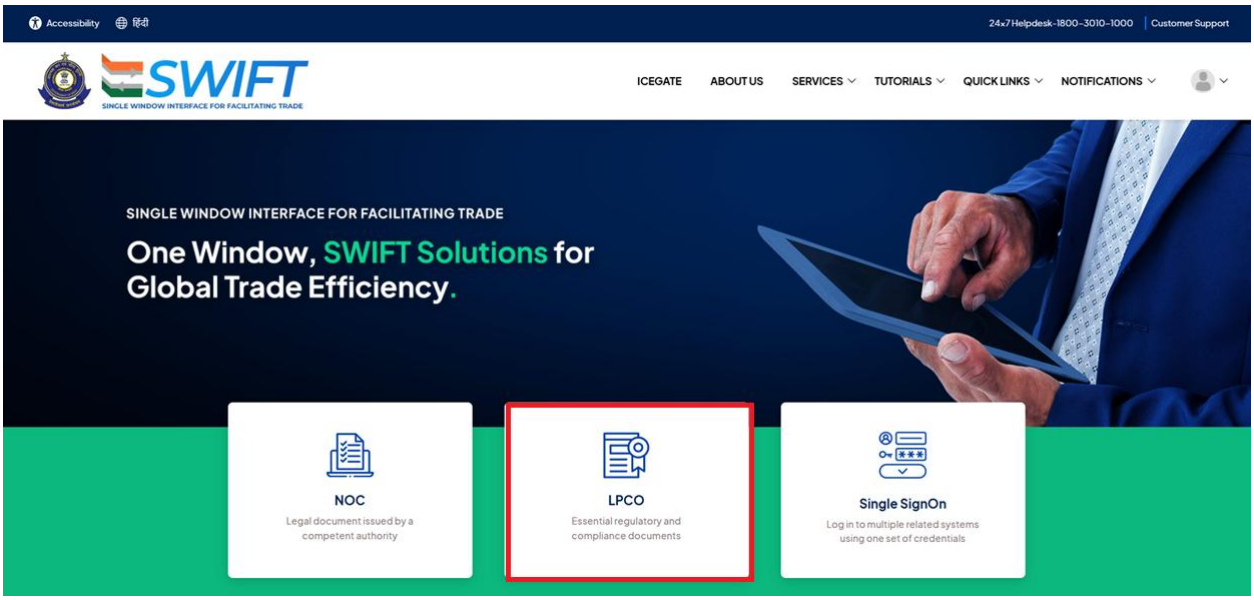
The SWIFT dashboard has three widgets shown below.



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.

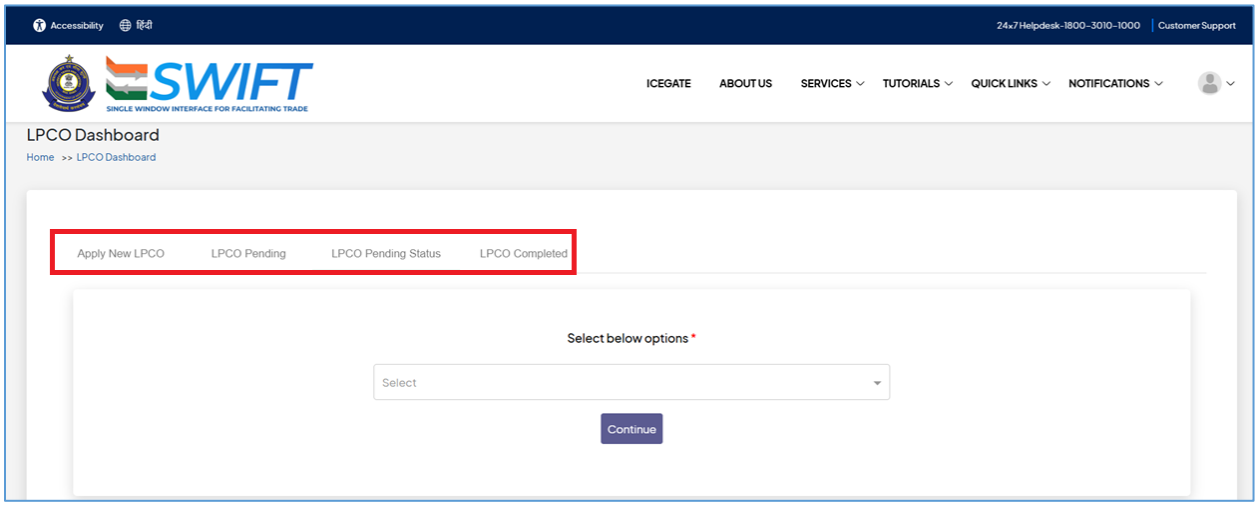
8. LPCO Dashboard

Once the user clicks on the LPCO dashboard, he will land on the screen shown below. They can select the PGA from the dropdown shown below to access PGA specific functionality. A reference flow for SGEPC (IMPORT CERTIFICATE) has been shown below.



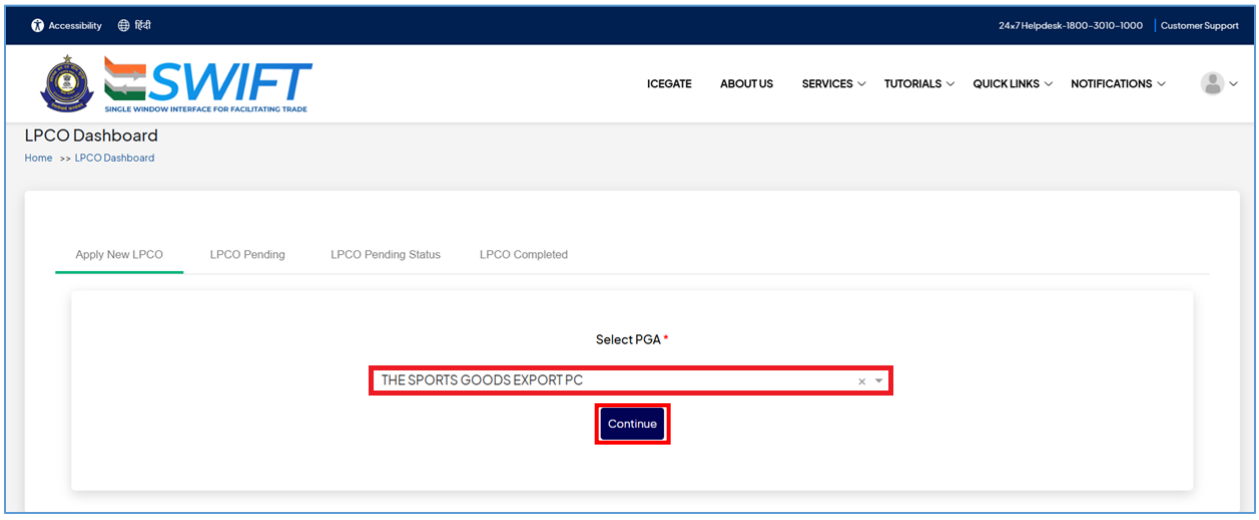
The LPCO Dashboard provides four navigation tabs:

