



#### Leveraging Technology for Serving Taxpayers

Directorate of Data Management
Directorate General of Systems
& Data Management
Central Board of Indirect Taxes &Customs
Department of Revenue
Ministry of Finance | Government of India
www.cbecddm.gov.in



Version No. 2019.01

Leveraging Technology for Serving Taxpayers



# **User Manual**

S. N	0.	Contents	Page No.	
1.	Abo	ut CBIC-Sanchar	04	
2.	Access to CBIC-Sanchar 06			
3.	Analytical Reports of Directorates (ARD) 10			
4.	Key Performance Indicators (KPI) 22			
5.	Gen	General Communication (GC) 37		
	5.1	General Communication	37	
	5.2	Access to General Communication	38	
6. Pro		secution Management, Tax Disputes Tracking,	44	
	Mon	itoring Refunds etc. (PMM, TDOTS, WRR, etc.	)	
	6.1	PMM, TDOTS, WRR, etc.	44	
	6.2	Access to (PMM, TDOTS, WRR, etc.,)	45	

Leveraging Technology for Serving Taxpayers

### **About CBIC-Sanchar**

In January 2019, the Directorate of Data Management (DDM) successfully launched an IT application on its CBIC-DDM portal for receiving online feedback regarding action taken and the resulting recoveries of tax on the basis of analytical reports prepared by DGARM. The reports received are being regularly viewed, monitored and collated by the officers of DGARM and thereafter the outcomes of the efforts are informed to the Board. The auto transmission of analytical reports and real time receipt of the feedback contributed to the revenue augmentation drive of the CBIC and was widely appreciated.

Encouraged by this experience, the DDM has expanded the scope of its application to provide the entire CBIC a digital platform for quick, easy and effective communication in a structured form. This communication platform, aptly named "CBIC-Sanchar", facilitates electronic communication between the Board and all its formations and also amongst the formations right up to the Division level

CBIC-Sanchar has four independent sets of applications under the categories (i) Analytical Reports of Directorates, (ii) Key Performance Indicators (iii) General Communication and (iv) Prosecution Management, monitoring status of tax disputes, Monitoring refunds(PMM, TDOTS, WRR, etc.). Each set contains specific modules developed on the lines of the already launched module in respect of DGARM. Access to these modules is password protected through One Time Passwords (OTPs) to be received by the users on their registered mobile phone numbers.

CBIC-Sanchar is a paper-free communication tool. It is easy to access and use at both the sender and recipient ends. It allows the user to seek reports based on structured or free flowing data fields supported, if required, by text, pdf and excel documents. Also, Masterdesks provide necessary information for effective monitoring of the communications / reports sent, the responses received and the responses pending. There is also scope for issuing reminders and consolidating the reports received.

CBIC-Sanchar is expected to significantly save time, cost and effort besides being environment friendly. All officials of CBIC are therefore urged to fully utilize CBIC-Sanchar to make CBIC a leader in electronic communication and e-governance.

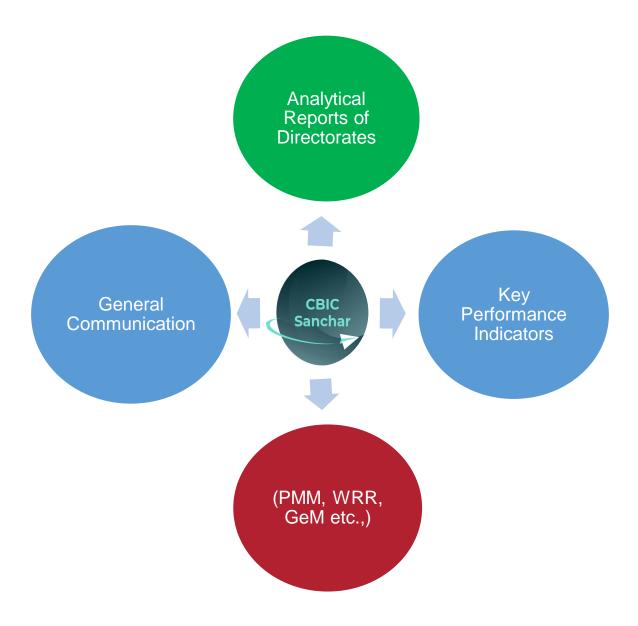
DDM appreciates the sincere efforts and dedication of its Senior Programmers Shri Ujjwal Kumar Singh and Ms. Alpana Singh towards the development of CBIC-Sanchar.

Govind Krishna Dixit
Commissioner
Directorate of Data Management

Leveraging Technology for Serving Taxpayers

Date: 11.06.2019

## **CBIC-Sanchar**



Leveraging Technology for Serving Taxpayers

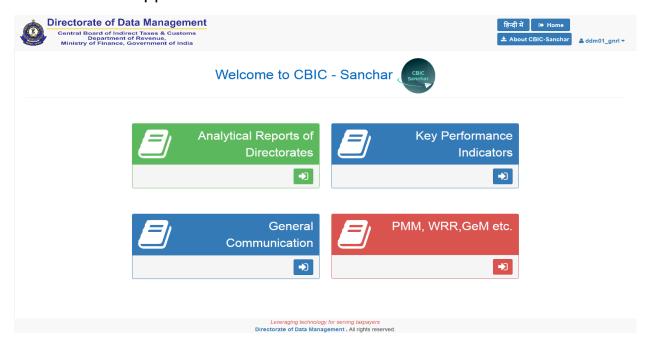
## **Access to CBIC-Sanchar**

Step 1: Log on to the CBIC DDM website <a href="http://www.cbecddm.gov.in">http://www.cbecddm.gov.in</a> and click on click on . The login page of CBIC-Sanchar would appear as shown in the screenshot below.

The same of the sa	Central Board of Indirect Taxes & Customs Department of Revenue, Ministry of Finance, Government of India  CBIC-Sanchar			
	Username	Username		
	Password	Password		
	JEEGGB			
	00	Pre GST Post GST		
		All Rights Reserved  Directorate of Data Management  CBIC, New Delhi, India		

Leveraging Technology for Serving Taxpayers

**Step 2:** After clicking on the login icon, the Masterdesk of CBIC-Sanchar would appear as shown in the screenshot below.

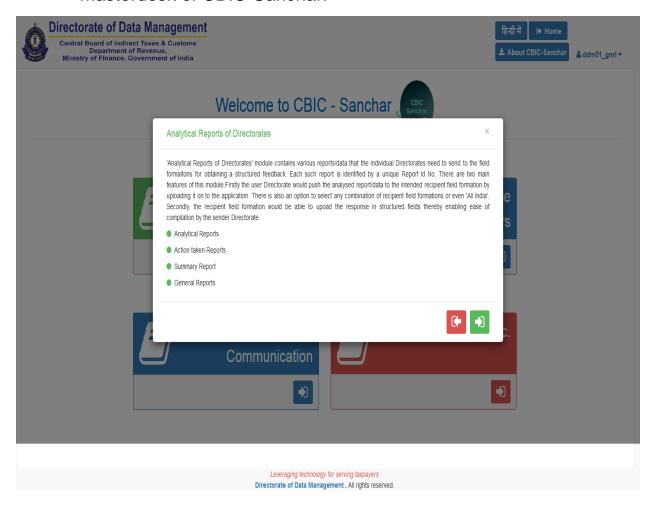


**Step 3:** The Hindi version of the Masterdesk of CBIC-Sanchar can be reached by clicking on the licon on the top-right-hand side.



