DIRECTORATE GENERAL OF SYSTEMS & DATA MANAGEMENT

Leveraging Technology For Serving Taxpayers

ANNUAL REPORT 2017-18

Central Board of Indirect Taxes & Customs,
Department of Revenue, Ministry of Finance,
Government of India

www.cbic.gov.in   www.icegate.gov.in   www.cbec-gst.gov.in
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I am delighted that the Directorate General of Systems & Data Management (DGS) has taken the initiative to communicate its mandate, performance and strategy for the immediate future through this Annual Report 2017-18. This endeavour is all the more praiseworthy as this is the first ever Annual Report of this key Directorate that provides and manages the IT backbone of the CBIC.

The officers and staff of the DGS are rendering yeoman service to translate into reality the numerous policy initiatives taken by the CBIC to facilitate taxpayers and realize revenues fairly and transparently which checking tax evasion. This is especially seen in the implementation of GST and timely grant of refunds to exporters. Innovations such as ICETAB for changing the dynamics of Customs examination process and e-Sanchit for paperless Customs clearance also come readily to mind.

This Report addresses an important requirement for the DGS to have an effective communication strategy. The recent initiative to release a SOP on managing downtimes as well as the placing of infographics of downtimes in public domain are also steps in this direction.

Technology is a recognized enabler to exponentially improve our services. However, we need to first identify the areas of improvement. I am assured that DGS is taking stock and focusing on how best to provide even better services in the shortest possible time. This would include a third party audit of its IT systems.

I commend the officers and staff of DGS for coming out with this Report. I am confident that this eagerness to engage with all users and stakeholders would help the CBIC remain in the forefront of Leveraging Technology For Serving Taxpayers.

(Ms. Vanaja N. Sarna)
Amongst Government Departments, the CBIC has been a pioneer in taking e-Governance initiatives which support Government's flagship programmes viz., Digital India and Ease of Doing Business.

DGS is responsible for providing and maintaining the IT infrastructure and services for facilitating the taxpayers in respect of the indirect taxes viz., Customs, Central Excise Service Tax and now, most importantly, GST. As I look back, 2017-18 was a watershed year for DGS which worked hard for a smooth roll out of the GST. The simultaneous cadre restructuring of the CBIC was an added complexity in making available the required IT infrastructure at new locations and providing training on the new IT functionalities. I am proud that DGS rose to the challenge and delivered.

(Susanta Kumar Panda)

It gives me immense pleasure to present this very first Annual Report of the DG Systems.

Each of the IT achievements and initiatives mentioned in this Report serve the CBIC in fulfilling its mandate to garner revenue while facilitating trade and industry. The deliverables get reflected in the figures of revenue collections, filing of returns, dwell time of cargo etc. but behind the scenes is the hard work and sincere effort of the dedicated officers and staff of the DG Systems that transform ideas and policies into IT functionalities, reports and analytics. This Report is an effort to recognize their contribution. Importantly, this report should also serve to further improve communication and reinforce the strong partnerships between DG Systems and stakeholders, within and outside the CBIC.

All ADGs and their teams deserve credit for contributing to this Report. I would also like to especially express my deep appreciation of the contribution of Shri Narinder Singh, Jt. Director, EDW & ICEGATE in conceptualizing and finalizing this Report.

(Sandeep M. Bhatnagar)
IT STRATEGY

In order to fulfill the CBIC’s mission of innovative use of technology and techniques for revenue mobilization coupled with maximum trade facilitation and minimal interventions, the DG Systems & Data Management has adopted the following IT strategy:

- Adoption of electronic assessment through risk based system
- Adoption of mobile solutions, devices and Apps for scaling the service delivery
- Transition to Service Oriented Architecture
- Up take of Big Data and Advanced Analytics
- Modernization and augmentation of IT infrastructure
- Enhancing Information Security
- Augmentation of network bandwidth
- Reducing Disaster Recovery time
- Building partnerships for data sharing and digital integration with stakeholders and PGAs
DIGITAL ECOSYSTEM

- Airports/Seaports/ICD/LCS/CFS
- State/UT
- Directorate General of Foreign Trade
- Directorate General of Valuation
- Exporters/Importers
- Single Window
- Indian Ports Association
- Customs Brokers
- Customs, Central Excise & GST Commissionerate
- Ministries of Petroleum, Coal, Fertilizer, Steel and Textiles
- India Post
- National Securities Depository Limited
- Reserve Bank of India
- National Informatics Centre
- Goods and Service Tax Network
- Special Economic Zones
- Principal Chief Controller of Accounts
- Drug Controller General
- Plant Quarantine Information System
- Animal Quarantine & Certification Services
- Food Safety and Standards Authority of India
- Indian Railways & CONCOR
- Wildlife Crime Control Bureau
- Terminal Operators
- Public Financial Management System
- Enforcement Agencies
The external facing applications are used by external stakeholders for transactions, information and regulatory purposes.

- **ICEGATE** application caters to the import and export community business process needs. Import/Export related filing is done through this application. Other facilities include e-payment, e-SANCHIT for uploading the documents etc. It is hosted on [www.icegate.gov.in](http://www.icegate.gov.in).

- **ACES** application was developed to cater to the Central Excise and Service Tax assesse business process needs. It provides for filing of returns, e-payment of duties/taxes etc. It is hosted on [www.aces.gov.in](http://www.aces.gov.in).

- **CBIC GST portal** has been developed to provide transactional, information needs of trade in GST era. It is hosted on [www.cbec-gst.gov.in](http://www.cbec-gst.gov.in)

The internal facing applications are used by internal stakeholders i.e. CBIC officers for processing the import/export related documents and GST returns.

- **ICES** is the application used for processing the import/export related documents that includes BE, SB and Drawback/RoSL processing.

- **RMS** is used for processing the import/export related documents before it is provided to ICES application, by determining the treatment for a document based on the declarations.

- **EDW** application provides data analytics on the vast data related to import/export and GST, available with DG Systems. It helps in understanding the various trends in import/export and filing of Central excise/Service Tax/GST returns.
Team GST:
Goods and Service Tax

AIMS & OBJECTIVES

- Design and development of the following modules of the new GST Application
  - Access Control
  - Registration
  - Returns
  - Payments/Ledgers
  - Refunds
- Operations and maintenance of the new GST application
- Operations and maintenance of ACES for Central Excise and Service Tax
- Operations and maintenance of EASIEST Payment Gateway
- Training and capacity-building
- Representing CBEC in meetings of GST IT Committee, GoM on IT issues etc.

