

**F.No. 296/236/2014-CX-9 (Pt-II)**  
Government of India  
Ministry of Finance  
Department of Revenue  
Central Board of Excise & Customs

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New Delhi, dated the 17<sup>th</sup> June, 2015

To,

All Directors General of CBEC  
All Principal Chief/Chief Commissioners of CBEC  
All Joint Secretaries/Commissioners of CBEC  
All Principal Commissioners/Commissioners of CBEC  
The Webmaster, CBEC

Madam/Sir,

**Subject: Building Management Information System (MIS) for CBEC**

1. **Background:**

1.1 During the Board Meeting held on **20<sup>th</sup> August, 2014 (BMB No.18/2014)**, CBEC had decided to build a Management Information System (MIS) for CBEC so that various critical information relating to key result areas are collected in a reliable, efficient and useful manner. The Board had accepted the proposal to build the MIS in a phased manner as per the detailed roadmap recommended by the Working Group constituted for this purpose. A detailed **Instruction dated 10<sup>th</sup> October, 2014** (<http://www.cbec.gov.in/excise/cx-circulars/cx-ins-14/cx-ins-comprehensive-mis.htm>) was issued by the Board vide F. No. 296/127/2013-CX.9. Information to be collected for various functional areas under Customs, Central Excise and Service Tax such as revenue, audit, anti-evasion, anti-smuggling, adjudication, legal, arrears recovery etc. were grouped in six parts, and a set of **Monthly Performance Reports (MPRs)** was prescribed in place of erstwhile Monthly Technical Reports (MTRs) with effect from **1<sup>st</sup> December, 2014**. The responsibility to collate the data collected in each of these functional areas and to submit summary reports to the Board was entrusted on the concerned Directorates namely DDM (for revenue), DGCEI (for anti-evasion), DGRI (for anti-smuggling), DGA (for Audit), DGICCE (for adjudication etc. for CX and CUS), DGST (for adjudication etc. for ST), DOV (for Valuation data in Customs), DLA (for legal), and CC TAR (for arrears recovery). These Directorates are referred as the **Functional Owners (FOs)**. A **Central MIS Committee**, under the chairmanship of Member (CX), CBEC and comprising of the aforesaid Functional Owners was also constituted to steer and implement the MIS for CBEC expeditiously.

1.2 As part of implementation of the first stage of the MIS, the DDM has developed the web-based utility for uploading of the MPRs by the field formations. The web-based utility has been hosted on the DDM website ([www.cbecddm.gov.in](http://www.cbecddm.gov.in)). **This is being made operational with effect from 1<sup>st</sup> June, 2015**, i.e. the MPRs for the month of **June, 2015** onwards would require to be uploaded by the field formations using the said web-based utility. The details of the said web-based utility are given below:

## **2. Overall scheme:**

2.1 Presently, the revenue related MPRs contained in Part-1 are required to be uploaded by the Commissionerates on DDM web-site. However, all other MPRs, duly filled in, are required to be emailed by the Zonal CCs to the concerned Functional Owners using the designation-based email-ids (<http://www.cbecddm.gov.in/Letters/CONTACTS.htm>). For doing so, the Zonal CCs are required to collect the information in these MPR formats from their jurisdictional Commissioners. The information compiled by the Commissionerates are transmitted manually or by email to the Zonal CCs, who after compilation/aggregation of MPRs received from all the Commissionerates under their respective jurisdictions transmit them by email to the concerned Functional Owners. Functional Owners, in turn, prepare Monthly Summary Reports and submit them to the Board.

2.2 The above scheme of transmission of all the MPRs, other than those contained in Part-1, by the Commissionerates, and compilation/aggregation at Zonal CC level is proposed to be replaced by the scheme of uploading of such MPRs by the Commissionerates by using the web-based utility developed by DDM. Thus, after implementation of the web-based utility developed by the DDM, the data in all the MPR formats would require to be uploaded by the Commissionerates using the web-based utility on the DDM website. Once uploaded, the data at the level of Zonal CCs would be aggregated automatically and would be available for viewing by the jurisdictional Commissioners, jurisdictional Zonal CCs, respective Functional Owners and also the officers at Board instantly, thereby saving the cost and time involved in transmission/reception and compilation of information at Zonal CC levels.

