



Directorate General of  
Systems & Data management  
Customs & Indirect Tax  
1st floor, NBCC Plaza, Pushp Vihar  
New Delhi -110017

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**Advisory S1/05/2019: Information for Directorates regarding appointment of Nodal officers**

Saksham Seva handles a number of User Access Management (UAM) related requests from departmental officers, which includes SSO Id/VPN Id/Icegate Id creation, modification and deletion requests. As part of DG systems' Standard Operating Procedure (SOP) for request handling by Saksham Seva, nodal officer identified by respective Commissionerates to Saksham Seva helpdesk must send UAM request of departmental officer.

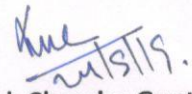
2.0 Following nodal officer has been prescribed for the above purpose:

- System Manager (SM)/ Alternate System Manager (ASM) for Customs Commissionerates.
- Comm. Admins/ACL Admins for Executive & Audit Commissionerates of GST.

3.0 Saksham Seva is also receiving UAM requests from different directorates of CBIC for different departmental officers and, in the absence of designated Nodal officers for Directorates, such requests are generally accepted from officers of rank of Joint Director or above. However, Saksham Seva does not have an updated directorate wise list of officers of the rank of Joint Director and above. This causes delays, as Saksham Seva has to verify the correctness of requesting authority, which sometimes leads to multiple rounds of email communication between location and Saksham Seva. Ensuring reliability of requesting authority by Saksham Seva is must to prevent misuse and unauthorized access of SSO ID of any departmental officer.

4.0 Hence, in order to prevent misuse & unauthorized requests related to access of SSO ID/VPN ID/Icegate ID etc. as well as to minimize delays, it is proposed in line with Customs and GST Commissionerates, that all directorates must appoint SM/ASM (nodal officer) for communicating with Saksham Seva on UAM requests and share the nomination letter with DG Systems at [saksham.seva@icegate.gov.in](mailto:saksham.seva@icegate.gov.in) which should include Nodal officer's name and SSO Id. All future requests from respective directorates will be entertained by Saksham Seva through nominated nodal officer only.

**NOTE:** The Nodal Officer is required to send emails from his/her official Icegate email ID to Saksham Seva at [Saksham.Seva@icegate.gov.in](mailto:Saksham.Seva@icegate.gov.in). Alternatively, the nodal officer can log into Service Manager (HPSM) tool through the Citrix page and log an interaction for such request.

  
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