Unified Dashboard

Tea Board (LPCO)

User Manual

Version 1.02

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

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.

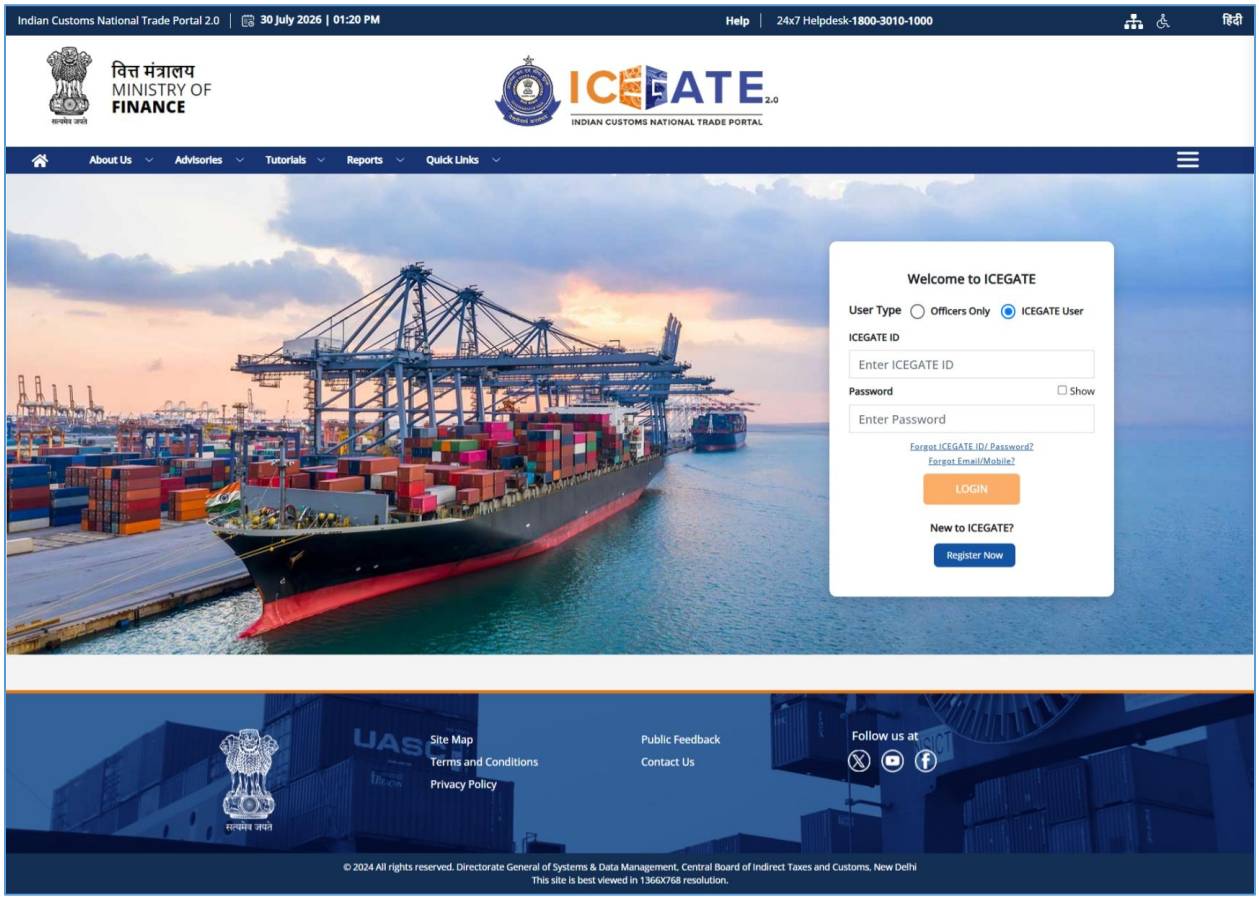
4. Abbreviations

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.	NOC	No Objection Certificate
4.	LPCO	Licenses, Permits, Certificates, and Others
5.	CBIC	Central Board of Indirect Taxes and Customs
6.	CHA	Customs House Agent also known as Customs Broker
7.	IEC	Importer Exporter Code
8.	IRN	Image Reference Number
9.	PGA	Participating Government Agency
10.	SSO	Single Sign On
11.	IGM	Import General Manifest
12.	GSTN	Goods and Services Tax Network
13.	CA	Charted Accountant

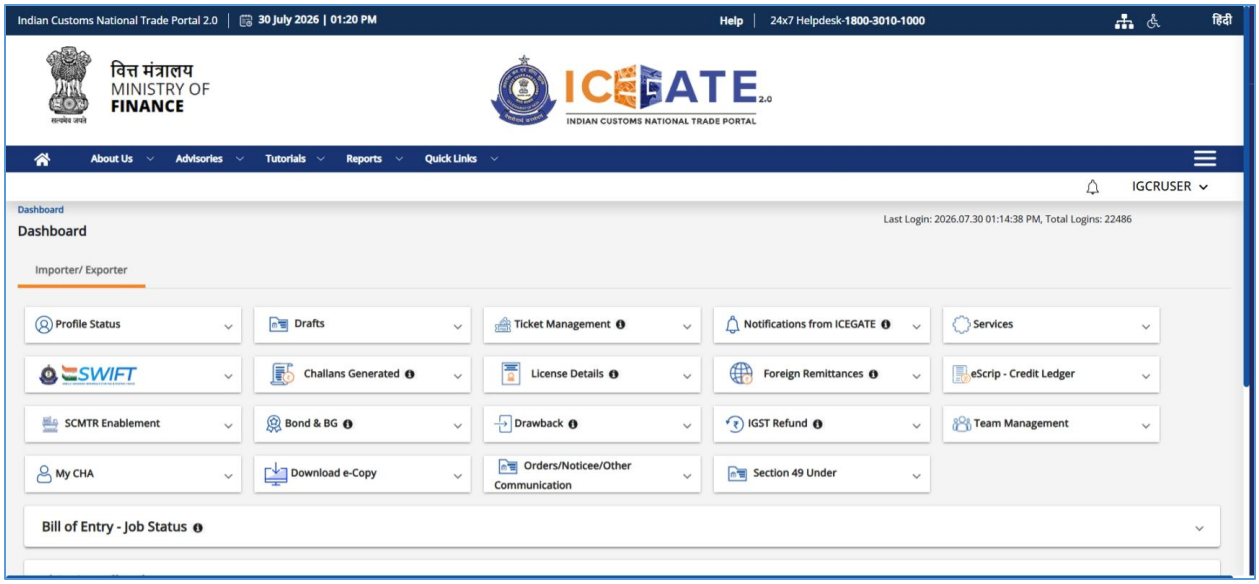
5. Navigation for Trade Users – Unified Dashboard

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

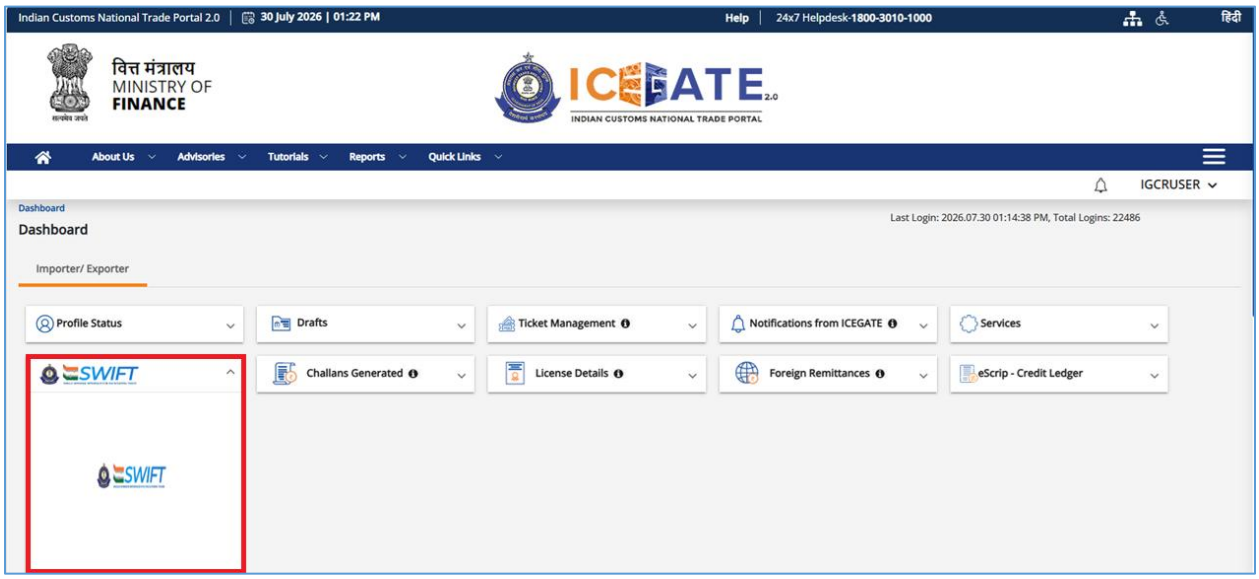
- **Step-1:** The trade users can access the ICEGATE dashboard by providing their ICEGATE ID and Password and clicking on the Login button. In such a case, the 'User Type' that needs to be selected shall be 'ICEGATE User'.



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

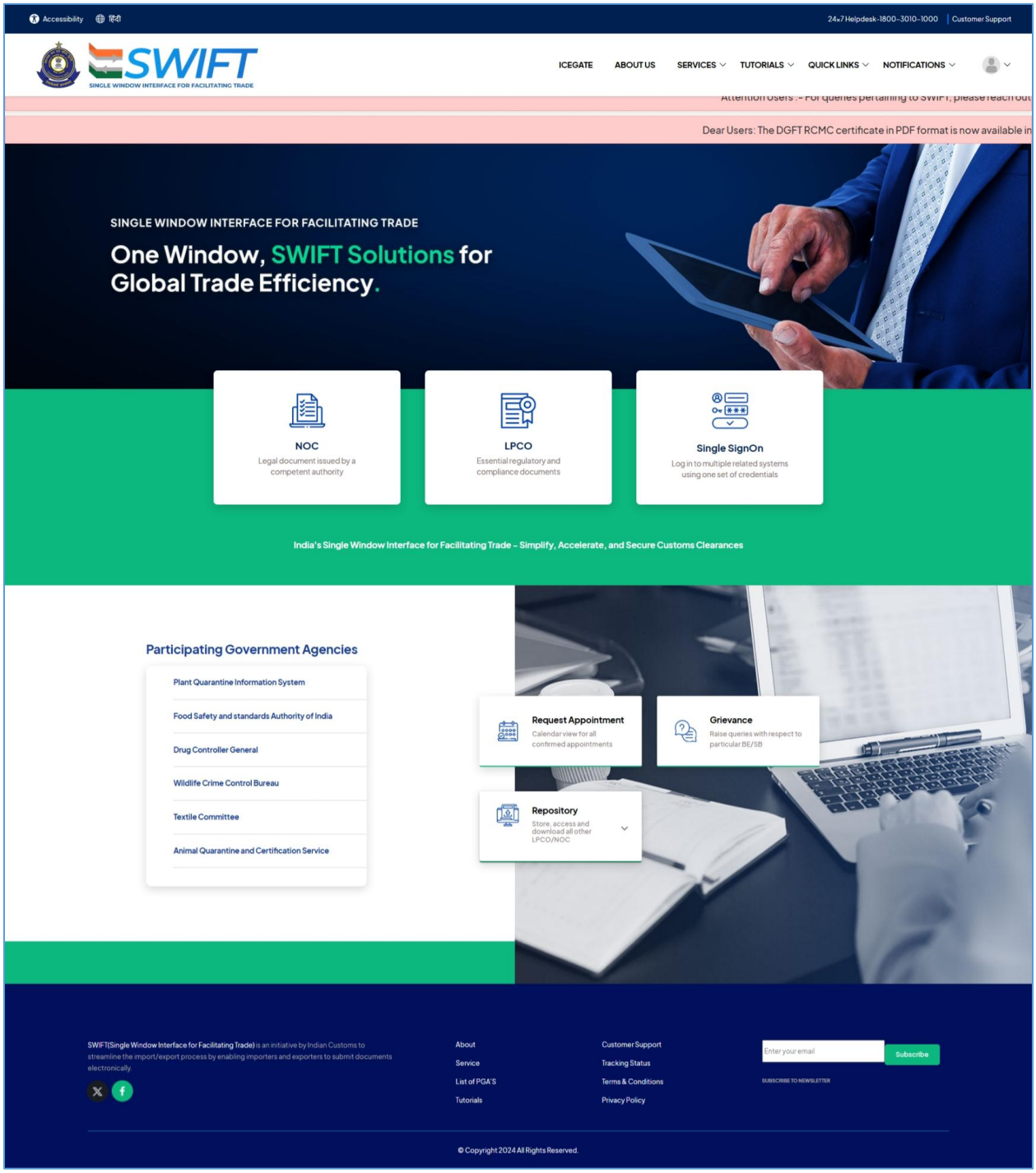


➢ **Step-3:** The user will then click the SWIFT widget:



6. Unified Dashboard - Trade User Screen

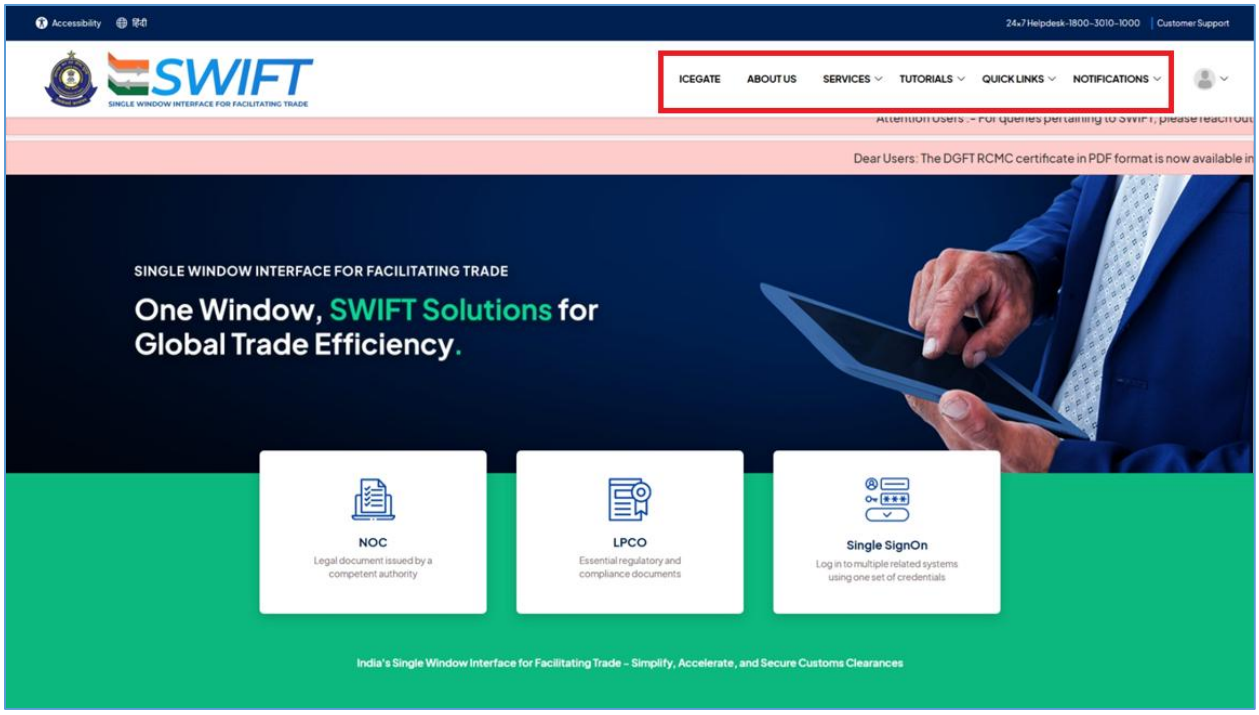
Upon clicking the ***'SWIFT'*** widget, the system displays the Unified dashboard screen below-



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:



