# ACES – Contact Details of various HELP DESKS

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Help Desk Details</th>
<th>Officers in DGS (For follow up, if any)</th>
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</table>
| **ACES Application**                      | **ACES Service Desk**                                                                                                                                                                                                | 1. Sri Sambandan, Supt. / Smt. Maheswari, Programmer 044-28331179 / 28331115  
dgsys.sd@gmail.com  
2. Sri V. Srinivas, Asst. Director 044-28331116  
V.Srinivas@icegate.gov.in                                                                 |
| *(Software issues only)*                  | 1. Toll-free number - **1800 425 4251** (for general/basic clarifications on ACES)  
2. In case of specific difficulties while accessing ACES application, e-mail ACES service desk directly at **aces.servicedesk@icegate.gov.in** with following information:  
   (i) Name & Designation (ii) SSOID (iii) User Name (iv) Mobile Number (v) Commissionerate - Division - Range (vi) Service Tax (or) Central Excise (vii) Relevant screen shots indicating Errors/navigational paths, if any |                                                                                                                                                           |
| *(Vendor: M/s Wipro)*                     | **Level-1**  
Contact the local Resident Engineer (RE), if allocated for your site/building.  
**Level-2**  
If RE not available, call HP HELPDESK  
**1800 425 4994**  
nightdesk.bangalore@hp.com  
In case of follow up, give reminder to Nightdesk at details mentioned above.  
**Level-3**  
In case of further follow up, if any, Contact respective Zonal HP Regional Manager as below:  
**NORTH** (Delhi & NCR, U.P, Haryana, Rajasthan, H.P, J&K, Punjab, Uttarakhand)  
Mr. Ashok Sharma (9711009412)  
ashtoks@hp.com  
**EAST** (Bihar, Jharkhand, Orissa, West Bengal, all North East states)  
Mr. Samrat Mukherjee (9836640161)  
cbec.east@hp.com  
**WEST** (Maharastra, Gujarat, Chhattisgarh, Goa)  
Mr. PrathanShetty (9870345611)  
prathans@hp.com  
**SOUTH** (Andhra Pradesh, Karnataka Kerala, Tamil Nadu, Pondicherry)  
Mr. Suresh Vadlamudi (9885394999)  
suresh.vadlamudi@hp.com  
**Level-4**  
Mr. ShubanRaina (9810177226)  
Service Delivery Manager  
shuban.raina@hp.com                                                                 | 1. Sri R. K. Tyagi, Joint Director 011-26874067  
rajeshwar.tyagi@icegate.gov.in  
2. Sri S. V. Singh, ADG 011-24107675  
satendra.singh@icegate.gov.in                                                                 |
| Level-1 | BSNL/DIMENSION DATA  
Dimension Data WAN Help Desk at Bangalore (NOC)  
080-22348035  
080-25439910  
1800 425 1958 (toll free)  
rimmpls.in@dimensiondata.com |
| Level-2 | For WANLink issues, if any,  
1. Mr. Channappa Nandi (09941065000)  
channappa.nandi@dimensiondata.com  
2. Mr. Nityanand Keni (09449012561)  
nityanandkeni@yahoo.com  
nityanandkeni@gmail.com  
HP  
In case of follow up related to Routers and Loop Modems, if any,  
Dileep Pareekh (08800583123)  
dileep-kumar.pareekh@hp.com  
cbec.admin@hp.com  
Mr. Talha Bari (09871110383)  
talha.bari@hp.com  
Mr. Shuban Raina (09810177226)  
shuban.raina@hp.com |
| 1. Sri R. K. Tyagi, Joint Director  
011-26874067  
rajeshwar.tyagi@icegate.gov.in  
2. Sri S. V. Singh, ADG  
011-24107675  
satendra.singh@icegate.gov.in |

**CBEC-WAN**  
(Wide Area Network connecting all CBEC offices [One WAN point per building] across the country through MPLS cloud with Data Centre in New Delhi)  
(Vendor: Consortium led by M/s BSNL)

**VPN over Broad band solution**  
(Web-based & secured Virtual Private Network Connection with CBEC-Data Centre – For users in remote locations not coming under CBEC-WAN)  
(Vendor: M/s BSNL)

| Level-1 | 1. BSNL Help Desk  
1800 424 1600  
cbecwan@bsnl.co.in  
2. Nityanand Keni  
SDE, BSNL, Karnataka Telecom Circle, Bangalore  
09449012561  
nityanandkeni@yahoo.com |
| 1. Sri R. K. Tyagi, Joint Director  
011-26874067  
rajeshwar.tyagi@icegate.gov.in  
2. Sri S. V. Singh, ADG  
011-24107675  
satendra.singh@icegate.gov.in |

**EDW SmartView**  
(CBEC’s Enterprise Data Warehouse Project for viewing various pre-defined reports and creating customized reports based on user-specific requirements and for performing various analyses)  
(Vendor: M/s Wipro)

| 1. SI Helpdesk  
si.helpdesk@icegate.gov.in  
1800 266 2232  
2. For follow up, if any contact  
Sri Yogesh Sharma, SI Shift Manager  
yogesh.sharmatcs@icegate.gov.in  
09212775629 |
| 1. Jitendra Bansal  
New Delhi  
011-2410-2982  
jitendra1.bansal@icegate.gov.in  
2. Smt. Shubhagata Kumar, ADD(Sys), DGS, New Delhi  
Ph: 011-2611 3617  
shubhagata.kumar@icegate.gov.in |

**Systems Integration (SI)**  
(For SSO-ID & ICEGATE e-mail ID issues)  
(Vendor: M/s TCS)

| 1. SriRajendraRai, Superintendent  
011-26877965  
rajendra.rai@icegate.gov.in  
2. Sri Vivek Chaturvedi, ADG, DGS, New Delhi  
011 - 26113618  
vivek.chaturvedi@icegate.gov.in |

**EASIEST**  
(Electronic Accounting System in Excise and Service Tax – A web-based utility having interfaces with e-payment portals of the tax-collecting banks and data w.r.t payment of tax through all modes is captured by banks, uploaded and made available to the Department through NSDL website.)  
(Managed by NSDL)

| Monitoring by DGS, Chennai  
1. ShriS. Subramanian, Supt.  
e-mail: easiest-cbec@nic.in  
Subramanian.Srinivasan@icegate.gov.in  
Phone : 044-28331051  
2. Shri K.V. Soumyanarayanan, Inspector  
e-mail: Soumyanarayanan.Kidambi@icegate.gov.in  
Phone: 044-28331051 |

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**Note 1:** Regarding LAN/WAN issues, for co-ordination between respective vendors and DGS/CBEC, contact the Project Monitoring Team, PwC:  
1. Subramanian Krishnan, Senior Consultant, PwC, 09811152378, subramanian.krishnan@in.pwc.com  
2. Vishal Goel, Principal Consultant, PwC, 09717177766, vishal.goel@in.pwc.com

**Note 2:** The Departmental Users are advised to use HP-Service Manager (accessible by clicking “Service Desk” icon on Citrix Login page) to lodge their complaints with various Help Desks which ensures instant acknowledgement of issue by generating an IM/SD number.

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