MeitY LPCO User Manual
CRO Exemption module for HSE

Version 1.0

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1. Getting Started

Welcome to the user manual for the filing of LPCO (Licenses, Permits, Certificates, and Others) application. This manual provides a detailed overview of all the features incorporated in the SWIFT (Single Window Interface for Facilitating Trade) project for the application process for the user.

2. Brief about user guide

This user manual provides step-by-step illustrations of all the functionalities that are incorporated in the filing of the LPCO application. 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

In addition to the existing modes of filing statutory forms by trade users, the SWIFT initiative will facilitate the trade users to apply for statutory documents such as LPCO in online mode via web forms. The LPCO application shall be reviewed by MeitY officers and if approved, LPCO shall be issued. This user manual covers the aforementioned process from the trade user's perspective.

4. Abbreviations

Sl. No.	Term/Acronym	Description
1.	MeitY	Ministry of Electronics and Information Technology
2.	NOC	No Objection Certificate
3.	LPCO	Licenses, Permits, Certificates, and Others
4.	CBIC	Central Board of Indirect Taxes and Customs
5.	CHA	Customs House Agent also known as Customs Broker
6.	DSC	Digital Signature Certificate
7.	e-Sanchit	e-Storage and Computerized Handling of Indirect Tax Documents
8.	IEC	Importer Exporter Code
9.	ICEGATE	Indian Customs E-Commerce/Electronic Data Interchange (EC/EDI) Gateway
10.	ARN	Application Reference Number
11.	PGA	Participating Government Agency
12.	UQC	Unit Quantity Code
13.	CCDC	Concessional Custom Duty Certificate
14.	CRO	Compulsory Registration Order
15.	SSO	Single Sign On
16.	SWIFT	Single Window Interface for Facilitating Trade
17.	ICEGATE	Indian Customs Electronic Data Interchange Gateway

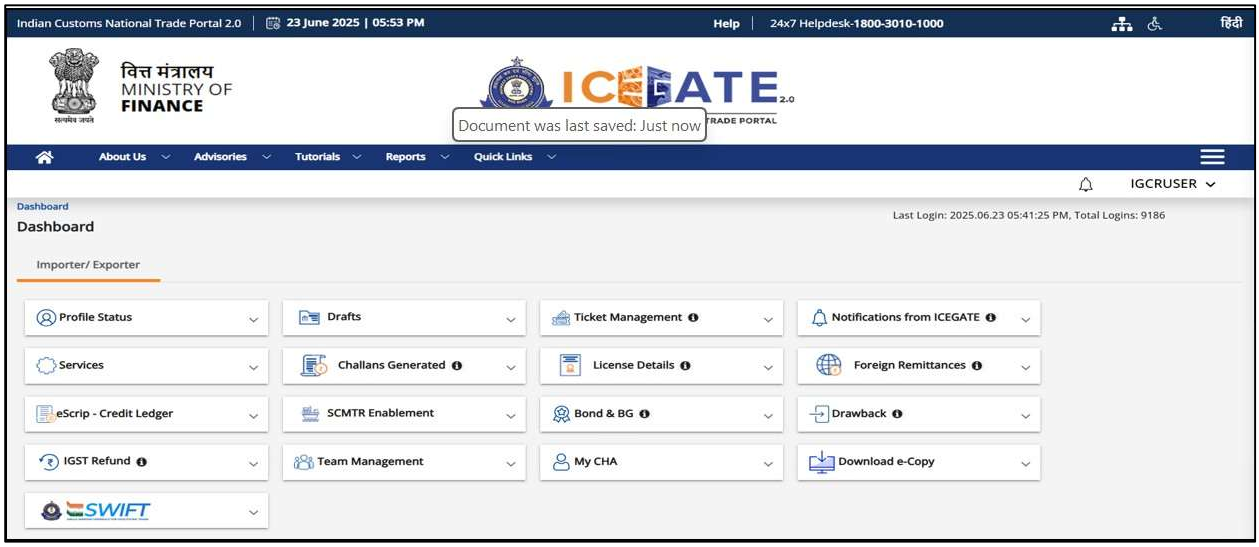
5. Navigation for trade users – CRO exemption Application for HSE

The trade user may follow the steps below to open a MeitY LPCO Application web form:

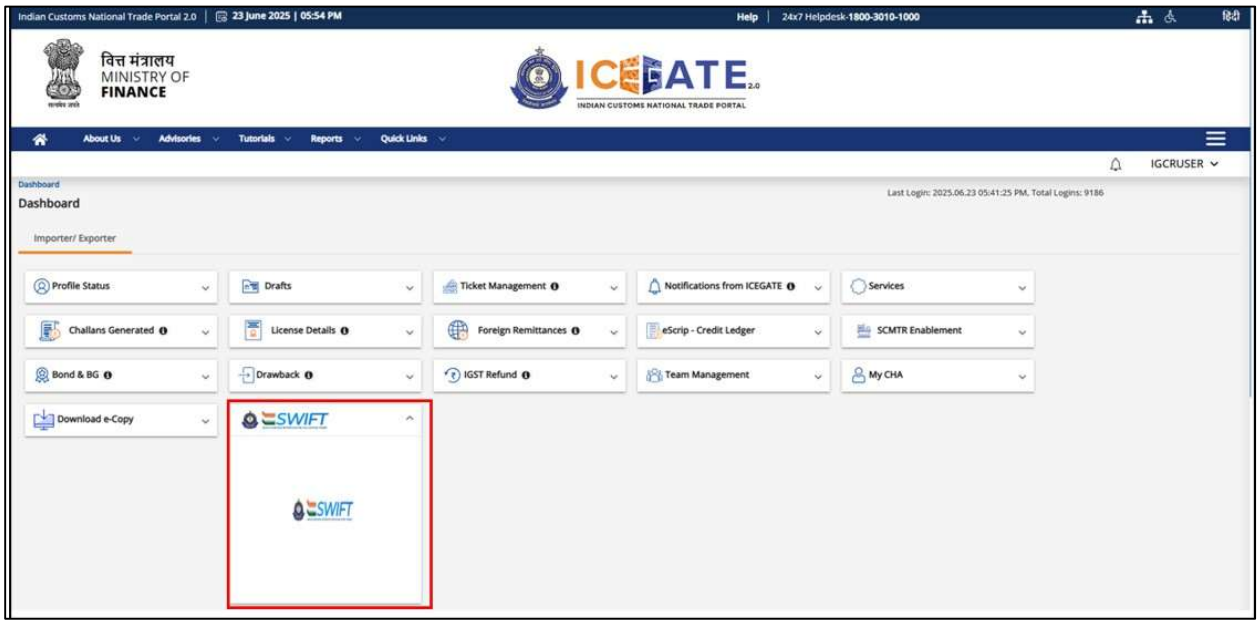
- **Step-1:** The trade users can access the ICEGATE dashboard by providing their ICEGATE ID and Password and clicking on the Login button. In such a case, the 'User Type' that needs to be selected shall be 'ICEGATE User'



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



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



5.1 Trade user widgets

Upon clicking the ***'SWIFT'*** widget, the system displays the screen below for the user to select. The screen has three widgets:

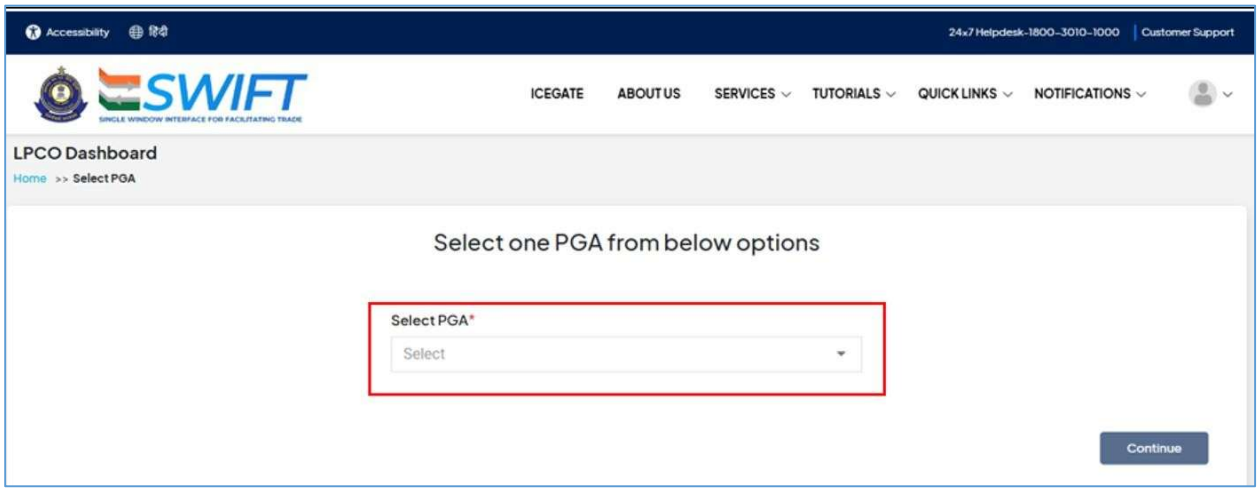
1. NOC - No Objection Certificate
2. LPCO - Licenses, Permits, Certificates, and Other Authorizations
3. Single Sign On

Currently, only LPCO is relevant to trade users for MeitY. Hence, in this document, we will only explore the functionality of the LPCO application.

