



Central Board of Indirect Taxes and Customs (CBIC)

SSO ID and ICEGATE email ID Creation

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1. Nodal Officer will initiate the SSO ID creation request for an officer by filling up the “[Template for SSO ID and ICEGATE Email ID Creation](#)”. The scanned copies of officer’s Service book where his/her Name, Date of Birth (DOB) and Date of Joining (DOJ) in CBIC are mentioned, are also required to be forwarded along with the email. In exceptional cases and on a strictly case-to-case basis, a letter signed and sealed by an officer of the rank of Joint Commissioner and above at the location or from the Establishment Section of the concerned office certifying the above details, may also be accepted at the discretion of DG Systems.

CBIC Nodal Officer for the above purpose is defined as below:

- System Manager (SM)/ Alternate system manager (ASM) for customs location.
 - Commissionerate Admins (Comm Admins)/ACL Admins (Commissionerate or Zonal level) for Executive & Audit Commissionerates.
 - Joint Director (JD)/ Additional Director (ADD)/Additional Director General (ADG), in case of Directorates. In exceptional cases, where request is received from any other officer, a copy of letter mentioning him/her as the nodal officer should also be forwarded with the email
 - Any request for officers on COIN postings or for officers posted outside INDIA must come from Joint Director (JD)/ Additional Director (ADD)/ Additional Director General (ADG) of DRI central headquarters.
2. The Nodal Officer shall forward the request from his/her official ICEGATE email ID to SAKSHAM SEVA on the email ID Saksham.Seva@icegate.gov.in.

NOTE:

- All mandatory columns in the template should be filled. (Columns marked in Red are mandatory).
- If request is being sent from Generic Email ID, it must contain Name, Designation, individual Email ID and Contact Number of the sender in his/her signature.
- Name, DOB & DOJ in the template should match with Name, DOB & DOJ as in Service Book.
- Alternate email Id of an user should be personal email id and not a generic email id for example centralexisemumbai@gmail.com
- In case, the request is for multiple users, the Mobile numbers and alternate email IDs should be unique.
- Initials are not accepted in first/last Name (for ex- R K Kapoor is not accepted).