



## Central Board of Indirect Taxes and Customs (CBIC)

**SSO ID/ICEGATE Email ID Creation and LMS account  
activation**

## 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 (nacen.gov.in). For login, an officer is required to create an LMS account, as explained in Step 2 below. Only those officers who have an ICEGATE Email ID are eligible to get LMS account. Those not having ICEGATE Email ID should first get it created, as explained in Step 1 below.

### Step 1

#### A. Officer doesn’t have an SSO ID and ICEGATE Email ID

1. Nodal Officer will initiate the SSO ID creation request for the concerned 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 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 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](mailto: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 like for [example: centralexisemumbai@gmail.com](mailto: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).

## **B. Officer has an SSO ID but doesn't have ICEGATE Email ID**

Nodal Officer will initiate the ICEGATE Email ID creation request for the concerned officer by filling up the [Template for SSO ID and ICEGATE Email ID Creation](#) and forwarding it to [Saksham.Seva@icegate.gov.in](mailto:Saksham.Seva@icegate.gov.in) from his/her official ICEGATE Email ID. The SSO ID of the officer should also be indicated in the email.

### **NOTE:**

1. Nodal officer for the above purpose is as defined in **Point A.**
2. 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.

## **C. Officer doesn't remember his SSO ID.**

Nodal Officer will initiate the SSO ID search request for the concerned officer by writing to Saksham Seva at [Saksham.Seva@icegate.gov.in](mailto:Saksham.Seva@icegate.gov.in) using his/her official ICEGATE Email ID. The nodal officer would be required to send the name of the officer, together with the scanned copies of the officer's service book pages wherein his/her Name, Date of Joining (DOJ) in CBIC and Date of Birth (DOB) are indicated. 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.

### **NOTE:**

1. Nodal officer for the above purpose is as defined in **Point A.**
2. 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.

## **D. Officer remembers his/her SSO ID but doesn't remember his/her ICEGATE Email ID.**

The ICEGATE Email ID in such cases can be retrieved by either of the following two procedures:

1. The officer can ask any of his/her fellow officer to login to his/her ICEGATE Email ID and click on the tab **"NEW"** for composing a new email. The officer who doesn't remember his/her ICEGATE Email ID can then type their SSO ID in the **"TO"** field. This will display the Email ID mapped to the SSO ID.
2. Nodal Officer can initiate the ICEGATE Email Id search request for the concerned officer by sending the officers SSO ID, Name, Date of Birth (DOB) and Date of Joining (DOJ) in CBIC to [Saksham.Seva@icegate.gov.in](mailto:Saksham.Seva@icegate.gov.in) from his/her official ICEGATE Email ID.

### **NOTE:**

1. Nodal officer for the above purpose is as defined in **Point A.**
2. 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.

## 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](mailto:LMS.Admin@icegate.gov.in) from his/her 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 ICEGATE Email ID and 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           | Shyamlal.dewangan@icegate.gov.in                   |
| RTI, Ranchi           | rajeev4.kumar@icegate.gov.in                       |