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



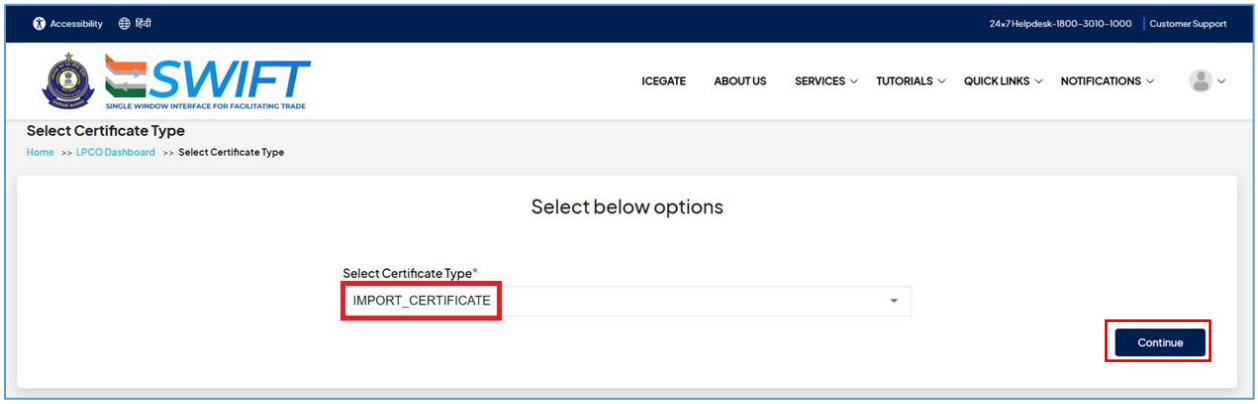
8.1 Apply New LPCO

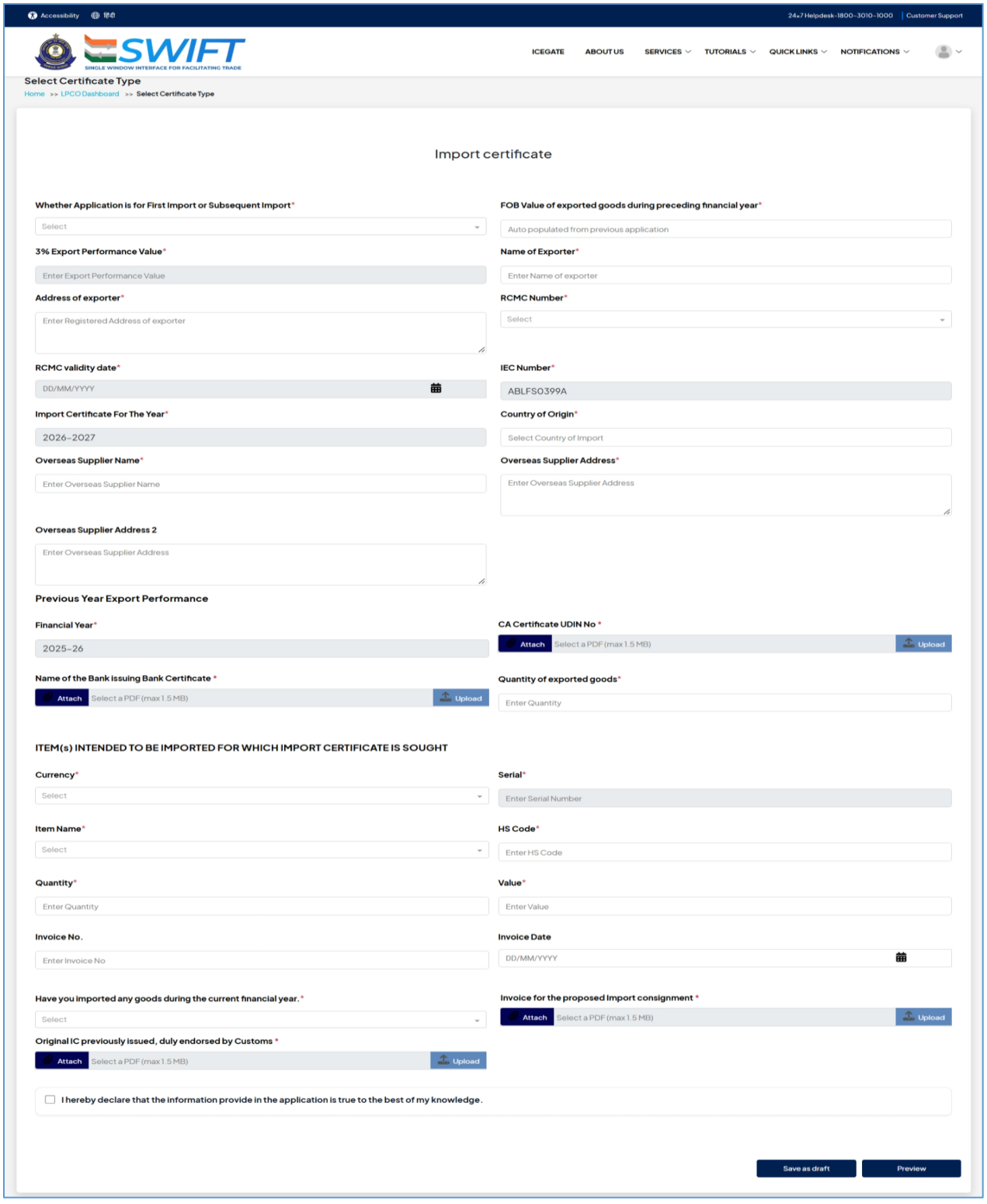
To apply for a new LPCO, select 'The Sports Goods Export PC' from the dropdown menu and then click the 'Continue' button.



8.1.1 Apply for Import Certificate

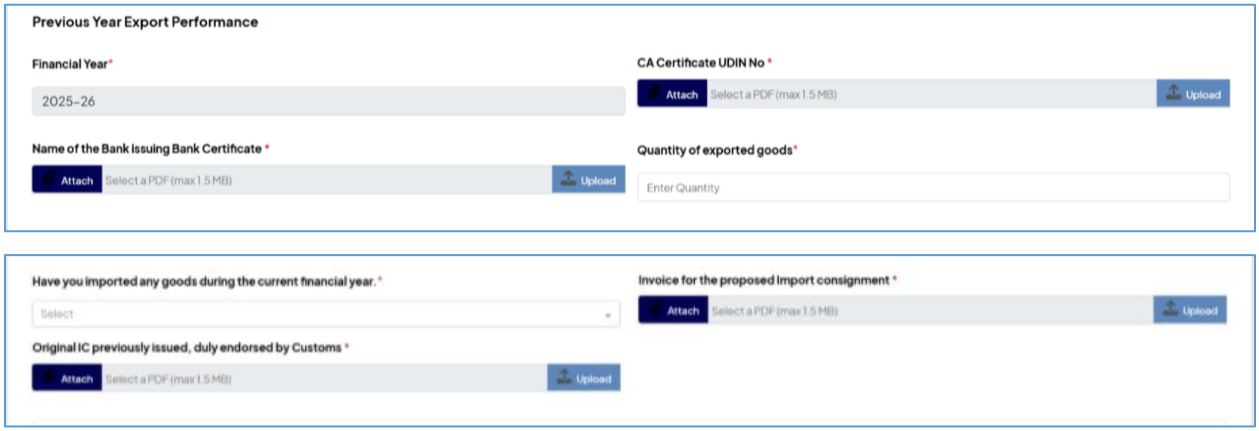
On the ‘Select Certificate Type’ screen, choose the Import Certificate’ from the dropdown list and click ‘Continue’ to proceed.



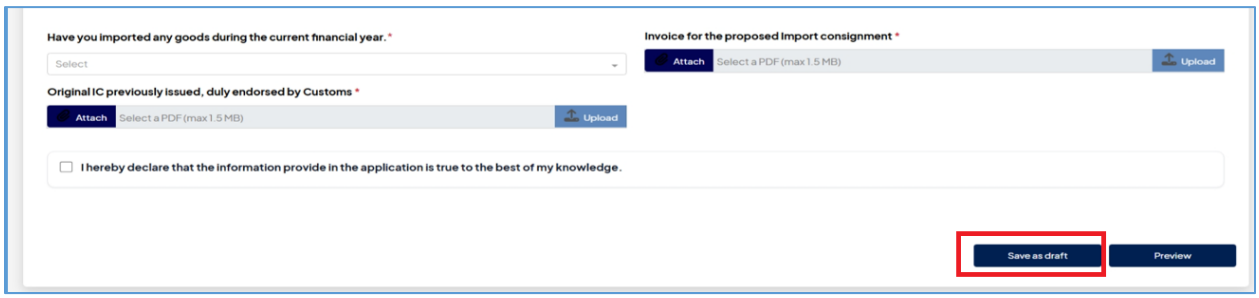

Accessibility
हिंदी
24x7 Helpdesk-1800-3010-1000
Customer Support
SWIFT
SINGLE WINDOW INTERFACE FOR FACILITATING TRADE
ICEGATE
ABOUT US
SERVICES
TUTORIALS
QUICK LINKS
NOTIFICATIONS
Select Certificate Type
Home >> LPCO Dashboard >> Select Certificate Type
Import certificate
Whether Application is for First Import or Subsequent Import*
Select
FOB Value of exported goods during preceding financial year*
Auto populated from previous application
3% Export Performance Value*
Enter Export Performance Value
Name of Exporter*
Enter Name of exporter
Address of exporter*
Enter Registered Address of exporter
RCMC Number*
Select
RCMC validity date*
DD/MM/YYYY
IEC Number*
ABLFS0399A
Import Certificate For The Year*
2026-2027
Country of Origin*
Select Country of Import
Overseas Supplier Name*
Enter Overseas Supplier Name
Overseas Supplier Address*
Enter Overseas Supplier Address
Overseas Supplier Address 2
Enter Overseas Supplier Address
Previous Year Export Performance
Financial Year*
2025-26
CA Certificate UDIN No *
Attach
Select a PDF (max 1.5 MB)
Upload
Name of the Bank issuing Bank Certificate *
Attach
Select a PDF (max 1.5 MB)
Upload
Quantity of exported goods*
Enter Quantity
ITEM(s) INTENDED TO BE IMPORTED FOR WHICH IMPORT CERTIFICATE IS SOUGHT
Currency*
Select
Serial*
Enter Serial Number
Item Name*
Select
HS Code*
Enter HS Code
Quantity*
Enter Quantity
Value*
Enter Value
Invoice No.
Enter Invoice No
Invoice Date
DD/MM/YYYY
Have you imported any goods during the current financial year.*
Select
Invoice for the proposed Import consignment *
Attach
Select a PDF (max 1.5 MB)
Upload
Original IC previously issued, duly endorsed by Customs *
Attach
Select a PDF (max 1.5 MB)
Upload
I hereby declare that the information provide in the application is true to the best of my knowledge.
Save as draft
Preview

Users are required to provide the details of the previous year's export performance by selecting the applicable **Financial Year**, uploading the **CA Certificate (UDIN No.)** in PDF format (maximum 1.5 MB), uploading the **Bank Certificate issued by the concerned bank** in PDF format (maximum 1.5 MB), and entering the **Quantity of Exported Goods**. The user must also specify whether any goods have been imported during the current financial year, upload the **Invoice for the Proposed Import Consignment**, and upload the **Original Import Certificate (IC) previously issued and duly endorsed by Customs**. After entering all required details and attaching the documents, click on the respective **Upload** buttons to submit the information.