**Step 4**: After clicking on the icon to enter into any of the four sets of applications of CBIC–Sanchar, the pop-up would appear as shown in the screenshot below.

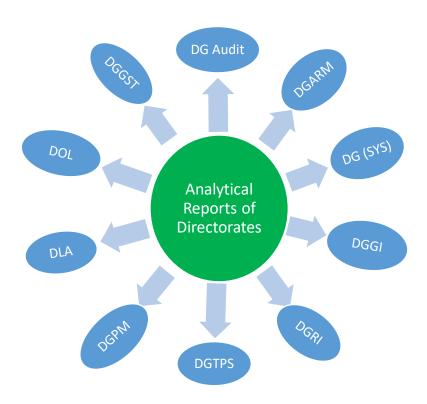
This pop-up provides a brief introduction to the modules in any particular application. Click on the icon to enter a particular application. Alternatively, click on the icon to return to the Masterdesk of CBIC-Sanchar.



## **Analytical Reports of Directorates (ARD)**

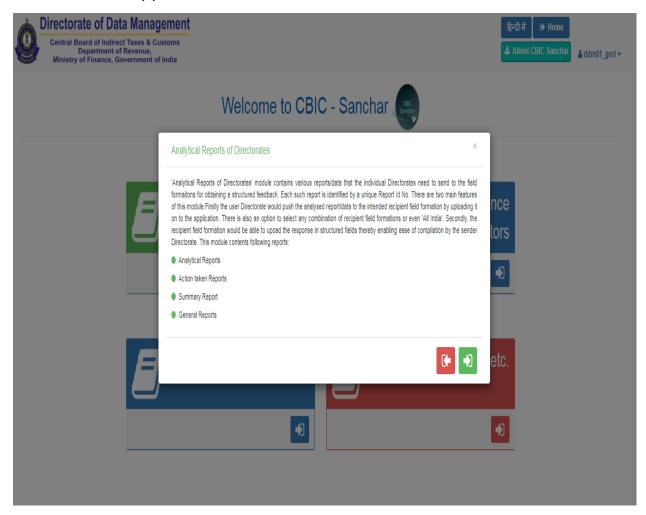
This application is a mechanism for CBIC's Directorates to transmit analytical reports containing analyzed data/actionable information to the field formations/Directorates for necessary action. This application enables real time monitoring and receipt of feedback in a structured form. Any analytical report uploaded by a User Directorate has two mandatory components, a PDF document giving a brief description about the nature of information/data being transmitted and an Excel sheet containing the actual data/actionable information to be acted upon.

Each Directorate has been provided a distinct module for its analytical reports. The steps hereafter shall illustrate the manner in which the application is to be used in the case of DGARM. The remaining 9 modules for the other Directorates are to be used in an identical manner. Except for the difference in the content of the uploaded reports, the application in case of each Directorate operates in the same manner as the one in the case of DGARM.

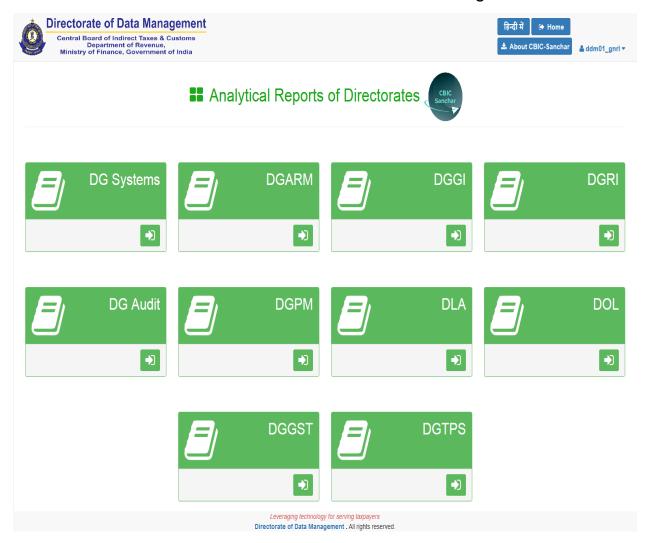


Leveraging Technology for Serving Taxpayers

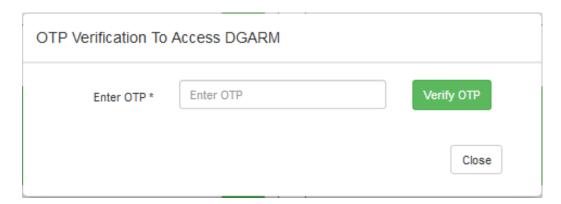
**Step 1**: After clicking on the icon for 'Analytical Reports of Directorates', the pop-up would appear as shown in the screen-shot below. This pop-up provides a brief introduction about the modules in this application.



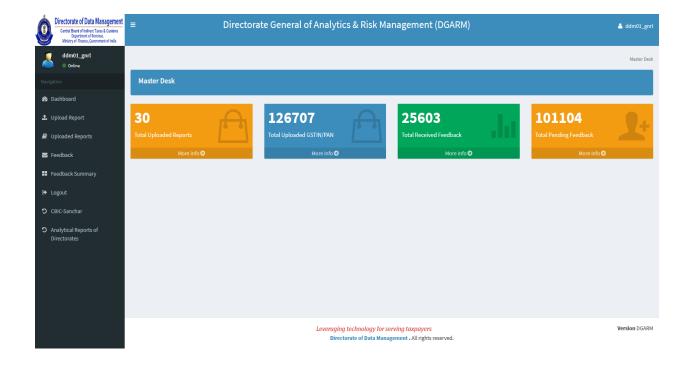
Step 2: After clicking on the icon of the pop-up, the screenshot shown below would appear. There are ten distinct icons, one for each Directorate. Each of these Directorates can upload their report / data called analytical reports be downloaded necessary action by various field formations / Directorates for initiating.



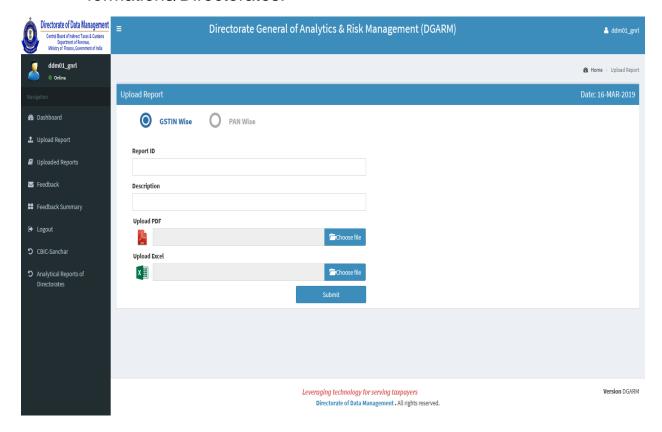
**Step 3:** After clicking on the 'icon', a pop-up window, as shown in the screen shot below would appear for entering, a One Time Password (OTP) which is sent to the users mobile phone number.



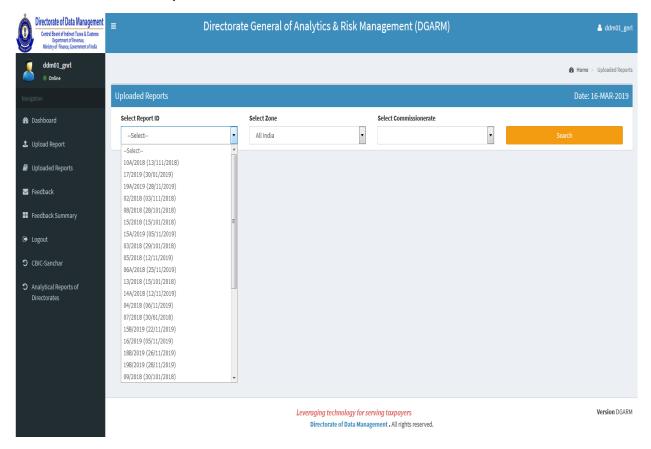
**Step 4:** After entering the OTP, the 'Masterdesk' of the Analytical Reports application shall appear as shown in the screenshot below. It provides options for uploading the Directorate's "report" containing analyzed data sent to the field formations / Directorates for necessary action.



