	OFFICE OF THE ADDITIONAL DIRECTOR GENERAL OF SYSTEMS & DATA MANAGEMENT
	प्रणाली एवं आंकड़ा प्रबंधन प्रधान निदेशालय के अतिरिक्त महानिदेशक का कार्यालय
	GST & CENTRAL EXCISE, GST BHAVAN,
	जीएसटी और केंद्रीय उत्पाद शुल्क, जीएसटी भवन
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C.No: IV/26/16/2017-Sys(S)   Date: 23 .03.2020

ADVISORY NO. 12 / 2020, General & Access Related Issues

As we have integrated and digitised many manual procedures, there are certain operational difficulties that field formations face. While some are due to technical challenges and are being addressed by this office. Yet there are certain concerns, this office would like to share (as below) so that difficulties could be mitigated or addressed by following certain protocol.

1.   Dissemination of information: As per practice, whenever a new functionality is deployed in the 'CBIC ACES-GST Backend Application' the

i.   field formations are made aware of the features/changes through module specific advisories.

ii.   wherever needed this office is also releasing 'Standard Operating Procedure' elaborating all the steps/processes that are involved in handling a particular scenario, Eg. 'SOP on missing ARNs under Refund module dated 15-10-2019.

All the 'Advisories' are disseminated through 'ACL Admins' of the zone, commissionerate and division. However, from the interaction with field formations and complaints that are filed with helpdesk, it is noticed that the advisories issued by this office from time to time are not reaching the intended user/officer. 'ACL Admin' may therefore be instructed to circulate the advisories / SOP to all the field formations / Officers immediately, on receipt of the same from this office.

      Further, the advisories are also uploaded on our website (cbic-gst.gov.in). The navigation path is :Home /Training /Training Content / CBIC GST Application Advisories and User Manuals and the url is: https://cbic-gst.gov.in/cbic-gst-application-advisories-user-manuals.html.

2.   Assigning of Permission Set: Permission Sets in the GST Application allows an officer to perform his/her duties as expected from an officer in the formation. Permission Sets are formation centric, designation specific and generic in nature. This design has been provided, so that the business processes can flow to the concerned officer seamlessly, without the intervention of the 'ACL Admin', at every stage of new deployment. The down side of this is that all the permission sets that have been created, in the application, are visible to all the 'ACL Admins' for assigning to the officer.

i.   Though the permission sets have very distinctive nomenclature and transactions under it are identifiable as such, yet it is noticed that some 'ACL Admins' have assigned permission sets to an unintended individual officer.
        For eg. Permission Set (i) 'SBS OFFICER – AC/DC' is only meant for officers who are dealing with refund of 'Scheme for Budgetary Support' (SABS). But it is observed that officers of jurisdictions not dealing with SABS are also enabled in some formations. Further, there are several divisions where more than one AC/DC have been given permission sets. For any

clarification about a particular 'Permission Set', the concerned 'ACL Admin' can enquire with this office (hqadmin.prime@icegate.gov.in) before assigning.

ii. In many cases, it is also noticed that an officer is mapped to a formation but permission set has not been assigned. 'ACL Admin' is required to assign permission set to the officer once mapped. For eg., as on date, out of 13681 officers mapped to executive setup, only 12545 are assigned permission set. Remaining, 1135 officers are not having any permission set (Zone-wise break up is enclosed herewith). **Therefore, these set of officers will not be able to view data or perform their respective work in the application.**

3. <u>De-assigning of Permission Set and Formation</u>: Consequent to Transfer/Retirement/VRS of an officer, the 'ACL Admin' is required to remove the permission set and formation from such officers. However, it has been noticed that the same is not being done at times. It is important to note that the task pegged to such officers will not be available to new incumbent and consequently, may lead to problem later on.

4. <u>Officers to submit online mapping request</u>:

    i. Every officer who has been given access to GST Application is required to submit online user mapping request in the application. As of now, 21993 officers have access to GST Application but only 17442 are mapped to a formation, 4551 officers are not mapped to any of the formations.

    ii. On transfer/promotion every officer is required to submit online relevant user mapping request so that the 'ACL Admin' on receipt of such request can take appropriate action. However, many officers are not doing so, as such, they are not able to participate effectively.