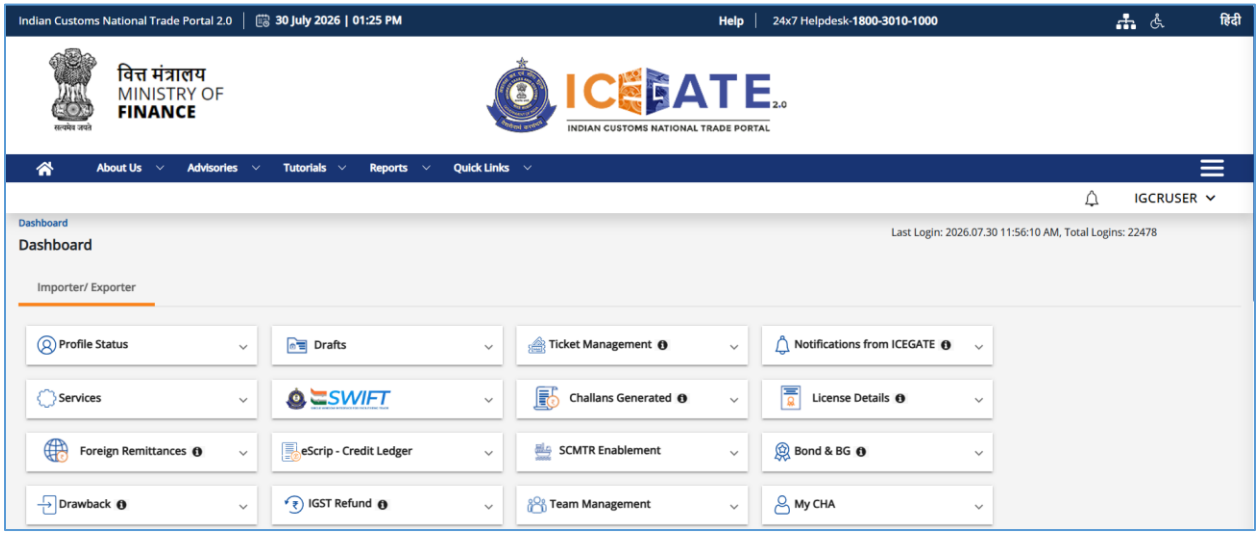
The six components of the menu bar at the top of the page are:

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

These are explained below:

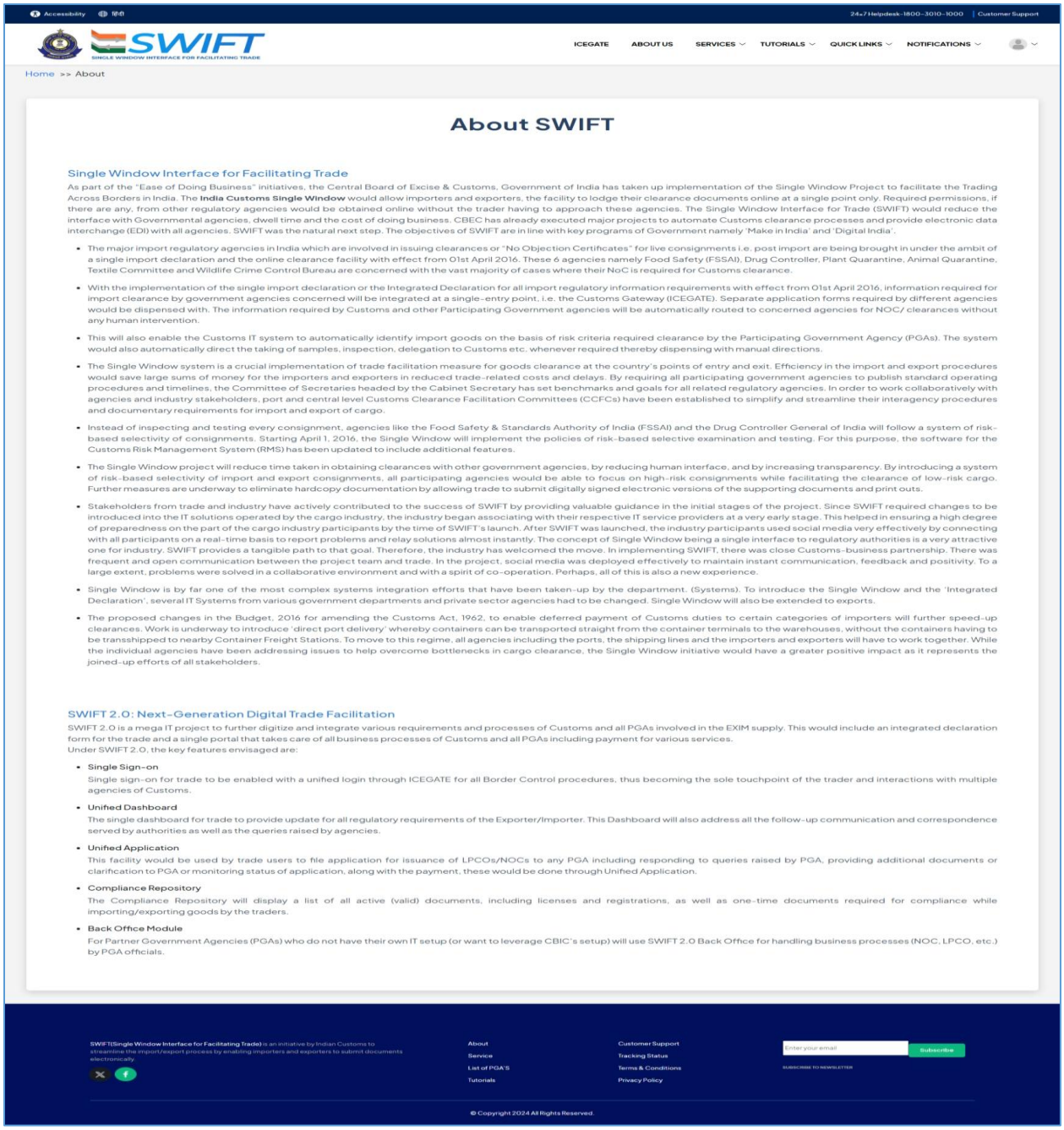
6.1.1 ICEGATE

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



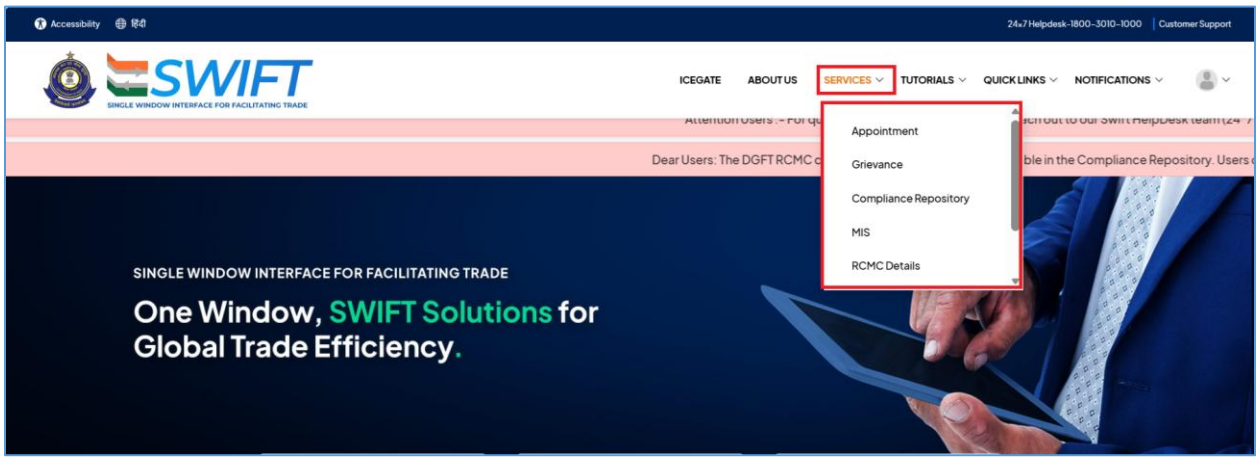
6.1.2 About Us

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.

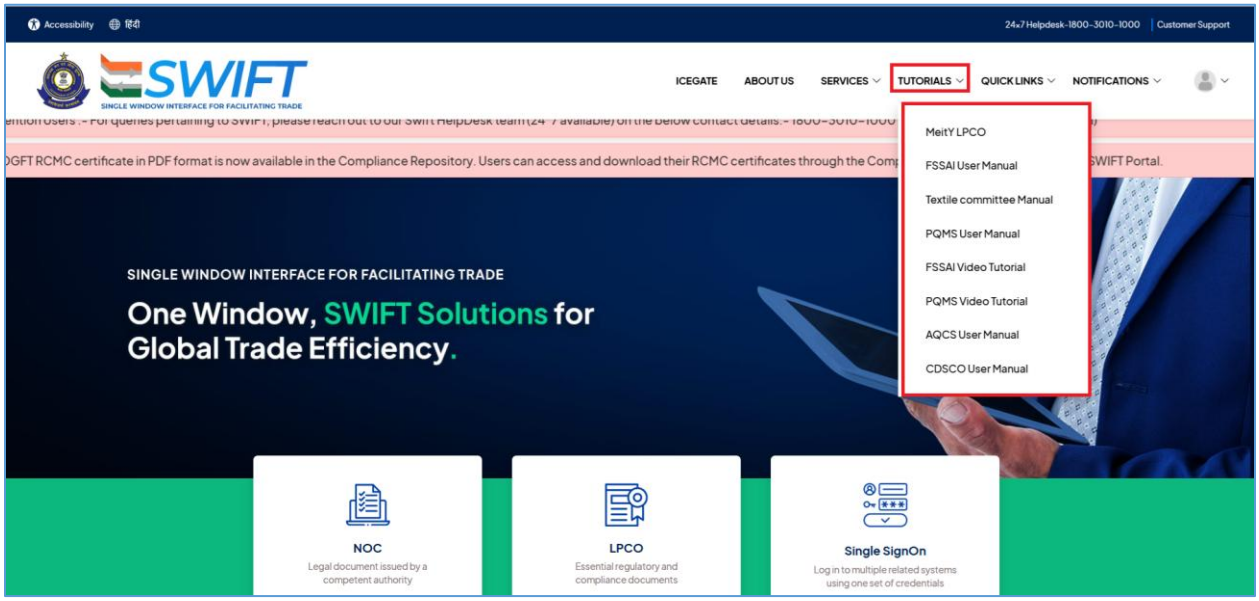
2. **Grievance:** As and when PGAs get integrated for this module, the users can raise a grievance as per their requirement with a specific PGA.

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.

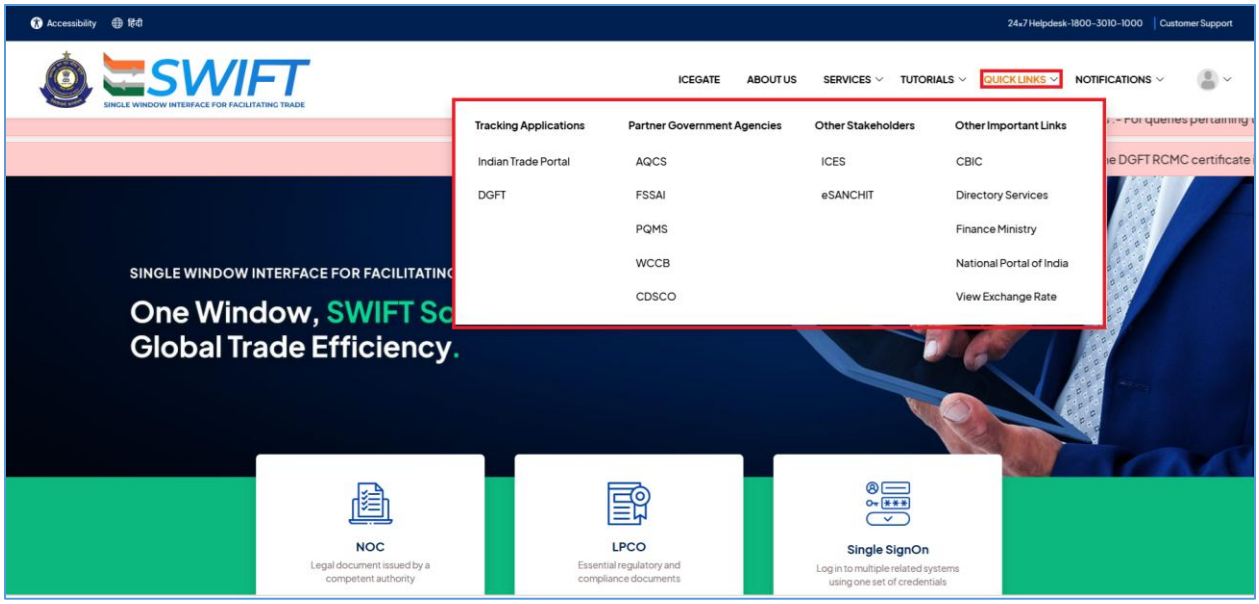
6.1.4 Tutorials

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



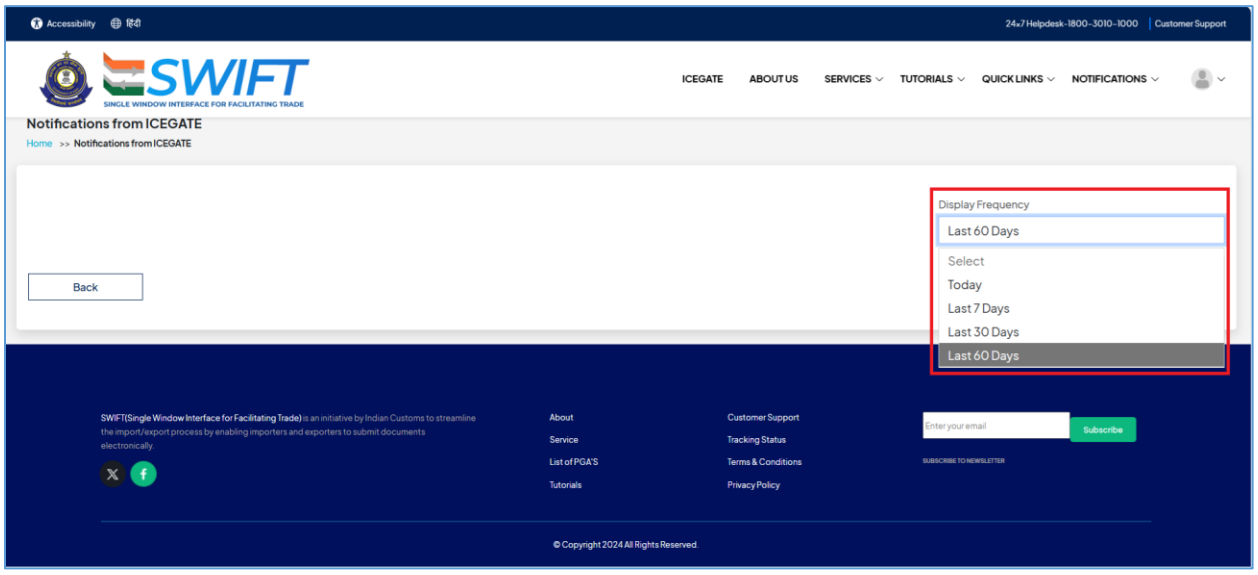
6.1.5 Quick Links

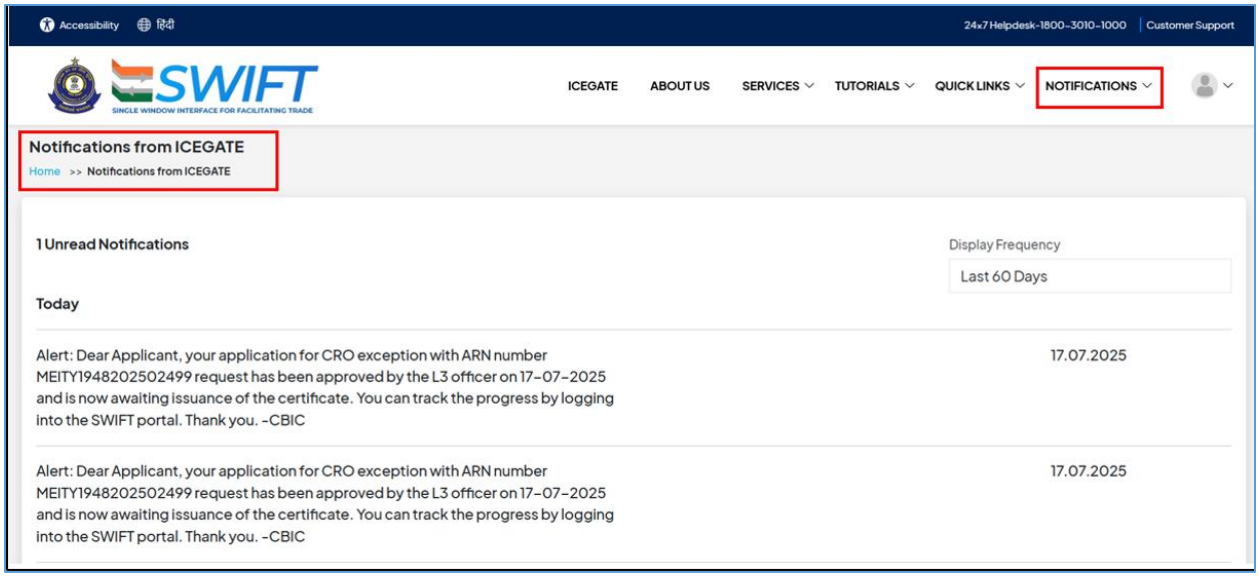
The Quick Links services provide shortcuts that allow SWIFT users to quickly navigate to important sections or websites to speed up their work. This section gives quick access to links pertaining to agencies/other information shown below.