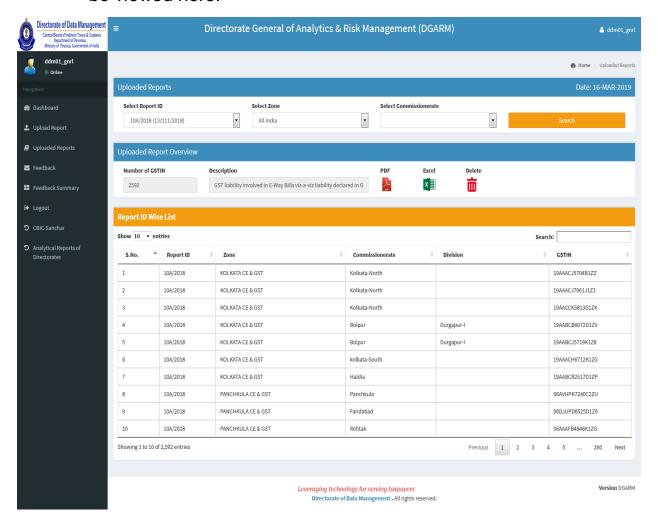
**Step 5:** After clicking on the "Upload Report" link would appear as shown in the screenshot below. Therein two options (a) GSTIN Wise and (b) PAN Wise are available. The Directorate (User) can upload its "report" (data) only when the PDF document and the Excel sheet containing actionable information/data, both are uploaded one after the other. The PDF document is a brief description describing the kind of data being sent and the Excel sheet contains the actual data/information to be acted upon. After clicking on the 'submit' icon, the User's report is uploaded on to the portal for viewing and download by the intended recipients i.e. field formations/Directorates.



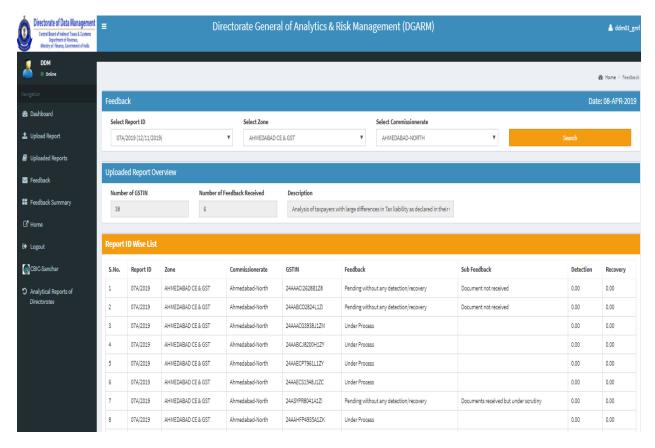
**Step 6:** The screen-shot as shown below would appear where all uploaded reports can be viewed. A specific report can be selected from the dropdown list of all the uploaded reports and the contents of the selected report can be viewed.



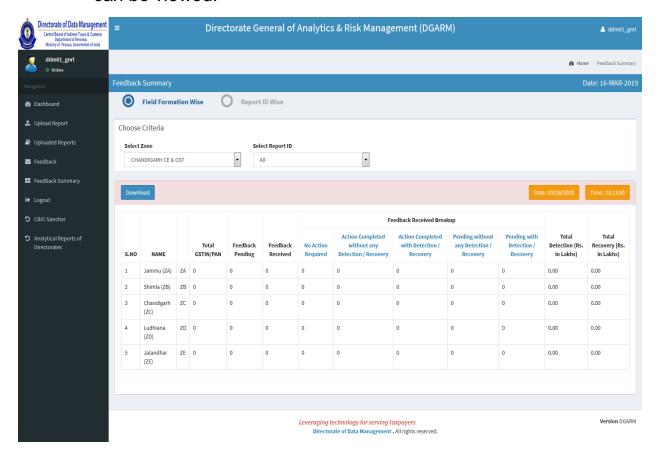
**Step 7:** After clicking on the below would appear. The total number of GSTINs along with their description and also their entire data in the Excel sheet format can be viewed here.



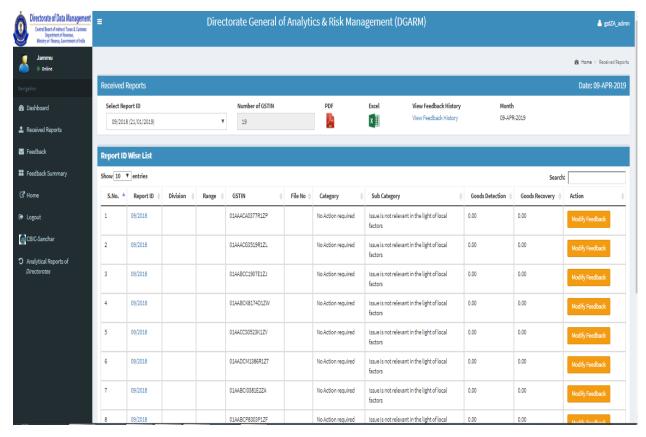
Step 8: The screen-shot as shown below enables the Directorate (user) to view the feedback received in respect of all uploaded reports. A specific report from the dropdown list can be selected after clicking on the search button. The screen-shot shown below would appear where the total number of GSTINs with description in PDF document and data in Excel sheet can be viewed.



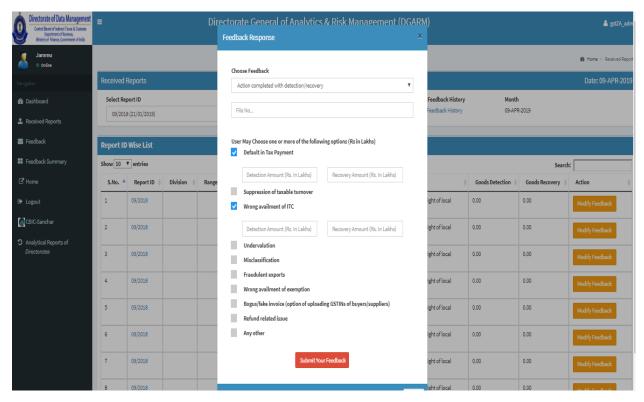
**Step 9:** The screen-shot shown below would appear where the Summary of all the feedback received from the field formations / Directorates can be viewed.



**Step 10:** After clicking on the 'Received Reports' link, the screen-shot shown below would appear, where the recipients (field formations/ Directorates) can upload their feedback in respect of individual GSTINs in their jurisdiction.

