



Directorate General of
Systems & Data management
Central Board of Indirect Tax and Customs
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Advisory SI/08/2019:

Subject: Information for Nodal officers regarding prerequisites for Saksham Seva Requests

Saksham Seva receives a number of User Access Management (UAM) related requests which includes SSO Id/Icegate Id/VPN Id creation, personal details modification (DOB, DOJ, Designation, Name etc.), access/location modification and SSO Id/Icegate Id/VPN Id deletion requests.

These requests are critical in nature, however it has been observed that most of these requests are sent with incomplete information/documentation, causing delay.

2.0 In order to ensure that officer's requests are handled efficiently and in a timely manner by Saksham Seva, this advisory is being issued to inform all nodal officers about various documentation/information required to be sent to Saksham Seva for each kind of request. List of prerequisites required from Nodal officer and user for different types of Saksham Seva request is enclosed in annexure A.

A new SSO Id and Icegate email Id creation template in MS Excel has been developed and a link of the same has been given in annexure A. The template is macro-enabled having in built validations against each field. It has also been uploaded on CBIC website. This will help to ensure that all mandatory fields are correctly filled by nodal officer before submitting request to Saksham Seva. This will avoid delays due to back and forth communication between Saksham Seva and location on account of incorrect/incomplete information.

3.0 For clarity, designated Nodal Officer is iterated below:

- System Manager (SM)/ Alternate System Manager (ASM) for Customs Commissionerates.
- Commissionerate Admin (Comm. Admin)/ACL Admin (Commissionerate or Zonal level) for Executive & Audit Commissionerate of GST.
- System Manager (SM)/ Alternate System Manager (ASM) for Directorates (Please refer advisory SI/05/2019)

- Any request for officers on COIN postings must come from Joint Director (JD)/ Additional Director (ADD)/ Additional Director General (ADG) of DRI headquarters.


NOTE 1: All Nodal officers are advised to add their SSO ID in their email signatures to avoid any confusions

NOTE 2: All Nodal officers are requested to keep this list handy and refer it whenever they are sending requests to Saksham Seva. They are also requested to ensure all prerequisites are sent in one go to improve response time of their request.

This advisory and Annexure shall be available on

CBIC website: (http://cbic.gov.in/htdocs-cbec/home_links/systems)

Antarang: (<https://antarang.icegate.gov.in/communities/community/home/>)


18/10/19
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ADG (Systems)

Annexure (A)

Pre-requisites for different type of Saksham Seva requests

The following pre-requisites should be met for different types of UAM requests forwarded to Saksham Seva by nodal officers: -

1. The Requester should reflect as Nodal officer in CBIC records. If not, a copy of nomination order along with SSOID for the same must be sent along with the request.
 2. The request should come from the official Icegate Email ID of the Nodal officer. If the Nodal officer sends request from other government ID's (nic/gov), then a proper justification should be provided for not sending it via Icegate Email Id. However, it is advised that subsequent requests should be forwarded from Icegate Email Id only.
- **SSO ID & Icegate email ID creation**
 1. [SSOID and Icegate email ID creation template](#) (new macro-enabled template)
 2. Scanned copy of Service Book pages where the name, DOB and DOJ are clearly mentioned.
 3. The user & the Nodal officer should be mapped at the same location.
 - **Creation of VPN IDs**
 1. [VPN ID creation template](#) (All mandatory fields should be filled).
 2. The user & the Nodal officer should be mapped at the same location.
 - **Mac Address/VPN ID Modification**
 1. [Mac Address modification template](#) (All mandatory fields should be filled).
 2. The user & the Nodal officer should be mapped at the same location.
 - **Mapping/Application access modification**
 1. [Mapping template](#) (All mandatory fields should be filled).
 2. The user & the Nodal officer should be mapped at the same location.
 - **Designation Modification**
 1. SSOID of the user.
 2. The Promotion order copy/transfer order copy stating name and DOB of the user or Promotion order copy/transfer order copy stating name along with Bio data page of the service book wherein the officers Name and DOB are clearly stated.
 3. The user & the Nodal officer should be mapped at the same location.
 - **Personal information modification**
 1. Scanned copy of Service Book pages where the name, DOB and DOJ are clearly mentioned.
 2. The user & the Nodal officer should be mapped at the same location.

- **Disabling of SSOID and Icegate email ID**

1. User's SSOID & Name

NOTE: All template names have been hyperlinked to respective templates for ease of access. The same templates are also available on CBIC website

http://www.cbic.gov.in/htdocs-cbec/home_links/dept_officers