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.

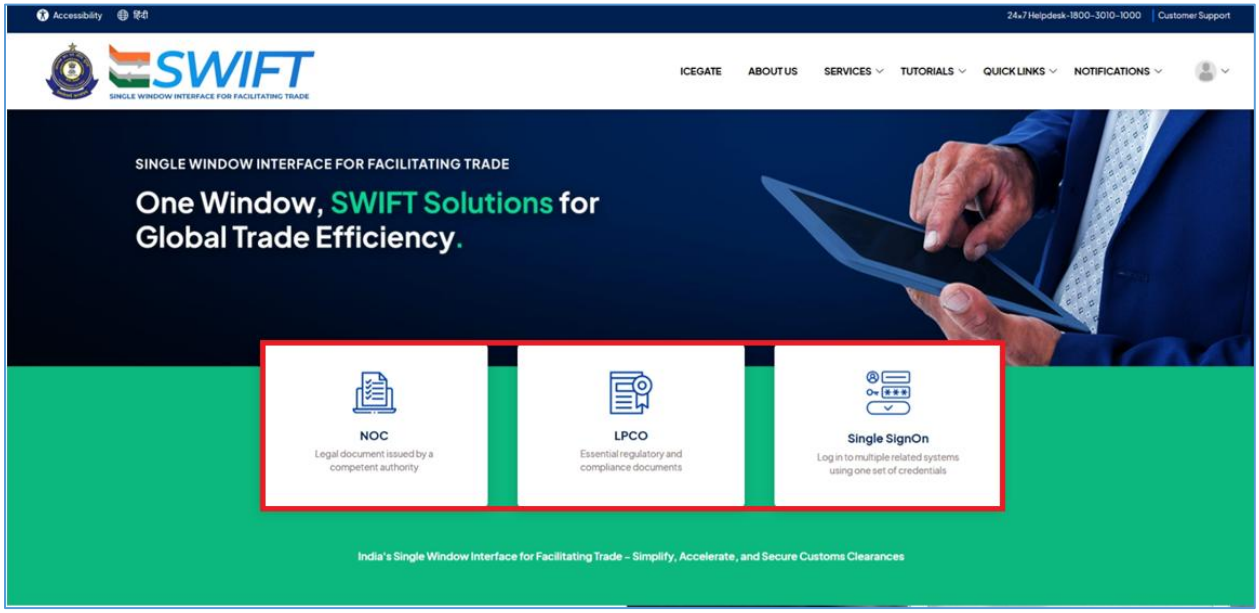




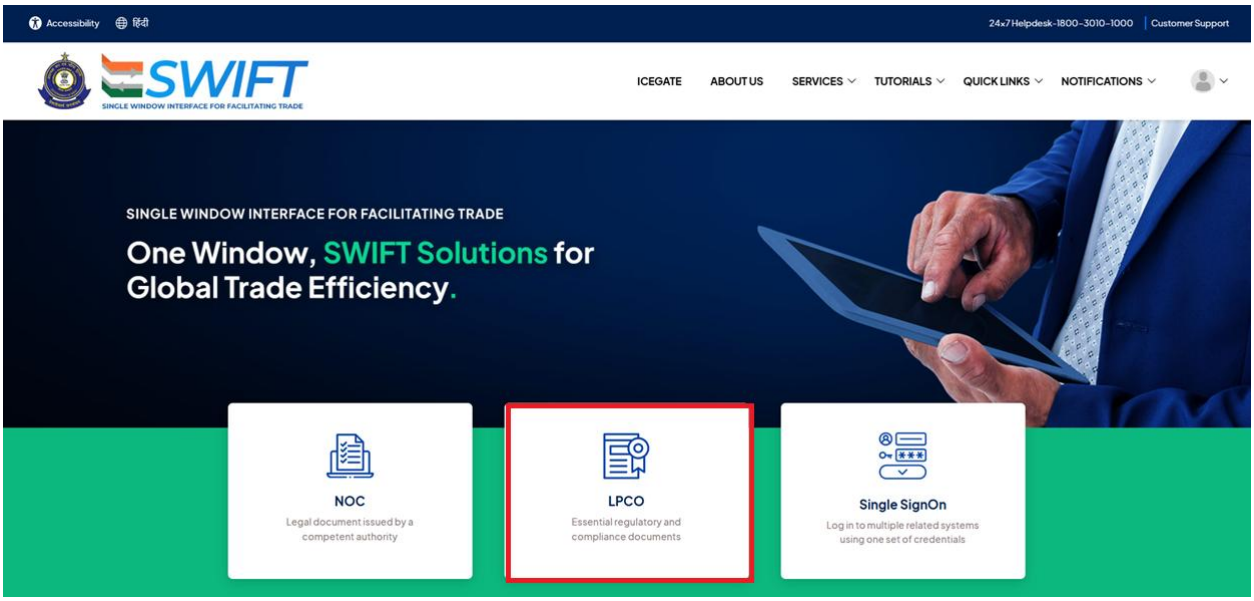
The user may get the notifications for various reasons like change in status of application, and LPCO application notification etc.

7. SWIFT Dashboard

The SWIFT dashboard has three widgets shown below.

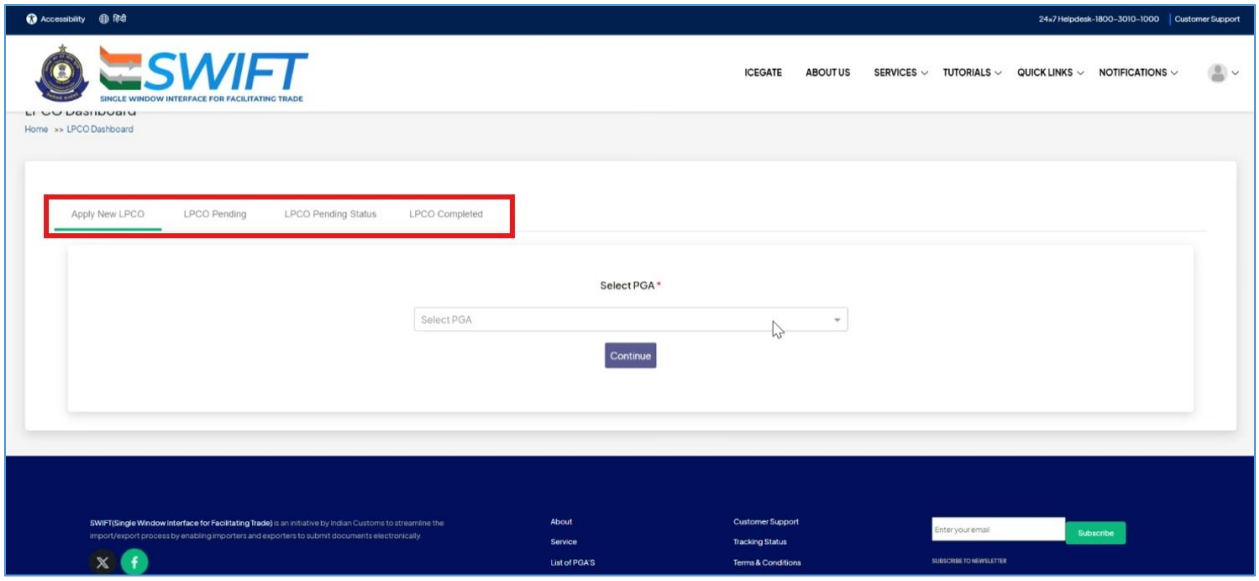


Upon accessing the LPCO Dashboard, users can select the required PGA from the dropdown to access PGA functionalities. A reference process flow for Tea Board is shown below.



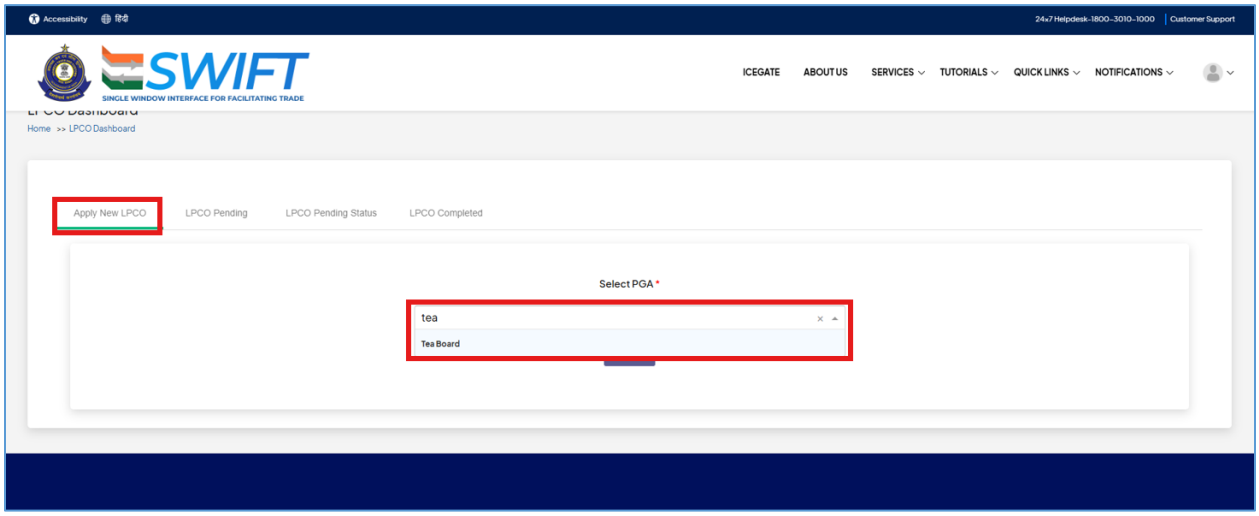
The LPCO Dashboard provides four navigation tabs:

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



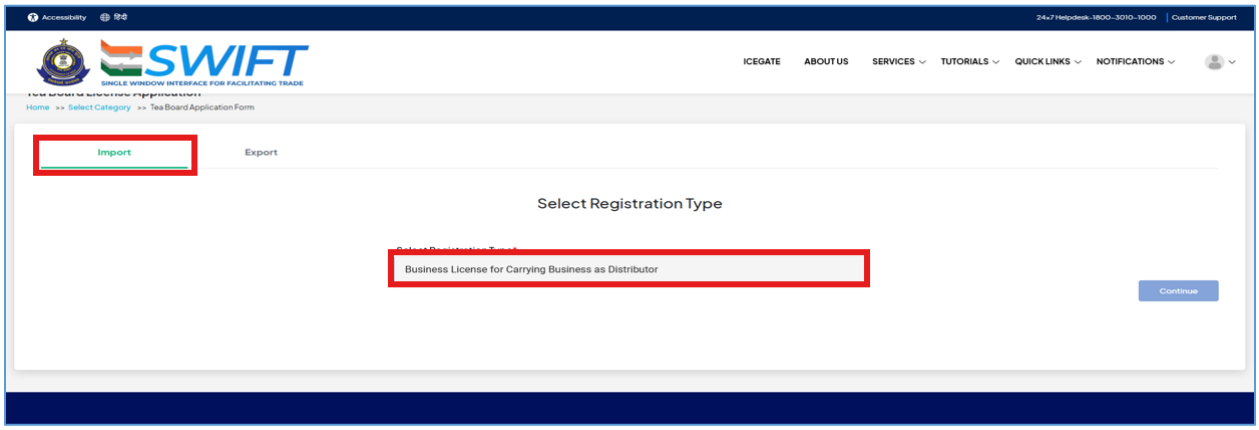
7.1 Apply New LPCO

On the LPCO Dashboard, click ‘Apply New LPCO’. Select ‘Tea Board’ from the PGA dropdown and click ‘Continue’.



Select the Import license from the following options and click ‘Continue’:

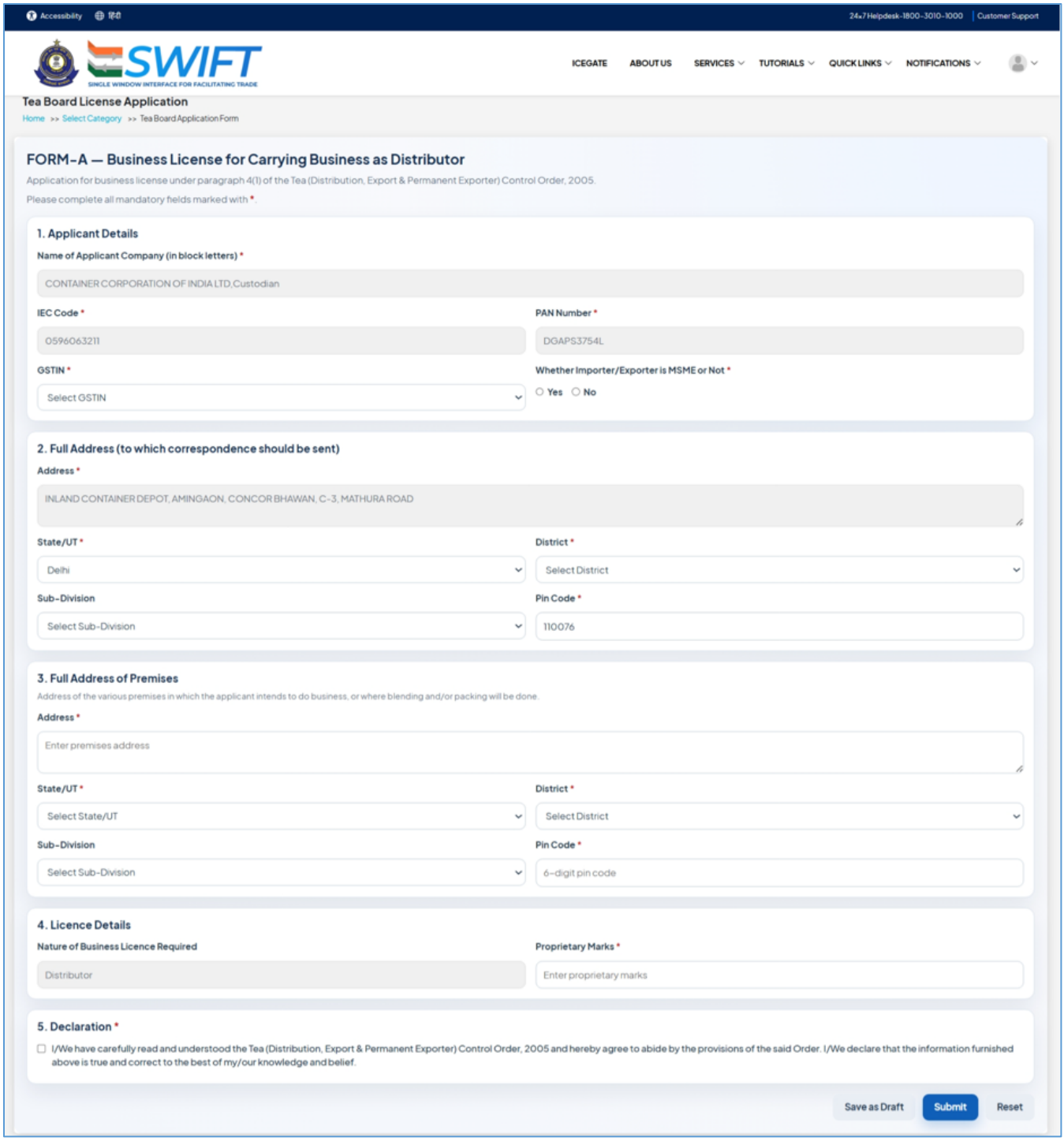
1. **Import:**
    a. Business License for Carrying Business as Distributor



Below, we will explain the end-to-end process for Import License.