OVERVIEW

Functional implementation of GST
Key stakeholders in implementation of GST

- GSTN
  - 104 Lakh plus GST taxpayers
  - Common portal for GST taxpayers

- CBIC
  - Handles Center’s work + few UTs (like Lakshadweep)

- 36 States / UT
  - Handle State/UT work through GSTN (Model 2)
  - or own system (Model 1)

- Banks / RBI and Accounting Authorities
  - Handle collection & distribution of Taxes

New ecosystem:

<table>
<thead>
<tr>
<th>Components</th>
<th>Pre-GST</th>
<th>GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taxpayer Base</td>
<td>15 Lakh active assessees</td>
<td>~104 Lakh + 20% growth YOY (6,000 + daily)</td>
</tr>
<tr>
<td>Frequency of Filing</td>
<td>Monthly, Quarterly, Half-Yearly &amp; Annually</td>
<td>Monthly, Quarterly and Annually (Mandatory for all)</td>
</tr>
<tr>
<td>No. of Returns</td>
<td>35 lakhs annually</td>
<td>~ 1,200 Lakh annually +20% growth YOY expected</td>
</tr>
<tr>
<td>Departmental Users</td>
<td>16,000</td>
<td>~40,000 (8,000 currently mapped)</td>
</tr>
<tr>
<td>Concurrency factor</td>
<td>~2000</td>
<td>~10000 (Dealers) ~2500 (Department officials)</td>
</tr>
<tr>
<td>Supporting documents</td>
<td>Manual</td>
<td>Scanned Image / invoice Uploads</td>
</tr>
<tr>
<td>Integration/Connectivity</td>
<td>NSDL, CBDT, MCA</td>
<td>GSTN, CBDT, NSDL, SMS &amp; email Gateway</td>
</tr>
<tr>
<td>Digital Signatures</td>
<td>NA</td>
<td>Digital Signature for Departmental Users</td>
</tr>
<tr>
<td>Data handled</td>
<td>&lt; 1 TB per year</td>
<td>~ 25 TB per year</td>
</tr>
</tbody>
</table>
KEY ACHIEVEMENTS

CBIC- GST modules functionalities

Access Control Logic (ACL) Module has the following functionalities:
- Jurisdiction Management
- Permissions Management
- MIS Reports
- Formations Management
- User Access Management

The Registration Module has the following functionalities:
- Processing of new Registration applications
- Display of migrated taxpayer’s Registration applications
- Processing of Casual/Non-Resident Taxpayer Registration
- Processing of ISD Registration applications
- Processing of TDS/TCS Registration
- Processing of core amendment requests
- Intimation of non-core amendments
- Composition-related intimations to jurisdictional officers
- Processing of enrolment applications of GST Practitioners

The Return Module has the following functionalities:
- Receives data in respect of GSTR-1 & GSTR-3B from GSTN and displays it to CBIC field formations and officers of other verticals.
- Provides officers an option to download the invoice-level information furnished by taxpayers in GSTR-1
- Validates the returns using ACES database and provides scrutiny comments to field officers to aid in TRAN-1 verification
- TRAN-1 return, made available to field formations

The Payments Module has the following functionalities:
- View of Challans
- View of Cash Ledger
- Credit Ledger
Some of the important reports that are presently available are:

- Tax deposit break up
- Deposits summary at All-India/Zone/C/D/R
- Top 100 taxpayers at all levels
- Individual taxpayer-wise deposits at Range level.
- Tax paid/offset summary at formation level
- Tax paid/offset taxpayer-wise
- GSTR-3B Filers report

Implementation of IT system for Scheme of Budgetary Support

The IT system for Scheme of Budgetary Support under GST for units located in states of J&K, Uttarakhand, Himachal Pradesh and North East including Sikkim has been implemented in a phased manner, as follows:

**Phase 1:**

- Registering the GSTIN in the cbec-gst.gov.in portal and obtaining login credentials.
- Registration of units in the portal for the budgetary scheme.
- Approval of the registration by the tax officer.
- Generation of unique ID for each unit within a GSTIN.

**Phase 2:**

- Returning of registration application by tax officer.
- Resubmission of registration application by taxpayer.
- Online filing of budgetary support application by taxpayer.
- Online processing of budgetary support application by tax officer including rejection, issuance of deficiency memo and rejection.

**Phase 3:**

- Integration with PFMS for sharing of assessee master and online credit of budgetary support into the taxp
- Functionality for uploading inspection report in the cbec-gst.gov.in portal.

The online portal for units to register under the Scheme and to file applications for budgetary support has already been deployed. The final phase of implementation, i.e., integration with PFMS system for electronic disbursement of sanctioned budgetary support to the bank account of the taxpayers is under progress.
Android mobile App ‘CBEC GST’
A mobile App for taxpayers which can be downloaded form https://play.google.com/store/apps/details?id=com.cbec.gst provides up-to-date information on the following aspect of GST:
- GST laws
- GST rules
- FAQs
- GST migration
- Call / email information of helpdesk

1 lakh plus downloads (rating 3.8 out of 5)

Twitter handle

askGst_GOI twitter handle (managed by GST Policy Wing, CBIC)

Exclusive GST portal
A dedicated internet portal for GST (cbec-gst.gov.in) was developed and launched to share the latest information with the taxpayers. The portal is being updated on a regular basis with latest notifications/circulars/orders related to CGST/UTGST/IGST. FAQs on procedures related to GST compliance and FAQs on different sectors like mining, handicraft, textiles etc are shared with the taxpayers on a regular basis through the portal. A tool to help the taxpayers identify the HSN/SAC/rate of tax for goods/services and also a tool to help the taxpayers to identify their jurisdictional CGST office is available on the portal.
GST application portal

GST, India’s biggest indirect tax reform, was launched on 01-07-2017 by Hon’ble President and Hon’ble Prime Minister. On that day, CBIC too launched its GST application portal for:

- Exchange of Information with GST common portal (GSTN).
- Giving access to Departmental officers to view data and generate reports for Registration, Returns & Payments. Other functionalities are in the pipeline.
Team ICEGATE:
Indian Customs Electronic Data Interchange (EDI) Gateway

AIMS & OBJECTIVES

ICEGATE is the one stop web portal for Indian Customs. ICEGATE fulfills the single window requirement of trade for EXIM related activities. The services offered by ICEGATE include e-filing of Bills of Entry (Import declaration), Shipping Bills (Export declaration), Customs duty payment, message exchange with participating agencies, Drawback & RoSL disbursement etc.

