

File No. ADMIN-EO/1/2018-GST ZONE-CHD



कार्यालय प्रधान मुख्य आयुक्त
Office of the Principal Chief Commissioner,
माल एवं सेवा कर, चंडीगढ़ क्षेत्र
Goods & Service Tax, Chandigarh Zone
केन्द्रीय राजस्व भवन, प्लॉट-19, सेक्टर-17 C, चंडीगढ़-160017
Central Revenue Building, Plot no. 19, Sector-17 C, Chandigarh-160017
Tele: 0172-2702913; Fax: 0172-2726378; email: ccu-cexhd@nic.in

Dated: 11.04.2019

OFFICE ORDER No. 04 OF 2019

Sub: Designating official email id for communicating with the Central Goods & Service Tax Zone, Chandigarh — reg.

In continuation of Office Order No.01/2018 dated 14.12.2018 launching eOffice by the Office of the Chief Commissioner, this is for the information of all concerned that the email id mentioned below has been designated as the official email id and single point of contact with the Office of the Chief Commissioner, CGST Zone, Chandigarh for all electronic communication:

ccu-cexhd@gov.in

2. Therefore, it is requested that electronic communication to the Chief Commissioner's office, may be sent only to the designated email id as above and none else. It will ensure that the communication is invariably attended to by the CCU.

(Rajan Datt)

Additional Commissioner

Copy to:

- (1) All formations under CGST Zone, Chandigarh
- (2) Commissioner, Customs Commissionerate, Amritsar / Ludhiana
- (3) PAO, CGST Chandigarh – 1 / Chandigarh-2 / Ludhiana
- (4) Staff of CCU

Additional Commissioner

	<p>कार्यालय प्रधान मुख्य आयुक्त Office of the Principal Chief Commissioner, माल एवं सेवा कर, चंडीगढ़ क्षेत्र Goods & Service Tax, Chandigarh Zone केन्द्रीय राजस्व भवन, प्लॉट-19, सेक्टर-17 C, चंडीगढ़-160017 Central Revenue Building, Plot no. 19, Sector-17 C, Chandigarh- 160017 Tele: 0172-2702913; Fax: 0172-2726378; email: ccu-cexchd@nic.in</p>
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Dated: 11.04.2019

SOP ON DAK DIARISATION IN e-Office

I. RECEIPT, SCANNING, DIARISATION & DISTRIBUTION OF DAK

1. Receipt of Dak:

- i. Physical dak will be received by the Sr. PS & PA to Pr. Chief Commissioner and shall be working as Central Registry Unit [CRU for Physical Dak]. Confidential dak shall be received by the PS/Personal Assistant to the officer, if any, else by the officer himself.
- ii. Communication, if received on personal email, would be forwarded to the designated email id of the office or it may be diarised by the person himself.

2. Scanning of physical dak/ email, its insertion into the system & diarisation:

a. Dak received in physical form:-

In case of dak received in physical form, the following procedure will be followed:-

- i. The CRU will put a dated stamp on the dak immediately on its receipt.
- ii. Thereafter, it shall be scanned, diarized and sent to the person to whom it is addressed through e-Office.

b. Dak received on email:-

In case of dak received through email, the following procedure will be followed:-

- i. The designated email (ccu-cexchd@gov.in) will be the single point of contact for receipt of electronic communication in an office.
- ii. Old gmail id ccchandigarhzone@gmail.com has been redirected to ccu-cexchd@gov.in hence all e-mails of gmail will automatically will be received in ccu-cexchd@gov.in.
- iii. The person designated for email will then diarize the email and send it to the officer to whom the dak is addressed. There will be no necessity of taking any print out of dak received in electronic form.

c. The system will automatically generate a new diary number for every new item of dak. This diary number will be in seriatim. CRU shall record this number on the physical dak.

3. Storage of physical dak after scanning:

- i. CRU will retain physical dak in a folder. Confidential dak will be sent to the Confidential / Vigilance section.
- ii. Dak will be kept chronologically. At periodical intervals, the folder will be stitched & kept safely by CRU in its custody.
- iii. Any dak required in physical form by a branch or section will be collected by them from CRU. In such a case, CRU shall keep a copy of the first page of the dak and take receipt on it from the recipient.