5. <u>Updation of Formation Details</u>: In the 'CBIC ACES-GST Backend Application, 'Formation Details' like Address, E-mail Id, Phone Number and Fax Number have not been updated by many formations. This should be done by 'ACL Admins' through Access Control >> Formation Management >> Edit Formation. This is vital as communication with taxpayer requires details of office address etc to be conveyed and these details will be fetched from 'Formation Management' of the GST Application.

6. <u>ACL Admin</u>: User Management/Jurisdiction Management is an important activity that 'ACL Admin' is required to perform. In the GST Application, 'ACL Admin' exists at Zone, Commissionerate, Sub-Commissionerate and Division level. Except at Division level, at all other levels there should be two 'ACL Admins' (one AC/DC and one Superintendent). At Division level only one 'ACL Admin' (AC/DC) should be there. However, this is not being followed by the field formations. In some formations, 12-13 'ACL Admins' are available including 'Commissioner/Jt. Commissioner' and in some only one Superintendent is holding the profile of 'ACL Admin'. This practice is not as per the Advisories [No. 03/2017 dated 29.06.2017 and C.No.IV/26/5/2018-Sys(S) dated 14-2-2019] issued by this office and should be avoided. In fact, the absence of one or having more than the required 'ACL Admins' could only lead to inaction on important issues. 'ACL Admin' profile is sensitive in nature and should be handled accordingly.

7. <u>Password protection</u>: Security of IT application is a major concern for any IT based organisation and in this connection, user's role is paramount. It is emphasised that the officers under no circumstances should share or reveal their respective password with any other person.

8. It is therefore requested that the officers concerned may please be instructed to take note of above concerns and take necessary corrective action wherever required. An action taken report may also be submitted to this office.

(S. THIRUNAVUKARASU)
Additional Director General

Encl: As above

To

1. All the Pr. Chief Commissioner / Chief Commissioners, CGST Zones.
2. The Director General, GST, New Delhi.
3. The Director General, Audit, New Delhi.
4. The Director General, DGGSTI, New Delhi.
5. The Director General, NACIN, Faridabad
6. The Director General, DGARM, New Delhi
7. All the Pr. Commissioners/Commissioners, CGST & Central Excise Commissionerates.
8. All the Pr. Commissioners/Commissioners, Audit Commissionerates.
9. All the ADGs of DG Systems, New Delhi, Bengaluru & Kolkata.
10. Additional Director General, SI, DG Systems, New Delhi.
11. ACL Admins of all Zones / Commissionerates / Divisions through email.

Copy submitted to: The Pr. Director General, DG Systems, New Delhi for information.

EXECUTIVE SET-UP - USER MAPPING STATISTICS AS ON 14-3-2020

SL.NO.	ZONE	NO. OF OFFICERS MAPPED	PERMISSION SET ASSIGNED	NO.OF OFFICERS WITHOUT PERMISSION SET
1	AHMEDABAD	771	744	27
2	BENGALURU	927	827	100
3	BHOPAL	639	592	47
4	BHUBANESWAR	224	210	14
5	CHANDIGARH	483	410	73
6	CHENNAI	1435	1337	98
7	DELHI	593	485	108
8	GUWAHATI	312	282	30
9	HYDERABAD	620	599	21
10	JAIPUR	584	494	90
11	KOLKATA	1314	1283	31
12	LUCKNOW	374	317	57
13	MEERUT	458	404	54
14	MUMBAI	1385	1346	39
15	NAPGUR	436	361	75
16	PANCHKULA	380	341	39
17	PUNE	526	504	22
18	RANCHI	550	509	41
19	THIRUVANANTHAPURAM	392	351	41
20	VADODARA	847	782	65
21	VISHAKAPATNAM-AMARAVATHI	431	368	63
	TOTAL	13681	12546	1135