MIS USER MANUAL

(Version No. 2015.01)

For the users of Management Information System (MIS) of Central Board of Excise and Customs

Central Board of Excise and Customs
Department of Revenue
Ministry of Finance
Government of India
My dear Director Generals/Chief Commissioners,

As you are already aware, CBEC is launching the web-based utility for uploading of Monthly Performance Reports (MPRs) w.e.f. 15th July, 2015, as part of implementation of the First Stage of Management Information System (MIS). Henceforth, all the MPRs from June, 2015 onwards would be required to be uploaded by the Commissionerates using the web-based utility. This initiative would completely do away with the requirement of manual compilation of data at the Chief Commissionerate and the Directorate level, and thus free the precious man-hours for other more productive activities. Moreover, availability of information in digital format would facilitate the analysis of data with ease and thereby help in taking the necessary policy and administrative decisions more effectively.

While care has been taken to make the web-based utility user-friendly, this MIS USER MANUAL would further facilitate all the officers in using the web-based utility.

I earnestly hope that the initiative taken by the CBEC would serve to mitigate the problems of information collection and compilation to some extent, and urge all of you to ensure its smooth implementation.

(Neerja Shah)
Member (Central Excise), and
Chairperson, Central MIS
Committee
CBEC
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Section-1: Web-based Utility for Uploading of MPRs

1.1 Background:

During the Board Meeting held on 20th August, 2014 (BMB No.18/2014), CBEC had decided to build a Management Information System (MIS) for CBEC so that various critical information relating to key result areas are collected in a reliable, efficient and useful manner. The Board had accepted the proposal to build the MIS in a phased manner as per the detailed roadmap recommended by the Working Group constituted for this purpose. A detailed Instruction dated 10th October, 2014 (http://www.cbec.gov.in/excise/cx-circulars/cx-ins-14/cx-ins-comprehensive-mis.htm) was issued by the Board vide F. No. 296/127/2013-CX.9. Information to be collected for various functional areas under Customs, Central Excise and Service Tax such as revenue, audit, anti-evasion, anti-smuggling, adjudication, legal, arrears recovery etc. were grouped in six parts, and a set of Monthly Performance Reports (MPRs) was prescribed in place of erstwhile Monthly Technical Reports (MTRs) with effect from 1st December, 2014. The responsibility to collate the data collected in each of these functional areas and to submit summary reports to the Board was entrusted on the concerned Directorates namely DDM (for revenue), DGCEI (for anti-evasion), DGRI (for anti-smuggling), DGA (for Audit), DGICCE (for adjudication etc. for CX and CUS), DGST (for adjudication etc. for ST), DOV (for Valuation data in Customs), DLA (for legal), and CC TAR (for arrears recovery). These Directorates are referred as the Functional Owners (FOs). A Central MIS Committee, under the chairmanship of Member (CX), CBEC and comprising of the aforesaid Functional Owners was also constituted to steer and implement the MIS for CBEC expeditiously.

As part of implementation of the first stage of the MIS, the DDM has developed the web-based utility for uploading of the MPRs by the field formations. The web-based utility has been hosted on the DDM website (www.cbecddm.gov.in). This is being made operational with effect from 1st June, 2015, i.e. the MPRs for the month of June, 2015 onwards would require to be uploaded by the field formations using the said web-based utility. The details of the said web-based utility are given below:

1.2 Overall scheme:

Presently, the revenue related MPRs contained in Part-1 are required to be uploaded by the Commissionerates on DDM web-site. However, all other MPRs, duly filled in, are required to be emailed by the Zonal CCs to the concerned Functional Owners using the designation-based email-ids (http://www.cbecddm.gov.in/Letters/CONTACTS.htm). For doing so, the Zonal CCs are required to collect the information in these MPR formats from their jurisdictional Commissioners. The information compiled by the Commissionerates are transmitted
manually or by email to the Zonal CCs, who after compilation/aggregation of MPRs received from all the Commissionerates under their respective jurisdictions transmit them by email to the concerned Functional Owners. Functional Owners, in turn, prepare Monthly Summary Reports and submit them to the Board.

