



Directorate General of
Systems & Data management
Indirect Taxes and Customs
1st floor, NBCC Plaza, Pushp Vihar,
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F.NO: IV(18)/02/2020-Systems-NBCC

Date: 18/03/2020

Advisory SI/01/2020: Replacement of @icegate.gov.in email Ids for CBIC officers with @gov.in email Id for all official communication, regarding

You are aware that most of CBIC officers are presently having @icegate.gov.in email id for official communication. With online APAR made mandatory for all CBIC officers, @gov.in email ID has been allocated to all officers. @icegate.gov.in email Id has been provisioned only for those officers who are having SSO Id, while @gov.in email id is issued to all CBIC officers.

2. In order to avoid duplicity & confusion as to which email Id be referred for the officer's official email communication, it has been decided, with the approval of Board that there will be only 1 official email ID for all official communications. For this purpose, @gov.in email Id will only be maintained as official email Id for all CBIC officers. However, Icegate ID will continue to be used for other purposes such as generic email IDs issued to CBIC filed formations, vendor email Ids, training email Ids, helpdesk, service center etc.

3. In view of the aforesaid decision, DG systems has obtained a list of all @gov.in email ids, registered by CBIC officers for APAR purpose, from DGHRD and accordingly, DG systems has rolled out a plan to replace Icegate email Ids of all the officers with @gov.in email Ids in DG system's database. This activity will be performed in batches and officers whose Id is scheduled to be replaced, will be notified via email on their Icegate Email Id and SMS (on their registered mobile number) in advance and after that they will start receiving the emails/alerts on their @gov.in Ids for all functionalities of DG systems. After 2-3 days of receipt of SMS/Email, officers are requested to go to OIM link (given in SMS/Email) on their AIO to verify correctness of their @gov.in email Id reflected in system's database. In case of any discrepancy in your @gov.in email id, please inform Saksham Seva for necessary rectification.

NOTE 1: Emails from Icegate Email IDs will not be migrated to @gov.in Ids. Icegate email Ids will also be kept active for certain period so that officers can transfer their important mails to their @gov.in email Ids.

NOTE 2: Authentication method for the applications like Antarang, Samarth LMS etc. (which are being authenticated through Icegate Email Id and password), will also be changed in near future and this shall be notified in subsequent communication.

For any issues please contact Saksham Seva on 1800 266 2232/1800 121 4560 or Saksham.seva@icegate.gov.in.


18/3/2020
Vinayak Chandra Gupta
ADG (SI)