

ACES – Contact Details of various HELP DESKS

Project Name	Help Desk Details	Officers in DGS <i>(For follow up, if any)</i>
<p style="text-align: center;">ACES Application <i>(Software issues only)</i></p> <p style="text-align: center;">(Vendor: M/s Wipro)</p>	<p style="text-align: center;">ACES Service Desk</p> <p style="text-align: center;">1. Toll-free number - 1800 425 4251 <i>(for general/basic clarifications on ACES)</i></p> <p style="text-align: center;">2. In case of specific difficulties while accessing ACES application, e-mail ACES service desk directly at aces.servicedesk@icegate.gov.in with following information: <i>(i) Name & Designation (ii) SSOID (iii) User Name (iv) Mobile Number (v) Commissionerate -Division -Range (vi) Service Tax (or) Central Excise (vii) Relevant screen shots indicating Errors/navigational paths, if any</i></p>	<p style="text-align: center;">1. Sri Sambandan, Supt. / Smt. Maheswari, Programmer 044-28331179 / 28331115 dgsys.sd@gmail.com</p> <p style="text-align: center;">2. Sri V. Srinivas, Asst. Director 044-28331116 V.Srinivas@icegate.gov.in</p>
<p style="text-align: center;">CBEC-LAN <i>(Local Area Network within a CBEC Building/location comprising hardware such as Thin Clients & peripherals (printers etc.), UPS, DG sets, Fire extinguisher etc.)</i></p> <p style="text-align: center;">(Vendor: M/s HP)</p>	<p style="text-align: center;">Level-1 Contact the local Resident Engineer (RE), if allocated for your site/building.</p> <p style="text-align: center;">Level-2 If RE not available, call HP HELPDESK 1800 425 4994 nightdesk.bangalore@hp.com In case of follow up, give reminder to Nightdesk at details mentioned above.</p> <p style="text-align: center;">Level-3 In case of further follow up, if any, Contact respective Zonal HP Regional Manager as below:</p> <p style="text-align: center;"><u>NORTH (Delhi & NCR, U.P, Haryana, Rajasthan, H.P, J&K, Punjab, Uttrakhand)</u> Mr. Ashok Sharma (9711009412) ashoks@hp.com</p> <p style="text-align: center;"><u>EAST (Bihar, Jharkhand, Orissa, West Bengal, all North East states)</u> Mr. Samrat Mukherjee (9836640161) cbec.east@hp.com</p> <p style="text-align: center;"><u>WEST (Maharastra, Gujarat, Chhattisgarh, Goa)</u> Mr. PrathanShetty (9870345611) prathans@hp.com</p> <p style="text-align: center;"><u>SOUTH (Andhra Pradesh, Karnataka Kerala, Tamil Nadu, Pondicherry)</u> Mr. Suresh Vadlamudi (9885394999) suresh.vadlamudi@hp.com</p> <p style="text-align: center;">Level-4 Mr. ShubanRaina (9810177226) Service Delivery Manager shuban.raina@hp.com</p>	<p style="text-align: center;">1. Sri R. K. Tyagi, Joint Director 011-26874067 rajeshwar.tyagi@icegate.gov.in</p> <p style="text-align: center;">2. Sri S. V. Singh, ADG 011-24107675 satendra.singh@icegate.gov.in</p>