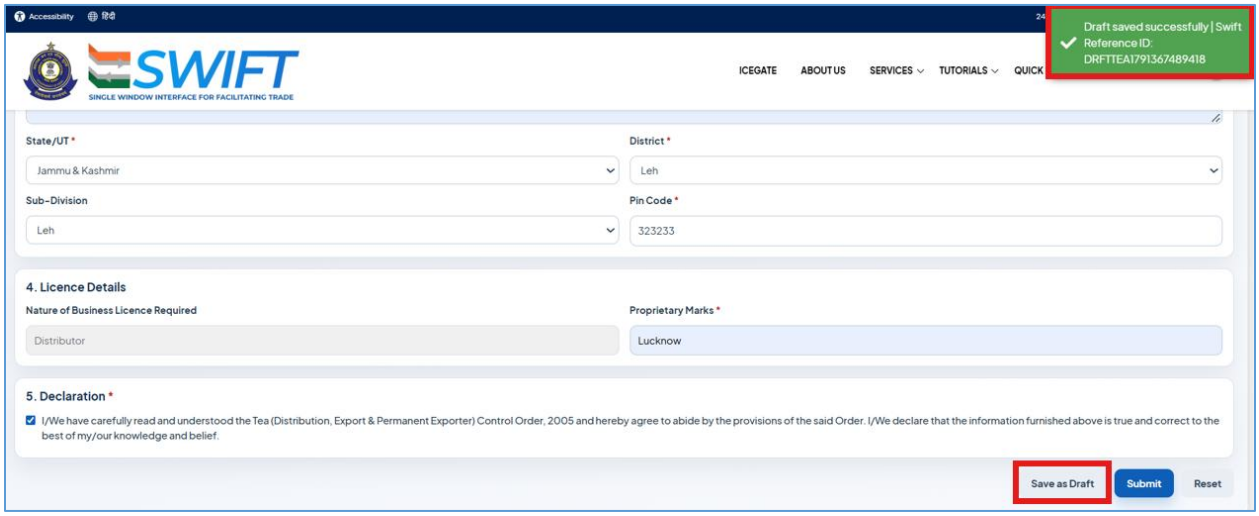
7.2 Business License for Carrying Business as Distributor

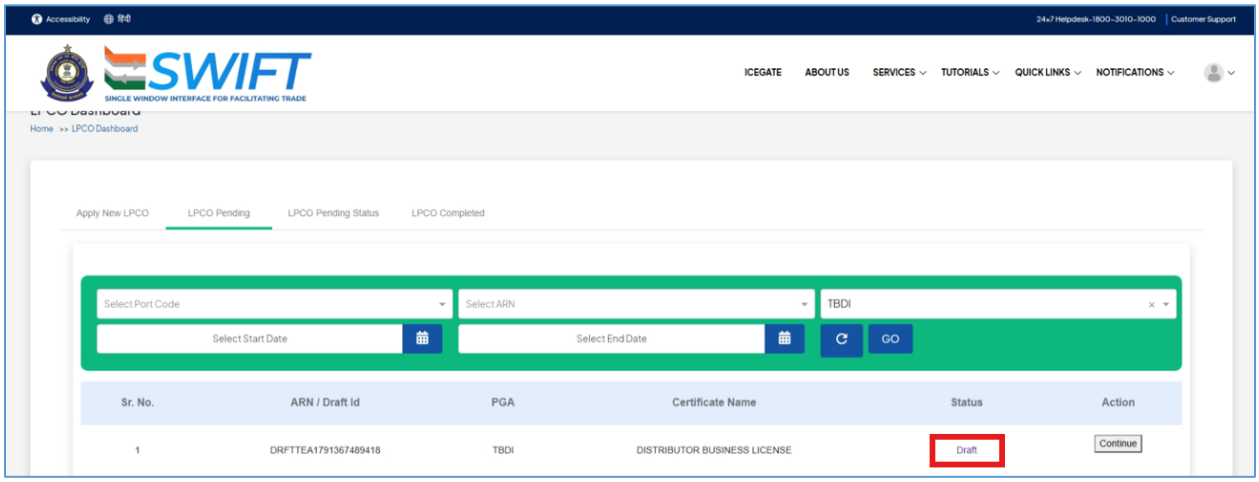
After the user selects ‘**Business License for Carrying Business as Distributor’** and clicks ‘**Continue’**, the Application form will be displayed. Enter all mandatory details to continue.


Accessibility
24x7 Helpdesk-1800-3010-1000
Customer Support
ICEGATE
ABOUT US
SERVICES
TUTORIALS
QUICK LINKS
NOTIFICATIONS
Tea Board License Application
Home >> Select Category >> Tea Board Application Form
FORM-A — Business License for Carrying Business as Distributor
Application for business license under paragraph 4(1) of the Tea (Distribution, Export & Permanent Exporter) Control Order, 2005.
Please complete all mandatory fields marked with *
1. Applicant Details
Name of Applicant Company (in block letters) *
CONTAINER CORPORATION OF INDIA LTD,Custodian
IEC Code *
0596063211
PAN Number *
DGAPS3754L
GSTIN *
Select GSTIN
Whether Importer/Exporter is MSME or Not *
Yes
No
2. Full Address (to which correspondence should be sent)
Address *
INLAND CONTAINER DEPOT, AMINGAON, CONCOR BHAWAN, C-3, MATHURA ROAD
State/UT *
Delhi
District *
Select District
Sub-Division
Select Sub-Division
Pin Code *
110076
3. Full Address of Premises
Address of the various premises in which the applicant intends to do business, or where blending and/or packing will be done.
Address *
Enter premises address
State/UT *
Select State/UT
District *
Select District
Sub-Division
Select Sub-Division
Pin Code *
6-digit pin code
4. Licence Details
Nature of Business Licence Required
Distributor
Proprietary Marks *
Enter proprietary marks
5. Declaration *
I/We have carefully read and understood the Tea (Distribution, Export & Permanent Exporter) Control Order, 2005 and hereby agree to abide by the provisions of the said Order. I/We declare that the information furnished above is true and correct to the best of my/our knowledge and belief.
Save as Draft
Submit
Reset

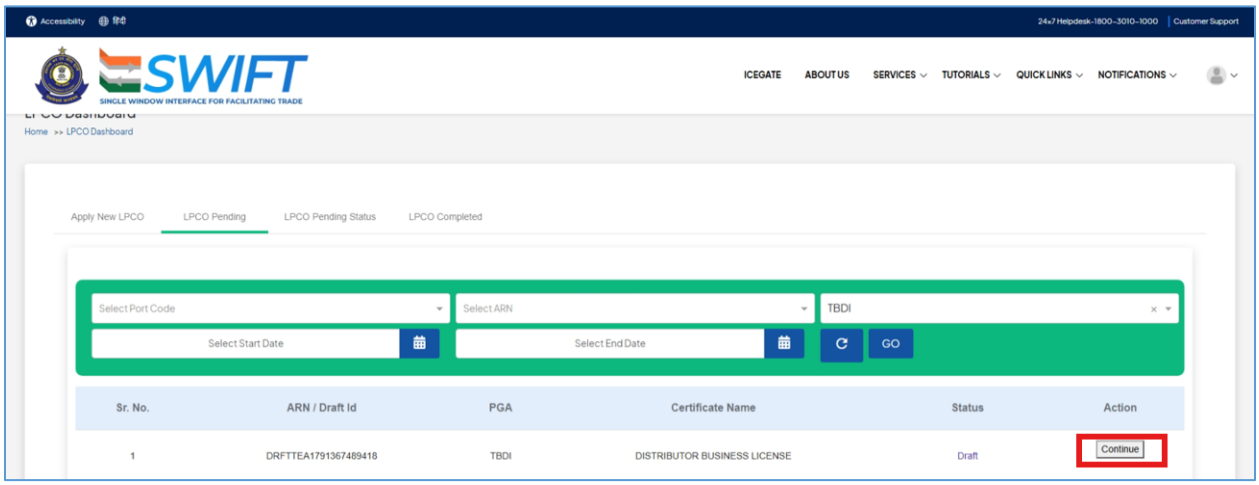
7.2.1 Save Application as Draft

Upon clicking ‘Save As Draft’, 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.

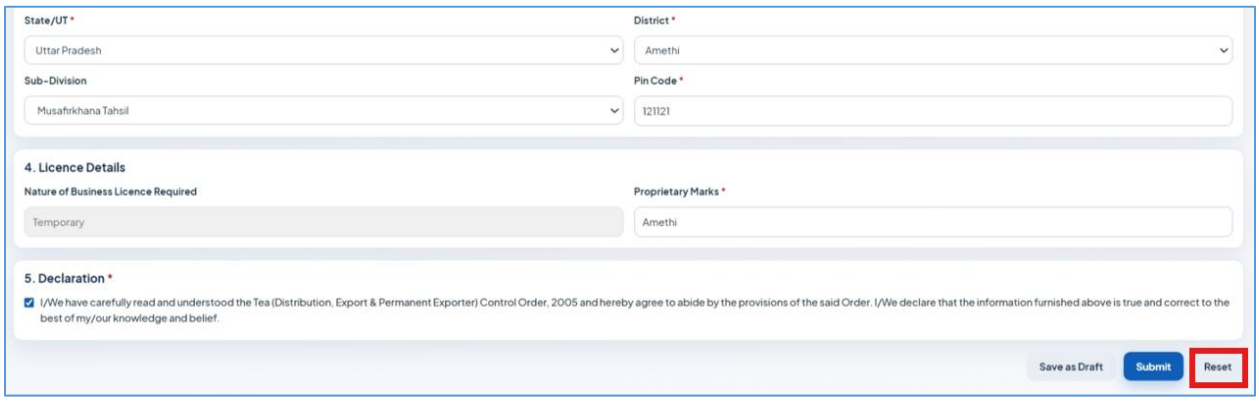


7.2.2 Application Reset

The Application Reset functionality allows users to clear all the information entered in the application form and restore the form to its default state.

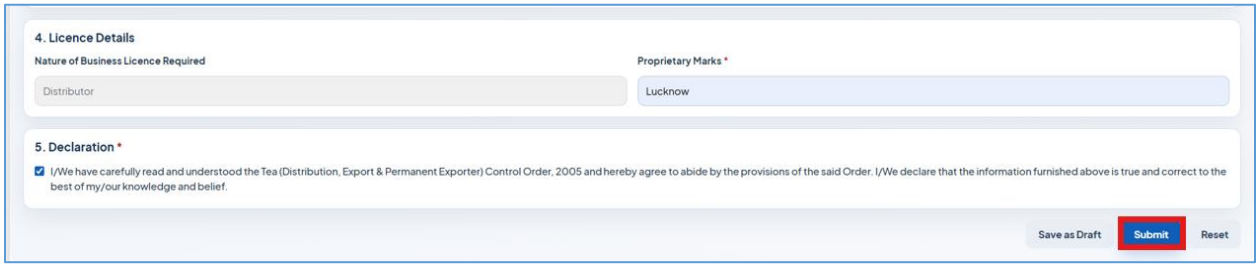
To reset the application:

1. Review the information entered into the application form.
2. Click Reset at the bottom-right corner of the page.
3. The system clears all user-entered data from the form.
4. Re-enter the required information to continue with the application.



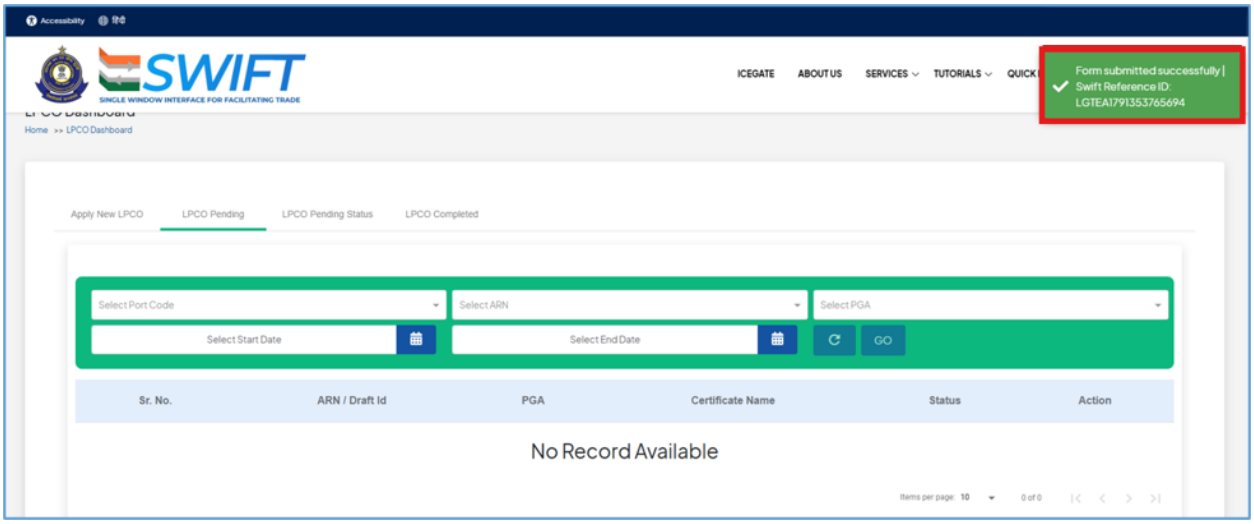
7.2.3 Application Submission

1. Review all application details entered in the form.
2. Click **'Submit'** to submit the application.



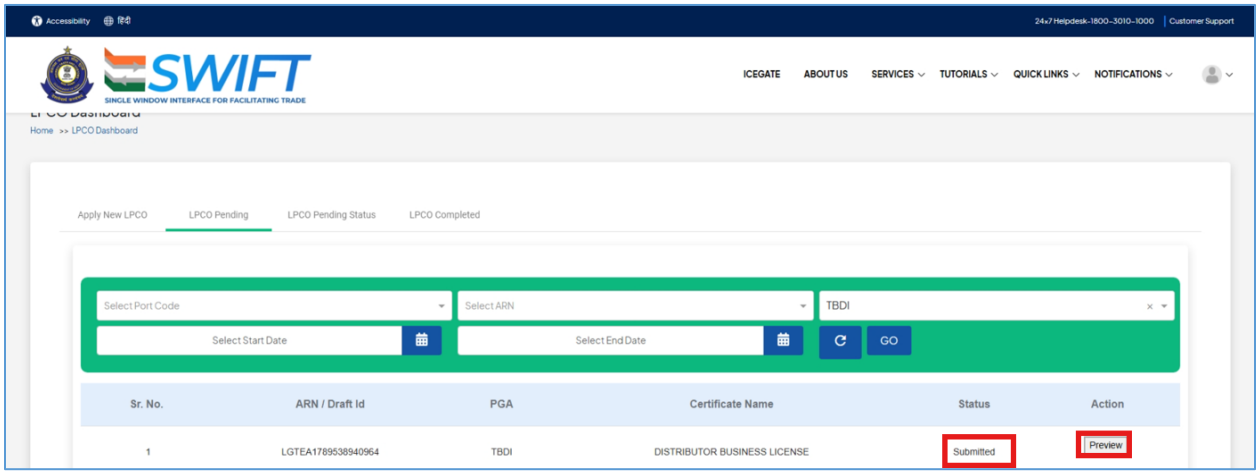
3. The system validates the entered information.
4. If the validation is successful, the system submits the application and displays a confirmation message.
5. The system generates a unique reference number for the submitted application.
6. The submitted application becomes available in the 'LPCO Pending' tab.