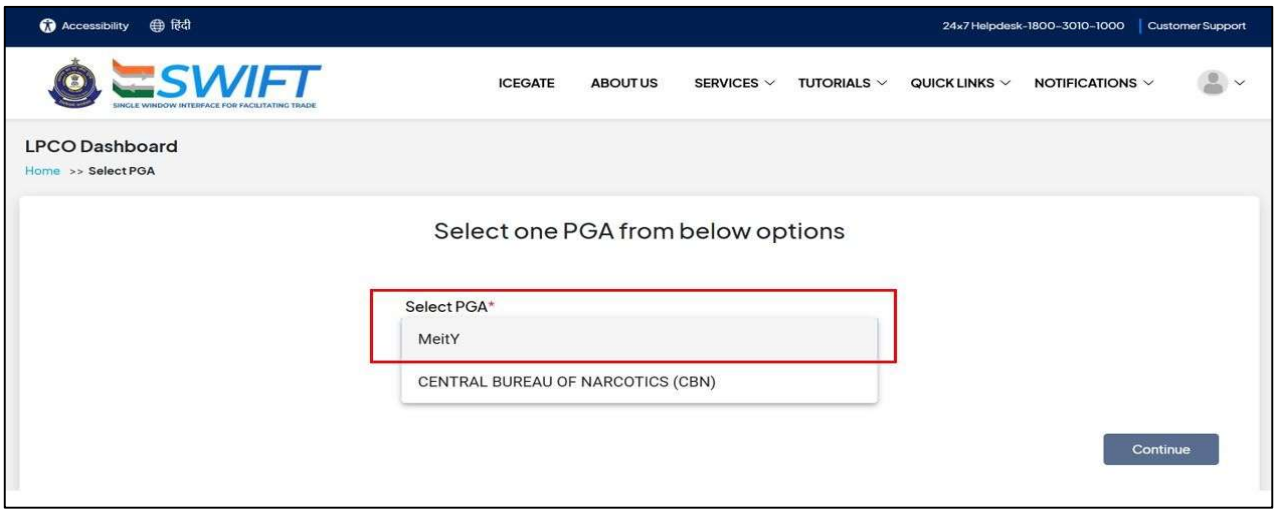


5.2. PGA Selection

Once the user clicks on LPCO, he is redirected to the next screen where the PGA (Participating Government Agency) needs to be selected:

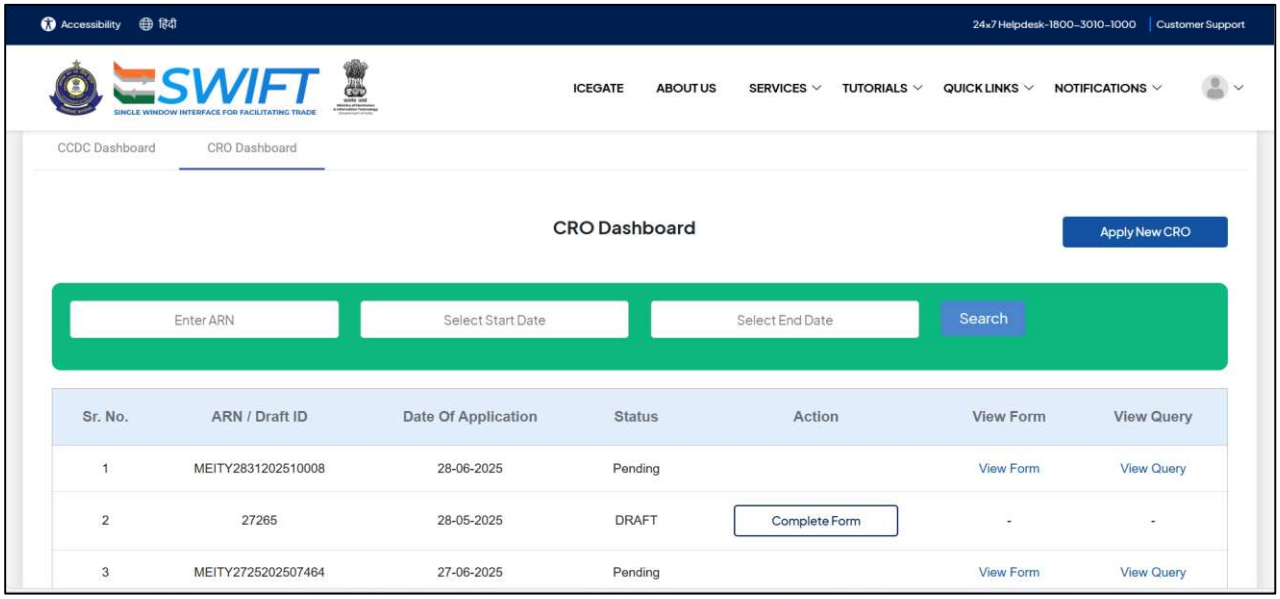


Once the user clicks on the “Select PGA” tab, all the PGAs list is available in the drop-down option. The user will select the appropriate PGA. Here, the user will select MeitY as the PGA.



5.3 MeitY CRO Dashboard

Once the user selects “MeitY” as the PGA, he is redirected to MeitY dashboard. The CRO screen of the dashboard is shared below:



In the main dashboard, the user can search the already applied applications using multiple combinations of criteria, like:

1. Application Reference Number or the Draft ID

    c) An Application Reference Number (ARN) is a unique identifier for any application or request submitted by a user to track the status of any application.

    d) A Draft ID is a unique identifier for an application which has been raised but not submitted. The users can later complete the saved application by identifying it through the Draft ID and submitting it.