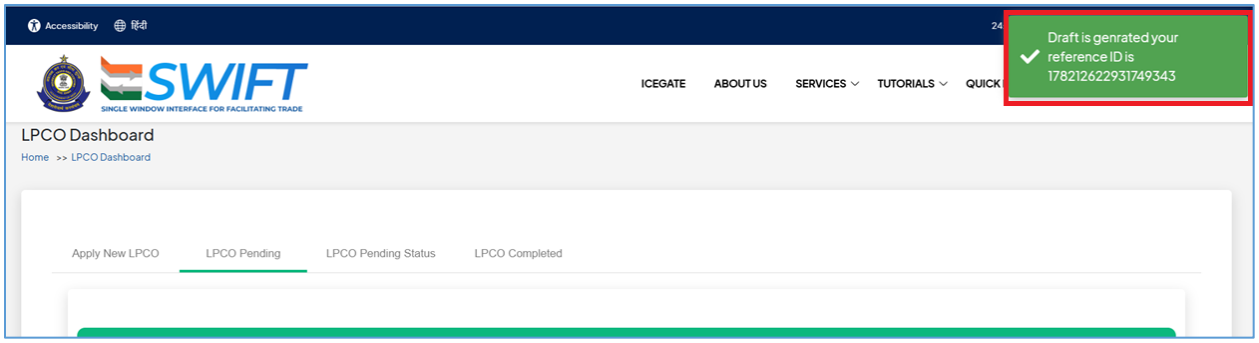
Please note that for subsequent import applications, the submitted details of the previous year's export performance will be auto-populated by the system. The user can verify the auto-populated details.



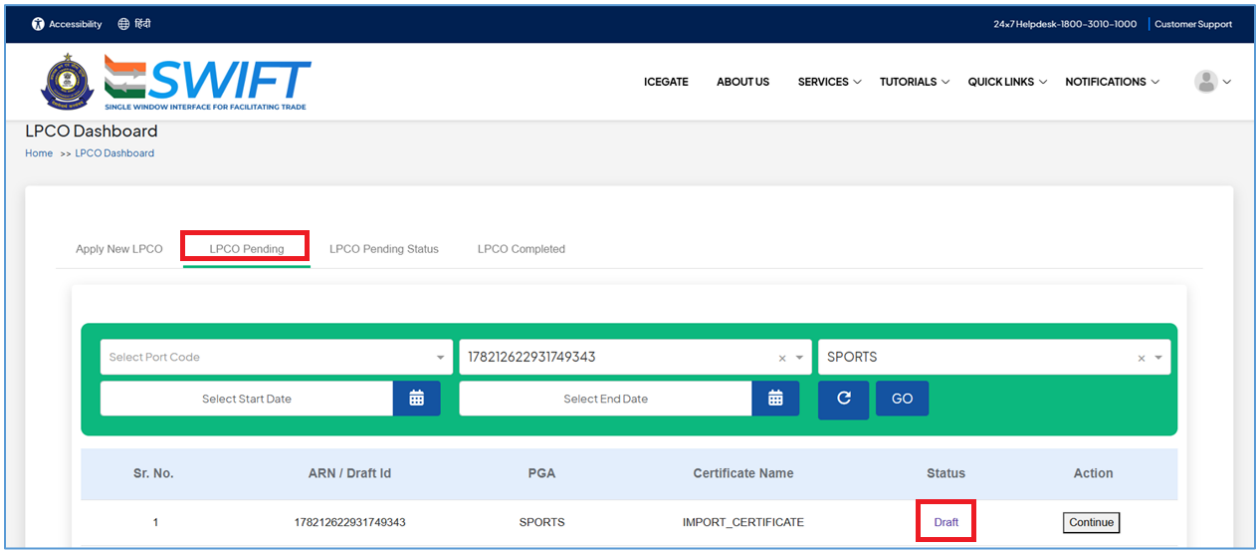
Upon clicking 'Save As Draft' above, a draft reference ID will be generated by the system. The user can then view the application in the 'LPCO Pending' tab, where the status will be displayed as 'Draft' along with the corresponding Draft/ARN ID.



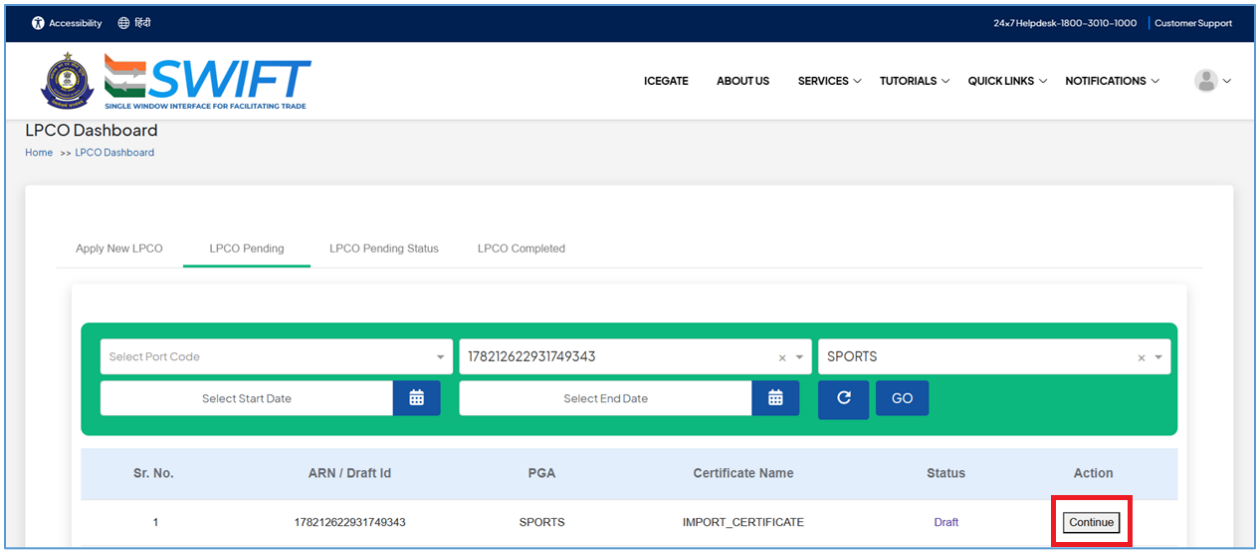
Users will see a confirmation notification confirming successful draft creation, along with a system-generated reference ID for tracking, accessing, and completing the application at a later stage.



User will navigate to the LPCO Pending tab on the dashboard to view draft applications, where the system displays application details such as ARN/Draft ID, certificate name, and status as ‘Draft’, and the user can proceed further by clicking on the ‘Continue’ action button.

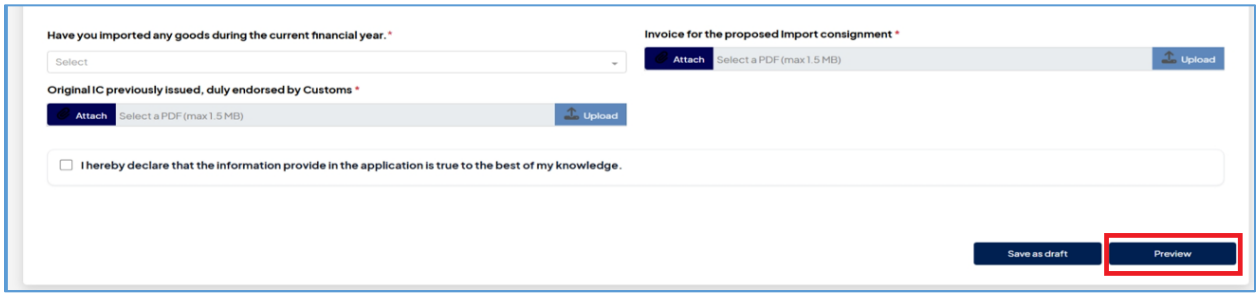


To proceed with a previously saved draft application, the user can click the ‘Continue’ button available under the Action column.