Note: Ensure that all mandatory fields are completed before submitting the application.

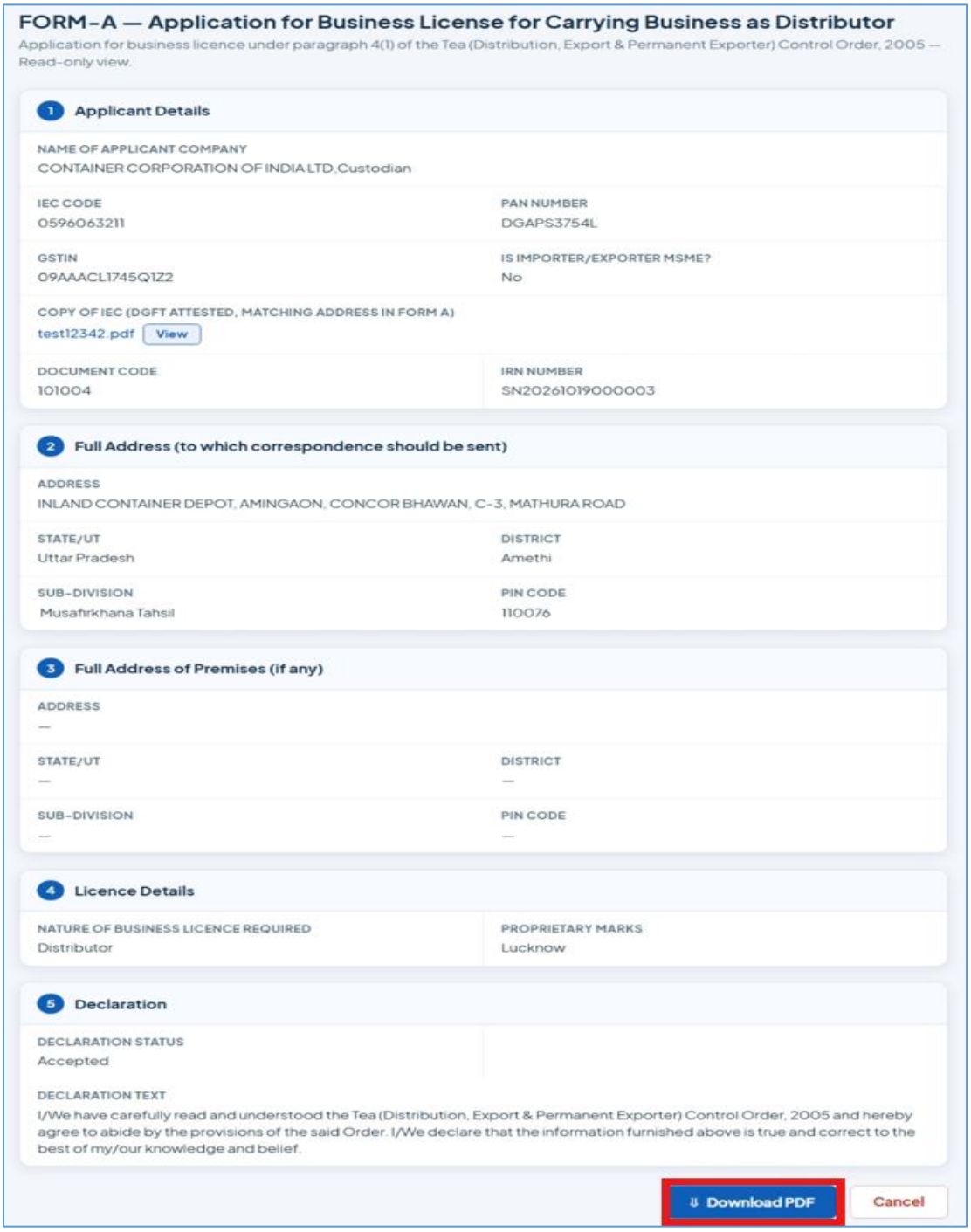


7.3 LPCO Pending

After the user submits the application, the Import license application will appear under the LPCO Pending tab. The application status will be displayed as 'Submitted'. To view the submitted application, click 'Preview' in the Action column.



After clicking 'Preview' in the Action column. The submitted application form will be displayed. To download the application form in PDF format, click 'Download PDF'.



FORM-A — Application for Business License for Carrying Business as Distributor

Application for business licence under paragraph 4(1) of the Tea (Distribution, Export & Permanent Exporter) Control Order, 2005 — Read-only view.

1 Applicant Details

NAME OF APPLICANT COMPANY
CONTAINER CORPORATION OF INDIA LTD,Custodian

IEC CODE
0596063211

PAN NUMBER
DGAPS3754L

GSTIN
09AAACL1745Q1Z2

IS IMPORTER/EXPORTER MSME?
No

COPY OF IEC (DGFT ATTESTED, MATCHING ADDRESS IN FORM A)
test12342.pdf View

DOCUMENT CODE
101004

IRN NUMBER
SN20261019000003

2 Full Address (to which correspondence should be sent)

ADDRESS
INLAND CONTAINER DEPOT, AMINGAON, CONCOR BHAWAN, C-3, MATHURA ROAD

STATE/UT
Uttar Pradesh

DISTRICT
Amethi

SUB-DIVISION
Musafirkhana Tahsil

PIN CODE
110076

3 Full Address of Premises (if any)

ADDRESS
—

STATE/UT
—

DISTRICT
—

SUB-DIVISION
—

PIN CODE
—

4 Licence Details

NATURE OF BUSINESS LICENCE REQUIRED
Distributor

PROPRIETARY MARKS
Lucknow

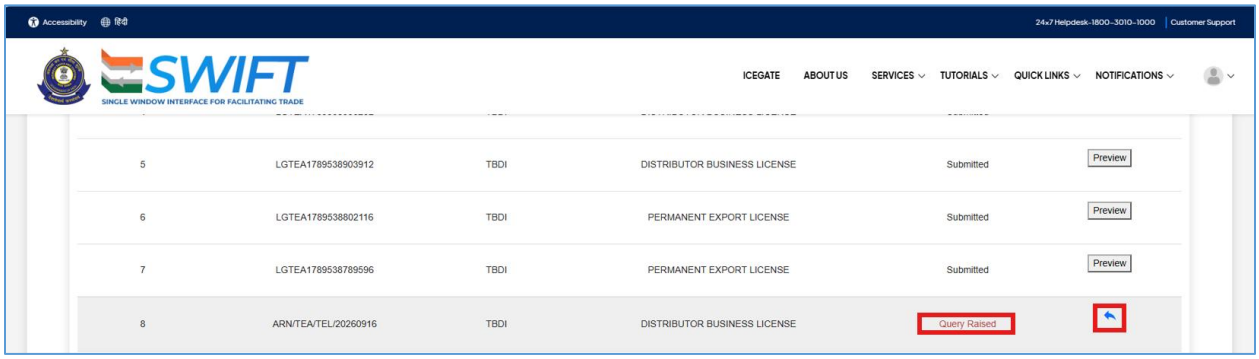
5 Declaration

DECLARATION STATUS
Accepted

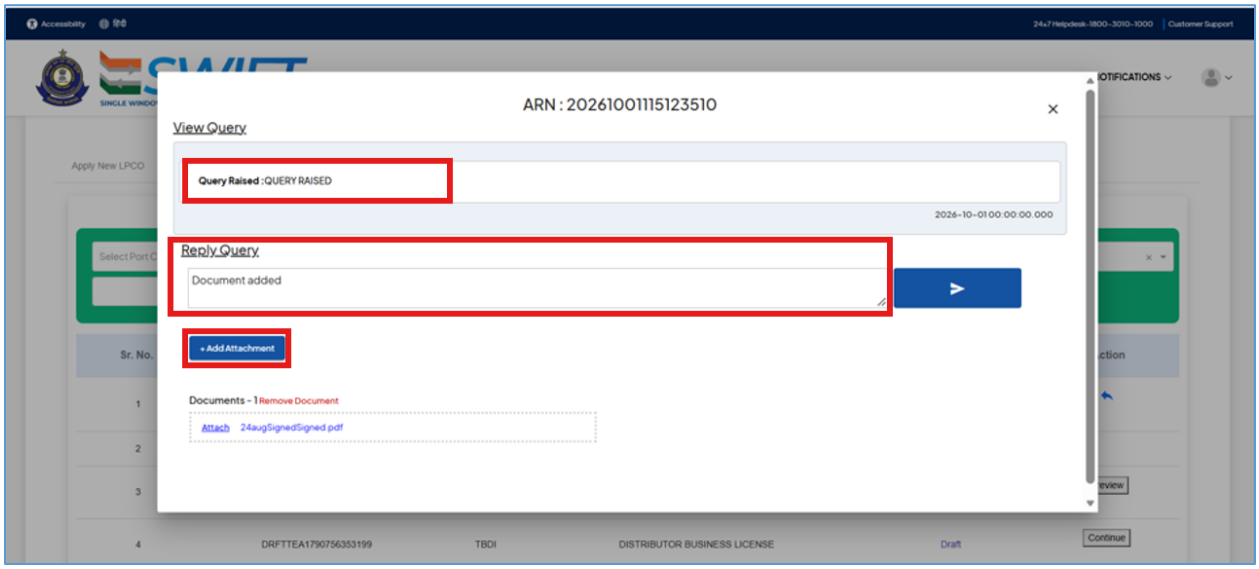
DECLARATION TEXT
I/We have carefully read and understood the Tea (Distribution, Export & Permanent Exporter) Control Order, 2005 and hereby agree to abide by the provisions of the said Order. I/We declare that the information furnished above is true and correct to the best of my/our knowledge and belief.

⇩ Download PDF Cancel

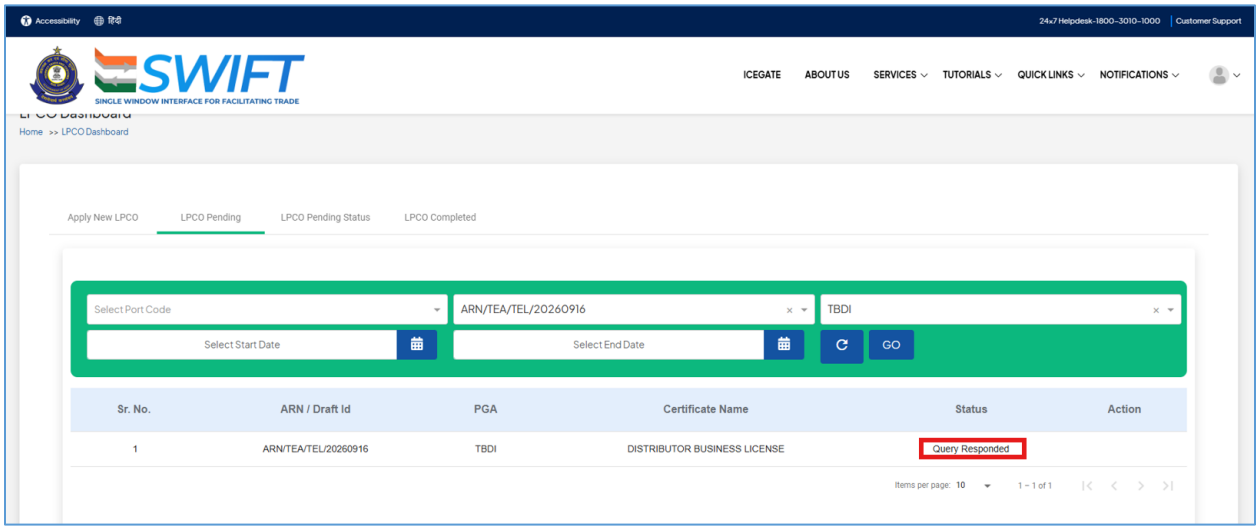
If the officer raises a query, the application status changes to '**Query Raised'**. Click the action icon in the **Action** column to view the query details.



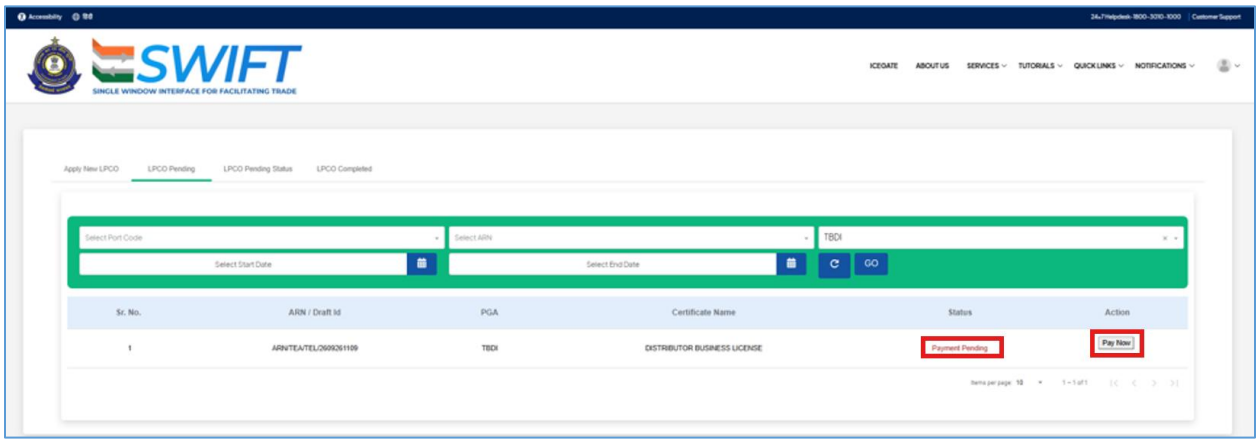
On the View Query screen, view the query raised by the officer, enter the required response, attach supporting documents (if required), and submit the response.



After the user submits the response, the system will display the message "**Reply has been submitted**". The application status will then be updated to **'Query Responded'**.



After an Application Reference Number (ARN) is generated, the application status changes to Payment Pending. Click Pay Now in the Action column to proceed with the payment and complete the payment process.



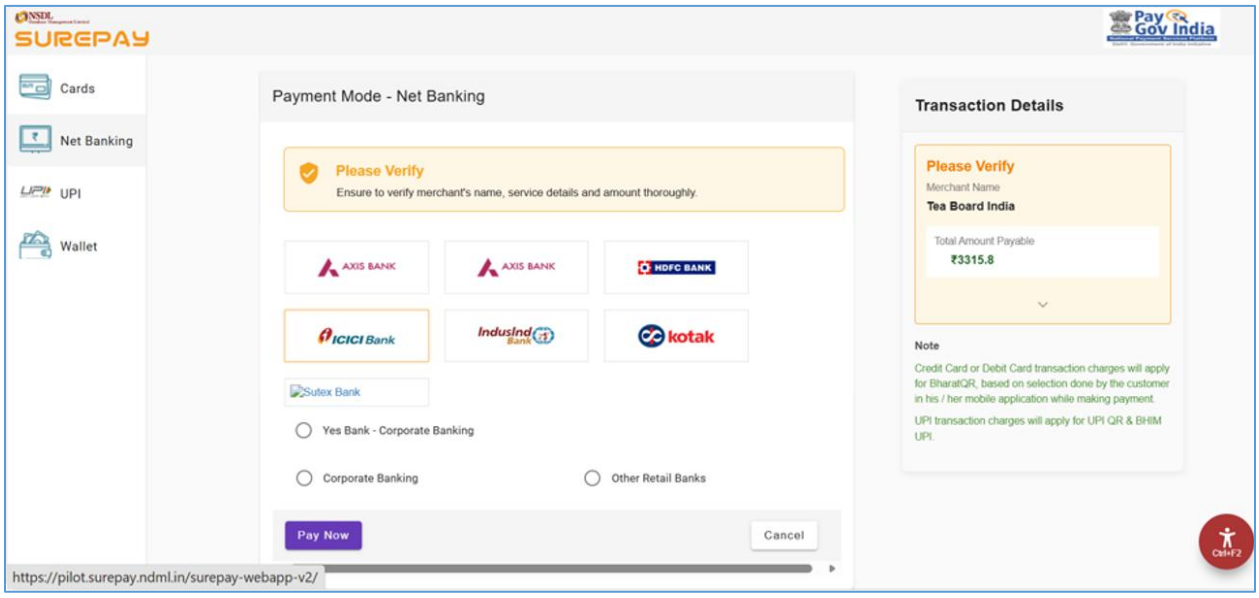
The user will be redirected to the Payment Gateway page. Select the preferred payment mode (Cards/Net Banking/UPI/Wallet) or bank, and then click **'Pay Now'** to proceed with the payment.

