



Central Board of Indirect Taxes and Customs (CBIC)

**SSO ID and LMS account
creation**

Steps to access Samarth, the Learning Management System (LMS) of CBIC

Samarth is the Learning Management System of CBIC developed, for use of departmental officers, by Director General of Systems and Data Management in collaboration with NACIN, and inaugurated by Chairman, CBIC on 20.05.2019. It consists of E-learning modules on different subjects covering important areas of Customs, Central Excise and GST. All officers are encouraged to use Samarth for enhancing their knowledge and skills.

LMS may be accessed by selecting “Login” option under “LMS” tab available on NACIN’s website (nacin.gov.in). For login, an officer is required to get an LMS account, as explained in Step 2. Only those officers who have an SSO ID are eligible to get LMS account. Those not having SSO ID should first get it created, as explained in Step 1 below.

Step 1

Nodal Officer shall initiate SSO ID creation request for an officer by filling Template for [SSO ID creation for Government Officers](#). The scanned copies of the officer’s Service book mentioning his/her Name, Date of Birth (DOB) and Date of Joining (DOJ) in CBIC are required via email. In exceptional cases and on a strictly case-to-case basis, a signed and sealed letter by an officer of the rank of Joint Commissioner/Joint Director and above at the location or a letter 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 below:

- System Manager (SM)/ Alternate System Manager (ASM) for customs location.
- Commissionerate Admin (Comm. Admin)/ACL Admin (Commissionerate or Zonal level) for Executive & Audit Commissionerate.
- 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 from Joint Commissioner/Joint Director and above nominating 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.

The Nodal Officer shall forward the request from his/her @gov.in/nic.in email ID to SAKSHAM SEVA on the email ID Saksham.Seva@icegate.gov.in. Alternatively, the nodal officer can log into Service Manager (HPSM) tool through the Citrix page and log an interaction to create ID’s.

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, SSO Id, @gov.in.nic.in 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 mentioned in Service Book.
- In case, the request is for multiple users, the Mobile numbers and @gov.in/nic.in email IDs should be unique.
- Initials are not accepted in first/last Name (for ex- R K Kapoor is not accepted).

Officer doesn't remember his SSO Id

Please refer to page 17, Case 4: Forgot SSO Id, of the [Advisory SI/08/2020](#).

Step 2

The officer shall initiate request for LMS account activation by filling [Template for LMS account creation](#) and forwarding it to Email ID- LMS.Admin@icegate.gov.in from his/her @gov.in/nic.in Email ID or generic Icegate Email Id. LMS admin shall examine the request and intimate about its activation to the concerned officer. Once activated, the officer can access the LMS using his/her SSO ID and SSO ID password.

Alternatively, you can reach out to your jurisdictional ZTI/RTI admin as listed below:

Location	Email Address
NACIN, Bangalore	ezhilmati@icegate.gov.in
NACIN, Bhopal	faraz.queshi@icegate.gov.in
NACIN, Bhubaneswar	Parameswar.Panda@icegate.gov.in
NACIN, Chandigarh	suresh1.kumar@icegate.gov.in
NACIN, Chennai	S2.Narayana @ icegate.gov.in
NACIN, Cochin	joe.paul@icegate.gov.in
NACIN, Delhi	ranjit8.singh@icegate.gov.in
NACIN, Hyderabad	vaishali.malhotra@icegate.gov.in
NACIN, Jaipur	poonam.guggal@icegate.gov.in
NACIN, Kanpur	hafeezuddin.khan@icegate.gov.in
NACIN, Kolkata	dawa.lama@icegate.gov.in
NACIN, Mumbai	Radhakrishnan.aiyer@icegate.gov.in
NACIN, Patna	anilkumar.sadasivan@icegate.gov.in
NACIN, Shillong	challienkhum.songate@icegate.gov.in
NACIN, Vadodara	reji.mathew@icegate.gov.in
NACIN, Vishakhapatnam	sumidaadevi.b@gov.in , sumidaadevi.B@icegate.gov.in
RTI, Raipur	Shyamal.dewangan@icegate.gov.in
RTI, Ranchi	rajeev4.kumar@icegate.gov.in