



प्रणाली एवं आंकडा प्रबंधन महानिदेशालय
केंद्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड
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Provisioning of remote access to CBIC field officers as a special measure for ensuring continuity of business operations under COVID-19 exigency response

1. CBIC field officers are being provided secured access to GST business applications over internet for limited period to allow them to discharge their duties remotely under COVID-19 exigency response.
2. Once access is enabled, users will be able to work on GST applications securely over internet from either CBIC provided AIO/Laptop or their personal Desktops/Laptops. Access to these applications will be available for those users who already had access to the GST backend applications through Citrix. The users will be able to access the applications over internet by going to the link <https://myappstore.cbic.gov.in>. Users, who are already using RSA 2 Factor Authentication, will only be able to access the applications. Once access is enabled to an officer, he/she will receive SMS/email message from saksham seva.
3. The User is required to follow following steps:-
 - i. Connect your laptop/desktop to the internet;
 - ii. Launch Google Chrome/ Internet Explorer and access the URL <https://myappstore.cbic.gov.in>
 - iii. Enter your SSOID and Password when prompted;
 - iv. User will be prompted to enter RSA 2FA PIN.
 - v. Enter your RSA PIN;
 - vi. RSA token will be sent on user's mobile no or ICEGATE email id.
 - vii. Enter the same in the dialogue box;
 - viii. On validation, Citrix access will be granted.
 - ix. You can launch application and start working.
4. In case users wish to upload sanction orders etc. to the business applications, they may do so by carrying out following steps:
 - a. Create the orders on their local system
 - b. Send the orders created in (a) as attachment to their ICEGATE email id.
 - c. Access ICEGATE email id using the same link as provided in SI. No. 2 of this Advisory.
 - d. Download the order from ICEGATE email and save

- e. Open the application and upload the order by navigating to the location of the file saved file (in d.)
5. In phase 1, DGS is allowing default access to all Divisional AC/DC as per data available with DG system at the backend.
6. It is also proposed to allow similar access to 5 Superintendents per CPC to attend to registration related work. It is requested that each zone may communicate details of 5 Superintends assigned to CPC in the following format and details of one Commn Admin/ ACL admin of each commissionerate:-

Name of Zone			
Sl no	SSOID	Name of Officer	Designation

7. In phase II, the access will be extended to other officers. Commissioners may approve the list of officers to whom such access is to be provided after ascertaining availability of desktop/laptop and availability of internet connectivity for the officers. The email by the concerned System Manager/Comm Admin should be sent from the respective location with the subject "**Remote Access Request- COVID19 - Commissionerate-<<Name of Commissionerate>>**" to Saksham Seva (saksham.seva@icegate.gov.in) for provisioning such access. The email should also be copied to the following email IDs:

rahul.yadavtcs@icegate.gov.in;
vijay1.kumartcs@icegate.gov.in;
aman.rampalpwc@icegate.gov.in;
jeetpal.singhpwc@icegate.gov.in

8. For now, the access would be provided till 23:59 hours on 15.04.2020 only and any decision to extend it beyond 15.04.2020 would depend upon the extent of normalcy restored.


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