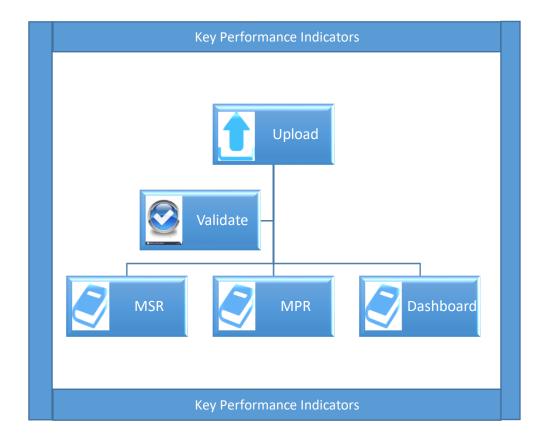


**Step 11:** After clicking on the 'Upload Feedback' button, the screenshot as shown below would appear. The recipients (field formations / Directorates) to upload their feedback after selecting relevant options from the comprehensive dropdown menu. Field formations/Directorates are required to select the feedback options specifically applicable to them from the dropdown menu.



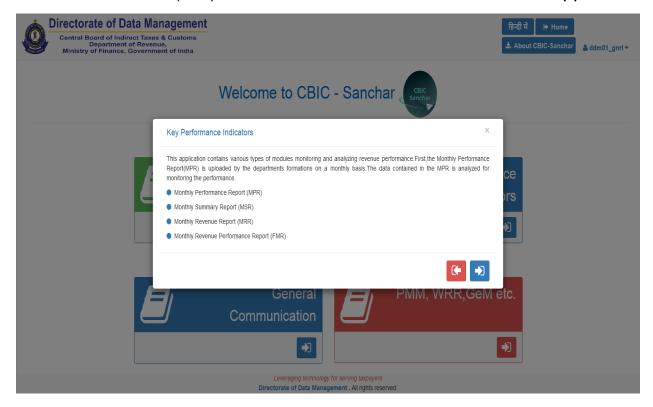
## **Key Performance Indicators**

This application allows review of nine critical areas of the Department's functioning namely revenue, anti-evasion, anti-smuggling, audit, adjudication, legal, arrears recovery, logistics and valuation. Each module in this application is connected to a specific component of the Monthly Performance Report (MPR). The collected data is collated from the modules in each of these nine functional areas and summary reports are generated by the system.

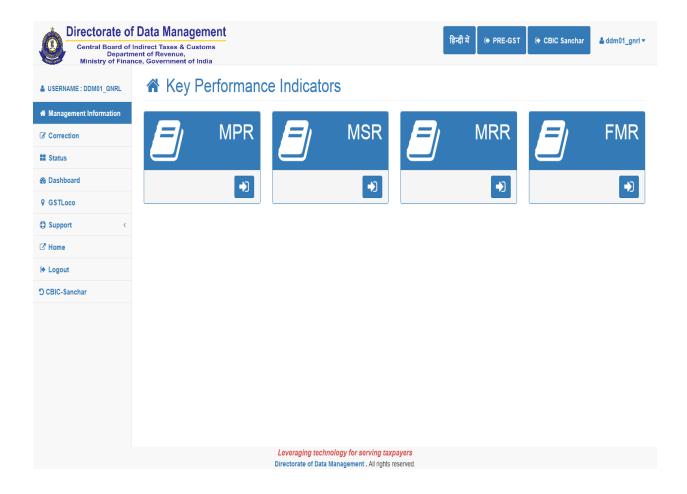


Leveraging Technology for Serving Taxpayers

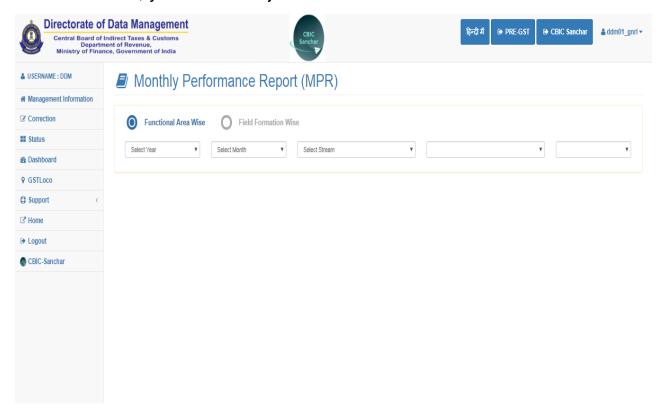
**Step 1:** After clicking on the icon of the application Key Performance Indicators (KPI), the screen-shot as shown below would appear.



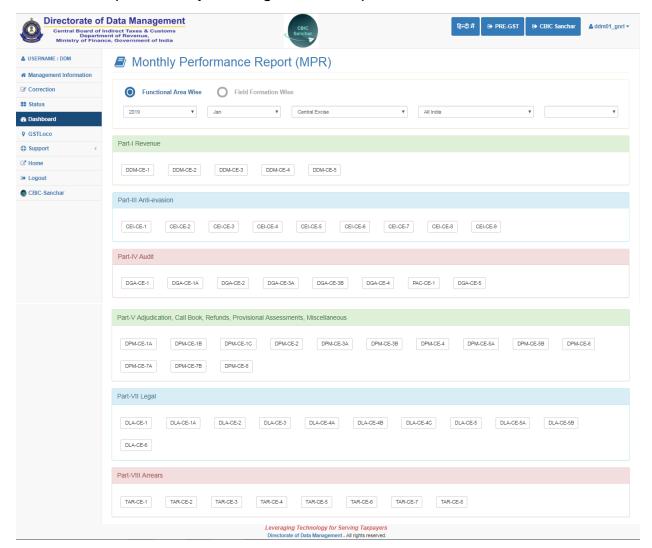
Step 2: After clicking on the 'icon' for the KPI application, its Masterdesk would appear as shown in the screen-shot below. This screen has separate boxes for four reports (a) Monthly Performance Report (MPR), (b) Monthly Summary Report (MSR), (c) Monthly Revenue Report (MRR), (d) Monthly Revenue Performance Report (FMR). Each of these boxes is a module in respect of that report.



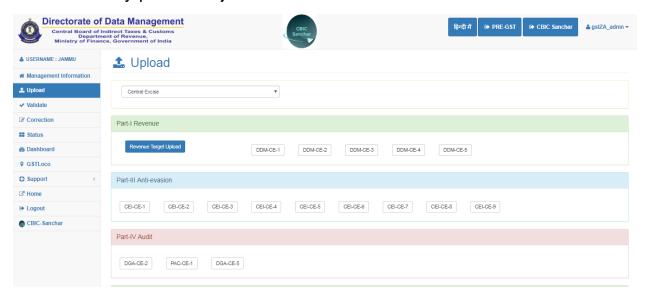
**Step 3:** The page for Monthly Performance Report (MPR) would appear as shown in the screen-shot below. The components of the MPR can be viewed by selecting the domain stream (such as Customs), month, year and their jurisdiction.



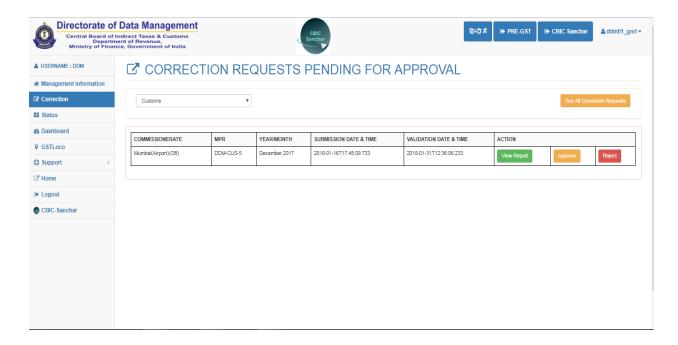
**Step 4:** The different components of the MPR such as 'Part-I', 'Part-II', 'Part-III' onwards would appear as shown in the screen-shot below. There is an option of viewing and downloading any of these MPR components by clicking on the respective icons.