II. SOP on Processing of RTI vide e-office :

As per RTI Act, 2005, all communication pertaining to RTIs are supposed to be between CPIO-> CPIO, Appellate Authority -> CPIO, CPIO -> Applicant, Appellate Authority-> Applicant. RTI applications are being transferred to concerned CPIOs under Section 6(3) of RTI Act, 2005 and the said transfer has to be completed within 05 days of its receipt. Such letters of transfer can only be addressed to concerned CPIOs only.

For this purpose, RTI letters will be sent vide e-office to gov.in e-mail ids of concerned CPIOs/Appellate Authorities. All CPIOs should regularly check their gov.in e-mail ids to attend RTIs within stipulated time and will be responsible for any time lapse/delay. All CPIOs and Appellate Authorities are accountable for any such mails pertaining to RTIs received in their gov.in e-mail ids.

On the change of CPIO/Appellate Authority Public Notice in r/o same should be immediately issued and sent to ccu-cexchd@gov.in, to enable this office to make necessary changes in online RTI portal and gov.in e-mail of the new CPIO/Appellate Authority will be authorized email id for receipt of RTI communication from the date of Public Notice. All such Public Notices should mention the complete details of CPIOs/Appellate Authorities thus appointed such as Designation, Official Address, official e-mail id, Telephone No.

Following are the e-mail ids of CPIOs as available with this office and which will be used for above said purpose:

S.no.	Commissionerate	CPIO	
1	O/o The Pr. Chief Commissioner, Chandigarh Zone, Chandigarh	Sh.Rajneesh Dewan(A.C.)	dewan.rajneesh@gov.in
2	CGST Commissionerate Chandigarh	Sh. Birender Singh(A.C.)	birendra.singh14@gov.in
3	CGST Commissionerate Ludhiana	Sh. Amanjit Singh	amanjit.singh@gov.in
4	CGST Commissionerate Jalandhar	Sh. Aftab Alam(A.C.)	aftabcex.8903@gov.in
5	CGST Commissionerate Shimla	Sh. Hawa Singh(A.C.)	singh.hawa69@gov.in
6	CGST Commissionerate Jammu	Sh. Subash Chandra(A.C.)	subash.chandra1961@gov.in

7	CGST Sub Commissionerate Mohali	Sh. Jaswinder Singh(A.C.)	
8	CGST (Audit) Commissionerate Ludhiana	Sh. Hemant Kumar jain (A.C.)	Hemantkj-16@gov.in
9	CGST (Audit) Commissionerate Chandigarh	Sh. Charanjit Lal(A.C.)	charanjit.lal68@gov.in
10	CGST (Audit) Commissionerate Jammu	Sh. Prakash Chaudhary(A.C.)	prakash.chaudhary84@gov.in
11	Commissioner (Appeals) Ludhiana	Sh.D.K.Negi(Supdt.)	dineshnegi.65@gov.in
12	Commissioner (Appeals) Chandigarh	Sh. Dharmender Singh Negi (Supdt.)	negi.ds67@gov.in
13	Commissioner (Appeals) Jammu	Sh. Baldev Singh (Supdt.)	baldev.singh1963@gov.in
14	Customs Commissionerate, Ludhiana	Sh. Parampreet Rai(A.C.)	dr.parampreet.raai@gov.in
15	Customs Commissionerate, Amritsar	Sh.Shambu Lal(A.C.)	shambulal.59@gov.in

III. To dispatch by email: Use 'Dispatch By Self' option. The approver himself can use this option (after approval/signing of the draft) or the file can be sent to another user (viz. dealing hand) for dispatch. To dispatch by email select email box, fill the required email ID in 'To field', [only one email ID] and rest email IDs to be filled in CC and click on send button. The emails on which dispatch has been sent should be indicated in the notesheet.

Note: Default dispatch option is by post. One must deselect it when dispatching by email.

ii. To dispatch by dak: use 'Dispatch By CRU' option, where separate CRU has been created and 'Dispatch By Self' option, where there is no CRU like in Ranges or in small offices.

By CRU: The letter should be printed, signed and handed over to the CRU for its dispatch. Upon receipt of the letter, CRU will click 'receive' in eOffice and then dispatch the letter as usual. The dealing hand, while handing over the letter to CRU, must ensure that CRU has, in eOffice, clicked on 'receive'. This would ensure passing on of the responsibility of dispatch to CRU.

In case 'Dispatch By Self' option has been selected, fill in the required details in the 'Postal & Out register Details' and then click dispatch.

