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Role of Project Shaksham REs and Saksham Seva in e-Office Implementation in CBIC offices

Reference is invited to D.O. letter no. 1025/03/2019 dated 20th May, 2020 of Member (IT), CBIC on roll-out and implementation of e-Office application in all Zones and Directorates w.e.f. 15th Jun, 2020 and that the DGPM will oversee its roll-out and implementation including training. Reference is also invited to the letter dated 21.05.2020 of DG, DGPM and subsequent correspondence by the DGPM giving detailed guidelines on implementation of e-Office.

2. In order to implement roll-out and support e-Office application across all CBIC offices pan India, it has been decided that services of Project Saksham Resident Engineers (REs) deployed at different locations as well as Saksham Seva will be utilized.

3. Therefore, for any issues related to e-Office application, users may contact "Resident Engineers (REs)" deployed at locations [for details of RE of your location, please check <https://saransh.cbic.gov.in> under "know your RE" tab] or Saksham Seva depending upon the type of issue faced by them.

Users may contact Project Saksham RE for issues pertaining to basic hardware and connectivity like network/VPN connectivity issues, scanner/printer related issues, DSC dongle detection issues.

Users may contact Saksham Seva at Saksham.seva@icegate.gov.in in case issue relates to the e-Office application or RE is not available at a particular location. Saksham Seva team will help user to either resolve the issue or escalate it to e-Office project Roll-out team(L-2) deployed at DGPM for resolution.

4. It is recommended that e-Office Nodal officer may be same as existing nodal officers for DG Systems i.e. "System Manager" in case of ICES for Customs Commissionerate or "ACL Admin" in case of ACES-GST for GST Commissionerate or designated Nodal Officer for Directorates.


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