

**e-Helpline**  
**of**  
**Customs Commissionerate Ludhiana**

[For the trade in the jurisdiction of Customs Commissionerate, Ludhiana]

Trade can seek clarifications under the following 2 categories. They are :

1. Procedural Delays Related Issues
2. Systems Related Issues including ICES matters

While sending mail through e-Helpline, kindly see that your query contains the following details:

- (1) Your IEC
- (2) The category under which you seek the helpline i.e. whether Procedural Delay Related Issue or System Related Issue including ICES matters
- (3) Your address, contact number and email address
- (4) Nature of help required by you. Please explain in detail. Attachments can also be sent.

These requests can be addressed to [commr-cusldh@nic.in](mailto:commr-cusldh@nic.in).