OVERVIEW

Services provided to trade

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<tr>
<th>Transactional</th>
<th>Informational</th>
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<tbody>
<tr>
<td>- Document filing &amp; processing for 215 EDI locations</td>
<td>- Real time tracking of imports/exports documents</td>
</tr>
<tr>
<td>- Customs duty payment through 20 Banks</td>
<td>- 54 tracking modules</td>
</tr>
<tr>
<td>- Export incentive disbursal</td>
<td>- Daily reports</td>
</tr>
<tr>
<td>- Logistics management</td>
<td>- Customs duty calculator</td>
</tr>
<tr>
<td>- Port / Custodians</td>
<td>- Help Desk</td>
</tr>
<tr>
<td>- Cargo handling</td>
<td>- Toll Free No.: 1800-3010-1000</td>
</tr>
<tr>
<td>- Carrier operations</td>
<td>- E-mail: <a href="mailto:icegatehelpdesk@icegate.gov.in">icegatehelpdesk@icegate.gov.in</a></td>
</tr>
<tr>
<td>- Licensing control</td>
<td>- Connecting standards/message formats</td>
</tr>
<tr>
<td>- IPR registration</td>
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Performance in 2017-18

- 6760858 Bills of Entry Filed
- 7612039 Shipping Bills Filed
- 331347.01 e-Duty Collected (In Crore)
- 4185577 Challans Handled
- 2015919396 Visits at ICEGATE
- 8276487 Unique Visitors at ICEGATE Website
To enable digital integration with trade and Government Agencies

KEY ACHIEVEMENTS

Integration with GSTN
- ICEGATE and GSTN systems integration via API for exchange of data
- APIs for sharing Exports data and processing IGST refund successfully launched on 10-10-2017
- API integration for validating of IGST credits and settlement of IGST funds to States is in progress

eSANCHIT - eStorage and Computerised Handling of Indirect Tax documents
- eSanchit launched for paperless processing of supporting documents required for filing Bills of Entry
- eSanchit reduce the physical interface between Customs/regulatory agencies and the trade
- eSanchit significantly reduce the import clearance time by uploading digitally signed documents.
- eSanchit facility will soon be made available for paperless processing of Licenses/Permits/Certificates of PGA’s

Integration with PFMS (Public Financial Management System)
For disbursement of ROSL (Rebate of State Levies) and IGST (Integrated Goods and Service Tax) refund, ICEGATE has integrated with PFMS platform developed by CGA office thereby ensuring centralized and efficient monetary disbursal of EXIM incentives.

Integration of ICD custodians with ICEGATE
The ICD custodians have been migrated to more secure mFTP (modified File Transfer Protocol) integration with ICEGATE for secure and faster data exchange ensuring smooth operations at ICD custodian’s end.

Transactional portal of SWIFT (Single Window Interface for Facilitating Trade)
ICEGATE portal acts as single submission portal for importers and exporters of India to lodge their clearance documents online at a single point under SWIFT. ICEGATE has message integration with two major stakeholders of SWIFT that is FSSAI (Food Safety & Standard Authority of India) & Plant Quarantine and Storage Directorate.
Team ICES:
Indian Customs Electronic Data Interchange System

AIMS & OBJECTIVES

- Creating a conducive atmosphere to do business with ease
- Reducing the dwell time for clearance of goods
- Minimizing the need for trade to interact with different Government agencies involved in border clearance
- Bringing uniformity and certainty in assessment of goods across Customs locations

"Providing an efficient management information system for policy formulation and revenue mobilisation."

OVERVIEW

ICES is developed as the core IT system through which import and export documents required for Customs clearance of import and export goods {Bills of Entry, Shipping Bills, Import General Manifests (IGMs) and Export General Manifests (EGMs)} are processed. ICES version 1.0 was initially launched at Delhi Custom House in 1995 and later implemented at other Custom Houses from 1997 onwards. ICES 1.5 was developed as single server system across India. The migration from ICES 1.0 to ICES 1.5 was completed in early 2013. At present, ICES 1.5 is implemented at 215 Customs locations across India accounting for more than 95% of India’s international trade and 99% of the Customs revenue.

Total no. of Custom sites on EDI: 215
KEY ACHIEVEMENTS

Bringing our borders into the digital fold

Team ICES along with Team Infrastructure took the onerous task of reaching out to the far flung Land Customs Stations located in border areas with almost no connectivity or infrastructure and make them join the EDI bandwagon. This year alone, there has been a quantum jump of almost 50% in the number of EDI sites. For the remote locations with absolutely no possibility of network coverage, a new offline utility iCAN (ICES Compact Application for Non EDI sites) has been designed. This utility aids in electronically capturing the data of manual clearances made at such locations which can be used for the purposes of IGST refunds, or can be shared with other agencies like DGCIS.

Going mobile!

ICETRAK – A versatile mobile application aiming to bring together all Customs related services on a single platform. To begin with, information like consignment status, GSTIN status and duty calculator have been made available along with the library of notifications and circulars. Going forward, the objective is to evolve ICETRAK into an all-encompassing app enabling transactions like payment, filing and query reply etc., thus bring the department and the trade closer, virtually!

ICETAB - A cutting edge, highly secure hand held (tablet) device developed to conduct Customs examination and submit report in ICES on-the-spot thereby quickening the entire clearance process. While it adds to the efficiency of the departmental officers, it also augments the ease of doing business by quick clearances and reduced dwell time.
Faster, paperless, automatic refunds

- Rebate of State Levies (RoSL), a rebate scheme of the Ministry of Textiles (MoT) was implemented in ICES by making the process as simple as drawback where the Shipping Bill is a sufficient document for claiming the refund. RoSL also paved way for crediting refunds electronically through PFMS instead of manual issuance of cheques.