The above scheme of transmission of all the MPRs, other than those contained in Part-1, by the Commissionerates, and compilation/aggregation at Zonal CC level is proposed to be replaced by the scheme of uploading of such MPRs by the Commissionerates by using the web-based utility developed by DDM. Thus, after implementation of the web-based utility developed by the DDM, the data in all the MPR formats would require to be uploaded by the Commissionerates using the web-based utility on the DDM website. Once uploaded, the data at the level of Zonal CCs would be aggregated automatically and would be available for viewing by the jurisdictional Commissioners, jurisdictional Zonal CCs, respective Functional Owners and also the officers at Board instantly, thereby saving the cost and time involved in transmission/reception and compilation of information at Zonal CC levels.

1.3 **Responsibility to upload the data:**

The responsibility to upload all the duly filled-in MPRs has been entrusted on the Commissionerates including Audit Commissionerates and LTUs. Thus, after implementation of the said web-based utility for all the field formations, whether Customs, Central Excise or Service Tax, the data in all the six Parts of MPR formats would require to be uploaded by the Commissionerates using the valid user-ids. ADGs at the Hqrs. and Zones of DGRI and DGCEI would also be required to upload the duly filled-in MPRs of Part-2 relating to Anti-smuggling and Anti-evasion in respect of their jurisdiction, in a manner similar to the Commissionerates.

1.4 **Responsibility to validate the data:**

Presently, the MPRs, other than those contained in Part-1 (i.e. revenue related MPRs), are prepared by the Commissionerates and sent to the Zonal CCs who after compilation send them to the respective FOs. Thus, the Commissionerate data gets validated at the Zonal Chief Commissionerate level. Accordingly, in the web-based utility, provision of validation of data has been provided. After the MPRs would be uploaded/submitted by the Commissionerate, such MPRs would be ready for validation by the jurisdictional Zonal CCs. Only after the validation by the Zonal CC, the MPRs would become part of the MIS database on the basis of which various reports would be generated automatically. Thus, the responsibility for accuracy of the MPRs would continue to remain at the Zonal CC level.
In case of DGRI/DGCEI, the MPRs uploaded/submitted by the ADGs of Hqrs. and Zones would require to be validated by the DGRI/DGCEI in the same way as jurisdictional Zonal CCs.

1.5 **Access to the MIS**

1.5.1 Access to the MIS may be made from anywhere and at any time 24 X 7. The user would only require a computer with internet facility. Any user may access to the MIS using the said web-based utility only through a valid user-id and password. In other words, the user must have a valid user-id and password to access the MIS -whether for entry of data or for validating the data or for viewing the reports, or for any other reason. Initially, every potential user have been be allocated a set of user-id and one-time password. After receiving the same, the user would be required to login the web-based utility. The web-based utility would require the user to set his own password and also fill-up/update the profile information which would include his name, designation, email address, mobile number etc. The email-address and the mobile number would subsequently be used for sending automated alerts and messages.

1.5.2 To begin with, keeping in mind the server space, DDM has created one such set of user-id and one-time-password for the following users:-

(A) **Field Formation Users**
   (a) Every Range Offices in Central Excise and Service Tax formations,
   (b) Every Division offices in Central Excise and Service Tax formations,
   (c) Every Commissionerates of Customs, Central Excise and Service Tax, including Audit and LTU Commissionerates,
   (d) Every ADG of Headquarters/Zones of DGRI and DGCEI
   (e) Every Zonal Chief Commissioners of Customs, Central Excise and Service Tax,

(B) Every **Functional Owners**, and

(C) Every **CBEC users** of the level of JS/Commissioners and above.

* The term Chief Commissioner includes Principal Chief Commissioner and the term Commissioner includes Principal Commissioner.

1.5.3 The user-ids and the one-time passwords of the aforesaid users have been emailed to the designation-based email ids (see [http://www.cbecddm.gov.in/Letters/CONTACTS.htm](http://www.cbecddm.gov.in/Letters/CONTACTS.htm)) of the respective Zonal CCs, DGRI/DGCEI, FOs and CBEC users.

Similar sets of user-ids and one-time-passwords would also be created and communicated in due course, for every Commissioner (Appeals) of Customs, Central
Excise and Service Tax, every other Directorates, and every CBEC users of the level of Director, DS and US.

