F. No.12 /Member [IT]/2017
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE
CENTRAL BOARD OF EXCISE & CUSTOMS

Date: 19th December 2017

To,

All Principal Chief Commissioners/Principal Director Generals/Chief
Commissioners/Director Generals/ Principal Commissioners/Principal ADG/
Commissioners/ Additional Director Generals

Subject: User experience on GST-ACES

Based on the feedback from the field formations with regard to the user
experience for the CBEC-GST application, intense efforts are underway to bring about
the required changes to improve the following areas, urgently:

1. Log in to AIO
2. Log in to applications
3. Navigation in the GST application
4. Report generation from the MIS module
5. Printing of Reports.

B. In order to monitor these aspects, you are requested to kindly take feedback from the
users on a daily basis and report the same in the form of a weekly report [as per
enclosed format]. This will help in taking the requisite corrective action with an aim to
resolve the issues to the satisfaction of the users.

C. Any short coming on the above five parameters should be flagged and reported to the
resident engineer, the Wipro hand-holder and the TCS resource. (The details of the
resources have been shared in annexures to letter dated 11th December 2017: "Advisory
on AIO functioning, connectivity issues- reg", F.No.12/Member [IT]/2017. The same is
available at www.cbec.gov.in).

D. We are hopeful that these fundamental issues which are the building blocks for providing public services on a digital platform by CBEC will be resolved at the earliest, with constant and vigilant monitoring.

Yours faithfully

Encl: As Above

(S.K.Panda)

Member (IT), CBEC

Copy To:

1. Chairman CBEC.
2. All Members of CBEC.
3. OSD to Finance Secretary.

Weekly Report for User Experience

The first Report to be sent on 1ˢᵗ January 2018 for the performance during the period 26ᵗʰ to 29ᵗʰ December 2017;

The second report to be sent on 8th January, for the performance during the period 1ˢᵗ January to 5ᵗʰ January 2018;

The third report to be sent on 16th January, for the performance during the period 8ᵗʰ January to 12ᵗʰ January 2018.

These reports may be sent by email to with a copy to CBEC.GSTPMU@ICEGATE.GOV.IN v.usha@gov.in, panda.susanta@gov.in,

The user experience should be graded on a scale of 1-5:

    1= satisfied with the performance 95%-100% of the times accessed.
    2= satisfied with the performance 90-% - 95% of the times accessed.
    3= satisfied with the performance 85% - 90% of the times accessed.
    4= satisfied with the performance 80% - 85% of the times accessed.
    5= satisfied with the performance Below 85% of the times.

The report should be generated from each Range, Division, Commissionerate and aggregated at the Zone level.

Name of Range

Sl No	Parameter of User Experience	Grading
1.	Log into AIO	
2.	Log into Applications	
3.	Navigation	
4.	Report Generation	
5.	Printing of Reports	

Name of Division

Sl No	Parameter of User Experience	Grading
1.	Log into AIO	
2.	Log into Applications	
3.	Navigation	
4.	Report Generation	
5.	Printing of Reports	

Name of Commissionerate		
Si No	Parameter of User Experience	Grading
1.	Log into AIO	
2.	Log into Applications	
3.	Navigation	
4.	Report Generation	
5.	Printing of Reports	

Overall experience in the Zone		
SI No	Parameter of User Experience	Grading
1.	Log into AIO	
2.	Log into Applications	
3.	Navigation	
4.	Report Generation	
5.	Printing of Reports	