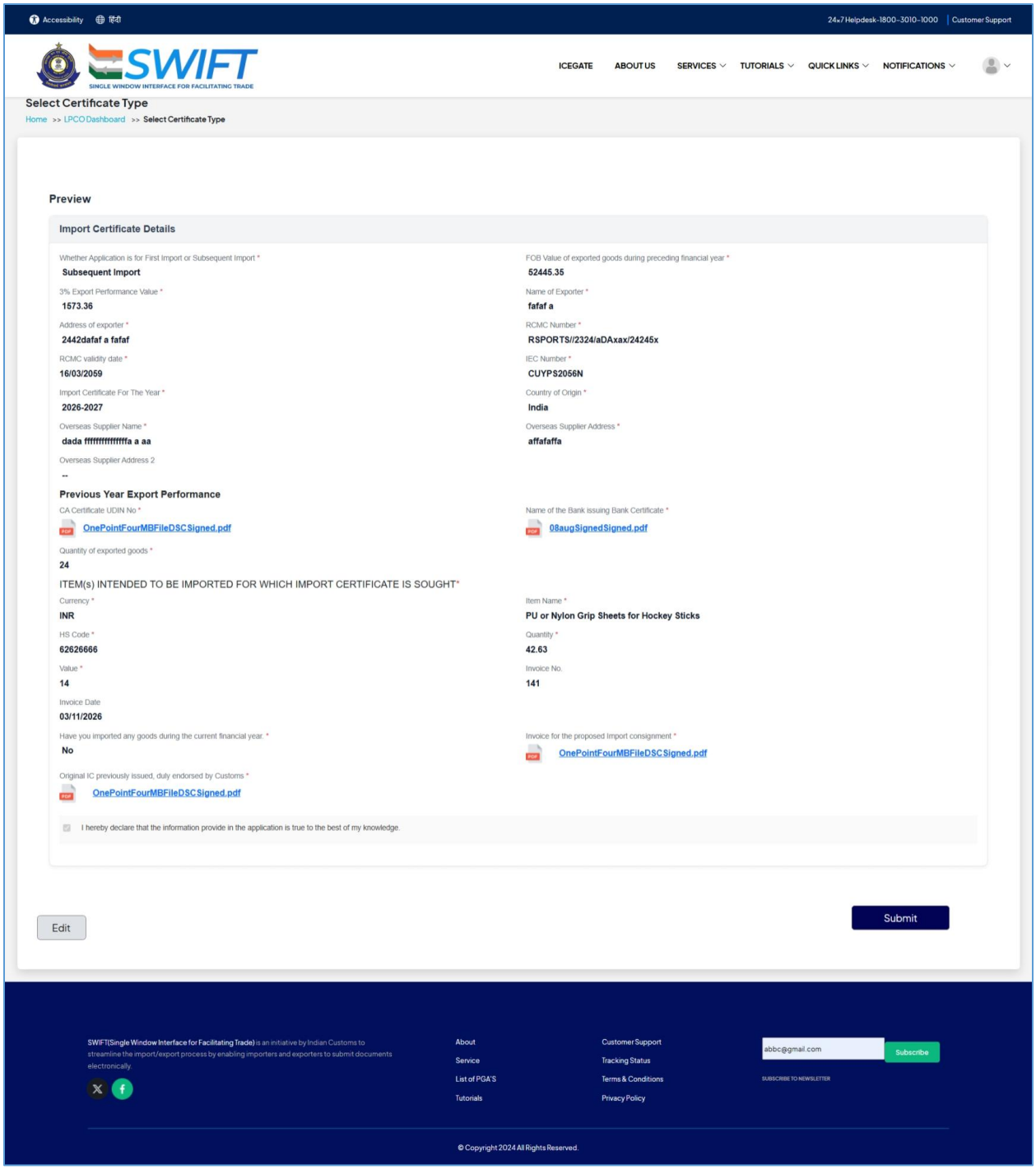


8.1.2 Submission of the Application

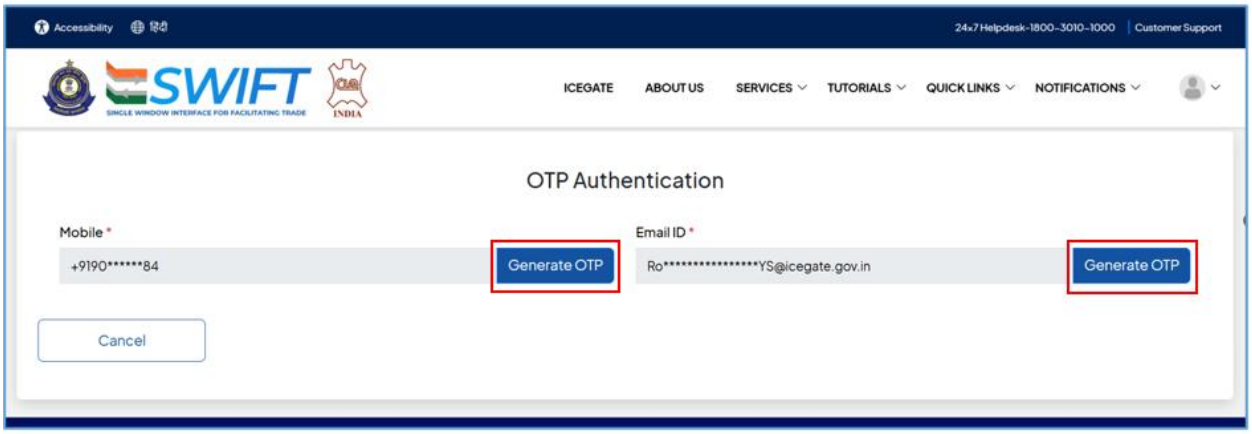
After filling in all the required details and uploading the necessary documents, the user will click the 'Preview' button to review the application before final submission.



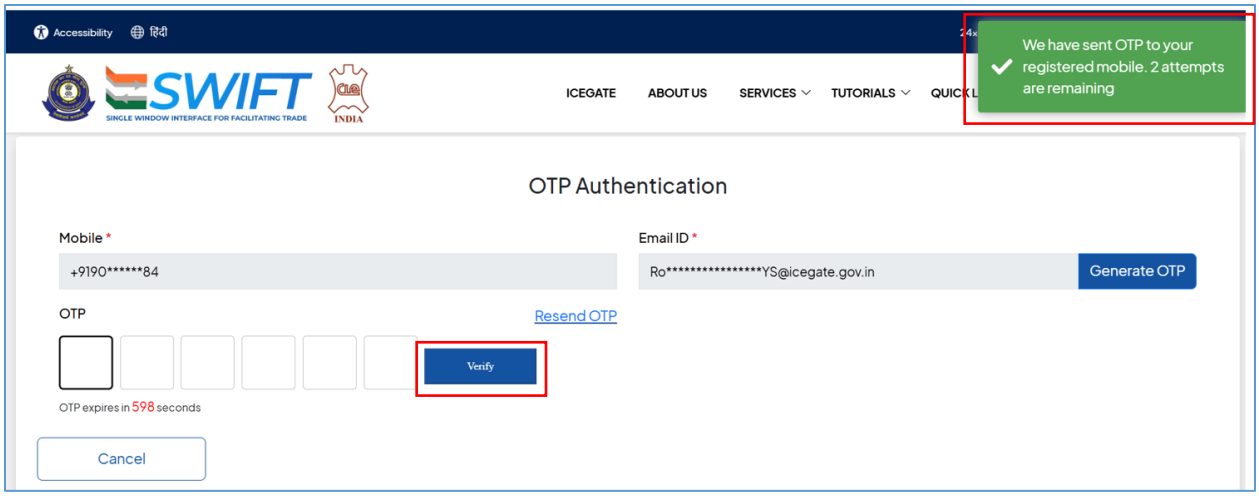
After reviewing the application details on the preview screen, the user will click the 'Submit' button to proceed with the final submission or select 'Edit' to return and make any necessary modifications.



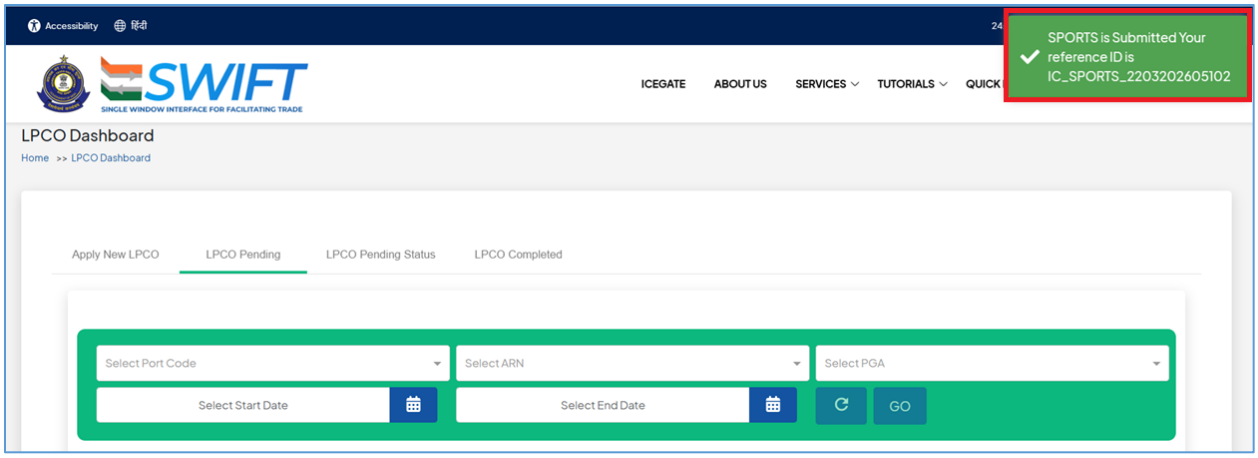
Click on the “Generate OTP” button corresponding to your registered mobile number or email ID to receive the authentication OTP.



Enter the OTP received on your registered mobile number in the designated boxes and click the “Verify” button to complete the authentication process.