Note: All letters addressed to outside offices / agencies viz CPWD, PAO, Board office / DGHRD, Civil authorities etc. should be sent physically with proper physical signatures affixed on them.

iii. If a dispatch is to be sent by email as well as physical copy, (as in case of dispatch to multiple recipients), use 'Dispatch By Self option', select both post and email boxes, fill in the required details and click dispatch. Then, the hard copy of dispatch is to be printed, and handed over to the dispatch section (CRU) of the office. One would ensure passing on of the responsibility of dispatch to CRU.

Where there is no separate CRU, dispatch has to be done by the user after noting its details in his Dispatch Register, as done in manual manner.

iv. Further, at the time of creation of draft for approval, the communication details of recipients and not of sender of communication are to be added in the right pane.

v. If the letter has more than one recipient and it is going to be dispatched by email, communication details of only one recipients should be added in 'cc' of email. If details of all recipients are added then the application creates office copies for each recipient, which is not needed, adding to the bulk of the file.

IV. Standard Operating Procedure for using eSign

eSign feature has been made available in e-Office application to sign any document/ letter or note sheet. This is available to all who are working on the e-Office application. All users must have their mobile numbers linked with Aadhaar to use eSign service. For those who have obtained DSC, this would be an additional way to sign digitally.

1. Why is it required?

Communications created and sent through e-Office cannot bear physical signatures and thus lack authentication that may be required by law in certain cases. Therefore, section 5 of the Information Technology Act, 2000, as amended, provides for the authentication of such electronic documents by way of digital signatures such as DSC and eSign. Section (5) reads as under;

"5. Legal recognition of electronic signatures.—Where any law provides that information or any other matter shall be authenticated by affixing the signature or any document shall be signed or bear the signature of any person, then, notwithstanding anything contained in such law, such requirement shall be deemed to have been satisfied, if such information or matter is authenticated by means of electronic signature affixed in such manner as may be prescribed by the Central Government."

Thus, documents such as letters to taxpayers, summons, PH notices, OIOs, OIAs etc. should be digitally signed. It may be mentioned that they remain valid as long as they are in electronic form. When they are printed, signatures must be affixed.

2. What is eSign?

eSign facilitates digitally signing a document by an Aadhaar holder using an online service. eSign is designed for applying digital signature using authentication of signer through Aadhaar e-KYC service. This is an integrated service which facilitates issuing a Digital Signature Certificate and performing signing of requested data by authenticating the

Aadhaar holder. Aadhaar ID is mandatory for availing the eSign Service. This does not require hardware tokens for authentication.

The Government has introduced Electronic Signature or Electronic Authentication Technique and Procedure Rules, 2015 in which the technique known as "e-authentication technique using Aadhaar e-KYC services" has been introduced for facilitating the eSign Service.

3. Who provides it? The services of eSign have been obtained from C-DAC (Centre for Development of Advanced Computing), Pune. Although it's an organisation under the Ministry of Electronics and Information Technology (MeitY), GoI, it's a paid service. Hence, it is required to be used judiciously.

4. Where to use it: Some of the areas where eSign may be used are:-

- i. All communications sent to taxpayers by email including summons, search warrant, SCNs, PH letters, OIOs, OIAs, etc.
- ii. For keeping record of certain communications in eFile, even where they are to be sent in physical mode (i.e. after taking print and affixing signature)-
 - a. All communications sent to taxpayers,
 - b. Summons, search warrant, SCN, PH letters, OIO, OIA etc.
 - c. RTI order/RTI appeal
 - d. Public Notice/Trade Notice;
 - e. Office Order, Establishment Order etc.
- iii. For signing bills or sanction orders such as those for payment to advocates, vendors etc.
- iv. For signing any document which needs to be validated in a court of law;

5. Where not to use it: eSign is not to be used for day to day work in sending dak, movement of files, note sheets or communications to be made amongst various branch/sections/offices within the zone. Inter office and intra office communication within the Zone, when sent electronically through e-Office, shall be deemed to be a valid communication even when not signed.

6. Use of DSC: Those who have been provided digital signatures may sign any communication at their discretion using DSC. An officer who is required to sign a large no. of communications, may use DSC as it may be economical compared to eSign.

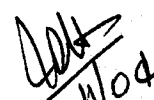
Yours faithfully,


Rajan Datt
11/04

Additional Commissioner

Copy to :

- (1) All formations under CGST Zone, Chandigarh
- (2) Commissioner, Customs Commissionerate, Amritsar / Ludhiana
- (3) PAO, CGST Chandigarh – 1 / Chandigarh-2 / Ludhiana
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