## **3. Responsibility to upload the data:**

The responsibility to upload all the duly filled-in MPRs has been entrusted on the Commissionerates including Audit Commissionerates and LTUs. Thus, after implementation of the said web-based utility, for all the field formations, whether Customs, Central Excise or Service Tax, the data in all the six Parts of MPR formats would require to be uploaded by the Commissionerates using the valid user-ids. ADGs at the Hqrs. and Zones of DGRI and DGCEI would also be required to upload the duly filled-in MPRs of Part-2 relating to Anti-smuggling and Anti-evasion in respect of their jurisdiction, in a manner similar to the Commissionerates.

#### **4. Responsibility to validate the data:**

4.1 Presently, the MPRs, other than those contained in Part-1 (i.e. revenue related MPRs), are prepared by the Commissionerates and sent to the Zonal CCs who after compilation send them to the respective FOs. Thus, the Commissionerate data gets validated at the Zonal Chief Commissionerate level. Accordingly, in the web-based utility, provision of validation of data has been provided. After the MPRs would be uploaded/submitted by the Commissionerate, such MPRs would be ready for validation by the jurisdictional Zonal CCs. Only after the validation by the Zonal CC, the MPRs would become part of the MIS database on the basis of which various reports would be generated automatically. Thus, the responsibility for accuracy of the MPRs would continue to remain at the Zonal CC level.

4.2 In case of DGRI/DGCEI, the MPRs uploaded/submitted by the ADGs of Hqrs. and Zones would require to be validated by the DGRI/DGCEI in the same way as jurisdictional Zonal CCs.

#### **5. Access to the MIS**

5.1 Access to the MIS may be made from anywhere and at any time 24 X 7. The user would only require a computer with internet facility. Any user may access to the MIS using the said web-based utility only through a valid user-id and password. In other words, the user must have a valid user-id and password to access the MIS - whether for entry of data or for validating the data or for viewing the reports, or for any other reason. Initially, every potential user would be allocated a set of user-id and one-time password. After receiving the same, the user would be required to login the web-based utility. The web-based utility would require the user to set his own password and also fill-up/update the profile information which would include his name, designation, email address, mobile number etc. The email-address and the mobile number would subsequently be used for sending automated alerts and messages.

5.2 To begin with, keeping in mind the server space, DDM has created **one such set of user-id and one-time-password** for the following users:-

##### **(A) Field Formation Users**

- (a) Every Range Offices in Central Excise and Service Tax formations,
- (b) Every Division offices in Central Excise and Service Tax formations,
- (c) Every Commissionerates of Customs, Central Excise and Service Tax, including Audit and LTU Commissionerates,
- (d) Every ADG of Headquarters/Zones of DGRI and DGCEI
- (e) Every Zonal Chief Commissioners of Customs, Central Excise and Service Tax,

(B) Every **Functional Owners**, and

(C) Every **CBEC users** of the level of JS/Commissioners and above.

\* *The term Chief Commissioner includes Principal Chief Commissioner and the term Commissioner includes Principal Commissioner.*

The user-ids and the one-time passwords of the aforesaid users have been emailed to the designation-based email ids (see <http://www.cbecddm.gov.in/Letters/CONTACTS.htm>) of the respective Zonal CCs, DGRI/DGCEI, FOs and CBEC users.

5.3 Similar sets of user-ids and one-time-passwords would also be created and communicated in due course, for every Commissioner (Appeals) of Customs, Central Excise and Service Tax, every other Directorates, and every CBEC users of the level of Director, DS and US.

5.4 Moreover, once the system would get stabilized and dedicated/cloud server is arranged from NIC, such sets of user-ids and one-time-passwords would be created and allocated to more and more officers so that the MIS can be accessed by them and used for monitoring their respective work.

5.5 Though, user-ids and one-time-passwords have been created for every Ranges and Divisions of Central Excise and Service Tax, and also communicated to the respective Zonal CCs, presently, they would not be able use the MIS even for viewing the reports. However, provision would be made very soon to enable them to access and use the MIS, for which the date will be intimated separately.