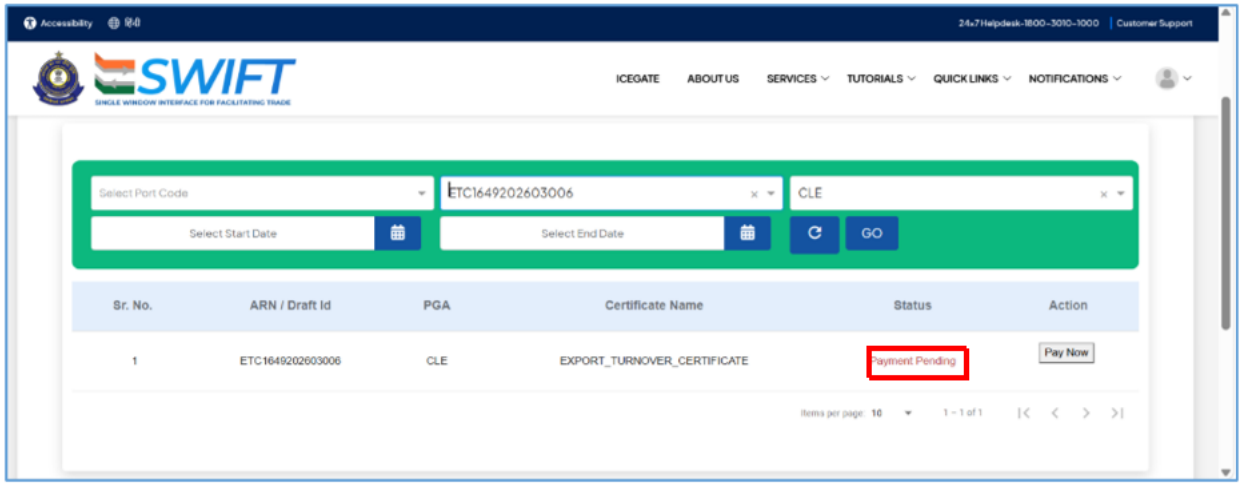


Upon submitting the application, User will receive a confirmation message indicating that the ‘SGEPC (IMPORT CERTIFICATE)’ LPCO application has been successfully submitted, along with a unique reference ID (Example IC-SGEPC (IMPORT CERTIFICATE) _XXXXXXXXXX) for tracking and future reference.

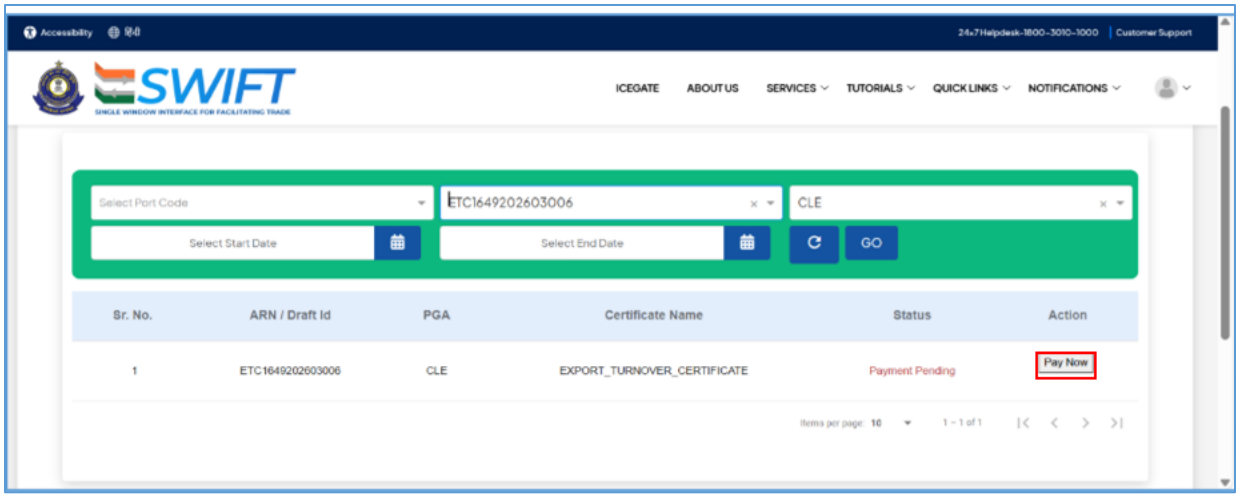


8.2 LPCO Pending

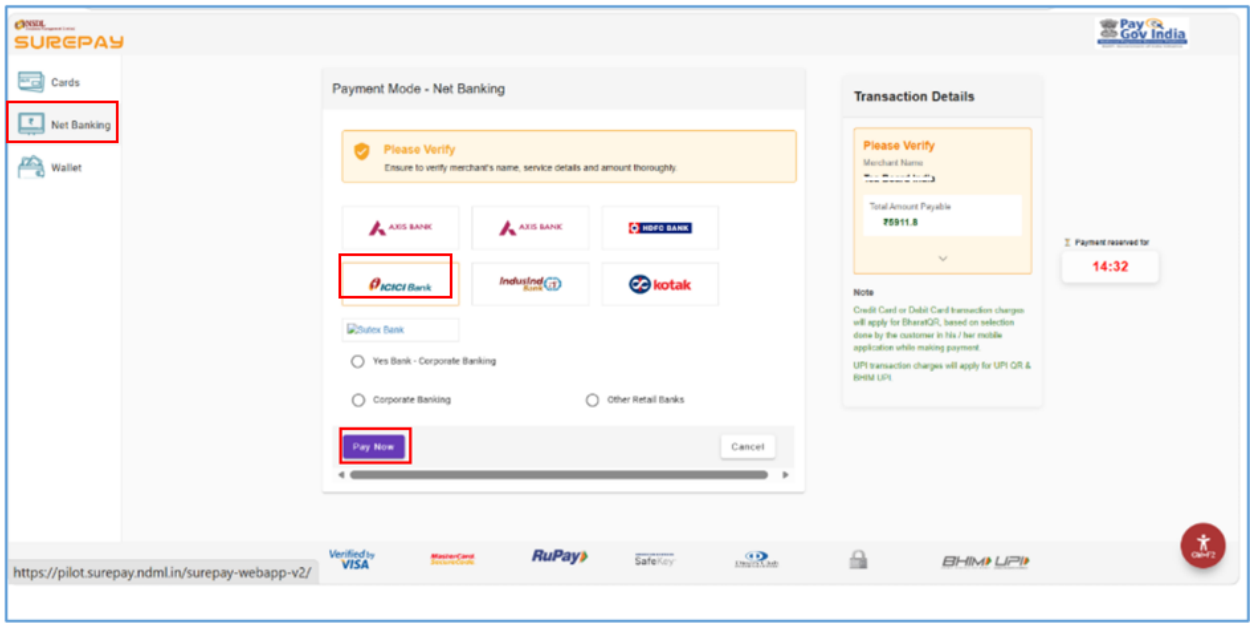
After submission, the application appears under the “LPCO Pending” tab, where its status is displayed as “Payment Pending.



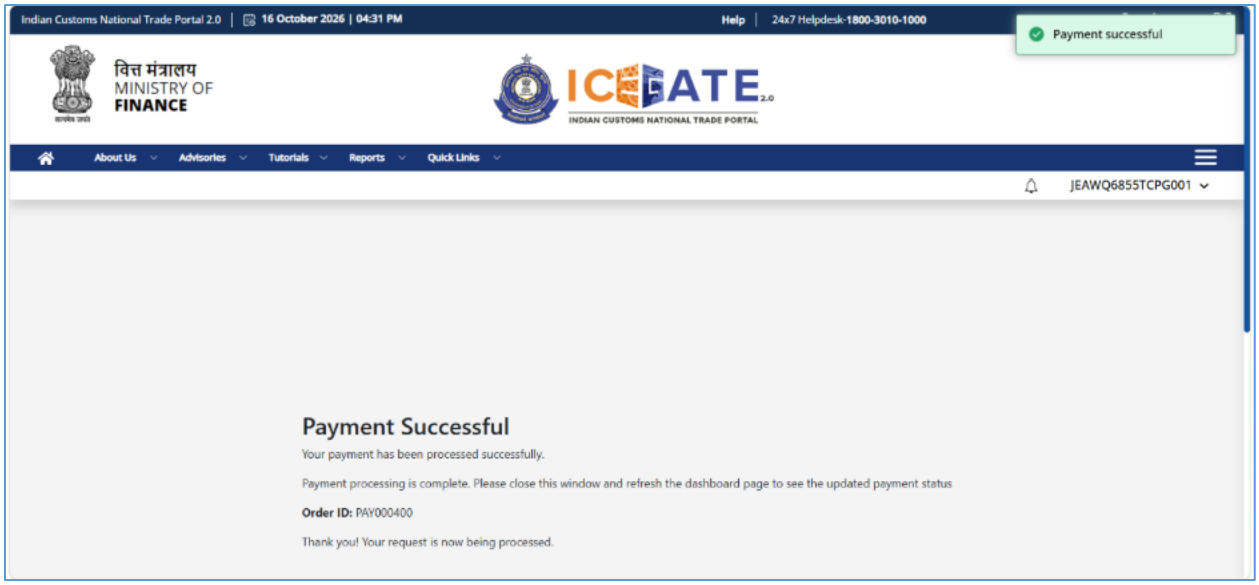
To proceed with the pending payment, click the on the **Pay Now** button displayed under the “Action” column in the LPCO Pending section.