- IGST Refund Module was developed by team ICES to electronically credit the refund to exporter's account through PFMS without there being any need for printing or authenticating physical copies of refund scrolls. After the launch of the module, ICES has developed new functionalities in the application for rectifying the errors made by the exporters in the Shipping Bills thus helping overcome the initial challenges faced after the implementation of GST

Contributing internationally

Team ICES has been at the forefront in implementing the WCO yearly themes ranging from Digital Customs to building a Secure Business Environment for Economic Development.

Team ICES participated in the discussion groups on the WCO Data Model Project and the Information Management Sub Committee (IMSC) which are aimed at streamlining and standardizing the customs systems and processes globally and facilitate trade with increased use of IT. Team ICES have also represented India in the UNNExT Master class on Digital Customs and Single Window in the context of ETO FTA, organized by WCO and UNESCAP. Additionally, Team ICES will play a lead role in SECUREX pilot project of the Universal Postal Union and WCO.

IGST Refund Sanctioned is: ₹100,000,000,000

IGST Collected is: ₹1,937,030,000,000

* Till 31.03.2018
SWIFT (Single Window Interface for Facilitating Trade)

SWIFT, a widely appreciated collaborative effort of Teams ICES, ICEGATE, RMD, and Commissioner SW, CBIC allows importers and exporters of India to lodge their clearance documents online at a single point only. Required permissions, if any, from other regulatory agencies are obtained online without the trader having to approach these agencies. It reduces interface with Governmental agencies, dwell time and the cost of doing business. The objectives of SWIFT are inline with key programs of Government namely 'Make in India' and 'Digital India'. The major import regulatory agencies which are involved in issuing clearance or “No Objection Certificates” for import consignments have been brought under the ambit of a single import declaration and the online clearance facility. These agencies are Food Safety (FSSAI), Drug Controller, Plant Quarantine, Animal Quarantine, Textile Committee and Wild Life Crime Control Bureau.

Key Ease of Doing Business initiatives

- Option to amend/add supporting documents to reply to the assessing officer's query
- Document filing status available on ICEGATE was made even more elaborate and informative, by giving details of GSTIN and IGST refund status in the enquiry.
- Option for e payment was enabled, in coordination with ICEGATE for Baggage as well as Manual BEs at EDI locations.

Reduction in dwell time

The dwell time analysis shows that the developments done in the system have reduced the time taken by Customs to clear the goods consistently. Be it the enabling of the DPD (Direct Port Delivery) and deferred payment option for the AEO clients, or expanding the ambit of SWIFT by giving the view of online supporting documents to PGAs, they have all contributed to faster clearances and reduced dwell time.

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<th>JUL-17</th>
<th>OCT-17</th>
<th>JAN-17</th>
<th>MAR-18</th>
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<tbody>
<tr>
<td>Green Channel</td>
<td>14.25</td>
<td>12.15</td>
<td>10.85</td>
<td>10.62</td>
</tr>
<tr>
<td>Red Channel</td>
<td>11.68</td>
<td>10.22</td>
<td>9.91</td>
<td>8.96</td>
</tr>
</tbody>
</table>

Dwell time - taken from arrival to clearance (Days)
Team EDW: Enterprise Data Warehouse

AIMS & OBJECTIVES

CBIC is one of the first Government departments to have implemented an Enterprise Data Warehouse (EDW), a repository of identified business data across Central Board of Indirect Taxes & Customs with some of the leading business Intelligence software solutions for Online Analytical Processing and Statistical Analysis. EDW has since expanded its coverage to support GST.

OVERVIEW

Consumer focus

EDW today is the primary source of data and reports required by CBIC, other Ministries and external agencies. EDW plays a critical role in the provision of data to support policy formulation, decision making, investigation, enforcement and monitoring of revenue collection. EDW serves the data and analytical requirements of agencies like Prime Minister’s Office, TRU, RBI, DRI, DGGSTI, DG Audit, ED, GST Policy Wing, C&AG, CBIC field formations etc.

SmartView

EDW regularly holds trainings of the officers in field in usage of the Smartview- the front end reporting tool- to empower them to generate reports and statistics for their business needs.

Data exchange-widening of tax net

CBIC is engaged with CBDT and VAT departments of Delhi, Rajasthan and Tamil Nadu for exchange of data. This mechanism has helped in identifying mismatch cases (entities declaring different receipts/income from services in returns filed in VAT, Service Tax and Income Tax).

EDW also aids in implementing MoUs for data exchange with foreign countries in coordination with DRI and the ICD wing of CBEC.

Data visualization

Team EDW has built various interactive dashboards giving visual representation of certain data aggregates in Customs viz. Revenue, Imports of Gold, Silver and Pulses. These give a simple to understand overall picture of the data.
KEY ACHIEVEMENTS

- EDW has become a crucial decision support system for the department by providing pivotal data and reports for the Budget exercise every year by TRU, data for annual audit planning by DG Audit, reports to Drawback Wing, GST Policy Wing, Chairman's office and other policy wings of the Board. The investigating agencies of CBIC like DRI have been regularly obtaining statistics and transactional data from EDW to aid their investigation.

- Many Commissionerates have reported additional revenue mobilization by identification of defaulters solely from reports available on EDW-SmartView portal.

- The revenue mobilization by Mumbai Service Tax by identifying defaulters with the aid of EDW reports has been appreciated as a Best Practice by Chairman, CBIC. Other Commissionerates have been urged to emulate this practice.

Project Tax 360

CBIC is in the process of upgrading the EDW system by replacing it with a more advanced analytical systems called the Tax 360. The RFP for appointment of business intelligence service provider for maintenance of existing EDW System as well as setting up and maintenance of Tax 360, received bids from reputed vendors in the arena of IT. The evaluation of the proposals has been completed and sent to Delegated Investment Board of Department of Expenditure.

The key new features of this advanced business intelligence and data analytics project would be predictive analytics, big data, public data portal, fraud analytics, data visualization, mobile support, user friendliness and real time data capture.
Team DDM:
Directorate of Data Management

AIMS & OBJECTIVES

Entrusted with the work of collecting Monthly Statistical Reports from the field formations (Commissionerates) namely FMR and MRR, collating the same and preparing all India analytical reports for the three streams of revenue, viz, Central Excise, Service Tax and Customs. Its mandate has been widened to cover GST.