5.6 With a view to preserve the sanctity of the MIS, different users have been provided different privileges such as to insert the data, to validate the data or to correct/modify the data if required, to view the data etc. Thus, a user would be able to insert the data in an MPR format only when he is authorized to do so. Every user-id created by the DDM has been assigned a specific role, and the said user would be able to access the MIS and perform an activity only as per the role already assigned to him.

5.7 Various purposes for which MIS may be accessed by a user and the authorization granted to different users are indicated in the table below:-

Sl	Purpose	Who may be allowed?
i.	Insertion of data in the MPRs	Only those authorised to insert the data namely Commissionerate
ii.	Submission of MPRs duly filled in	Only those authorised to insert the data namely Commissionerate

iii.	Making correction in the MPRs	Only those authorised to insert the data namely Commissionerate.
iv.	Validation of MPRs already submitted	Only those authorised to validate the MPRs namely Zonal Chief Commissionerate
v.	Viewing the status of the MPRs submitted/ validated	All users having the jurisdiction over the formation which submitted the MPRs e.g. jurisdictional Commissionerate, jurisdictional Zonal CC, FOs and CBEC users.
vi.	Viewing the Reports	All users having the jurisdiction over the formation which submitted the MPRs e.g. jurisdictional Commissionerate, jurisdictional Zonal CC, FOs and CBEC users. Ranges and Divisions would also be able to view the MPRs of their Commissionerates from the date to be notified. Further, Commissionerates and Zonal CCs would then also be able to view the MPRs of other Commissionerates and Zones, in the same way as FOs and CBEC users.
vii.	Viewing the Monthly Summary Report	FOs and CBEC users
viii.	Viewing the Dashboard	FOs and CBEC users
ix.	Helpdesk for reporting any problem or seeking answer to any query	All field formation users
x.	Mailbox for sending/receiving any messages relating to MIS	All users
xi.	Change of password and/or profile data.	All users

## 6. Insertion of data in the MIS

6.1 Any user, such as Commissionerate, desiring to make entry of data in the MIS database, would be required to login and fill-up the desired MPR formats online. The duly filled-up MPR would require to be “**uploaded/submitted**” by the user. After submission, the MPR format would require to be “**validated**” by the authorized user, such as Chief Commissioner. Once all the columns in an MPR format are filled-up, the same can be “submitted” by clicking the “submit” button. Once all the MPR formats relating to a particular FO are “submitted”, then they can together be validated by clicking the “validate” button once. It may be noted that unless all the MPR formats relating to a particular FO are “submitted”, they cannot be “validated”. Only after “validation” of the MPRs, they become part of the MIS database and become available for viewing under “Report” link by the users.

6.2 Under the Zonal CCs, Commissionerates (including Audit and LTU) can insert the data in the MPR formats. In addition, under the DGRI and DGCEI, ADGs posted in the Zones as well as at the Hqrs. have been authorized to insert the data in the MPR formats pertaining to DGRI and DGCEI respectively. It may be noted here that DGRI and DGCEI are also Functional Owners for the MPRs under Part-II.

7. **Error correction mechanism** *(being presently developed and will be implemented shortly)*

7.1 Data inserted into an MPR format by a user can be corrected only by the user itself and no one else. Thus, data inserted by the Commissionerate can be corrected by the said Commissionerate and cannot be corrected even by the jurisdictional Chief Commissionerate. Therefore, if any error is detected by any user other than the one which inserted the data, such error will have to be pointed out to the user which inserted the data to take necessary corrective action.

7.2 Once an MPR format is duly filled-in, the same can be “submitted” by the user. Such “submitted” MPRs, before they are validated, can be viewed as “Temporary Reports” under the “Report” link by the jurisdictional Commissionerate. Such “Temporary Reports” can also be corrected by the user who inserted the data, before they are “Validated” by the authorized user.