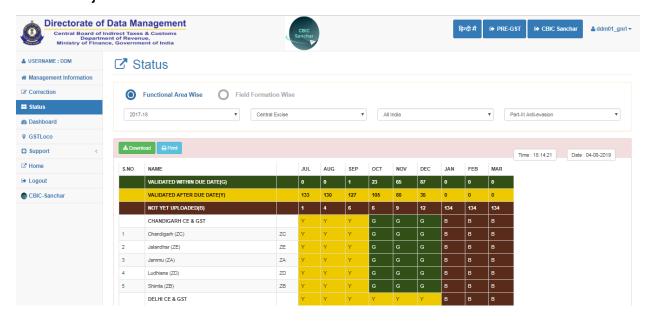
**Step 5:** The different components of the MPR such as 'Part-I', 'Part-II', 'Part-III' onwards would appear as shown in the screen shot below. There is an option for uploading data in respect of any of these components for any particular jurisdiction.



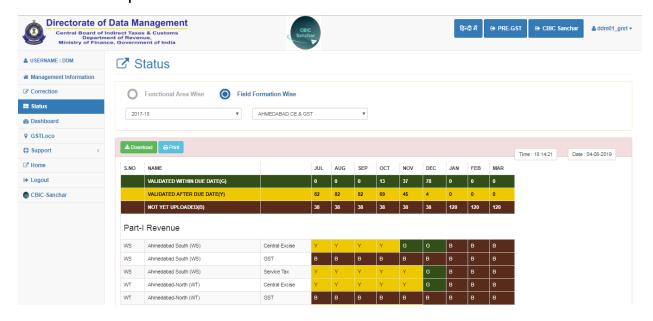
**Step 6:** There is also an option provided to correct uploaded data by sending a correction request to the Functional Owner of a particular Report for approval. Corrections can be done after approval is granted. The Correction Module would appear as shown in the screen shot shown below.



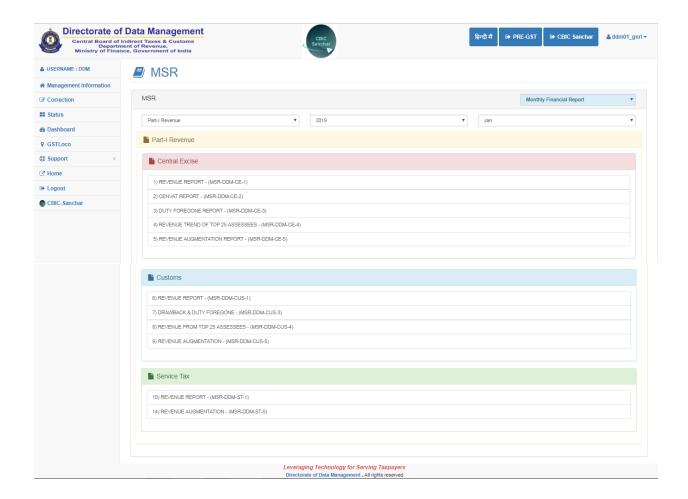
**Step 7:** The status of MPRs can be ascertained from the screen shot as shown below by viewing the status of the uploaded report of any jurisdiction Functional Area wise.



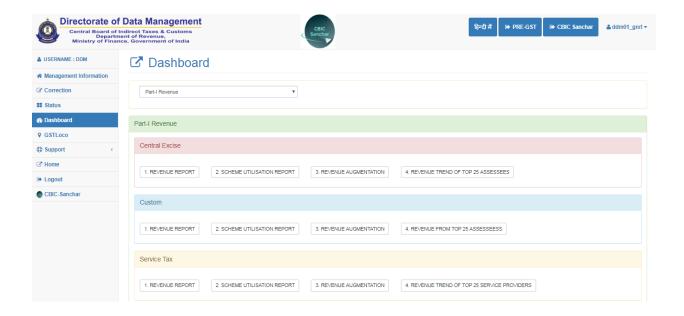
**Step 8:** The status of all MPRs can be ascertained from the screen whose screen shot would appear as shown below by viewing the status of its uploaded Field Formation wise.



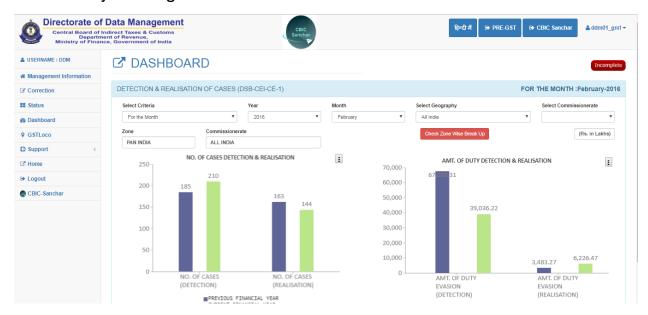
**Step 9:** The different components of the Monthly Summary Report (MSR) such as 'Part-I', 'Part-III', onwards would appear as in the screen-shot shown below. There is an option of viewing and downloading any of these MSR components by clicking on the respective icon.



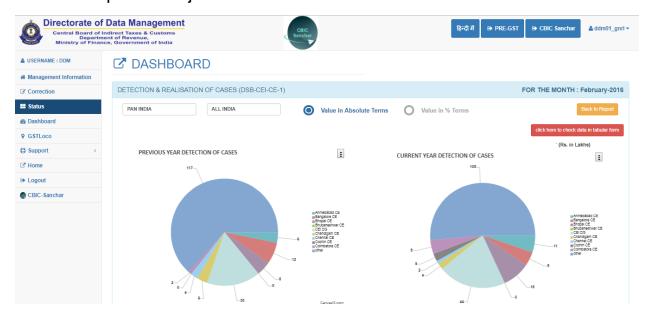
**Step 10:** The different components of the Dashboard such as 'Part-I', 'Part-II', 'Part-III' onwards would appear as shown in the screen-shot below. There is an option to view the graphical representations of any of these MPR components in respect of a particular jurisdiction by clicking on that icon.



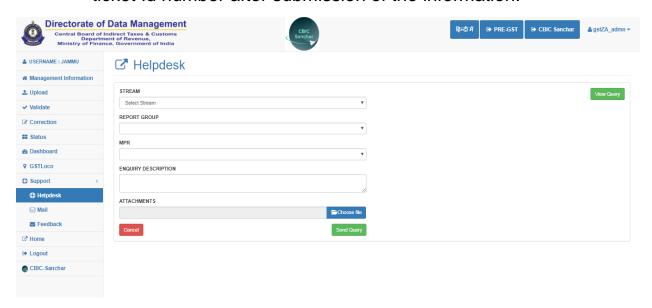
**Step 11:** After clicking on the 'Dashboard' link, the screen-shot shown below would appear where the graphical representations of any of the MPR components regarding a particular jurisdiction can be viewed by clicking on that icon.



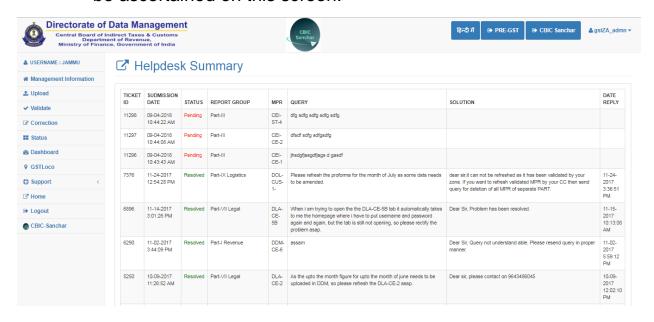
**Step 12:** After clicking on the 'Zone Wise Break Up' button, the screenshot as shown below would appear. The screen shall display the graphical representations of any of the MPR components regarding a particular jurisdiction.