2. Start and End of Application Dates

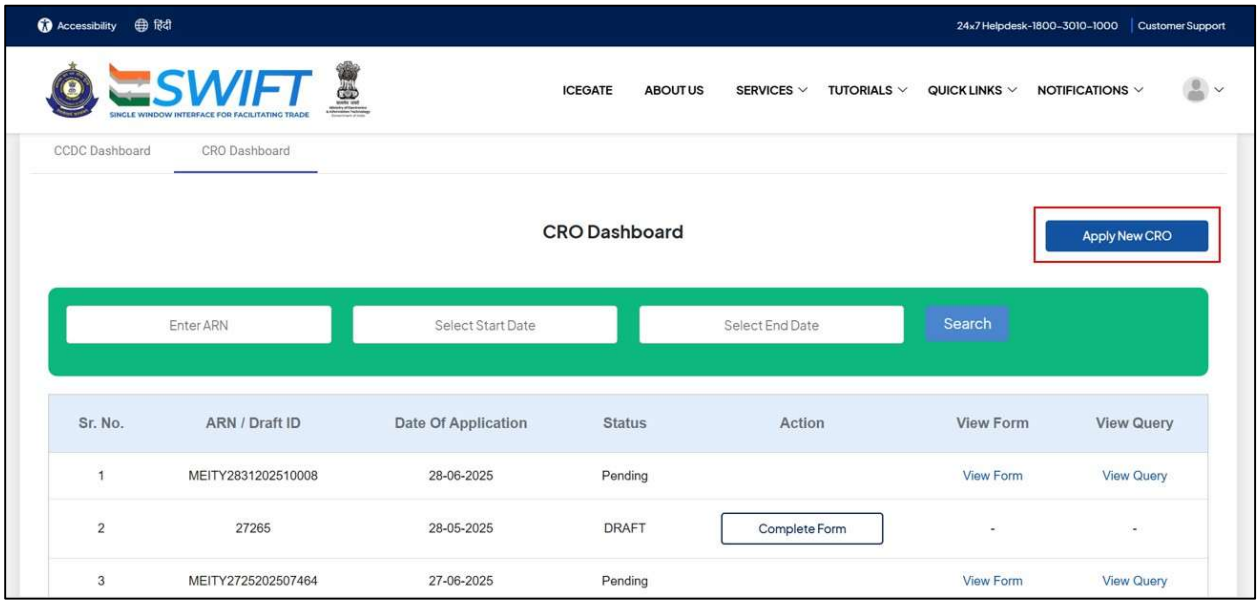
The dashboard also contains other details such as:

1. Status of the application: whether completed or in progress
2. Action: for applications that have been completed successfully, the user is able to download the certificate
3. View Form: the user can view the application by clicking on the View Form button
4. View Query: the user can see all the queries if they have been raised by the officer and can respond to them for clarification

The window also has the facility for a user to apply for a new CRO application (button on the top right corner).

6. Filing the CRO exemption application for HSE

In order to apply for the fresh CRO certificate for HSE, the user clicks on the “Apply New CRO” option to proceed further.



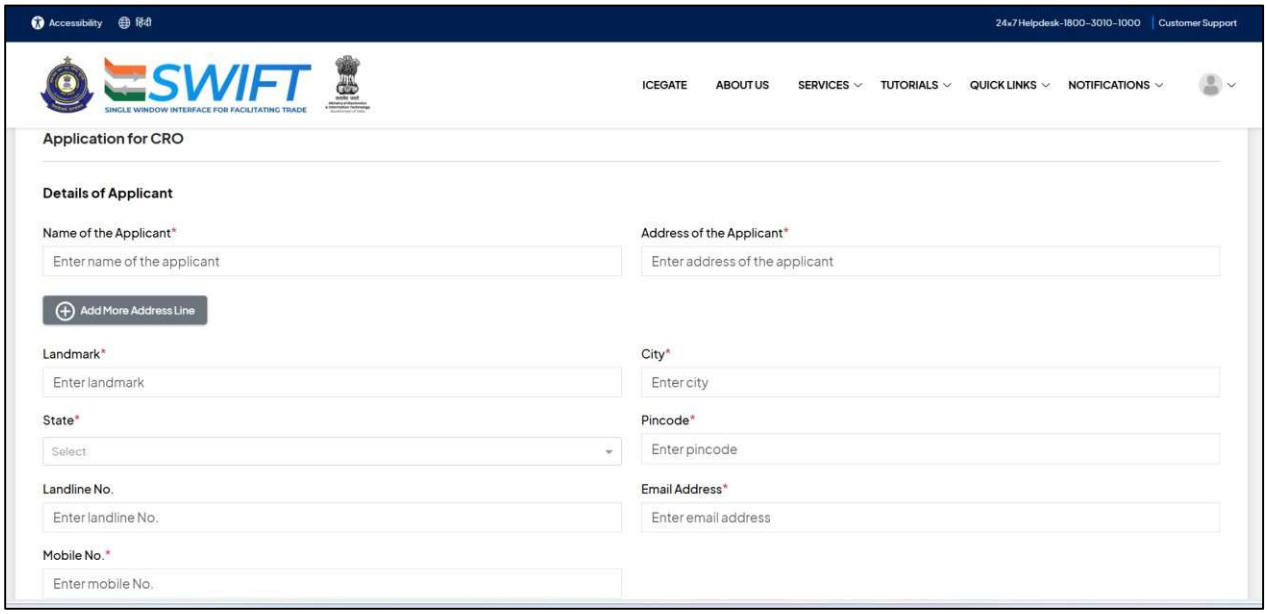
Steps for filing the CRO exemption application form for HSE

Upon clicking the “New CRO Form”, the application form will appear which the user needs to fill. The application form has various sections for the user to fill in:

1. Details of the Applicant
2. Production Details
3. Product Origin details
4. Generic Queries details

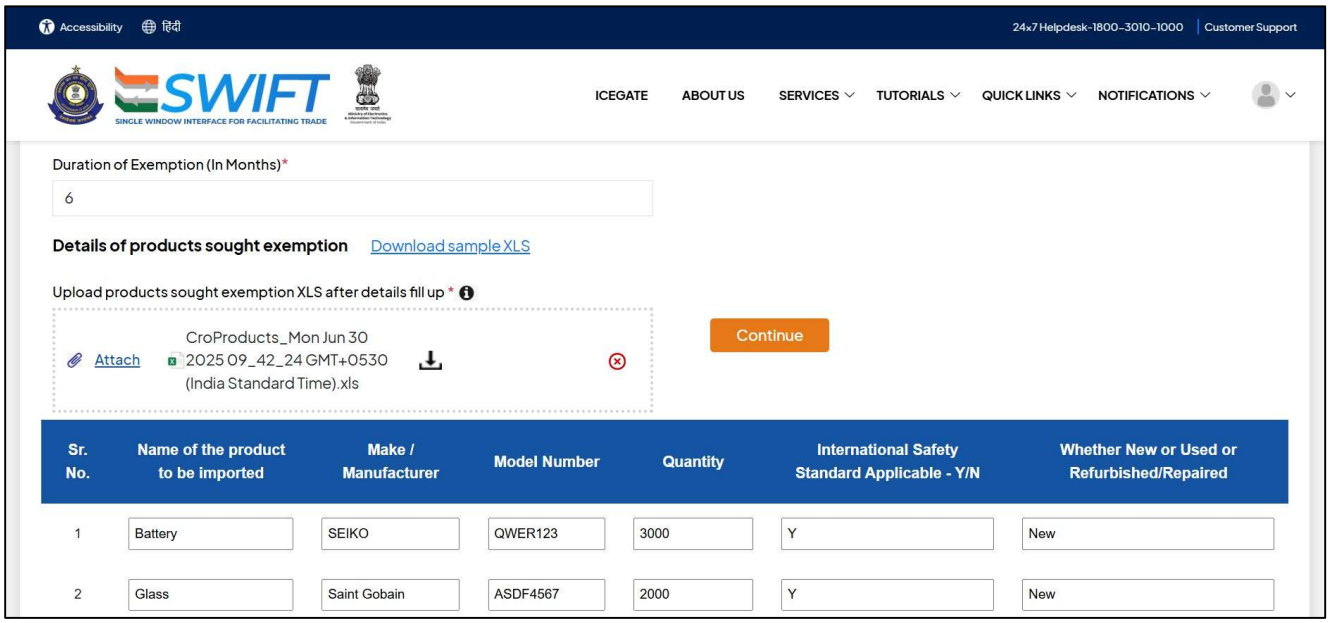
6.1 Details of the Applicant

In the screen below, the user needs to enter details like Name and Address of the applicant (here the applicant means the details of the manufacturers which the user will fill in), landmark, city, state, PIN code, landline number, mobile number and email address. The user can add additional lines to enter the detailed address.

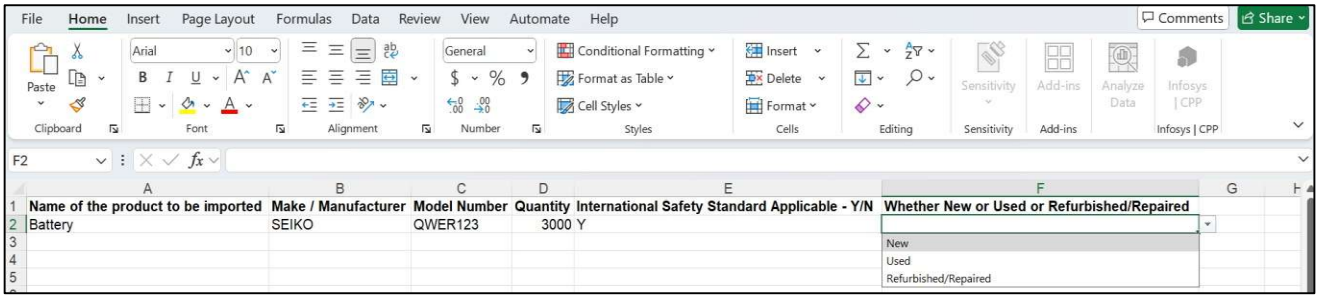


6.2 Production Details

In this section, the user will fill the details of the products as shown below. The user needs to fill details like Name of the product imported, Manufacturer, Model no., Quantity, International safety standards applicability, and the product status like if new or used or refurbished/repaired. A sample excel file is available for the user to download and update the list. Details entered in the file will be available on the screen for the user to view. Sample view of the excel file is also shared below.



File sample view:



The user also needs to fill in the duration of exemption, in months, for which the exemption is being sought for.