OVERVIEW

It was set-up as Directorate of Statistics & Intelligence in 1972 for providing statistical input to CBIC, and was renamed as Directorate of Data Management in 2002. Profile of DDM has changed since November, 2014 when based on the Working Group Report on automation, DDM started collecting report in the form of Monthly Performance Report (MPR) from the Commissionerates (instead of the earlier FMR/MRR) which were automatically aggregated at the Zonal and All India level.

KEY ACHIEVEMENTS

DDM administrates the MIS program for developing various web-based utilities for uploading and validating MPRs pertaining to nine domains of CBIC as follows:

- DDM/Revenue/Report
- DRI/Anti-smuggling/ Report
- DGCEI/Anti-evasion/ Report
- DGA/Audit/ Report
- DGPM/Adjudication/ Report
- DOV/Valuation/ Report
- DLA/Legal Affairs/ Report
- DGPM/Tar/ Report
- DOL/Logistics/ Report
- DDM has hosted all the modules of the MIS Program on its website (cbecddm.gov.in).
- PMM (Prosecution Management Module) and T-DOTS (Tax Dispute Online Tracking System) have been hosted for monitoring of prosecution and legal cases at various fora.
- DDM is currently engaged in developing various utilities for uploading revenue and other reports relating to GST
Team ECCS:
Express Cargo Clearance System

**AIMS & OBJECTIVES**

ECCS greatly facilitates electronic clearance of courier shipments and brings in transparency and ease of clearance, in line with the Government's initiatives such as Digital India and Ease of Doing Business.

"Enabling end to end electronic expedited shipments (Import & Export) throughout India"

**KEY ACHIEVEMENTS**

ECCS application is available over the web and is enabling fast Customs clearance for import/export shipments through couriers.

- 100% live in Bangalore, Delhi and Mumbai
- Barcode scanners for arrival/exit of the shipments
- Online Customs duty calculation & payments
- 100% paper less operations
Team SI: Systems Integration

AIMS & OBJECTIVES

- 24/7 availability of best in class IT infrastructure for CBIC's business applications.
- Ensuring security of the enterprise data by adoption of various security compliance protocols.
- Ensuring IT agility in the infrastructure provisioning for enabling quick rollout of new initiatives.
- Ensuring IT service continuity of critical services through resilience in infrastructure design and continued risk assessment.

KEY ACHIEVEMENTS

Project SAKSHAM: It is the flagship programme of Team SI enabling the backbone of CBIC's IT ecosystem. It has been approved by Cabinet Committee on Economic Affairs on 29-09-2016.

- Timely Go-Live of GST
- GST awareness portal

- Infra readiness at approximately 1200 sites
- Setting up CPCs in 21 GST Zones
- Resident engineers to support 750 locations

- eSanchit launch
- Migration of Customs databases resulting in improvement in response time
- Increased EDI coverage
- ICETAB
- Augmentation of infra for improved availability of ICEGATE

- Saksham Seva Go-Live
- CC Dashboard (Saransh)
LAN-WAN under Project SAKSHAM

<table>
<thead>
<tr>
<th></th>
<th>Before SAKSHAM</th>
<th>With SAKSHAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Departmental Users</td>
<td>20,000</td>
<td>35,000</td>
</tr>
<tr>
<td>End Point Access</td>
<td>Thin clients</td>
<td>All-in One Desktops, Laptops &amp; Handhelds</td>
</tr>
<tr>
<td>Alternate Connectivity MPLS LAN</td>
<td>17 critical locations</td>
<td>150 critical locations</td>
</tr>
<tr>
<td>Total LAN Locations</td>
<td>1210</td>
<td>1560</td>
</tr>
</tbody>
</table>

Increase in CBIC’s workforce due to cadre restructuring; Improved high speed network connectivity; Mobility based solutions

Better delivery of services to tax payers

CBIC field formations with augmented infrastructure

Data Center/ Near Data Center
Disaster Recovery/ Near Disaster Recovery

*Map is not to scale
Replacement of Thin Clients with All-in One Desktops

- State of the art AIO’s with advanced configuration (i5 processor, 8 GB RAM-faster and 500 GB Hard disk- local storage) at all field formations
- Utility to use as desktops and to use MS Office (Word, Excel, Powerpoint etc.)
- Less space requirement (No CPU cabinet)
- Work from any terminal using SSOID
- Supports both local and application printing

Launch of CC dashboard (SARANSH)

Saransh allows a user to view the IT infrastructure and application status from the Zonal level down to the individual building level. It gives a snapshot of the following:

- **Infrastructure & Connectivity**
  - All-in-One Desktops
  - UPS, Switch
  - WAN Links
  - Connectivity via VPN
  - Login Data (AIO and GST Icon)

- **GST Application**
  - Total Registrations
  - Registrations Pending
  - Total Users Mapped
  - Total Taxpayers Mapped
  - Total Challan Payments (CGST)

24x7 security monitoring - Network Operation Centre (NOC)
Key initiatives for security improvement

- 24*7 Security Operations Centre
- Stronger authentications; including using two-factor authentication
- Network access control for end point devices
- Anti-APT to protect Infrastructure
- Data leak prevention tool
- Hardware security module for secure storing of digital keys
- Enhanced email security
- Privileged Identity management
- Tool for automation of failover process
- Implementation of Governance, Risk and Compliance (GRC) tool

**Scope of Project Saksham**
Antarang is the Intranet Platform and Knowledge Management portal of the CBIC. All the department users are given access to Antarang through ICEGATE ID.

