

F. No.12 /Member [IT]/2017
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE
CENTRAL BOARD OF EXCISE & CUSTOMS

Date: 09nd January 2018

To

All Principal Chief Commissioners/Principal Director Generals/Chief Commissioners / Director Generals / Principal Commissioners / Principal ADG / Commissioners / Additional Director Generals.

Subject: IT User Champions

As you are aware CBEC is now one of the premier Central Government agencies offering a multitude of public services on a digital platform. While the taxpayers interact with us via GSTN, internally we need to process and analyze this information as well.

2. Quite often the negative experience of a few officers gets circulated as the norm and dissuades others from either accessing the application or high lighting its usefulness in the workplace. In GST, it will be difficult to side-step IT related issues in the work place if we are to be effective tax collectors.

3. You are therefore directed to identify officers who are well familiar with the navigation of the application and who would be able to share their positive experiences with their colleagues. Such officers would be the IT or User Champions who would propel CBEC towards embracing digital solutions more rapidly. It is hoped that such champions would dispel any negative notions that may be caused by initial teething problems for example of log-in or SSO-ID or navigating within the application.

Yours faithfully,



(S.K.Panda)
Member(IT)

Copy To:

1. Chairman CBEC
2. All Members of CBEC
3. OSD to Finance Secretary