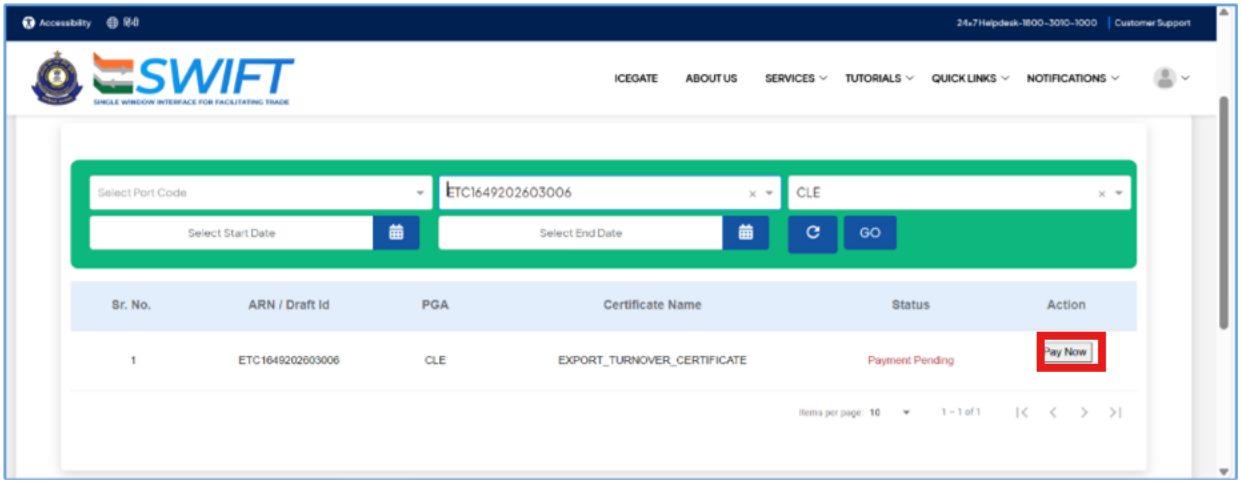
On Clicking on the Pay Now button user will be redirected to **PayGov** page, where users will get the option to choose the **Payment Mode** (Cards, Net Banking, Wallet), **Bank name** and user need to verify the transaction details within allocated time display in screen. After that User will click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



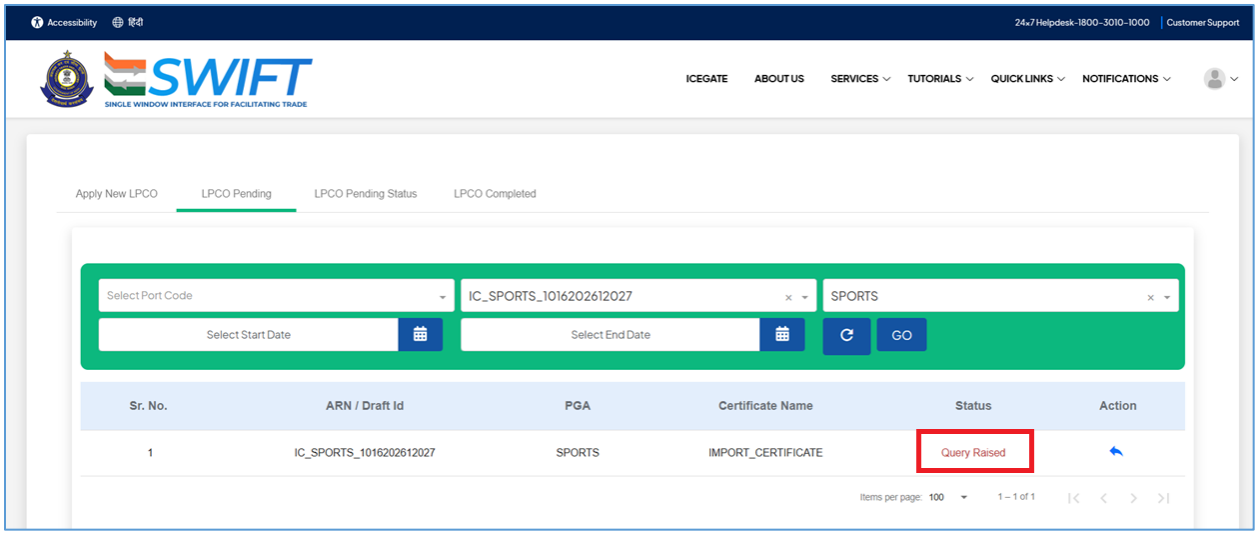
If payment is successful, then the User gets the confirmation of payment successfully completed on screen as given below.



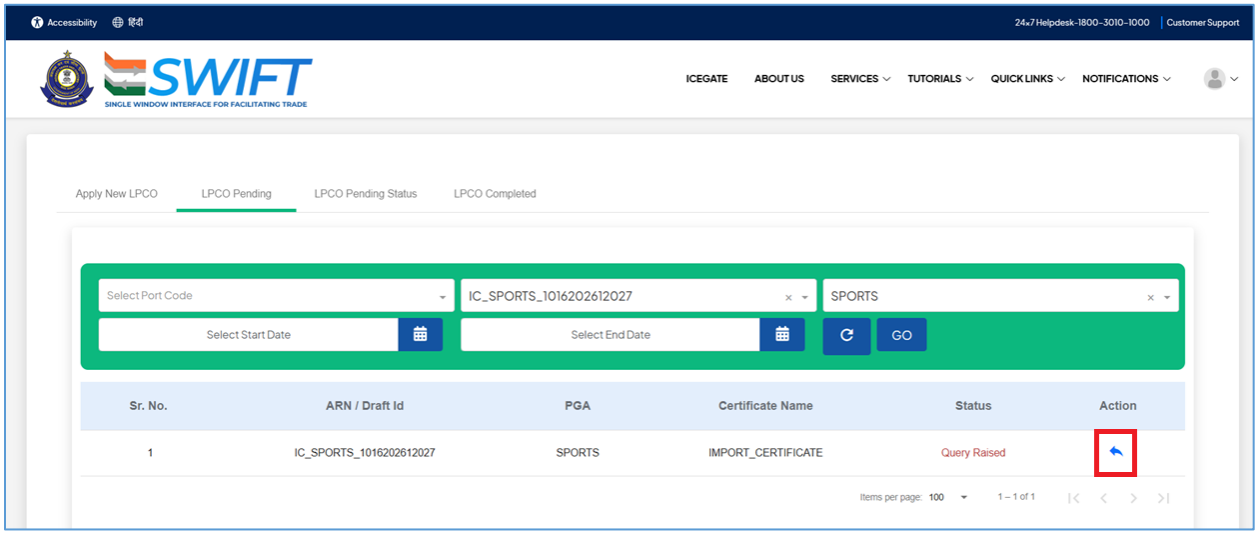
In case of failure of payment user will repeat the above process to reinitiate payment process by clicking on the **Pay Now** button.



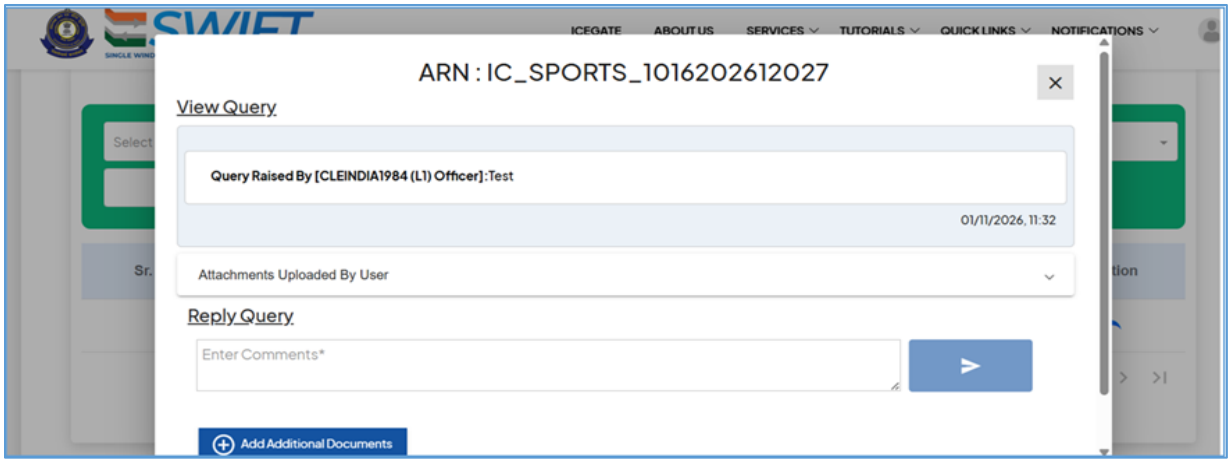
Once the payment process is completed, the officer may raise a query if required, and the same will be displayed on the user dashboard with the status marked as “Query Raised” indicating that the officer has requested additional information or clarification.



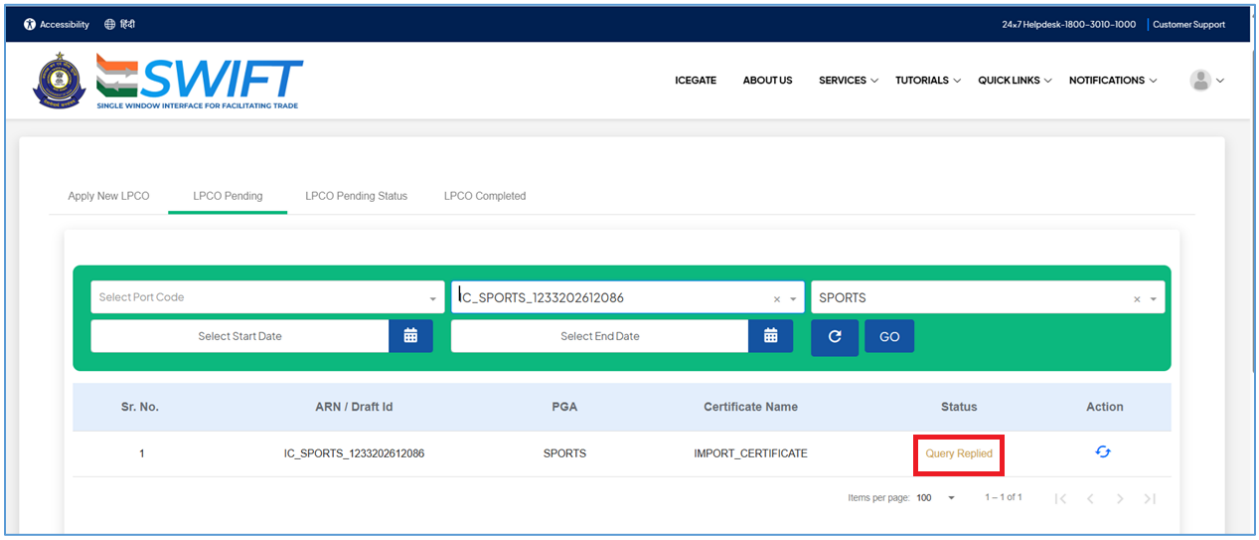
To view and respond to the officer's query, click the arrow icon displayed under the "Action" column corresponding to the application marked as "Query Raised."