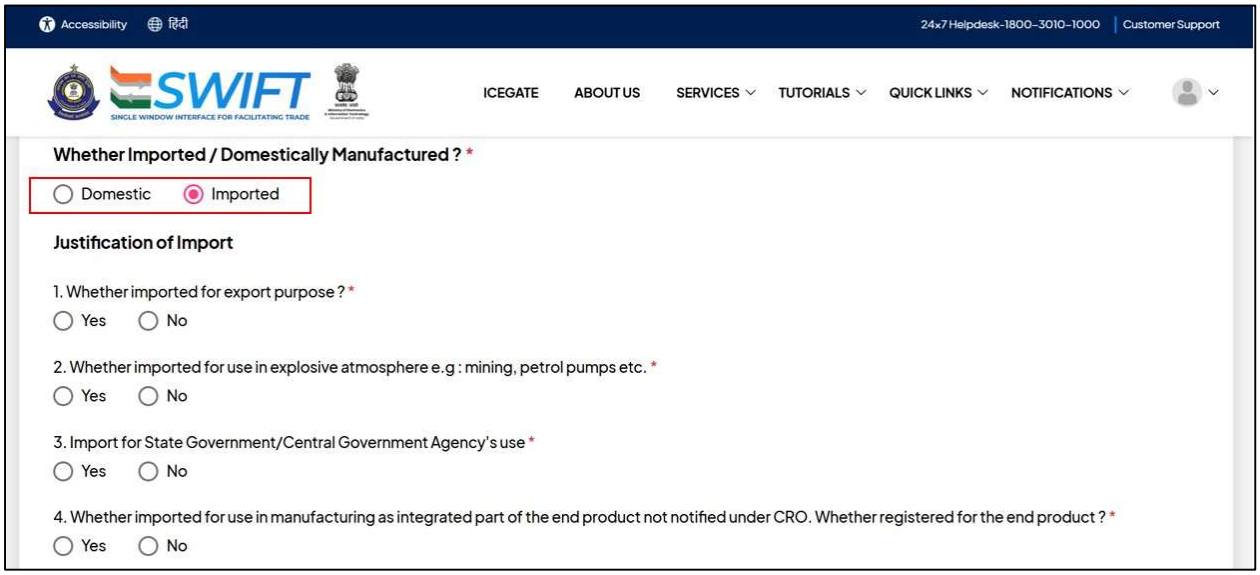
6.3 Product Origin details

While CRO exemption certificate can be applied for both domestically manufactured and imported items, the SWIFT functionality will cover only the CRO exemption certificates for imported items. The domestic option will be disabled.

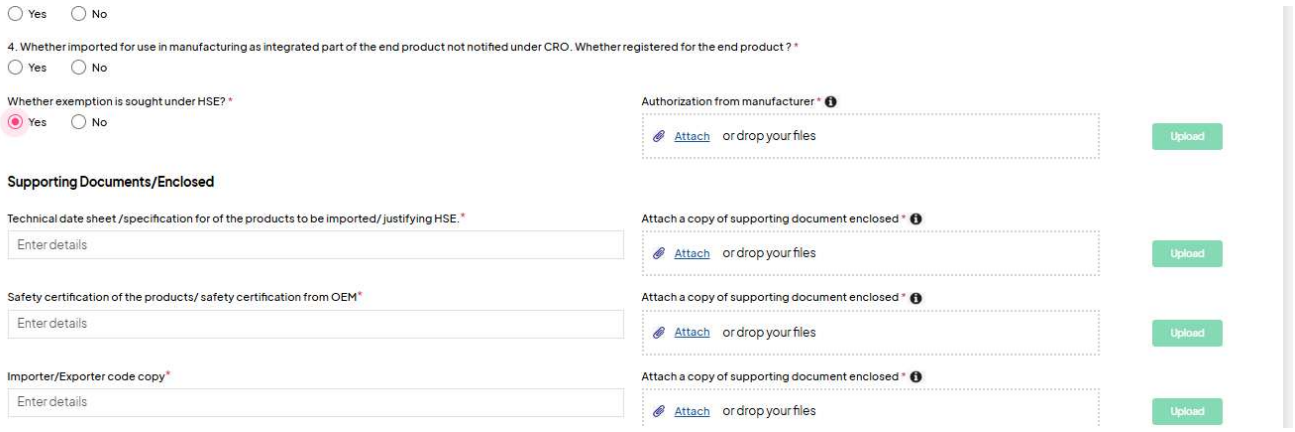


6.4 CRO - Imported item

This is the scenario where the option of Product origin - Imported is selected.

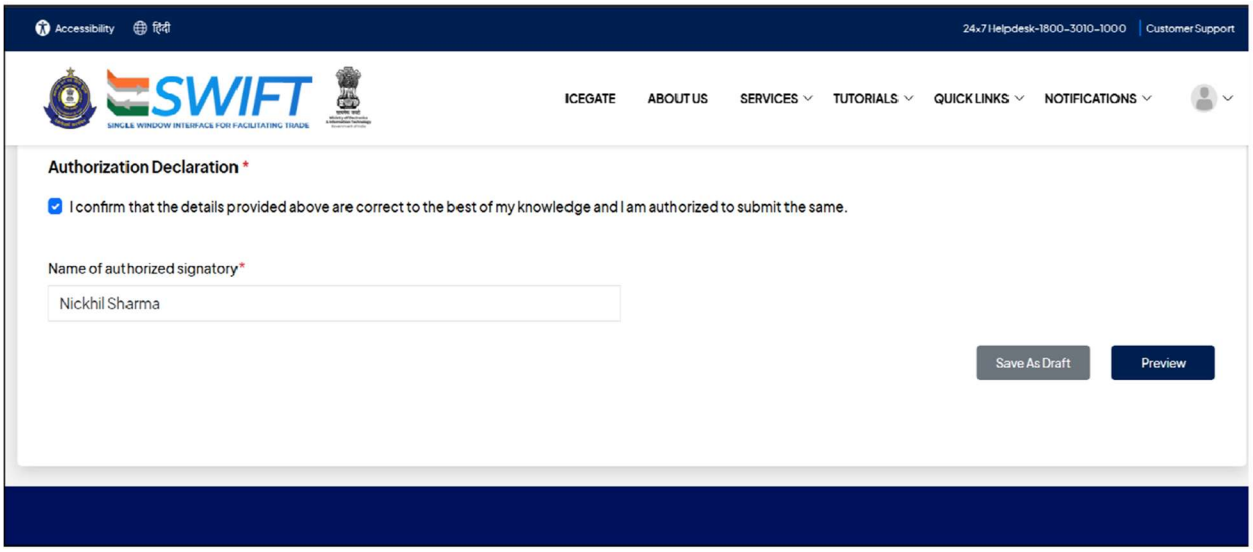


- If the user wants to apply for CRO exemption for HSE then click on “Yes” option on the “ Whether exemption is sought under HSE?”, else “No”. This is a mandatory question for the user to declare.
- Other sections for CRO application are described in MeiTY LPCO User Manual Version 1.08 dated 10.07.2025.



