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F.No. IV(18)/08/2019-Systems-NBCC/2479
Government of India
Ministry of Finance
Department of Revenue
Central Board of Indirect Taxes & Customs

DC (Systems)

North Block, New Delhi

Date: 04.07.2019

To,

The Principal Chief Commissioners, GST/Customs (All),

The Principal Directors General, Customs/GST (All),

The Chief Commissioners, GST/Customs (All),

The Directors General, Customs/GST (All).

Subject: - Creation of Generic ICEGATE email ids for GST field formations and other CBIC offices- reg

As you would be aware, CBIC has its own ICEGATE email id domain, which is being used by departmental officers. Normally the ICEGATE email ids are created for individual users, for official communications. In addition, DG Systems have created some generic email ids which are independent of the user and are usually designation or field formation based (like for example, name of a Commissionerate or division), etc. Some of the examples would be generic email ids created for the System Managers of Customs locations; Audit Commissionerates and related Audit Groups/Circles; etc. Requests for similar generic email ids have been received from the field locations, mainly from Customs locations.

2. In this regard it has been noticed that many field offices are using private domains, like gmail, yahoo, rediffmail, etc., to communicate with the assesses, etc. This has a security concern as the data involved in these communications is confidential in nature.
3. In view of the above, Board has decided to create generic email ids for all CBIC field formations to facilitate the communication not only among the formations, but also between the formation and the assesses. One generic email id each has to be created at the Zonal, Commissionerate, Division/Circle and Range/Group level. Since these email ids are not user specific, continuity would be ensured in the formations as even after the officer handling that generic email id retires or gets transferred out, the email ids do not change for the concerned formation/designation. In addition, it is possible to link individual ICEGATE email ids to a generic email id, which allows multiple users (as selected by the

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location's nodal officer) to receive the emails sent to the concerned generic email id, without the need to log in into the generic email id.

4. One of the basic requirements in creation of generic email ids is to get the name of nodal officers of each formation, who would be the owner of the generic email id of that formation, and whose individual ICEGATE email id will be linked with the generic email id. DG Systems will share the credentials (i.e. username and password) of the generic email id of the formation with the nodal officer. The nodal officer will have the admin role to add or delete other officers of her/his formation to enable them to access the generic email id. The nodal officer should normally be the Head of Office of the formation.

5. In view of the above, it is requested that the details of the nodal officers of each formation under your jurisdiction should be sent to DG Systems in the enclosed format on adg.si@icegate.gov.in by 12.07.2019. The format is also available on CBIC website under **Departmental Officers**.

6. Further, an advisory/user guide outlining steps on various functionalities within the generic email id is being uploaded on CBIC website separately. The same can be viewed under **Departmental Officers > Systems**. It is requested that the nodal officer and other users may refer to the same for further information.

Encl: Format for obtaining nodal officer details


(Dr. John Joseph)
Member (IT)

Format for communicating Nodal Officer details for Field Formations

Sr.No.	Formation (Zone, Commissionerate, Division, Range, Circle, Group)	Name of the Nodal Officer	Designation	SSOID	Mobile Number	ICEGATE email id