**Step 13:** After clicking on the 'Helpdesk' link, the screen shot would appear as shown below. The 'Helpdesk' link, allows a query to be raised to the Helpdesk by filling in the information required and generating a ticket Id number after submission of the information.

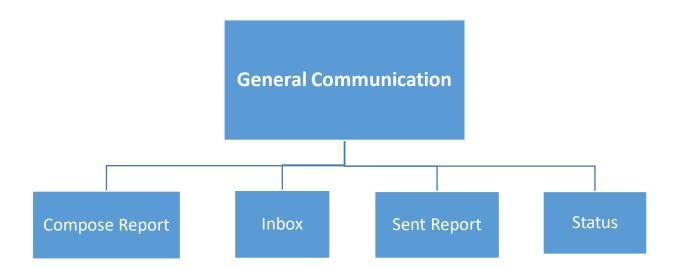


**Step 14:** The screenshot as shown below allows the viewing of the summary of all queries sent to the Helpdesk and the status of the queries can be ascertained on this screen.



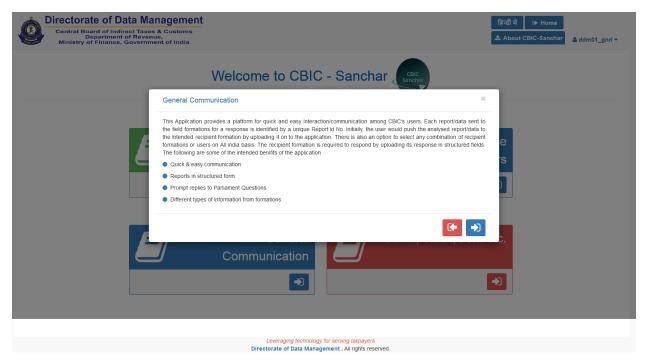
## **General Communication**

This application provides the CBIC and all its formations a digital platform for quick, easy and effective communication in a structured form. The modules in this application facilitate two-way communication and their Masterdesks provide necessary information to monitor all communications/reports sent, responses received and the responses pending/awaited.



# **Access to General Communication**

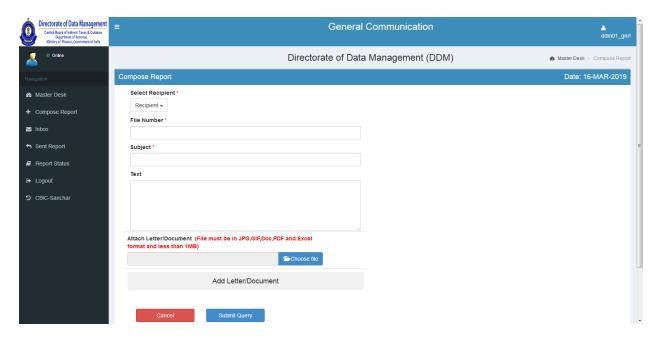
**Step 1:** After clicking on the 'icon' for General Communication, the pop-up would appear as shown in the screenshot below. This pop-up provides a brief introduction to the modules in this application.



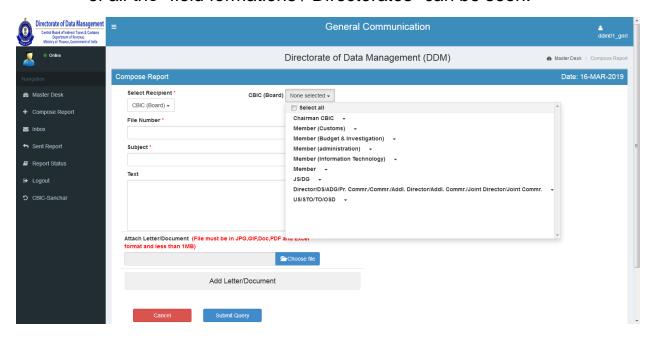
**Step 2:** After clicking on the icon the Masterdesk, as shown in the screen-shot would appear below. The status of all communication, either as a Sender or as a Recipient can be viewed here.



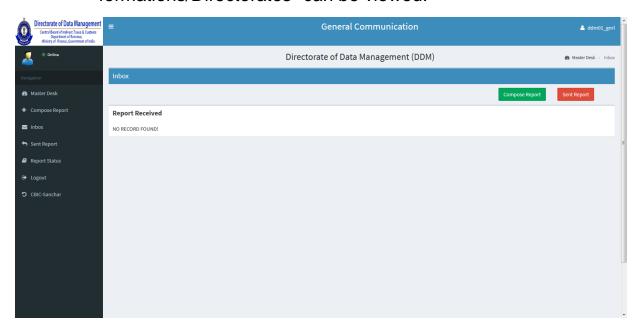
Step 3: After clicking on the 'Compose Report' link shown on the left-hand side of the screen, the screenshot as shown below would appear. To compose their report before its submission, the User would be required to provide the following inputs: (a) File number, (b) Subject, (c) Text and (d) Document to be uploaded, by selecting one or more recipients from the dropdown menu. File number and subject are mandatory fields.



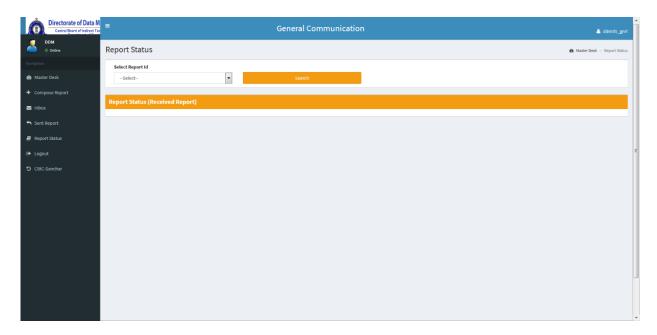
**Step 4:** The screenshot as shown below would appear where selection of intended recipients of the communication from the dropdown menu of all the "field formations / Directorates" can be seen.



**Step 5:** The screenshot as shown below would appear where the information/feedback about the report received from the "field formations/Directorates" can be viewed.



**Step 6:** The status of all the reports received from the "field formations / Directorates" can be viewed in the screen whose screen shot would appear as shown below. The User is required to select the report Id number assigned to a specific uploaded report from the dropdown list, after which the User can view the status of that report.

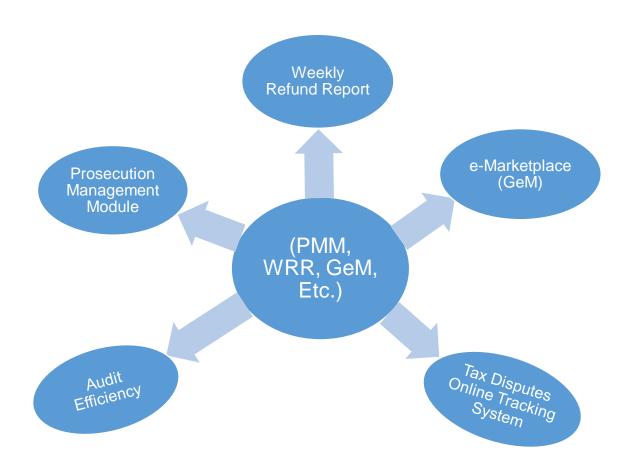


# Prosecution Management Module, Tax Disputes Online Tracking System, Weekly Refund Report (PMM, TDOTS, WRR)

This is a set of applications with distinct modules for some critical areas of departmental work including Prosecution Management Module, Online Tracking of Tax Disputes at various appellate fora, High Courts and Supreme Court and monitoring of Refunds on a weekly basis.