**Usage of Antarang**
- Communications from the Board
- Goods and Service Tax GST specific group
- Used by field formations
- Project tracking and management
- Knowledge management

**Statistics**
- **35,000**
  - Department Users
  - 2017-18
- **1,000,000**
  - Daily Average Number of Hits
  - 2017-18
The ITC service availability has attained the status of a utility. In order to ensure continuous availability of e-Services, DG Systems has adopted a robust ‘Downtime Management Strategy’. A downtime of an IT system is simply the period for which its services become unavailable, either to the clients or the Departmental officers or both, due to planned or unplanned reasons. The downtime is categorized on the basis of their predictability and timing, as follows:

(a) **Planned downtime:** Planned downtime is necessary due the intrinsic technological complexity of any large IT system on account of technical maintenance, patching, upgrade related activities etc. It may also be required to handle an imminent security threat to the system. This is done at a time which would cause least disruption to business e.g., weekends, holidays or late night post business hours. Advance intimation is always sent to the respective system managers through a ticker placed on the application home page and through a ticker on the ICEGATE website.

(b) **Unplanned downtime:** This is an unexpected occurrence due to a failure of hardware, application(s), service failure or any network outage. By definition users cannot be notified of unplanned outages in advance, but they are immediately informed through tickers on website.

DG Systems has adopted various proactive practices/SOPs for scheduling, logging, and communicating of downtime schedules. In addition, an infographic of uptime/downtime is displayed on CBIC website at http://www.cbec.gov.in/htdocs-cbec/EaseOfDoingBusiness.

In the FY 2017-18 DG Systems achieved an average uptime of 99.9%. The average planned downtime was 1733 minutes and average unplanned downtime was 24 minutes. DG Systems ensures SLA’s at 99.8% of service uptime.

DG Systems recognizes that there is scope for improvement through upgradation of infrastructure and use of enhanced technology. As expectations are always high, DG Systems is developing a time bound action plan for reducing downtimes to meet the highest global standards.
Planned Downtime is taken for maintenance / upgrade of the system.

Total Time (525600 Mins.)
Total Planned Downtime (20804 Mins.)
Average Monthly Total Time - 43800 Mins.
Average Monthly Planned Downtime - 1733 Mins.
Average % Planned Downtime - 3.95%

ICEGATE Application Unplanned Downtime (Mins.)
Average Monthly Total Time - 43800 Mins.
Average Monthly Unplanned Downtime - 24 Mins.
Average % Unplanned Downtime - 0.05%

* Uptime is based on Unplanned Downtime.

Average Uptime (99.94%)
SERVICE SUPPORT

CBIC MITRA

• It is a 24/7 facility to address difficulties of taxpayers and Departmental officers related to GST, Central Excise, Service Tax as well as resolve issues related to automation of GST and ACES (Automation of Central Excise and Service Tax).

• Taxpayers and departmental officers can get their queries resolved by calling toll-free number 1800 1200 232 or by writing an email to cbecmitra.helpdesk@icegate.gov.in. They can also use self service (web-ticketing) mechanism available on https://cbec-gst.gov.in under HELP tab and get their grievances addressed.

• Users can track the status of their complaint/query by quoting the acknowledgement/ticket number.

ICEGATE HELPDESK

Team ICEGATE runs a 24/7 helpdesk support with email icerghelpdesk@icegate.gov.in and a toll free no. 1800-3010-1000. The Web Help and Web Chat features are under implementation.
SAKSHAM SEVA

- The first point of contact for the Departmental officers for any IT related issue
- Available 24*7*365
- Bilingual support in Hindi & English
- Users can reach NISD through emails, calls, web tickets
- Operates from two locations - Noida and Chennai
- Email: saksham.seva@icegate.gov.in
- Toll Free No.: 18002662232, 18001211456

EDW HELPDESK

- Caters to the data requests received from internal and external stakeholders.
- Email: dw.helpdesk@icegate.gov.in

GST AWARENESS PORTAL

- Implemented in April 2017
- Portal for disseminating information to stakeholders and public at large about GST awareness events organized Pan India by CBIC including training workshops, seminars, town hall meetings, trade interactions etc.
- Calendar of GST awareness events helps stakeholders plan their participation accordingly.
The timely and accurate communication of various advisories during the implementation of project SAKSHAM and GST application roll-out remained the highpoint for DG Systems during FY 2017-18. These advisories are available on www.antaranq.icegate.gov.in. A snapshot of advisories is as under.

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<thead>
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<th>S.No.</th>
<th>Advisory No.</th>
<th>Date issued</th>
<th>Subject in Brief</th>
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<tbody>
<tr>
<td>1</td>
<td>07/2017</td>
<td>03.04.2017</td>
<td>Finance Act, 2017 changes (Section 46 &amp; 47) - Implementation of changes in ICES</td>
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<td>Recall of BEs/Cancellation of OOC- for reassessment - BEs moved for registration and OOC without Challan</td>
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<td>08A/2017</td>
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<td>Alignment of State Codes of ICES with GSTN - Implementation of changes in ICES</td>
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<td>15.06.2017</td>
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<td>8</td>
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<td>26.06.2017</td>
<td>Customs operations at non EDI sites after the implementation of GST - Procedure - Reg.</td>
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<tr>
<td>9</td>
<td>13/2017</td>
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<td>10</td>
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<td>7/2018</td>
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<td>27</td>
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<td>09.03.2018</td>
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<td>28</td>
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<td>30</td>
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<td>Implementation of revised Assessable value for IGST &amp; GST Cess calculation</td>
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<td>32</td>
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<td>Date</td>
<td>Subject</td>
<td>Description</td>
</tr>
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<tr>
<td>1</td>
<td>12.05.2017</td>
<td>Project Saksham</td>
<td>Augmentation of IT infra under Project Saksham sensitising regarding delivery and installation of new equipments and briefing about the roles and responsibilities</td>
</tr>
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<td>2</td>
<td>20.06.2017</td>
<td>IT preparedness for GST implementation</td>
<td>AIO's delivered, installed and connected to domain/network immediately</td>
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<td>3</td>
<td>23.06.2017</td>
<td>AIO's and IT infrastructure under project saksham</td>
<td>The responsibility of having the functional infrastructure before 30th June 2017 rests with the site</td>
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<td>4</td>
<td>03.07.2017</td>
<td>IT preparedness for GST implementation</td>
<td>To maintain data centre connectivity at the Division/Range level</td>
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<td>5</td>
<td>18.08.2017</td>
<td>Connectivity issues</td>
<td>MPLS WAN connectivity will be provided to locations with more than 4 users</td>
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<td>6</td>
<td>05.09.2017</td>
<td>Upkeep and safety of equipments/UPS provided by CBIC</td>
<td>UPS input electric mains need to be on state 24*7 to avoid deep discharge</td>
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<td>7</td>
<td>08.09.2017</td>
<td>Operationalization of systems</td>
<td>Local ownership for maintenance and upkeep of equipment rest with the site</td>
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<td>8</td>
<td>05.10.2017</td>
<td>Upkeep and safety of equipments/UPS</td>
<td>Sites need to take due care of pest controlling, dust free environment and AC</td>
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<td>09.10.2017</td>
<td>Upkeep and safety of equipments/UPS</td>
<td>Sites need to take due care of pest controlling, dust free environment and AC</td>
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<td>GST formations - WAN connectivity - VPNoBB - BSNL</td>
<td>BSNL nomination of single point of contact</td>
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<td>VPNoBB connectivity issues</td>
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<td>VPNoBB connectivity issues</td>
<td>Complaints related to VPNoBB connectivity issues to lodge with BSNL</td>
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<td>UPS upkeep and maintenance activity</td>
<td>To ensure all the UPS provided are in use and operational.</td>
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<td>10.11.2017</td>
<td>IT infrastructure requirement at Customs formations</td>
<td>Assessment of IT requirement of each Customs formation</td>
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<td>S.No</td>
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<td>-----------------------------------------------------------------------------</td>
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<td>15</td>
<td>15.11.2017</td>
<td>LAN-WAN</td>
<td>Guwahati Zone : Action plan and criticality of the IT readiness of North East locations</td>
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<tr>
<td>17</td>
<td>13.12.2017</td>
<td>Data regarding LAN implementation</td>
<td>To certify the number of new nodes created and commissioned</td>
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</table>