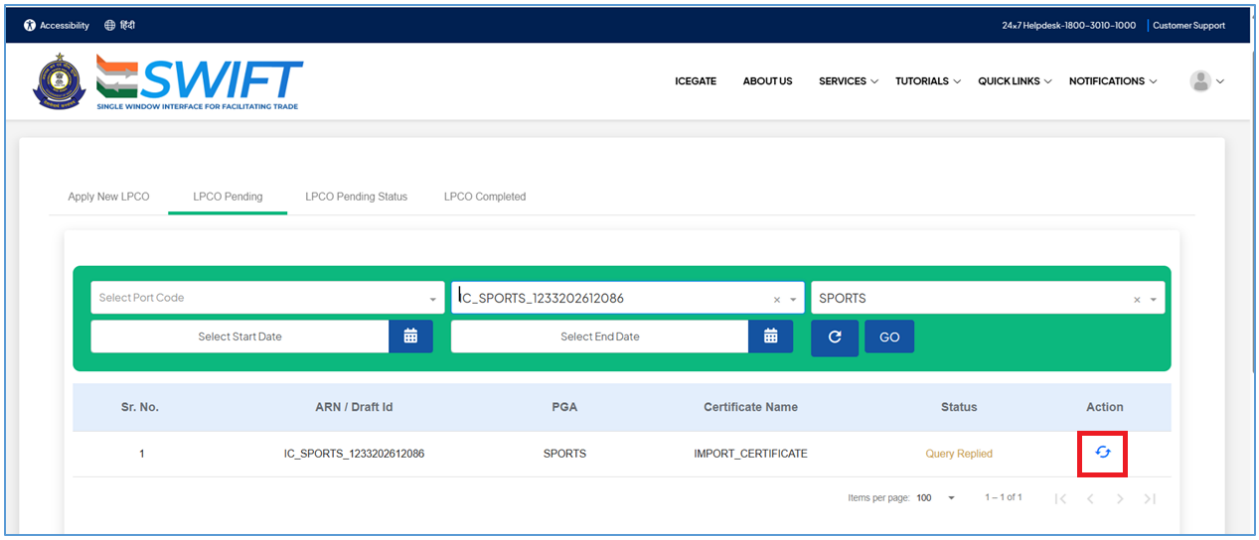
The user can view the officer's query displayed at the top of the window and is required to enter comments and attach any supporting documents (if any) in the "Reply Query" section before submitting the response.

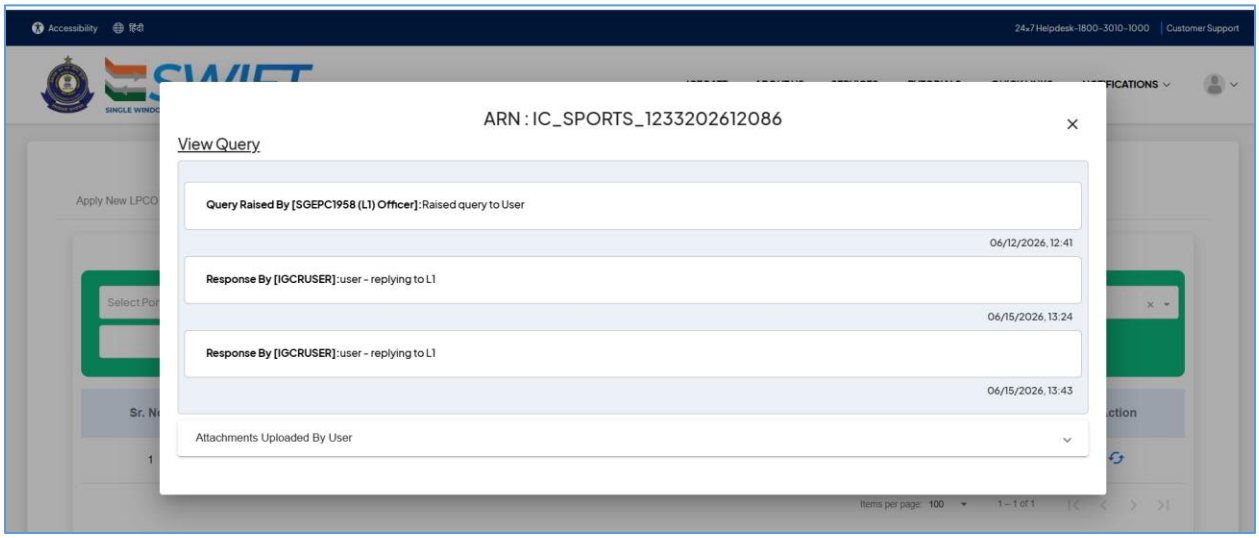


After submitting the response to the officer's query, the application status is updated to "Query Replied".

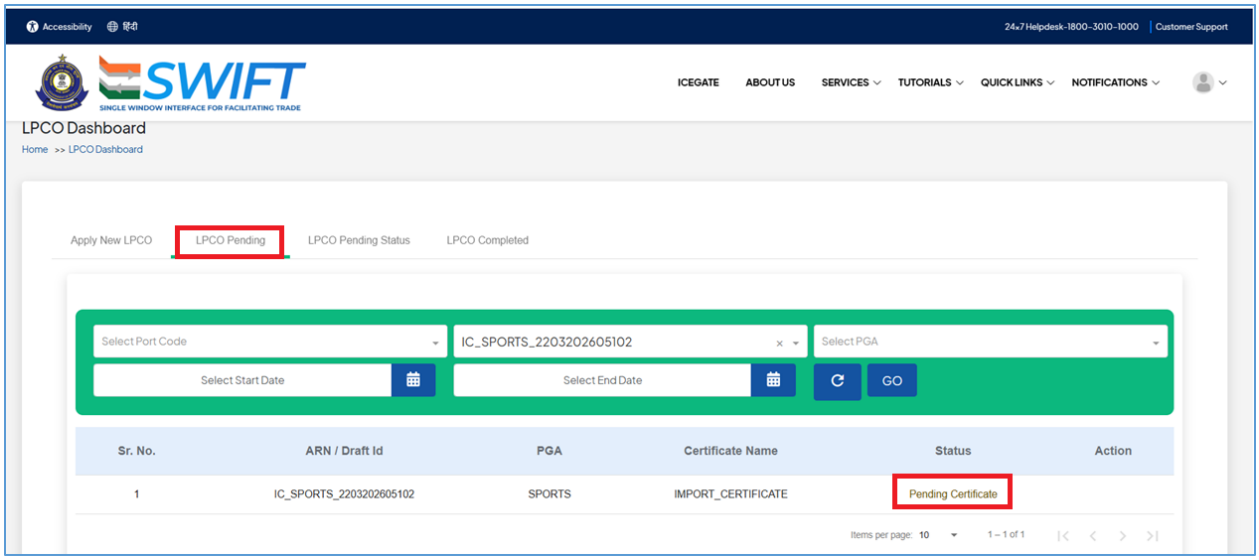


The user can view both the officer's query and the submitted response in the "View Query" window by clicking the icon displayed under the 'Action' column.