In all there are five applications, which are shown in the diagram below.

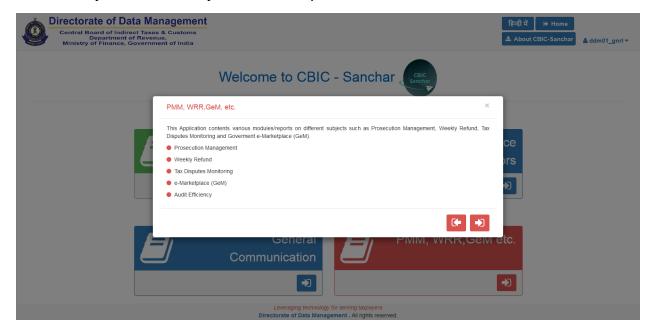
These are (Prosecution Management Module, Tax Disputes Online Tracking System, Weekly Refund Report, Government eMarketplace and Audit Efficiency), each of which has a distinct function and purpose.



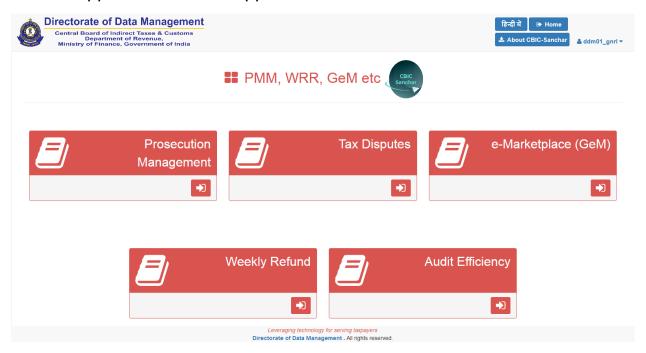
Leveraging Technology for Serving Taxpayers

# Access to (PMM, TDOTS, WRR etc.,)

**Step 1**: After clicking on the icon for PMM, TDOTS, WRR etc., the pop-up would appear as shown in the screenshot below. This pop-up provides a brief introduction to the applications including Prosecution Management Module, Tax Disputes Online Tracking System, Weekly Refund Report and others.

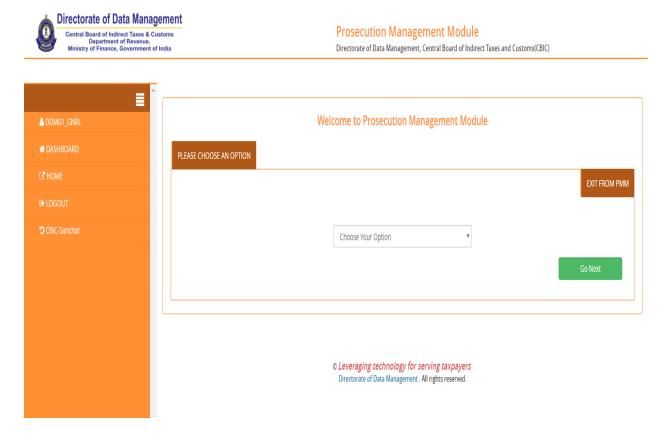


**Step 2**: After clicking on the icon the Masterdesk of this set of applications would appear as shown in the screenshot below.



#### **Prosecution Management Module (PMM)**

**Step 1**: The Masterdesk of the Prosecution Management Module would appear as shown in the screenshot below.



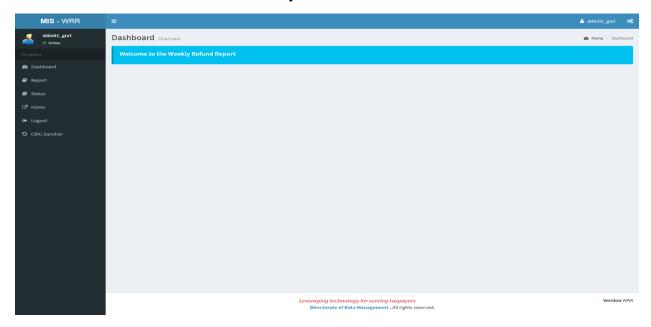
**Step 2:** The screenshot shown below displays the page for any pre-defined report in respect of the module Prosecution Management Module.



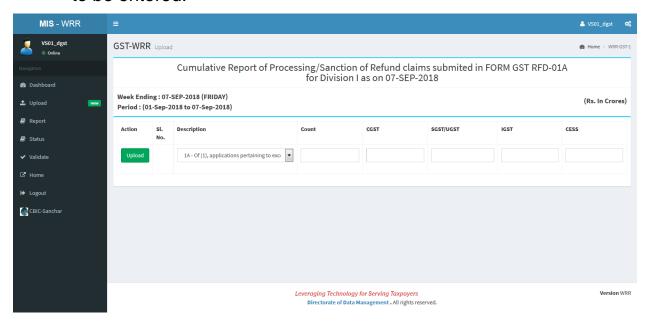
Leveraging Technology for Serving Taxpayers

## **Weekly Refund Report (WRR)**

**Step 1**: The Masterdesk for the application for Weekly refund status would appear as shown in the screenshot below that enable the monitoring of all refunds on a weekly basis.



**Step 2:** The screenshot shown below displays the page for uploading information in the template provided in serial numbers 1 to 9. Relevant data in the fields from the 1<sup>st</sup> row to the 9<sup>th</sup> row is required to be entered.

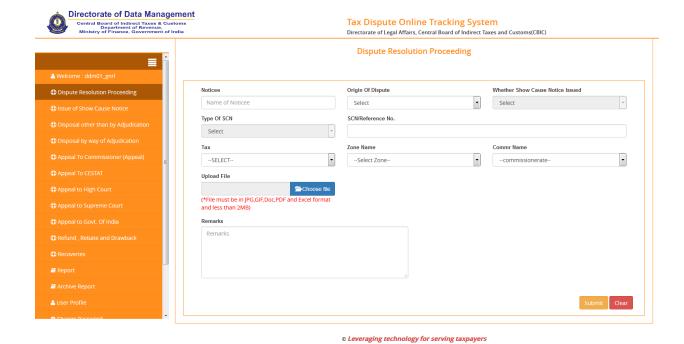


**Step 3:** The screenshot shown below displays the page for viewing the Cumulative Report of Refunds processed / sanctioned on a weekly basis.