Note: The application fee for the following certificates is:

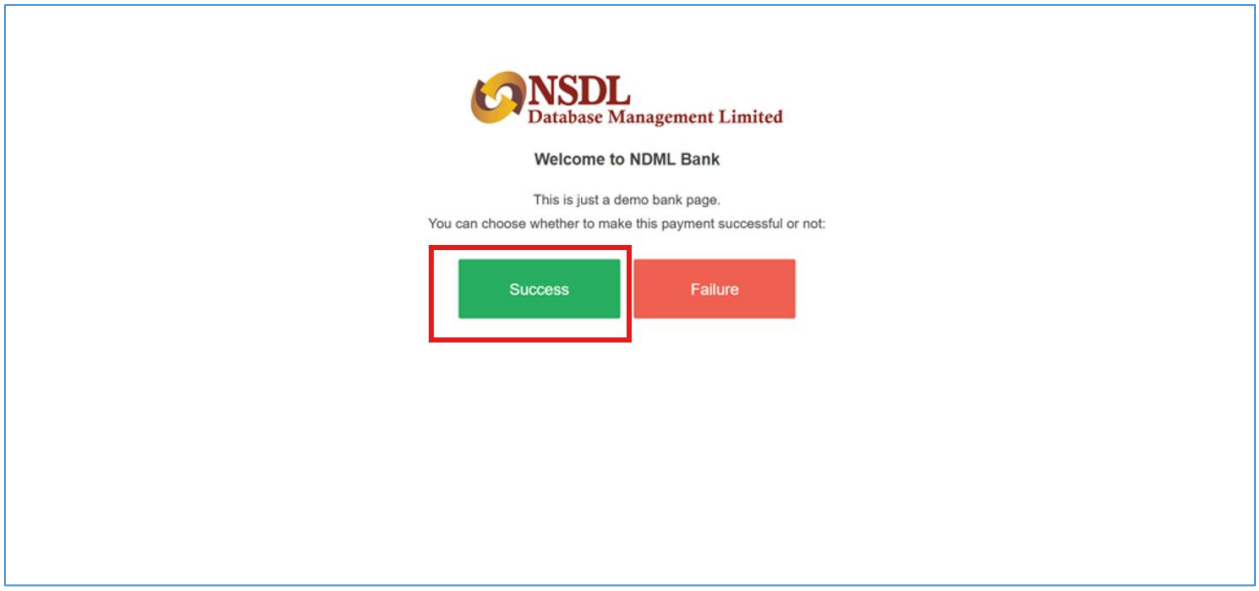
- Business License for Carrying Business as Distributor: ₹50,500 + 18% GST
- Temporary & Permanent Export License: ₹2,800 + 18% GST

The amendment fee for all certificates is ₹1,000 + 18% GST.

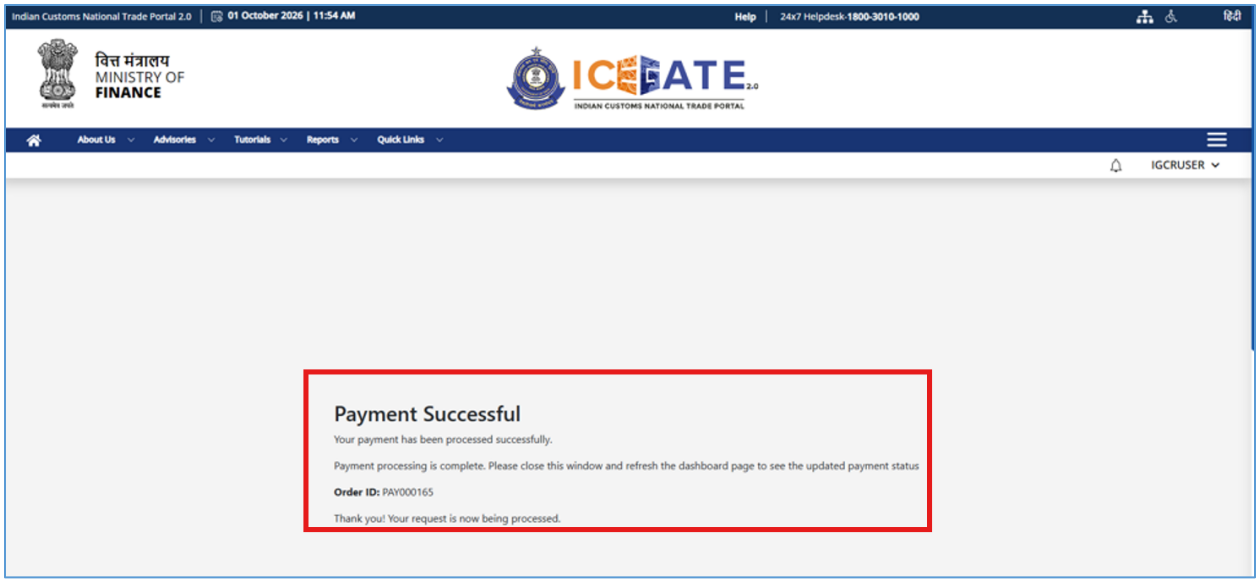
The renewal fee for the Temporary Export License is ₹2,800 + 18% GST.



On the bank payment page, complete the payment transaction. For successful payment, click '**Success**'.



After the payment is processed successfully, the system will display a Payment Successful message with the Order ID. Once the payment process is completed, the system will update the status to '**Payment Completed'**.



After successful completion of the payment, the license certificate will be issued by the competent issuing authority.

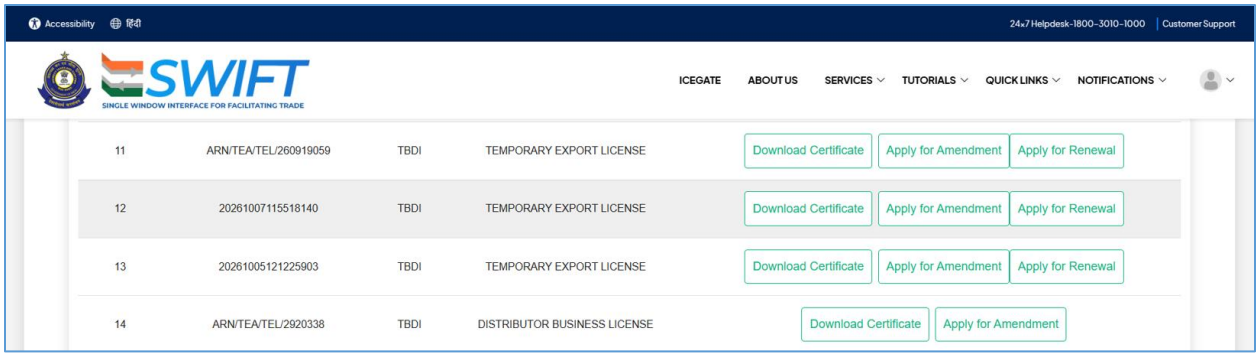
The Status column displays the status of the application. The table below describes the different application statuses and their meanings.

Status	Description
Draft	The application has been saved as a draft and can be completed later.
Submitted	The application has been submitted successfully.
Query Raised	The officer has raised a query and is awaiting a response from the applicant.
Query Responded	The applicant has submitted a response to the query raised by the officer.
In Process	The application is under review and processing.
Payment Pending	The application has been processed and is awaiting payment.
Payment Completed	The payment has been completed successfully.
Certificate Issued	The application has been approved, and the certificate has been issued.

7.4 LPCO Completed

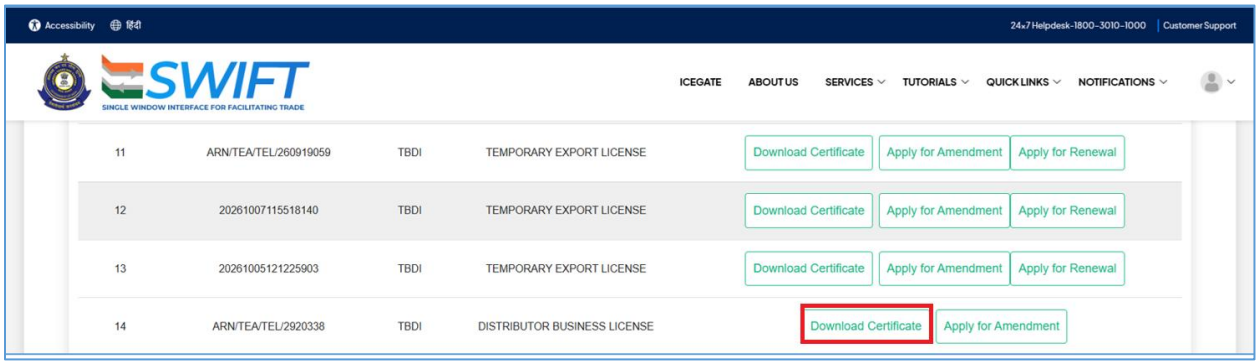
The LPCO Completed tab displays all approved LPCO applications. For each approved application, the user can perform the following actions:

- **'Download Certificate'** to download the issued LPCO certificate.
- **'Apply for Amendment'** to submit a request for amendment of the certificate.
- **'Apply for Renewal'** action is available only for **Temporary Export License** certificates and can be used to submit a renewal request for the certificate. (see Section 8.1.1 for more information)



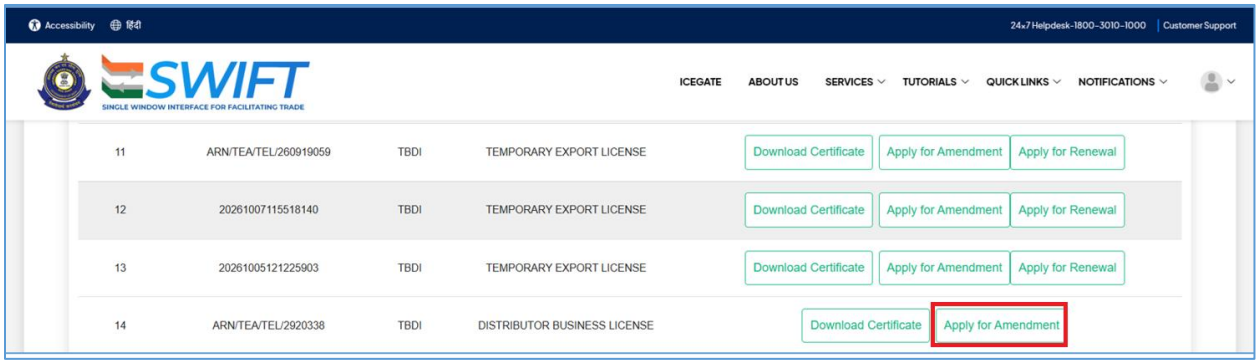
7.4.1 Download Certificate

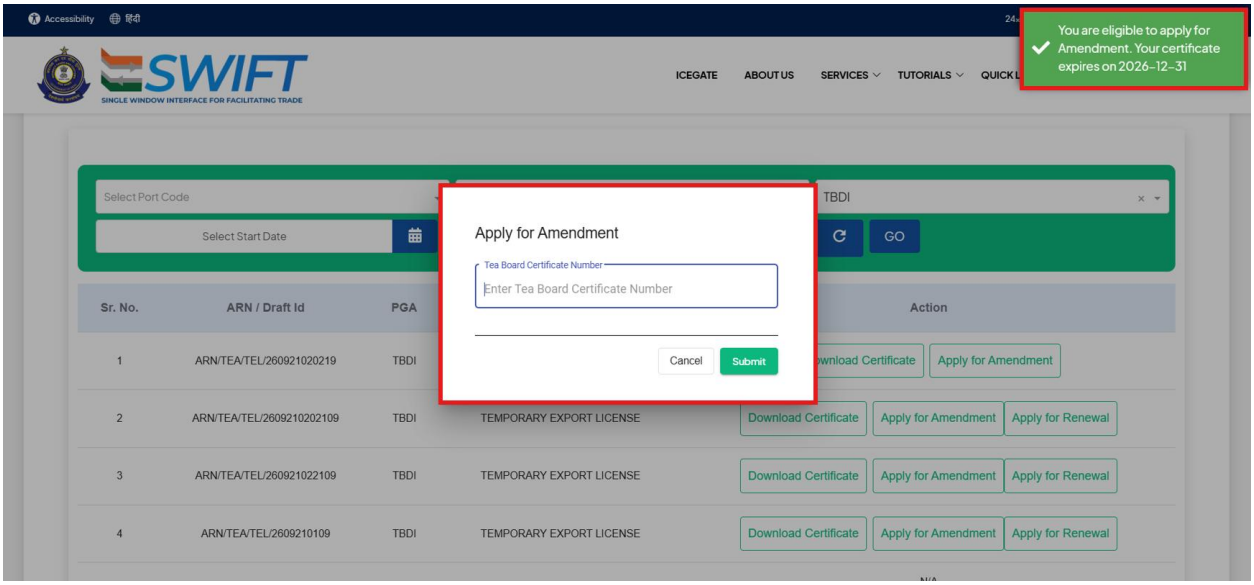
Once the application is approved and the certificate is issued by the officer, it will be available under the '**LPCO Completed'** tab. Users will be able to view the application details and can download the issued certificate by clicking the '**Download Certificate'** button under the Action column.