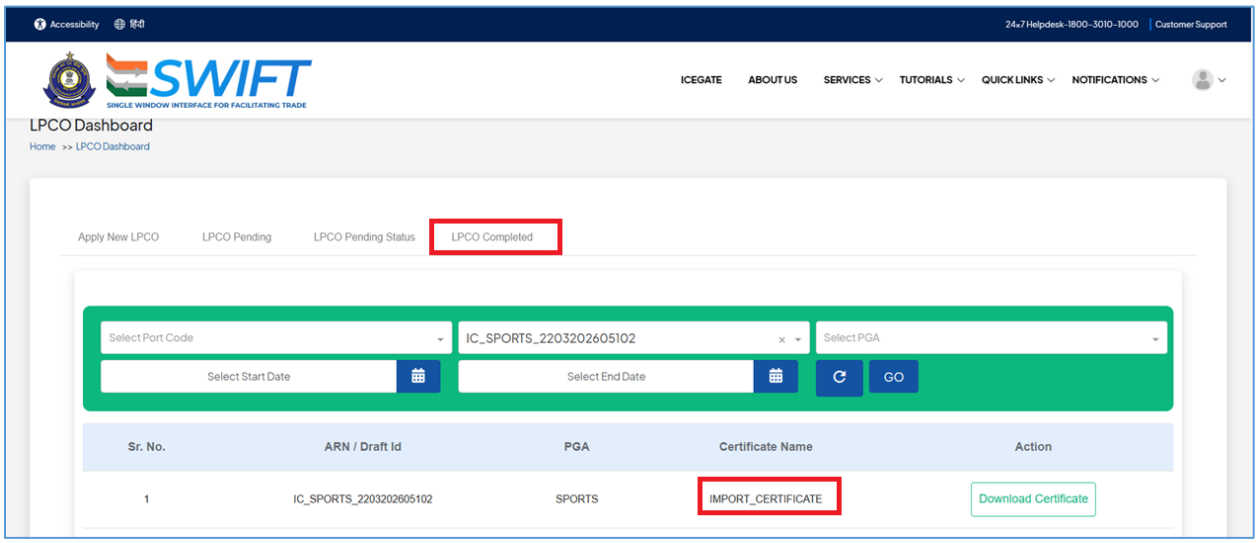


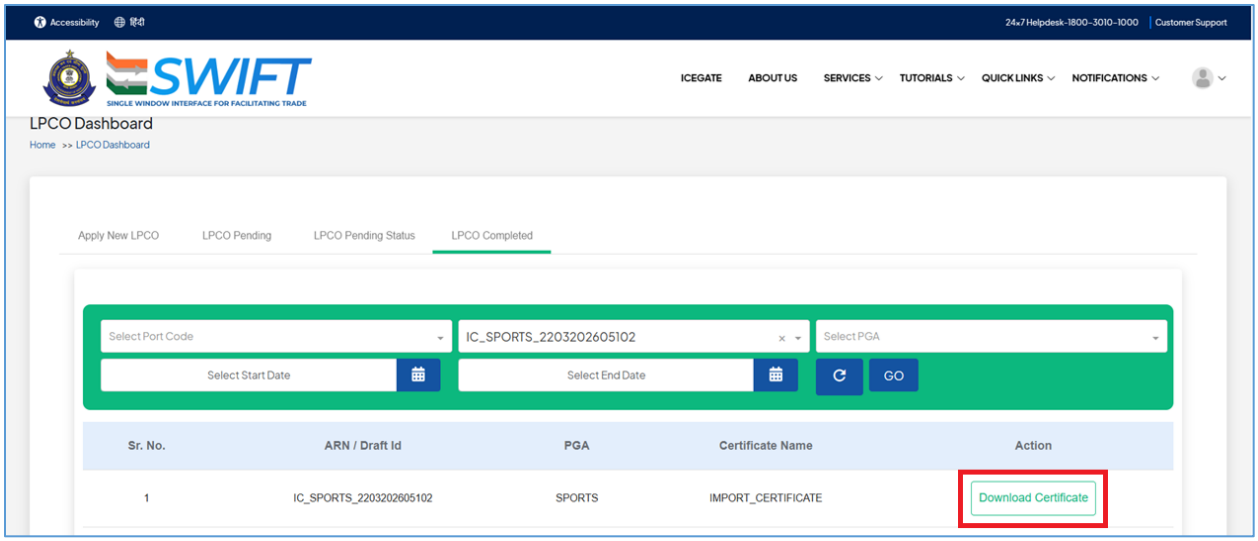
After officer approval, the application status will be updated to ‘Pending Certificate’, which means the certificate is under processing.



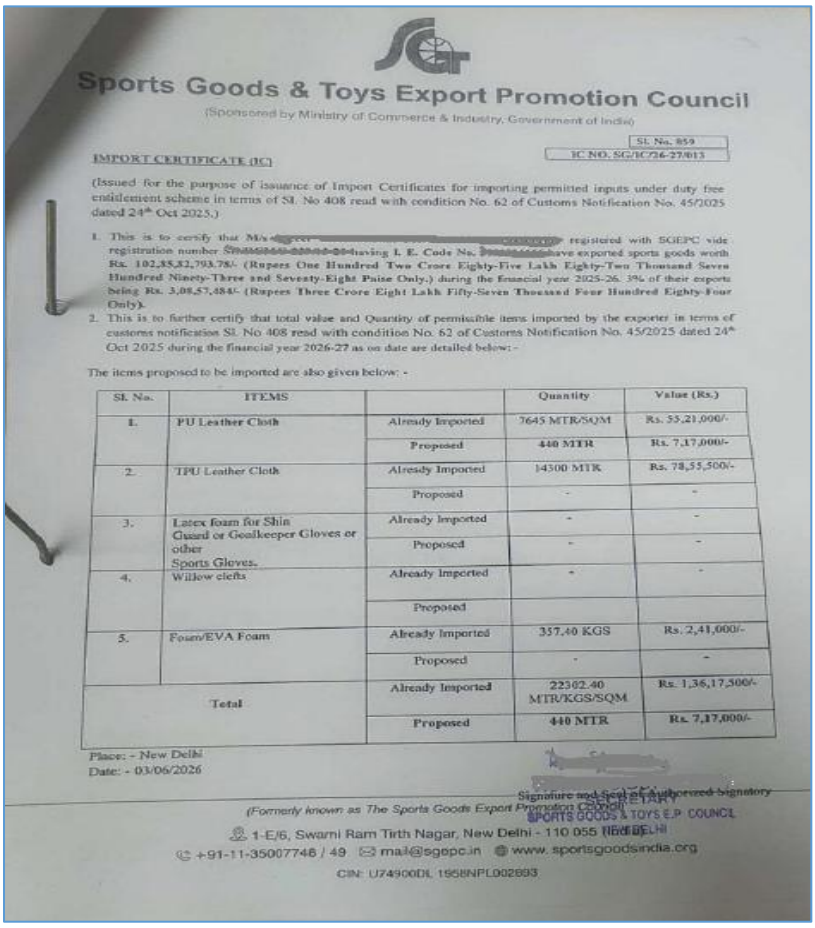
8.3 LPCO Completed

After the officer issues the certificate, the application will be moved to the 'LPCO Completed' section on the user dashboard, where the user can view and download the issued certificate by clicking the "Download Certificate" button displayed under the 'Action' column.




Accessibility
हिंदी
24x7 Helpdesk-1800-3010-1000
Customer Support
ICEGATE
ABOUT US
SERVICES
TUTORIALS
QUICK LINKS
NOTIFICATIONS
LPCO Dashboard
Home >> LPCO Dashboard
Apply New LPCO
LPCO Pending
LPCO Pending Status
LPCO Completed
Select Port Code
IC_SPORTS_2203202605102
Select PGA
Select Start Date
Select End Date
GO
Sr. No.
ARN / Draft Id
PGA
Certificate Name
Action
1
IC_SPORTS_2203202605102
SPORTS
IMPORT_CERTIFICATE
Download Certificate

8.3.1 Sample Certificate



Sports Goods & Toys Export Promotion Council

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

Sl. No. 859
IC NO. SG/IC/26-27/013

IMPORT CERTIFICATE (IC)

(Issued for the purpose of issuance of Import Certificates for importing permitted inputs under duty free entitlement scheme in terms of Sl. No 408 read with condition No. 62 of Customs Notification No. 45/2025 dated 24th Oct 2025.)

1. This is to certify that M/s [redacted] registered with SGEPC vide registration number [redacted] having I. E. Code No. [redacted] have exported sports goods worth Rs. 102,85,82,793.78/- (Rupees One Hundred Two Crore Eighty-Five Lakh Eighty-Two Thousand Seven Hundred Ninety-Three and Seventy-Eight Paise Only.) during the financial year 2025-26. 3% of their exports being Rs. 3,08,57,484/- (Rupees Three Crore Eight Lakh Fifty-Seven Thousand Four Hundred Eighty-Four Only).
2. This is to further certify that total value and Quantity of permissible items imported by the exporter in terms of customs notification Sl. No 408 read with condition No. 62 of Customs Notification No. 45/2025 dated 24th Oct 2025 during the financial year 2026-27 as on date are detailed below: -

The items proposed to be imported are also given below: -

Sl. No.	ITEMS		Quantity	Value (Rs.)
1.	PU Leather Cloth	Already Imported	7645 MTR/SQM	Rs. 55,21,000/-
		Proposed	440 MTR	Rs. 7,17,000/-
2.	TPU Leather Cloth	Already Imported	14300 MTR	Rs. 78,55,500/-
		Proposed	-	-
3.	Latex foam for Shin Guard or Goalkeeper Gloves or other Sports Gloves.	Already Imported	-	-
		Proposed	-	-
4.	Willow clefts	Already Imported	-	-
		Proposed		
5.	Foam/EVA Foam	Already Imported	357.40 KGS	Rs. 2,41,000/-
		Proposed	-	-
Total		Already Imported	22302.40 MTR/KGS/SQM	Rs. 1,36,17,500/-
		Proposed	440 MTR	Rs. 7,17,000/-

Place: - New Delhi
Date: - 03/06/2026

Signature and Seal of Authorised Signatory

SECRETARY
SPORTS GOODS & TOYS E.P. COUNCIL
NEW DELHI

(Formerly known as The Sports Goods Export Promotion Council)
1-E/6, Swarni Ram Tirth Nagar, New Delhi - 110 055 (India)
+91-11-35007746 / 49 mail@sgepc.in www.sportsgoodsindia.org
CIN: U74900DL 1958NPL002693

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