- Once the user selects the “Yes” option, the following documents are to be mandatorily uploaded:
  - Authorization from manufacturer
  - Technical date sheet /specification for of the products to be imported/ justifying HSE
  - Safety certification of the products/ safety certification from OEM

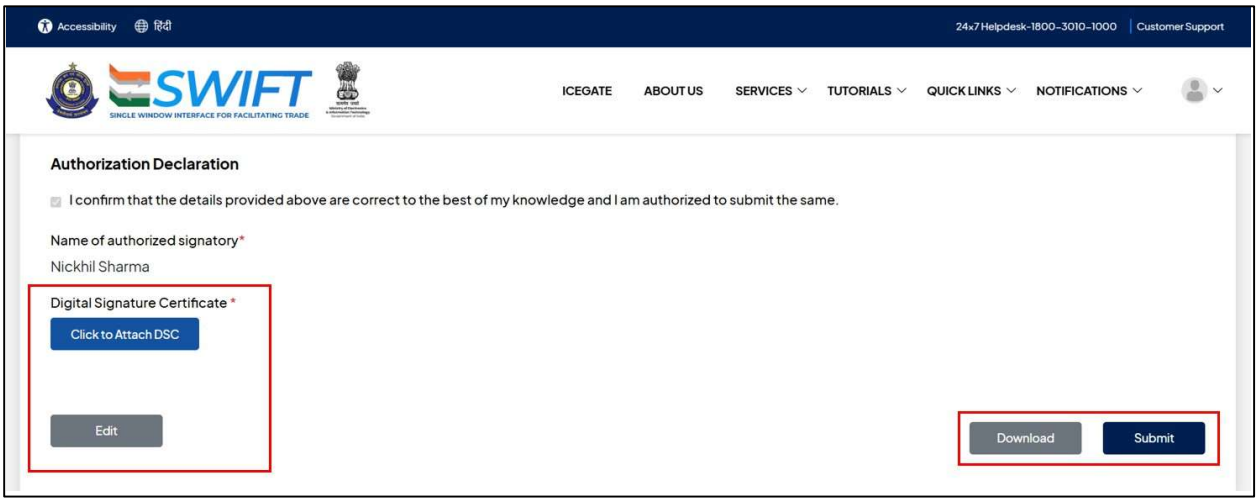
- The user then clicks on the Authorization Declaration as shown below:



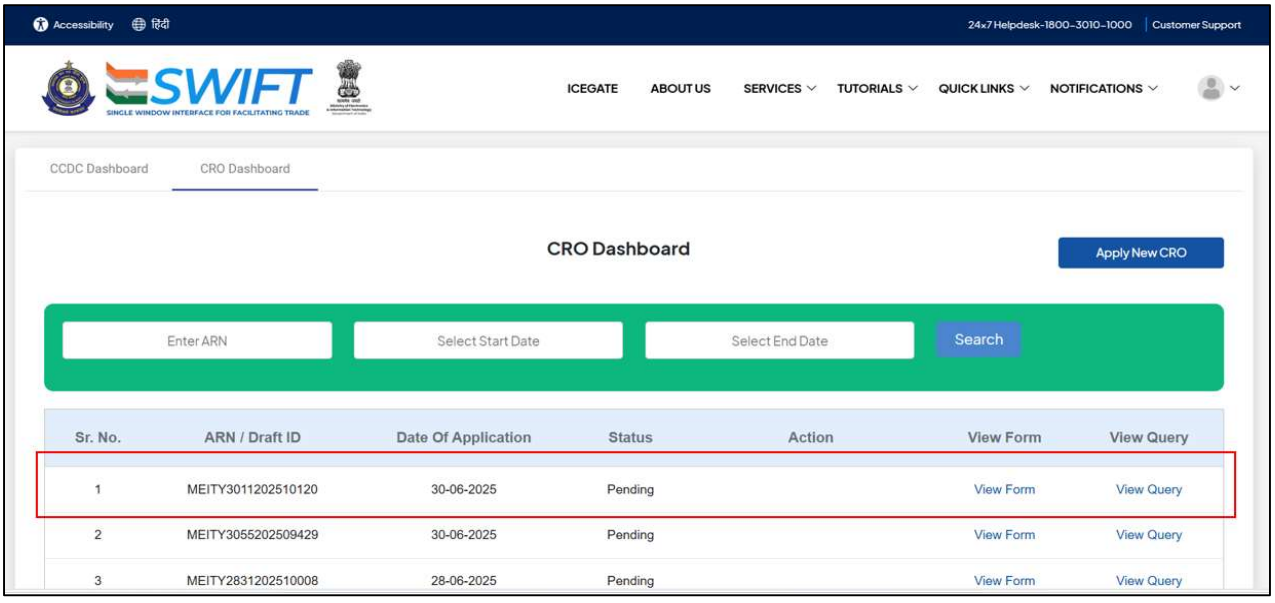
After the declaration he can save the draft form. The preview of the form will be available to the user basis the last saved draft.

7. Application Submission

A functionality has been provided to the user to attach his DSC before submission of the application. The user is also given the functionality to edit or download the application before submitting the application to the MeitY officers.



The user can submit the application by clicking on the “Submit” button. Once the application is successfully submitted; the user gets the message from the system and the user dashboard is updated..