<p align="center">CBEC-WAN (Wide Area Network connecting all CBEC offices [One WAN point per building] across the country through MPLS cloud with Data Centre in New Delhi)</p> <p align="center">(Vendor: Consortium led by M/s BSNL)</p>	<p align="center">Level-1</p> <p align="center">BSNL/DIMENSION DATA Dimension Data WAN Help Desk at Bangalore (NOC) 080-22348035 080-25439910 1800 425 1958 (toll free) rimmpls.in@dimensiondata.com</p> <p align="center">Level-2</p> <p align="center">For WANLink issues, if any, 1. Mr. Channappa Nandi (09341065000) channappa.nandi@dimensiondata.com</p> <p align="center">2. Mr. NityanandKeni (09449012561) nityanandkeni@yahoo.com nityanandkeni@gmail.com</p> <p align="center">HP</p> <p align="center">In case of follow up related to Routers and Loop Modems, if any,</p> <p align="center">DileepPareekh(08800583123) dileep-kumar.pareekh@hp.com cbec.admin@hp.com</p> <p align="center">Mr. Talha Bari (09871110383) talha.bari@hp.com</p> <p align="center">Mr. ShubanRaina (09810177226) shuban.raina@hp.com</p>	<p align="center">1. Sri R. K. Tyagi, Joint Director 011-26874067 rajeshwar.tyagi@icegate.gov.in</p> <p align="center">2. Sri S. V. Singh, ADG 011-24107675 satendra.singh@icegate.gov.in</p>
<p align="center">VPN over Broad band solution (Web-based & secured Virtual Private Network Connection with CBEC-Data Centre – For users in remote locations not coming under CBEC-WAN)</p> <p align="center">(Vendor: M/s BSNL)</p>	<p align="center">1. BSNL Help Desk 1800 424 1600 cbecwan@bsnl.co.in</p> <p align="center">2. NityanandKeni SDE, BSNL, Karnataka Telecom Circle, Bangalore 09449012561 nityanandkeni@yahoo.com</p>	<p align="center">1. Sri R. K. Tyagi, Joint Director 011-26874067 rajeshwar.tyagi@icegate.gov.in</p> <p align="center">2. Sri S. V. Singh, ADG 011-24107675 satendra.singh@icegate.gov.in</p>
<p align="center">EDW SmartView (CBEC's Enterprise Data Ware House Project for viewing various pre-defined reports and creating customized reports based on user-specific requirements and for performing various analyses)</p> <p align="center">(Vendor: M/s Wipro)</p>	<p align="center">CBEC DW Help Desk 01130130830, 01130132030 dw.helpdesk@icegate.gov.in</p>	<p align="center">1. SriRajendraRai, Superintendent 011-26877965 rajendra.rai@icegate.gov.in</p> <p align="center">2. Sri VivekChaturvedi, ADG, DGS, New Delhi 011 - 26113618 vivek.chaturvedi@icegate.gov.in</p>
<p align="center">Systems Integration (SI) (For SSO-ID & ICEGATE e-mail ID issues)</p> <p align="center">(Vendor: M/s TCS)</p>	<p align="center">1. SI Helpdesk si.helpdesk@icegate.gov.in 1800 266 2232</p> <p align="center">2. For follow up, if any contact Sri Yogesh Sharma, SI Shift Manager yogesh.sharmatcs@icegate.gov.in 09212775629</p>	<p align="center">1. JitendraBansal New Delhi 011-2410-2982 jitendra1.bansal@icegate.gov.in</p> <p align="center">2. Smt. Shubhagata Kumar, ADD(Sys), DGS, New Delhi Ph: 011-2611 3617 shubhagata.kumar@icegate.gov.in</p>
<p align="center">EASIEST (Electronic Accounting System in Excise and Service Tax – A web-based utility having interfaces with e-payment portals of the tax-collecting banks and data w.r.t payment of tax through all modes is captured by banks, uploaded and made available to the Department through NSDL website.)</p> <p align="center">(Managed by NSDL)</p>	<p align="center">Monitoring by DGS, Chennai</p> <p align="center">1. ShriS.Subramanian, Supt. e-mail: easiest-cbec@nic.in Subramanian.Srinivasan@icegate.gov.in Phone : 044-28331051</p> <p align="center">2. Shri K.V. Soumyanarayanan, Inspector e-mail: Saumyanarayanan.Kidambi@icegate.gov.in Phone: 044-28331051</p>	

Note 1: Regarding LAN/WAN issues, for co-ordination between respective vendors and DGS/CBEC, contact the Project Monitoring Team, PwC:

1. Subramanian Krishnan, Senior Consultant, PwC, 09811152378, subramanian.krishnan@in.pwc.com 2. Vishal Goel, Principal Consultant, PwC, 09717177766, vishal.goel@in.pwc.com

Note 2: The Departmental Users are advised to use **HP-Service Manager (accessible by clicking "Service Desk" icon on Citrix Login page)** to lodge their complaints with various Help Desks which ensures instant acknowledgement of issue by generating an IM/SD number.