7.3 Further, the user which inserted the data can correct the data inserted into an MPR formats **only** till the time the said MPR format has not been “validated”. Thus, once an MPR format is “validated”, no correction can be made **even by the user** which inserted the data. Therefore, once an MPR has been “validated”, and thereafter any correction is required to be done, the user which inserted the data in the said MPR will have to send a request using the “Correction” link to the concerned Functional Owner along with the detailed justification. Once approved by the FOs, the correction as proposed by the said user would be incorporated by replacing the earlier MPR with a new one. Record of all such corrections made in the MIS would be available in the MIS for reference and reconciliation in future.

8. **Monitoring of status of uploading of MPRs by the field formations**

In order to facilitate monitoring of timely uploading of MPRs by the field formations, the web-based utility provides for viewing the status of MPRs uploaded by the users. Thus, on clicking the “**STATUS**” the Commissionerate can see all the MPRs “submitted” by it. Similarly, on clicking the “**STATUS**” link, the Zonal CCs, can see which Commissionerates have “submitted” all the MPRs pertaining to a particular FO. The FOs and the Board users can see which Zonal Chief Commissionerates have “validated” all the MPRs pertaining to a particular FO.

## 9. Viewing of Reports, Monthly Summary Reports (MSR), Dashboard

9.1 Once the MPR formats are “validated”, they become part of the MIS database. They are thereafter automatically aggregated field formation wise and Functional Owner wise. Such aggregated MPRs are available for viewing under the “REPORT” link. Field users can view the MPRs pertaining to them as well as individual MPRs of the field formations under its jurisdiction. Thus, a Zonal CC can see the Zonal MPRs as well as the MPRs of all the Commissionerates under its jurisdiction. The user can choose the year, the month and the formation, to view all the MPRs. Users would also be able to print the MPRs as well as download the MPRs in Excel sheets.

9.2 Besides, Ranges and Divisions would also be able to view the MPRs of their Commissionerates from the date to be notified. Further, Commissionerates and Zonal CCs would then also be able to view the MPRs of other Commissionerates and Zones, in the same way as FOs and CBEC users.

9.3 In addition, the FOs and the Board users can also view the “Monthly Summary Reports” and other customized reports under “Dashboard”. Such reports are derived from the data uploaded in the MIS and are intended to make available all the key performance indicators and their analysis relating to the Department to the top management in a user friendly manner on their desktop with a click of a button.

## 10. Other User friendly features

10.1 Provision has been made in the web-based utility to auto populate the **Opening Balance** of a particular MPR format of a particular field formation equal to the **Closing Balance** of the said MPR format of the previous month of the said field formation. Thus, a user will not have the option to insert the data of “**Opening Balance**” in a MPR format. This will prevent any inconsistent figure being inserted by a user.

Further, wherever applicable, calculation is carried out automatically. For example, “%growth”, “**Closing Balance**” etc are automatically calculated to avoid any manual errors in such calculations.

## 10.2 Automatic email/SMS alerts

Provision is also being made to send automatic alerts to the user for uploading of MPRs on their respective email address and mobile numbers. These details would be captured at the time of initial login as well as at every occasion when password is sought to be changed by a user. *However, this feature is in the process of being developed.*

### 10.3 Helpdesk

Helpdesk facility has been built in the web-based utility so that if any user has any difficulty/query regarding use of the MIS, he can send the query to the concerned FO. Reply of the FO can also be viewed by the user on the "Helpdesk" page.

### 10.4 Mailbox *(being presently developed and will be implemented shortly)*

Provision has been made in the web-based utility to send messages to a particular user or to a group of users. Thus, a FO, if desired, can broadcast a message to all the Zonal CCs with regard to MPRs pertaining to him. This facility can be used to send instructions to the field formations. Similarly, a Zonal CC can send an instruction to all the Commissionerates under its jurisdiction using the Mailbox facility. Any message sent to a particular user would appear in the mailbox of that user. Whenever a user would login to the MIS, the mailbox page would open first so that all the new messages are brought to his attention immediately.

### 10.5 Change password

Provision has also been made in web-based utility to allow the users to change their passwords. On exercising this option, the web-based utility would also require the user to update his profile information. This facility would be useful in case of change of charge of the existing officer and posting of the new officer. The new officer on assuming the charge should immediately change the password and other profile information.