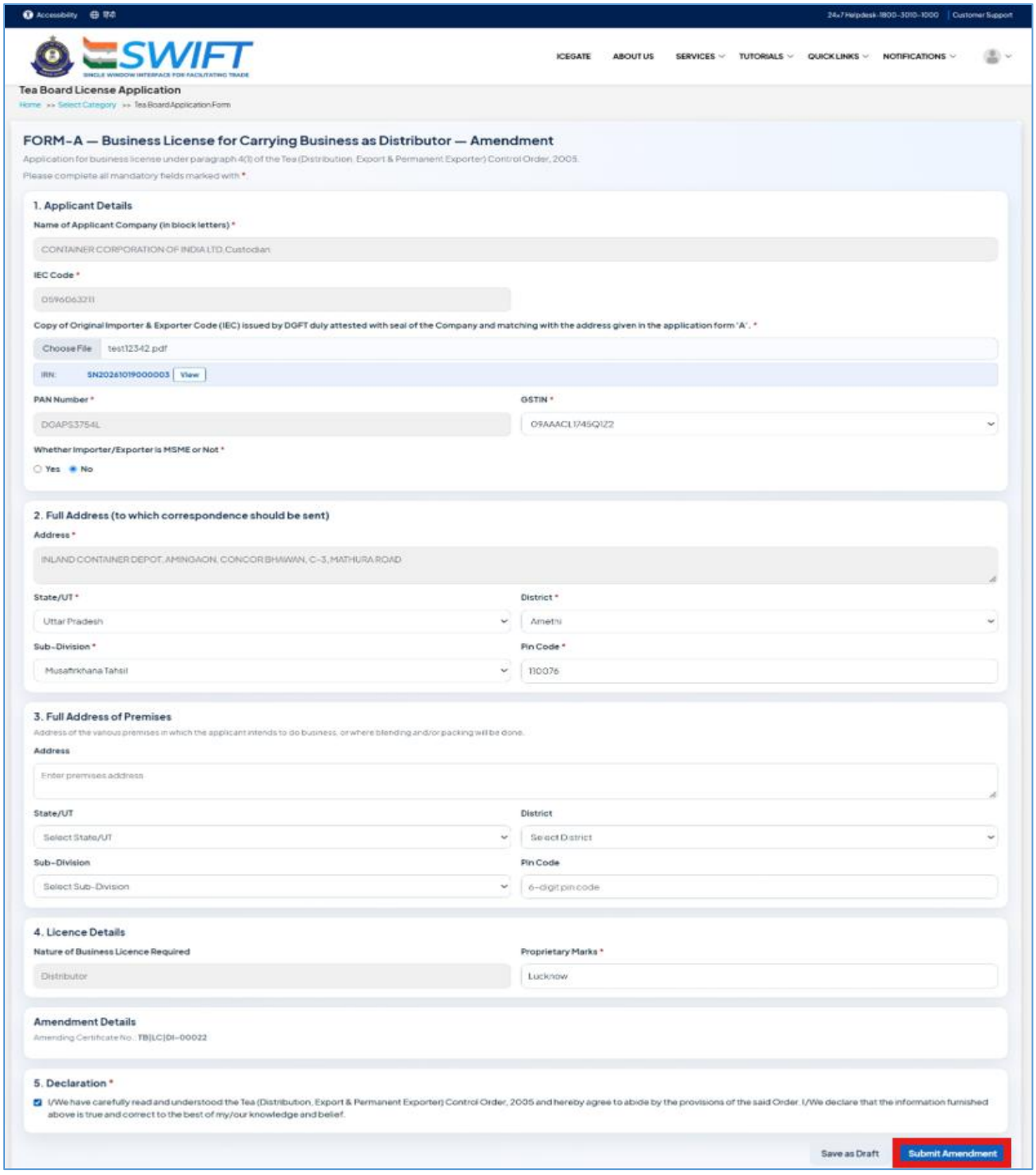
7.4.2 Apply for Amendment

In the LPCO Completed tab, click Apply for Amendment from the Action column for the required certificate. The system will check whether the selected certificate is eligible for amendment. If the certificate is eligible, the system will display a confirmation message along with the certificate expiry date. In the Apply for Amendment pop-up, enter the Certificate Number and click Submit.

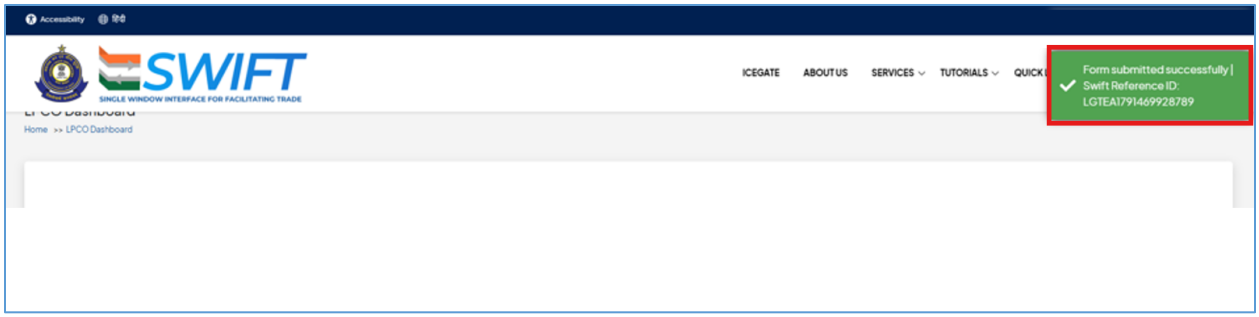


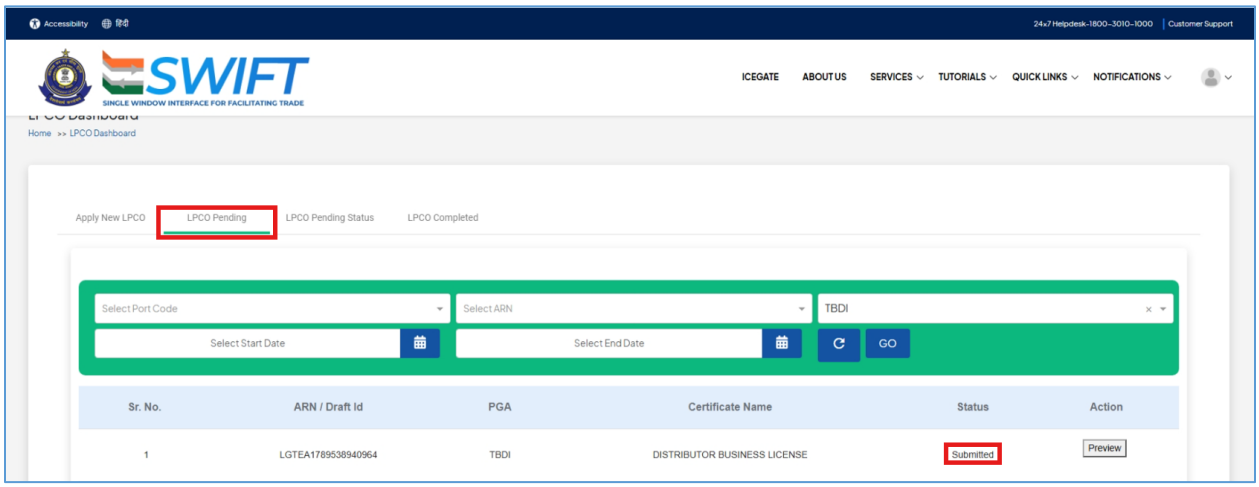


On submission, the system will redirect the user to the Amendment Application Form. The user can update the required details, upload supporting documents, and click 'Submit Amendment' to submit the amendment request.



After submission, the system will display the message, 'Form Submitted Successfully', along with the Reference ID. The amendment application will then be removed from the LPCO Completed tab and will appear under the LPCO Pending tab with the status 'Submitted'.



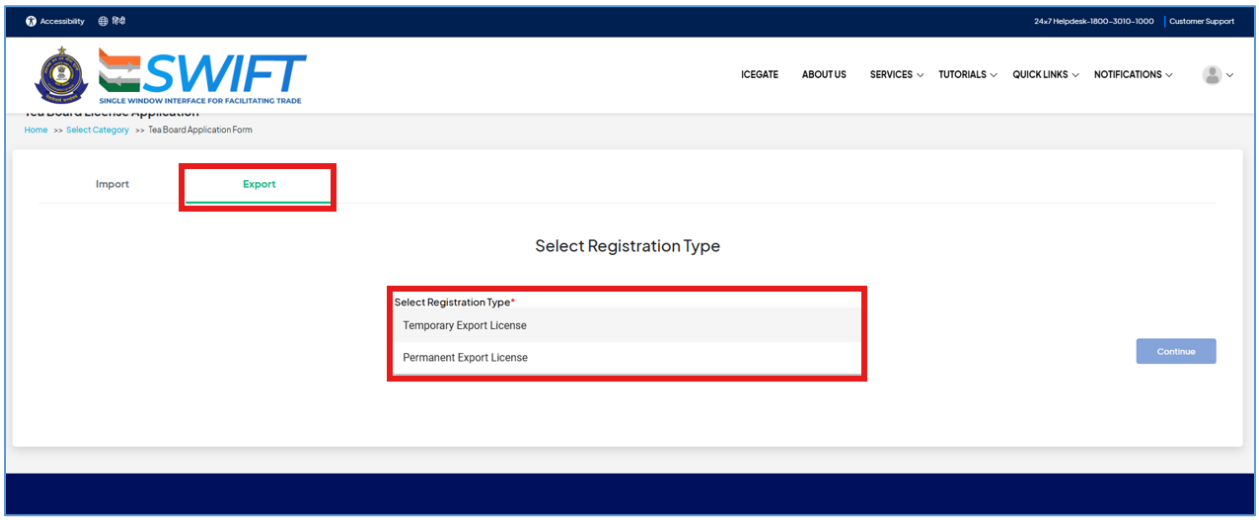


The user can track the amendment application status from the LPCO Pending tab (refer to Section 7.3) and perform the required actions, such as responding to queries or completing the payment, based on the current application status.

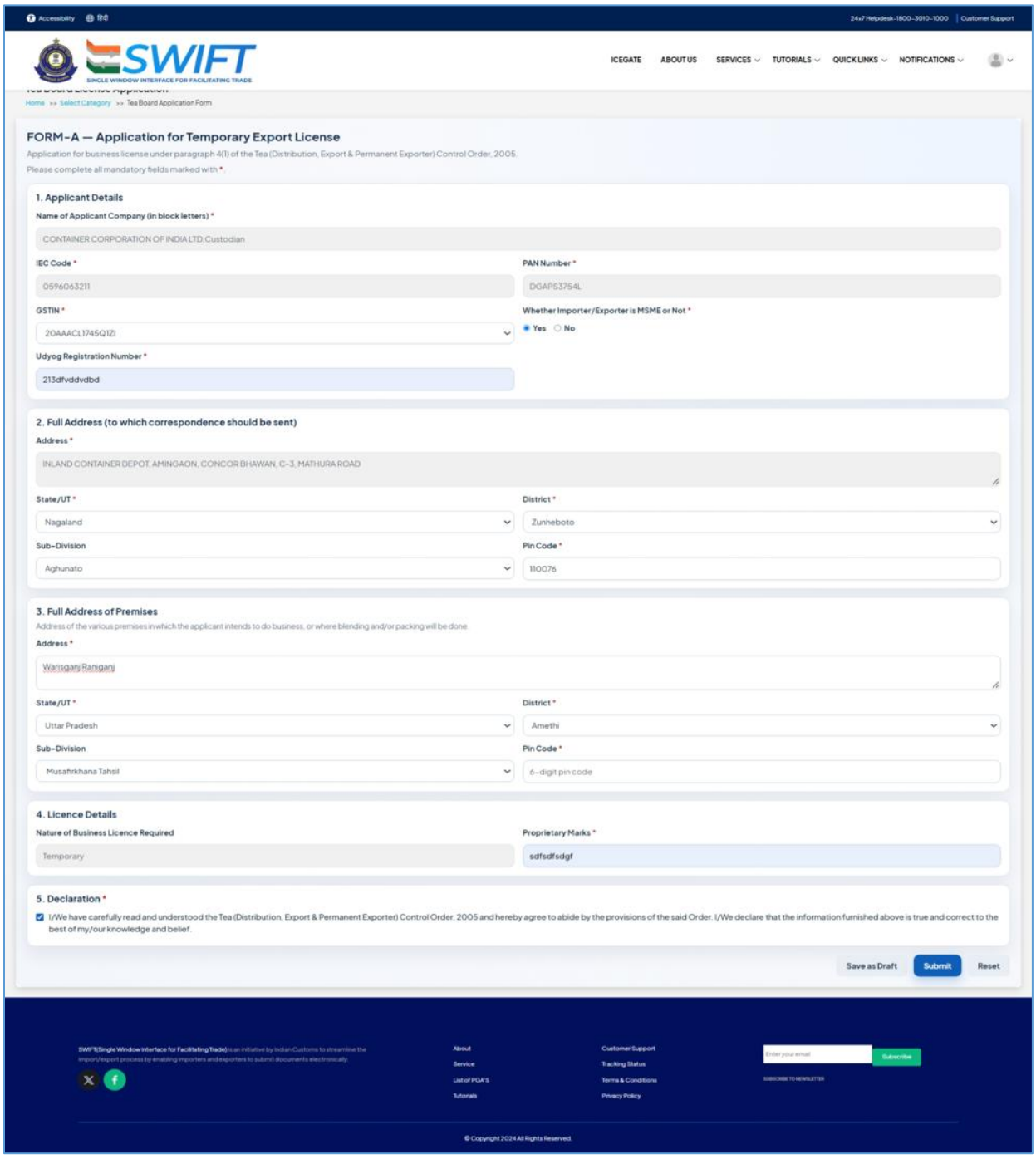
8. Export Licenses

Please note that the same process described for Import Licenses in **Section 7** will be followed for Export Licenses.

1. Temporary Export License
2. Permanent Export License



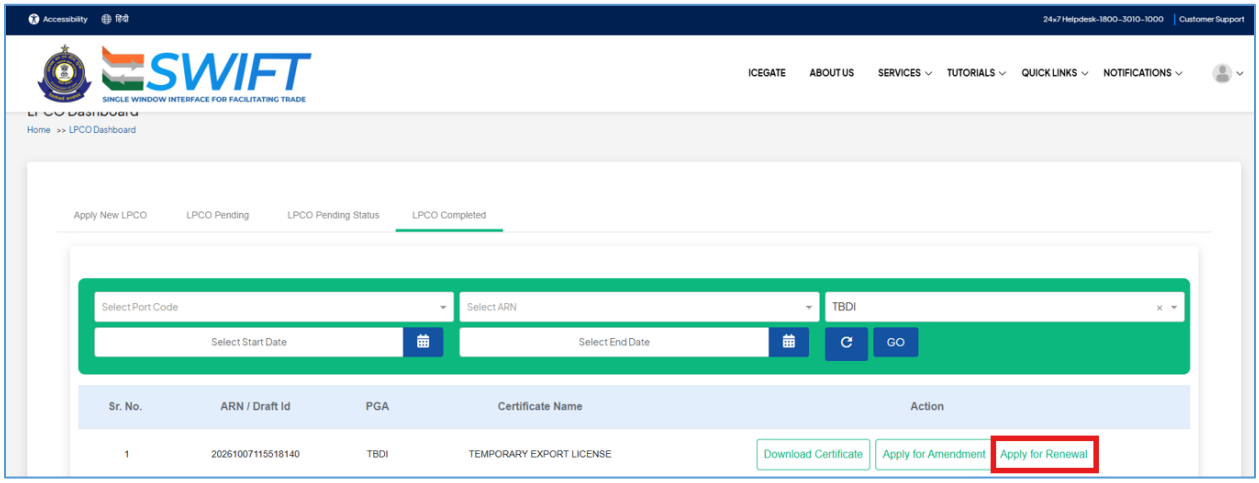
8.1 Temporary Export License



The validity of a Temporary Export License is five years. To renew a Temporary Export License, navigate to the LPCO Completed tab from the dashboard and click 'Apply for Renewal' in the Action column for the certificate that you want to renew. Then, follow the steps below.

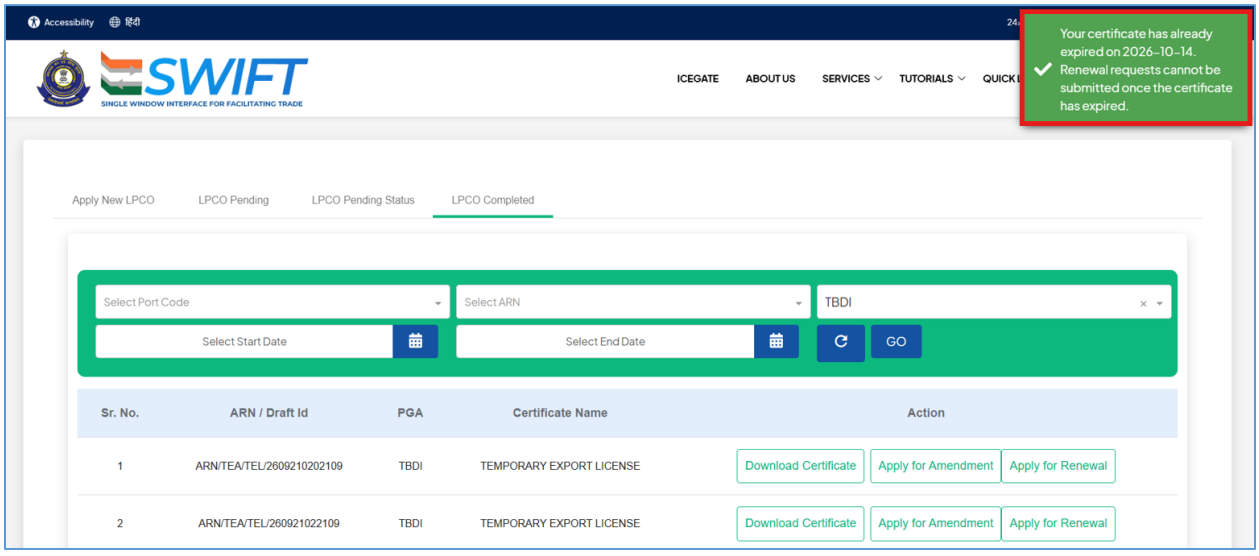
8.1.1 Apply for Renewal

In the LPCO Completed tab, click 'Apply for Renewal' in the Action column for the required **Temporary Export License**.