Complete	Download Print  GST-1  Cumulative Report of Processing/Sacrton to for CONE: CHANDIGARH CE	efund claims submited		A		6/7/2019 5:42:55 P
						(Rs in Crore
ONE : CHANDIGARH CE DATE : 20-JUL-2018 (FRIC	DAY)					
PERIOD : (14-Jul-2018 to						
S.NO. 1	DESCRIPTION DESCRIPTION	COUNT 1778	CGST 69.02	SGST/UGST 83.47	IGST 162.51	CESS 4
1A	RFD -01A applications that have been physically received in the office of the jurisdictional officer  Of (1), applications pertaining to excess balance in Electronic Cash Ledger [Code AF-01]	239	12.86	12.27	4.74	4
1B	Of (1), applications pertaining to excess balance in Electronic Cash Ledger [Code AF-01]  Of (1), applications on Account of Export of Services (With payment of Tax) [Code AF-02]	239	12.00	12.27	0.30	
	Of (1), applications of Account of Export of Services (With payment of Tax) [Code Ar-02]  Of (1), applications Account of Supplies made to SEZ Unit/ SEZ Developer (With payment of Tax) [Code Ar-02]					
1C	AF-06]	16			3.28	
1D	Of (1), applications pertaining to refund of unutilized ITC in relation to exports of Goods/Services (Without payment of tax) [Code AF-03]	758	30.98	33.08	97.36	0
1E	Of (1), applications pertaining to refund of Accumulated ITC due to Inverted Tax Structure [Code AF-05]	730	24.20	36.56	56.31	(
1F	Of (1), applications pertaining to refund of unutilized ITC in relation to Supplies made to SEZ Unit/SEZ  Developer (Without Payment of Tax) [Code AF-07]	14	0.98	1.56	0.48	(
1G	Of (1), applications on account of Refund by Receipt of Deemed Export [Code AF-08]	2	0.00	0.00	0.04	
2	Applications in (1) for Which acknowledgment in FORM GST RFD-02 has been generated	1304	51.41	63.52	98.64	
2A	Of (2), Applications in (1) for which acknowledgment in FORM GST RFD-02 has been generated after 15 daysfrom the dateof receipt of application	82	4.11	3.47	1.38	:
3	Applications in (2) for which sanction order (provisional or final) has been passed*	1209	45.64	58.04	91.10	4
3A	Of (3), applications pertaining to excess balance in Electronic Cash Ledger	185	9.94	12.06	4.25	
3B	Of (3), applications on Account of Export of Services (With Payment of Tax)	11			0.13	
3C	Of (3), applications on Account of Supplies made to SEZ Unit/EZ Developer (With Payment of Tax)	12			3.00	
3D	Of (3), applications pertaining to refund of unutilized ITC in relation to exports of Goods/Services (Without Payment of Tax)	559	23.29	25.12	35.07	
3E	Of (3), applications pertaining to refund of Accumulated ITC due to inverted Tax Structure	431	11.43	19.52	41.43	
3F	Of (3), application pertaining to refund of unutilized ITC in relation to Supplies made to SEZ Unit/ SEZ  Developer (Without Payment of Tax)	11	0.98	1.34	7.22	
3G	Of (3), applications on account of Refund by Recipient of Deemed Export	0	0.00	0.00	0.00	
3Н	Of (3B),(3C),(3D) and 3(F), applications for which provisional sanction order has not been passed within 7 days of the date of acknowledgement	18	0.75	0.40	0.58	
4	Applications in (3) for which amount has been disbursed	782	27.52	5.29	70.80	
5	Applications in (3) for which details of sanction order have been shared with nodal officer of State Tax authority for making payment of sanctioned refund amount of SGST/UTGST (including provisional orders)	705		43.61		
6	Applications in (5) for which details of payment have been received from nodal officer of State tax authority	24		0.59		
7	Applications for which details of sanction order have been received from nodal officer of State tax for making payment of sanctioned refund amount of CGST/IGST	1034	31.74		56.24	
8	Applications in (7) for which details of payment have been shared with nodal officer of State Tax authority	636	15.88		34.39	
9	Closing Balance of Claims where acknowledgement issued	158	10.17	7.19	7.95	

## **Tax Disputes Online Tracking System (TDOTS)**

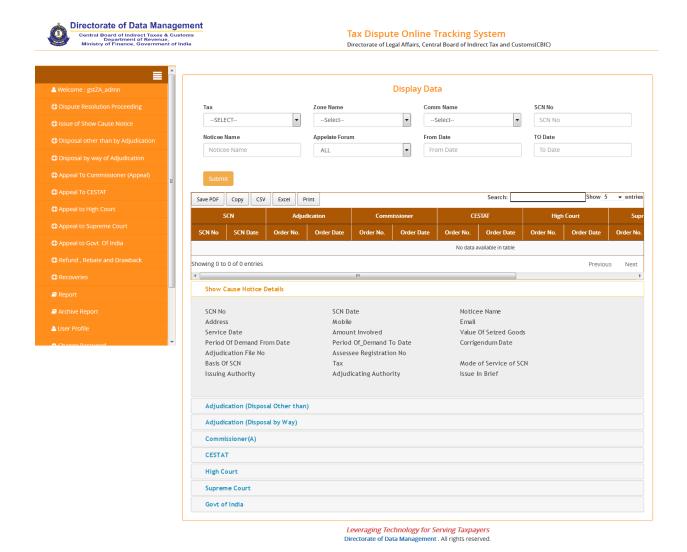
**Step 1**: The Masterdesk for this module developed to monitor all pending tax disputes at various levels such as Commissioner (Appeals), CESTAT, High Courts and Supreme Court would appear as shown in the screenshot shown below.



Directorate of Data Manag

nent . All rights reserved

**Step 2:** The screenshot shown below displays the page on which data in respect of pending tax disputes at various fora is received from the field formations.

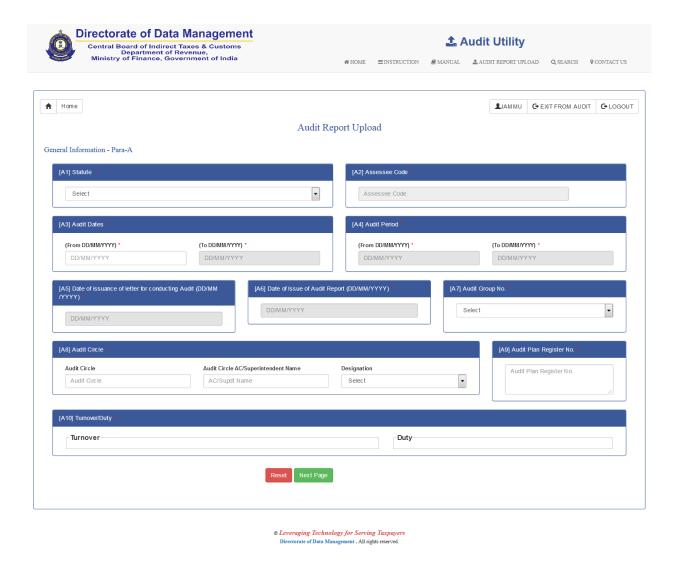


# **Audit Efficiency**

**Step 1**: The Masterdesk for the Audit Efficiency Module which has been developed for monitoring the status of all audit exercises to ensure that audit is being conducted as per the Audit Manual would appear as shown in the screen shot shown below.

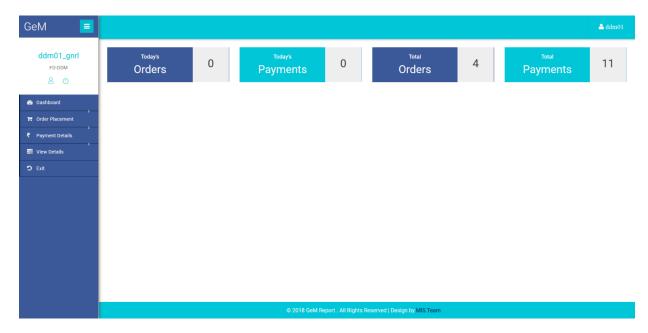


**Step 2**: The screenshot shown below displays the page for uploading the Audit report prescribed for this particular module.



## **Government e-Marketplace (GeM)**

**Step 1**: The Masterdesk for the Government e-Marketplace (GeM) module, which is used to track all purchases made by departmental offices through GeM would appear as shown in the screen shot shown below.



**Step 2**: The screen shot shown below displays the page for uploading details of payments made for all purchases made by field formations/Directorates through GeM.