**ADVISORIES ISSUED BY GST**

<table>
<thead>
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<th>S.No</th>
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<th>Subject</th>
<th>Description</th>
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<tbody>
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<td>23.06.2017</td>
<td>Nodal officers</td>
<td>Do's and Don’t's for Nodal Officers</td>
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<td>Technical issues faced in GSTN application</td>
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<td>Jurisdiction allotment</td>
<td>Jurisdiction allotment subsequent to approval of the registration application and allotment of GSTIN</td>
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<td>Query by CPC officers</td>
<td>Query by CPC officers ARN's shown under response not received category in the application</td>
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<td>Various processes and functionalities in GST application</td>
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<td>CBEC GST application : System updates</td>
<td>Introduction of functionality: 1) Tran-1 2) Returns MIS reports 3) TDS, Non resident registration</td>
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<td>Additional functionalities: 1) Tran-1, Returns, TDS and Non resident registration</td>
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<td>AIO's</td>
<td>Utility of AIO desktops, responsibilities of RE’s and hand-holders</td>
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<tr>
<td>10</td>
<td>20.01.2018</td>
<td>LANWAN site readiness status</td>
<td>Status of LAN/WAN completion anomalies</td>
</tr>
</tbody>
</table>
INTERNATIONAL DATA EXCHANGE

- **Indo-Russian Green Corridor project:**
  This provides for the facilitation of selected exporters on either side through real time data exchange between the two countries. The mutually agreed technical specifications for the requisite data exchange, including parameters such as security and communication protocol, use of digital signatures, classifiers / reference directories and unique consignment number were finalized and signed by DG Systems. The pilot testing between Indian Customs and Russian counterpart was successfully concluded.

- **Korea –EODES (Electronic Origin Data Exchange System):**
  Korean Customs (KCS) submitted a paper on the Electronic Origin Data Exchange System (EODES) on 13-02-2017, outlining their proposal on the data exchange process, along with technical specifications. CBIC also shared the security protocol for the underlying infrastructure the technical specifications. The final implementation is targeted by January 2019.

- **SECUREX pilot project of the Universal Postal Union, and WCO:**
  It is aimed at implementing an electronic customs declaration system to facilitate capturing and exchange of electronic pre advice of customs information at international post offices. DG systems would be assisting the Indian Postal authorities in the capturing of international postal cargo related information at foreign post offices.

- **SASEAC-South Asia Sub-regional Economic Cooperation:**
  SASEC program brings together Bangladesh, Bhutan, India, Maldives, Myanmar, Nepal, and Sri Lanka in project-based partnerships. DG systems is designing a skeletal Utility Block based on exchange of real-time valuation data at the Petrapole/Beanpole crossings in order to fulfil the Customs-to-Customs Data Exchange patterned on Globally Networked Customs (GNC) and Utility Blocks.

- **Data exchange under Customs Convention on International Transport of Goods under cover of TIR Carnets, 1975 (TIR Convention):**
  The Customs Convention on International Transport of Goods under cover of TIR Carnets, 1975 (TIR Convention), an international transit system under the auspices of the United Nations Economic Commission for Europe (UNECE) facilitates the seamless movement of goods within and amongst the parties to the Convention. The Union Cabinet has given its approval for India's accession to the Customs Convention on International Transport of Goods under cover of TIR Carnets (TIR convention). The pilot implementation is planned from Nava Sheva port to Iran. On successful implementation of pilot, DG System will take up the message exchange part.
TRAINING & OUTREACH

EQUIP - Enhanced Quality Index of Performance

It is an endeavor by ICES to quantify the efforts of various EDI sites on certain parameters like Use of Email and User Access, Review and Verification (UARV) Tool, implementation of SEZ module, updating Gateways of EGM against ICD Shipping Bills, e-SANCHIT and Post Clearance Audit.

EQUIP is used as an tool to monitor Customs locations regarding use of various modules of ICES and also as an effective tool to monitor whether System Managers and Alternate System Managers are accessing their official email through which all important advisory and other communications are sent.

प्रणाली ज्ञानतंत्र - PRAGYA

A training initiative within DG Systems to enhance the knowledge and technical skills of both CBIC officers and venders. The sessions are taken by subject matter specialist from both business as well as technical domains. The course material is uploaded on Antrang portal www.antaranj.icegate.gov.in for all India reach.
GST TRAININGS

DG Systems Chennai has imparted training on UAT Objectives and Procedure for all field officers nominated for UAT. The trainings were imparted to 524 officers in 20 location across the country. Further, the team has provided “Training of Master Trainers” for the GST Application in Chennai, Mumbai, Chandigarh, Ahmedabad and Hyderabad Zones in April 2017 and intensive training for field officers in Tamil Nadu (Chennai Outer, Chennai North, Chennai South, Puducherry, Coimbatore, Tiruchirapalli and Madurai) in August-September 2017. The officers of this Directorate also conducted Refresher Training on new functionalities deployed to GST application in Ahmedabad, Chandigarh, Hyderabad and Mumbai Zones.