## 11. Instructions:

**In the light of launching of the web-based utility as described above, following instructions are being issued for compliance by all the concerned officers:-**

11.1 The Commissioner, DDM should take immediate action to carry out necessary modifications in the web-based utility to enable the Commissionerates and ADGs of DRI/DGCEI to upload the MPRs for the month of **June, 2015 onwards**, and the Zonal CCs/DGRI/DGCEI to validate their respective MPRs submitted/uploaded by the Commissionerates/ADGs. Other consequential changes should also made urgently. These actions must be completed **before 15<sup>th</sup> July, 2015 positively, so that the web-based utility is operational w.e.f. 15th July, 2015.**

**- Action: Commissioner, DDM**

11.2 All the users must note that the **web-based utility will be operational w.e.f. 15th July, 2015**. In order to facilitate the users to use the MIS, the MIS USER MANUAL is under preparation and the same would be uploaded on the website of CBEC and the DDM very soon. Accordingly, all the users should access the **web-based utility only from 15th July, 2015 onwards**.

- **Action: All the users**

11.3 The Commissioner, DDM should also take immediate action to carry out other necessary modifications in the web-based utility in accordance with the scheme described under paras 2 to 10 above.

- **Action: Commissioner, DDM**

11.4 All the Zonal CCs/DGRI/DGCEI should, if they have already not done so, convey the user-ids and the one-time passwords of the Commissionerates/ADGs of DRI/DGCEI under their jurisdiction. These user-ids and one-time passwords have already been emailed to the designation-based email ids (see <http://www.cbecddm.gov.in/Letters/CONTACTS.htm>) of the respective Zonal CCs, DGRI/DGCEI, FOs and CBEC users. In case of any difficulty in this regard, the nodal officers may contact the Commissioner, DDM.

- **Action: All the Zonal CCs/DGRI/DGCEI**

11.5 After obtaining the user-ids and the one-time passwords, the users should access the DDM website (<http://www.cbecddm.gov.in/index.aspx#>) **on or after 15<sup>th</sup> July, 2015**, click the appropriate user below the tab "MIS CBEC" on the right hand, and login using the said user-ids and one-time passwords. The system would require the user to fill-up/update his profile information and to set his own password. User would then be ready to access the MIS.

- **Action: All users**

11.6 With a view to ensure that the MIS database contains the data for the entire current financial year, the MIS database would require to be populated with the MPRs for the month of April, 2015 and May, 2015. Therefore, all the Functional Owners are requested to send the Commissionerate-wise MPRs for **the month of April, 2015 and May, 2015 to DDM** by designation based email-ids immediately. The Functional Owners must ensure that MPRs in respect of **all the Commissionerates** are sent to the DDM positively **by 25th June, 2015. Before sending such data, they should also ensure that there are no discrepancies in the MPRs between the opening balance of May, 2015 and the closing balance of April, 2015. Such discrepancies, if any, must be resolved in consultation with the concerned Commissionerates, before they are sent to the DDM.**

- **Action: All F.O.s**

11.7 As per the scheme already explained, **w.e.f. 15th July, 2015**, the Commissionerates/Zonal ADGs DGRI/DGCEI are required to access the MIS using the user-ids already mailed, and submit/upload duly filled-in MPRs. While the Commissioners/Zonal ADGs may authorize any officer in his office to access the MIS and submit/upload such duly filled-in MPRs, the

Commissioners/Zonal ADGs DGRI/DGCEI would continue to remain responsible for the accuracy of the information submitted in the MPRs. - **Action: Commissionerates/ADG, DRI/DGCEI**

11.8 Similarly, **w.e.f. 15th July, 2015**, the Zonal CCs/DGRI/DGCEI are required to validate the MPRs submitted by the Commissionerates/ADGs under their jurisdiction. While the Zonal CCs/DGRI/DGCEI may authorize any officer in his office to access the MIS and validate their respective MPRs submitted/uploaded by the Commissionerates/ADGs, they would continue to remain responsible for the accuracy of the information validated in the MPRs and take necessary action to correct the MPR if any error is noticed. - **Action: Zonal CCs/DGRI/DGCEI**