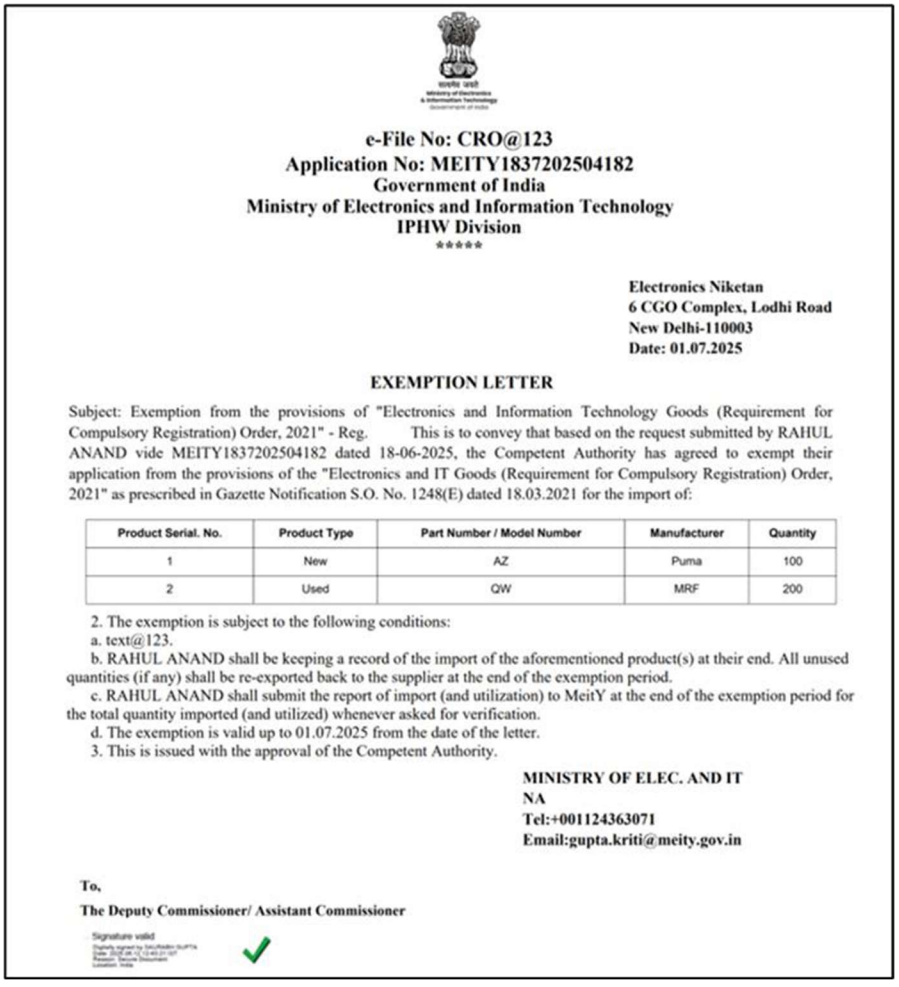
Post submission, the application status then moves to the “Pending” status in the user dashboard.

All the documents uploaded by the user must be “Digitally Signed” and one document can have only one DSC. Any document with multiple DSCs will not be accepted by the system.

After application submission, in some cases, query may be raised by the officers. The query functionality is same as described in Section 8 of MeiTY LPCO User Manual Version 1.08 dated 10.07.2025.

8. Certificate Download

Once the certificate is issued, the user can download certificate from the CRO dashboard. A sample certificate is shown below.



e-File No: CRO@123
Application No: MEITY1837202504182
Government of India
Ministry of Electronics and Information Technology
IPHW Division
*****

Electronics Niketan
6 CGO Complex, Lodhi Road
New Delhi-110003
Date: 01.07.2025

EXEMPTION LETTER

Subject: Exemption from the provisions of "Electronics and Information Technology Goods (Requirement for Compulsory Registration) Order, 2021" - Reg. This is to convey that based on the request submitted by RAHUL ANAND vide MEITY1837202504182 dated 18-06-2025, the Competent Authority has agreed to exempt their application from the provisions of the "Electronics and IT Goods (Requirement for Compulsory Registration) Order, 2021" as prescribed in Gazette Notification S.O. No. 1248(E) dated 18.03.2021 for the import of:

Product Serial. No.	Product Type	Part Number / Model Number	Manufacturer	Quantity
1	New	AZ	Puma	100
2	Used	QW	MRF	200

2. The exemption is subject to the following conditions:
a. text@123.
b. RAHUL ANAND shall be keeping a record of the import of the aforementioned product(s) at their end. All unused quantities (if any) shall be re-exported back to the supplier at the end of the exemption period.
c. RAHUL ANAND shall submit the report of import (and utilization) to MeitY at the end of the exemption period for the total quantity imported (and utilized) whenever asked for verification.
d. The exemption is valid up to 01.07.2025 from the date of the letter.
3. This is issued with the approval of the Competent Authority.

MINISTRY OF ELEC. AND IT
NA
Tel:+001124363071
Email:gupta.kriti@meity.gov.in

To,
The Deputy Commissioner/ Assistant Commissioner

Signature valid

9. Contact Us

The contact details are as follows:

ADG, SWIFT
Director General of Systems & Data Management,
First Floor, Central Revenue Building,
Indraprastha Estate,
New Delhi – 110 109.

Toll Free No: 1800-3010-1000

The user can also drop their queries at:

Email: icegatehelpdesk@icegate.gov.in