User manuals for various modules were prepared in coordination with the application vendor and shared with field formations through Antarang for capacity building.

IT TRAININGS THROUGH NACIN

Current:
122 Master Trainers available to field formations
(list is available on cbec-gst.portal

Upcoming:
Samarth Learning Management System
(Online self learning of CBIC GST application based on computer based interactive tutorials)
LMS - LEARNING MANAGEMENT SYSTEM

- It is an online learning management platform for all CBIC users
- It allows online courses, assessments, creation of curriculum, course registration and training records of officers
- The nodal authority of LMS is NACIN (National Academy of Customs and Indirect Taxes)

SMART - SYSTEM MANAGERS AWARENESS REVIEW AND TRAINING

ICES regularly organizes SMART (System Managers Awareness Review and Training) workshops to make the System Managers aware of their roles and responsibilities. The workshops also intend to decentralize troubleshooting and enable the System Managers to solve routine issues faced by the trade or field officers at their level itself. Maha-SMART was conducted in Mumbai in May 2017.

iHAST (ICES HANDS ON AWARENESS & SIMULATION TRAINING)

ICES has designed iHAST (ICES Hands on Awareness & Simulation Training). iHAST has become a regular curriculum feature at NACIN for the training of officer trainees of different cadres.

BiTE (BASIC ICES TRAINING ON EDI)

BiTE (Basic ICES Training on EDI) is designed for specific target beneficiaries. BiTE is being given as an introduction to the new sites that come onto EDI. The trainings were organized at Kolkata and Lucknow to help the non EDI sites chart their roadmap to join the EDI architecture.
AWARDS & RECOGNITION

OPEN GROUP AWARD FOR PROJECT SAKSHAM 2018

DIGITAL INDIA EXCELLENCE AWARDS 2017

PRIME MINISTER’S AWARD 2015

SKOCH ORDER-OF-MERIT 2015

DSCI EXCELLENCE AWARD 2012

SAP ACE AWARD — 2012

SAP ACE AWARD 2012

MANTHAN AWARD 2011
FUTURE ROADMAP

■ Integrated Customs System (ICS)
  ICS is envisioned to be an end to end integrated Customs platform, with state of the art technology and will subsume the existing ICES, ICEGATE and RMS applications, including Single Window requirements and Courier/Postal clearances along with International passenger channel management.

■ e-SANCHIT export
  e-SANCHIT will be extended on export to fulfil vision of paperless Customs.

■ Tax 360
  This advanced Business Intelligence and Data Analytics project aims at providing predictive analytics, big data, public portal facility, fraud analytics, data visualization and mobile support capabilities to the users.

■ Executive dashboards
  The current application specific dashboards will be upgraded to a single executive dashboard displaying the availability of network, data base and various application’s status to CBIC officers for effective supervision.

■ Non-intrusive intelligent e-solutions
  The non-intrusive technologies coupled with latest solutions like ML (Machine learning) and IoT (Internet of Things) are under pilot stage and will be rolled at pan India level through Container Scanner Module, e-Container Sealing Module and Tensor flow Module for commodity profiling.

■ CBIC on mobile platform
  The Icetab will enable access of Customs application to officers working in examination section who require connectivity in the shed area to perform container examination and report filing. The feasibility studies are underway for rolling out the solution on all India basis.

■ SWIFT 2.0 - Automatic license transmission and verification
  There are approximately 35-40 other PGAs which have a role in the regulation and facilitation of export/ import through controls that are applied prior to import or export. These controls are expressed in the form a requirement to present to the Customs officer for verification, a License, Permits, Certificate, or Other types of authorization (or
LPCOs). These PGAs are proposed to be connected under SWIFT through an online module Automatic Transfer and Verification of LPCOs. The objectives is to enable automated verifications of document issued by these agencies at the time of clearance. The Commissioner Single Window is the nodal officer of the project.

**CIP - Compliance Information Portal**
CIP is a Single Window portal to disseminate all compliance related information for different commodities. CIP will provide exact procedure that a trader will have to follow for import/export of a commodity. This is an important deliverable under National Trade Facilitation Action Plan (NTFAP). Commissioner Single Window CBIC is the nodal officer of the project.

**Setting up of CBIC’s Security Operations Centre (SOC)**
The SOC will ensure information security of CBIC’s IT system using technology, processes and 24/7 monitoring of the central IT system.

**ISO 27001 re-certification**
After the successful migration of all the applications and databases to new IT platform the CBIC will seek ISO 27001 re-certification.

**Export promoting IT initiatives**
- The online EODC transmission and closure of bonds.
- The automation of Drawback and claims and its disbursal through PFMS.

**Faceless Customs**
The Faceless Assessment initiative will change the paradigm of Indian Customs service delivery to trade and industry.

**Advance duty deposit ledger and system release of goods**
The Budget 2018 has provided for a ledger based duty payment system in Customs. It has also provided for Out of Charge to be given by the system itself in notified cases. These initiatives would be implemented.

**ICEGATE 2.0**
A new RFP is underway to upgrade the technical and business functionalities of ICEGATE like customer facing web forms, assured delivery, Service Oriented Architecture (SOA), APIs, and Web Chat enabled service desk support.

**EDI Now- Conversion of non-EDI sites to EDI**
Fifty six sites where manual work procedures are still in operation have been identified for conversion to EDI. This initiative is aimed at faster processing, elimination of paper based work and reduced turnaround times. This will, in turn, boost the trade, improve bilateral relations and bring transparency in the Customs clearance process.
OUR STRENGTH

BENGALURU ZONAL UNIT

CHENNAI ZONAL UNIT

DELHI - ADMINISTRATION, ACES-GST, ICES, ICEGATE, EDW & INFRA (SI/LAN/WAN)

MUMBAI ZONAL UNIT

KOLKATA ZONAL UNIT