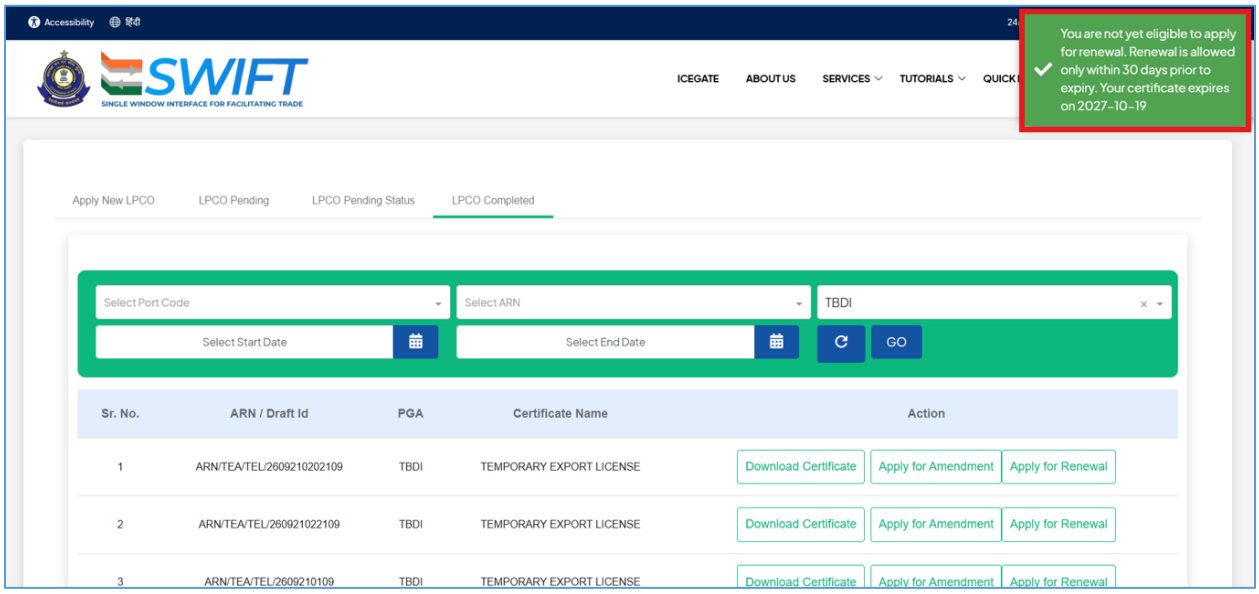


The system checks the eligibility of the certificate for renewal.

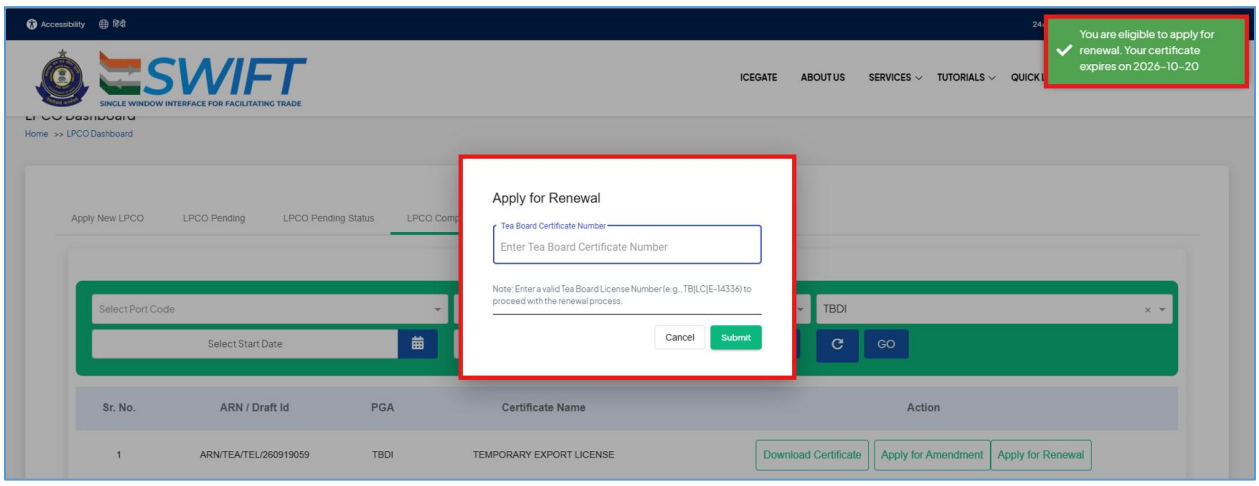
- If the certificate has already expired, the system displays a message indicating that the certificate is not eligible for renewal, along with the certificate expired date. The user can apply for a new certificate through the new application process.



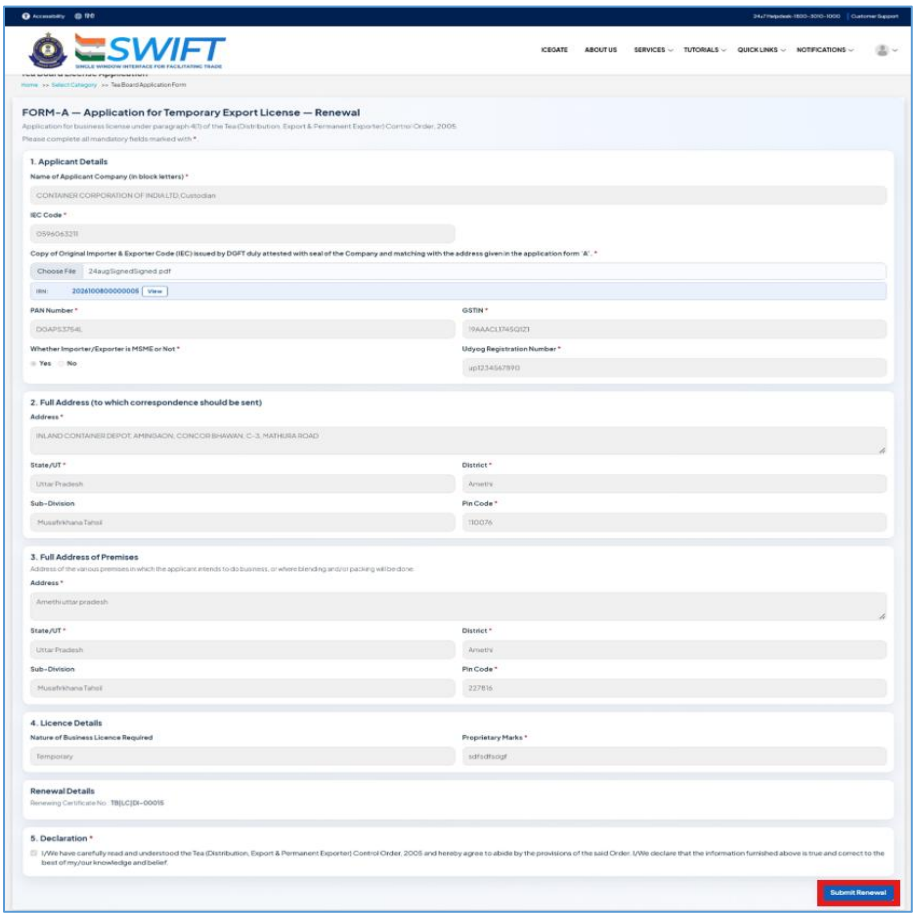
- If the certificate expiry date is more than 30 days from the current date, the system displays a message indicating that the certificate is not eligible for renewal, along with the certificate expiry date.



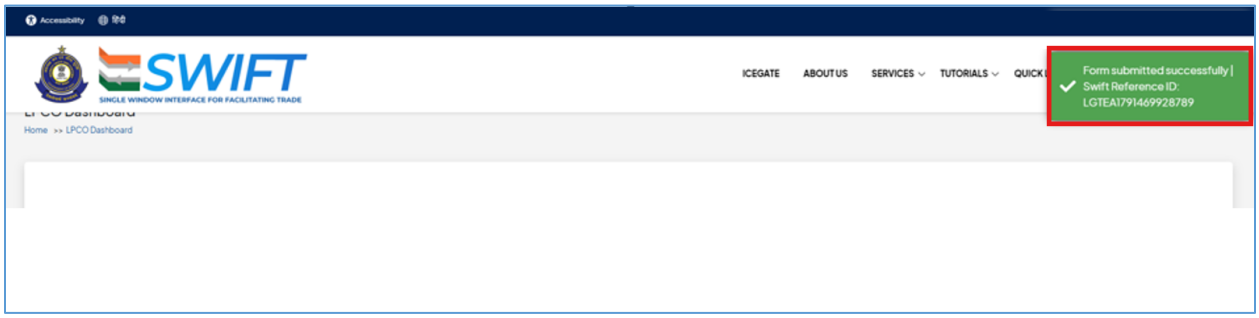
- If the certificate is within 30 days of its expiry date, the system will display a message indicating that the certificate is eligible for renewal, along with the certificate expiry date. In the Apply for Renewal pop-up, enter the Certificate Number and click 'Submit' to proceed with the renewal application.

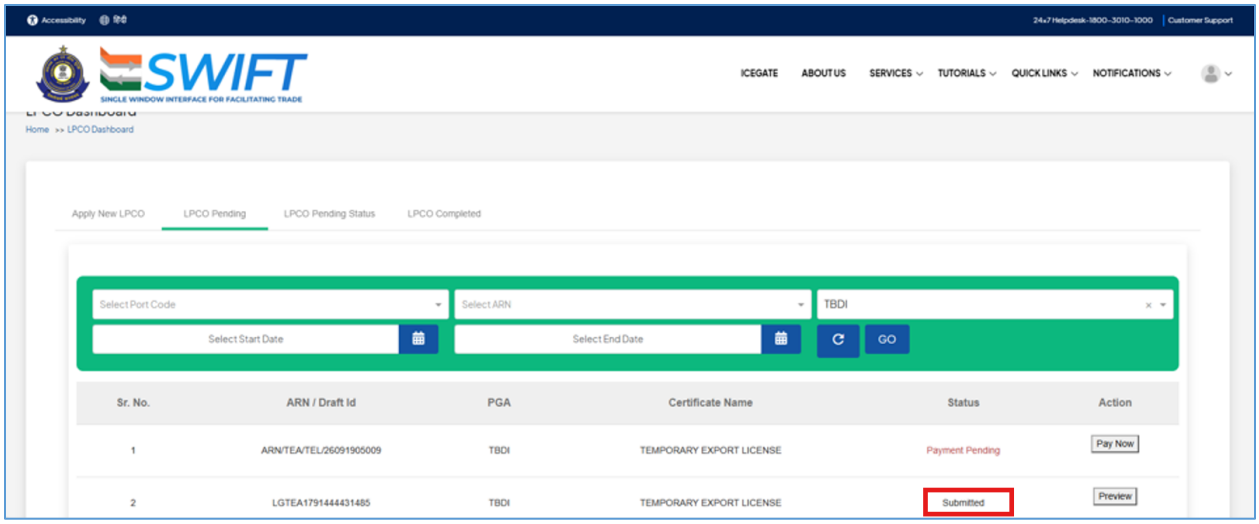


On submission, the system will redirect the user to the Renewal Application Form. The user can update the required details, upload supporting documents, and click 'Submit Renewal' to submit the Renewal request.



After submission, the system will display the message, 'Form Submitted Successfully', along with the Reference ID. The renewal application will then be removed from the LPCO Completed tab and will appear under the LPCO Pending tab with the status 'Submitted'.

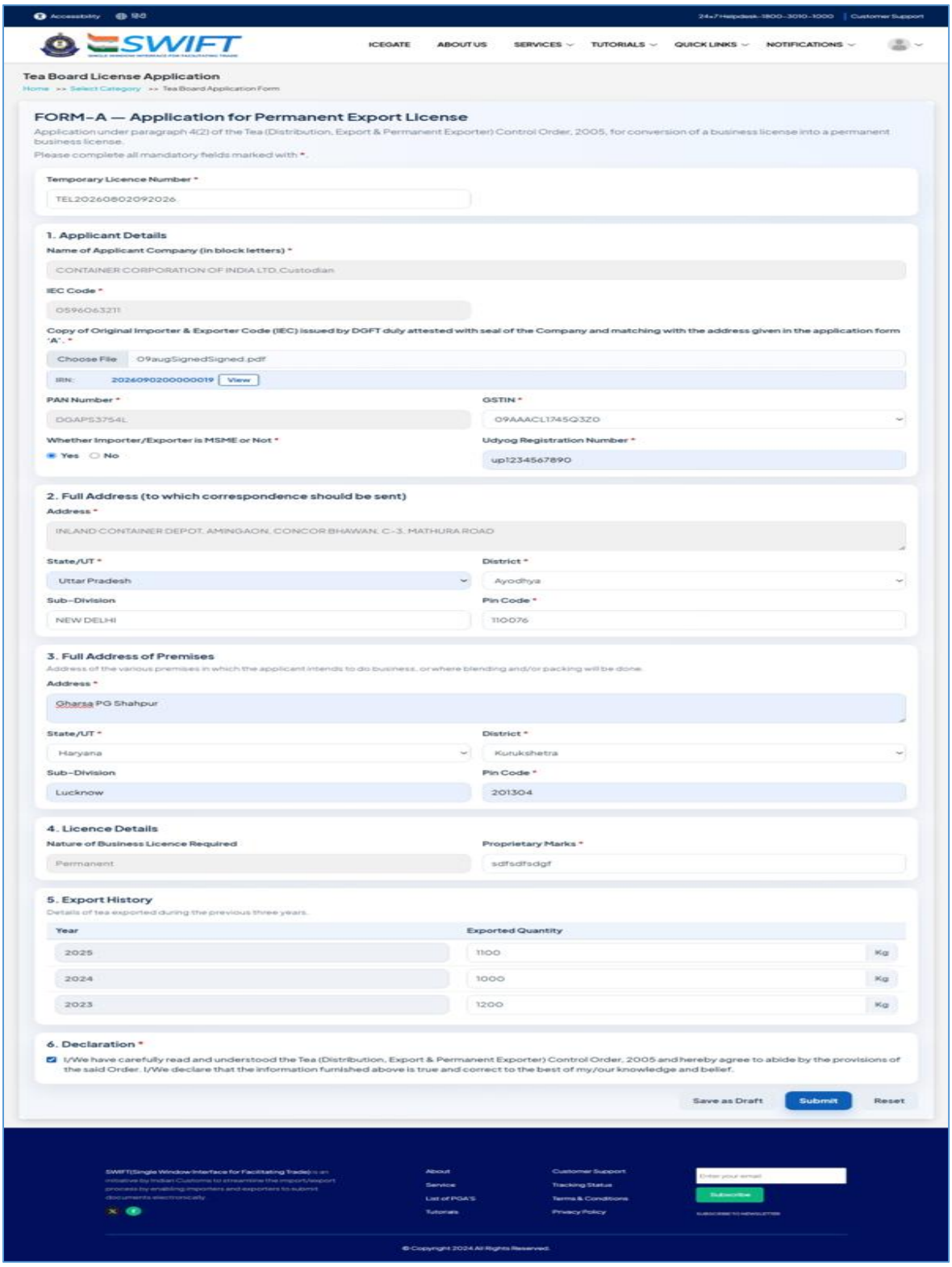




Note: The renewed certificate will be issued with a validity of five years.

The user can track the renewal application status from the LPCO Pending tab (refer to Section 7.3) and perform the required actions, such as responding to queries or completing the payment, based on the application status.

8.2 Permanent Export License Form



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