11.9 In view of implementation of uploading of MPRs using the aforesaid web-based utility, **it will no longer be necessary** by the Zonal CCs to send the MPRs of **June, 2015 onwards** by email to the concerned FOs, in terms of the Instruction dated 10<sup>th</sup> October, 2014 issued by the Board vide F.No.296/127/2013-CX.9(<http://www.cbec.gov.in/excise/cx-circulars/cx-ins-14/cx-ins-comprehensive-mis.htm>). - **Action: Zonal CCs**

11.10 In terms of the said Instruction dated 10<sup>th</sup> October, 2014 issued by the Board vide F. No. 296/127/2013-CX.9, Zonal CCs are required to send the MPRs for the Zones by 15<sup>th</sup> of the following month. This timeline would continue to be applicable. Thus, Zonal CCs/DGRI/DGCEI shall ensure that all the MPRs for the month of **July, 2015 onwards** pertaining to their Zone are **uploaded and validated** by all the Commissionerates under their jurisdiction by **15<sup>th</sup> of the following month**. However, in so far as the MPRs for the months of **June, 2015** are concerned, one time relaxation is being provided and Zonal CCs/DGRI/DGCEI shall ensure that these MPRs pertaining to their Zone are **uploaded and validated between 15<sup>th</sup> July, 2015 and 30<sup>th</sup> July, 2015**. - **Action: Zonal CCs/DGRI/DGCEI**

11.11 It is reiterated that **w.e.f. 15th July, 2015**, uploading of MPRs using the aforesaid web-based utility would be the only manner of reporting by the field formations. In other words, the Commissionerates/ADG, DRI/DGCEI and the Zonal CC/DGRI/DGCEI would not be required to send the MPRs by any other means at all. Failure to upload information by due date as prescribed would tantamount to no reporting. - **Action: Zonal CCs/DGRI/DGCEI**

11.12 All the Functional Owners are requested to provide necessary inputs to the DDM to ensure that the modules relating to the Monthly Summary Reports and the Dashboard are made operational at the earliest. Once they are operational, such reports would be automatically generated and be available for view by the FOs and CBEC users, and the FOs would then no longer be required to send the aggregated report/summary report to the Board as prescribed in the said Instruction dated 10<sup>th</sup> October, 2014 issued by the Board vide F. No. 296/127/2013-CX.9. - **Action: All FOs and Commissioner, DDM**

11.13 It is also reiterated that wherever feasible, the Functional Owners would generate the information, including those relating to Parliament Questions, desired by the Board from the MIS database. Normally, no report should be called from the field formations if the information sought for can be retrieved from the MIS database or any other existing applications.

- **Action: All FOs**

11.14 Though precautions are being taken to avoid any no loss of data uploaded on the MIS database, nonetheless, in order to avoid any mishap of loss of data for any reasons, all the users are advised to retain in their files the physical copies of the MPRs uploaded/validated by them using the web-based utility, till the system gets stabilized.

-**Action: All users**

11.15 In view of the operationalization of the web-based utility, **w.e.f. 15th July, 2015**, the need for sending the MPRs by email using the designation-based email-ids created by the DDM would no longer be required. However, they should continue to be used by all the officers for all the routine communications to facilitate faster, cheaper and secure flow of information within the Department.

- **Action: All officers**

12. Any query, suggestion or difficulty in implementation of the aforesaid instructions may be mailed to Shri Akhil Kumar Khatri, Commissioner, Meerut-II Audit and Secretary, Central MIS Committee, CBEC (mob. 09958296888) on the email address: [mis.for.cbec@gmail.com](mailto:mis.for.cbec@gmail.com) with a copy to [commrcoord-cbec@nic.in](mailto:commrcoord-cbec@nic.in).

13. These instructions may be brought to the notice of all for strict compliance.

Yours faithfully,

(Surendra Singh)  
Under Secretary to the Govt. of India  
Tele:- 2309 2413