1.5.4 Moreover, once the system would get stabilized and dedicated/cloud server is arranged from NIC, such sets of user-ids and one-time-passwords would be created and allocated to more and more officers so that the MIS can be accessed by them and used for monitoring their respective work.

1.5.5 Though, user-ids and one-time-passwords have been created for every Ranges and Divisions of Central Excise and Service Tax, and also communicated to the respective Zonal CCs, presently, they would not be able use the MIS even for viewing the reports. However, provision would be made very soon to enable them to access and use the MIS, for which the date will be intimated separately.

1.5.6 With a view to preserve the sanctity of the MIS, different users have been provided different privileges such as to upload the data, to validate the data or to correct/modify the data if required, to view the data etc. Thus, a user would be able to upload the data in an MPR format only when he is authorized to do so. Every user-id created by the DDM has been assigned a specific role, and the said user would be able to access the MIS and perform an activity only as per the role already assigned to him.

1.5.7 Various purposes for which MIS may be accessed by a user and the authorization granted to different users are indicated in the table below:-

<table>
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<tr>
<th>Sl</th>
<th>Purpose</th>
<th>Who may be allowed?</th>
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<tr>
<td>i.</td>
<td>Entry and uploading of data in the MPRs</td>
<td>Only those authorized to upload the data e.g. Commissionerate</td>
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<tr>
<td>ii.</td>
<td>Making correction in the MPRs</td>
<td>Only those authorized to upload the data e.g. Commissionerate.</td>
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<tr>
<td>iii.</td>
<td>Validation of MPRs already submitted</td>
<td>Only those authorized to validate the MPRs e.g. Zonal Chief Commissionerate</td>
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<tr>
<td>iv.</td>
<td>Viewing the status of the MPRs uploaded/validated</td>
<td>All users having the jurisdiction over the formation which submitted the MPRs e.g. jurisdictional Commissionerate, jurisdictional Zonal CC, FOs and CBEC users.</td>
</tr>
<tr>
<td>v.</td>
<td>Viewing the Reports</td>
<td>All users having the jurisdiction over the formation which submitted the MPRs e.g. jurisdictional Commissionerate, jurisdictional Zonal CC, FOs and CBEC users. Ranges and Divisions would also be able to view the MPRs of their Commissionerates from the date to be notified. Further, Commissionerates and Zonal CCs would then also be able to view the MPRs of other</td>
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<td></td>
<td>Commissionerates and Zones, in the same way as FOs and CBEC users.</td>
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<td>vi.</td>
<td>Viewing the Monthly Summary Report</td>
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<td>FOs and CBEC users</td>
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<td>vii.</td>
<td>Viewing the Dashboard</td>
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<td>FOs and CBEC users</td>
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<td>viii.</td>
<td>Helpdesk for reporting any problem or seeking answer to any query</td>
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<td></td>
<td>All field formation users</td>
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<td>ix.</td>
<td>Mailbox for sending/receiving any messages relating to MIS</td>
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<td></td>
<td>All users</td>
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<td>x.</td>
<td>Change of password and/or profile data.</td>
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<tr>
<td></td>
<td>All users</td>
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1.6 **Uploading of data in the MIS**

Any user, such as Commissionerate, desiring to make entry of data in the MIS database, would be required to login and fill-up the desired MPR formats online. The duly filled-up MPR would require to be “uploaded/submitted” by the user. After submission, the MPR format would require to be “validated” by the authorized user, such as Chief Commissioner. Once all the columns in an MPR format are filled-up, the same can be “submitted” by clicking the “submit” button. Once all the MPR formats relating to a particular FO are “submitted”, then they can together be validated by clicking the “validate” button once. It may be noted that unless all the MPR formats relating to a particular FO are “submitted”, they cannot be “validated”. Only after “validation” of the MPRs, they become part of the MIS database and become available for viewing under “Report” link by the users.

Under the Zonal CCs, Commissionerates (including Audit and LTU) can insert the data in the MPR formats. In addition, under the DGRI and DGCEI, ADGs posted in the Zones as well as at the Hqrs. have been authorized to insert the data in the MPR formats pertaining to DGRI and DGCEI respectively. It may be noted here that DGRI and DGCEI are also Functional Owners for the MPRs under Part-II.

1.7 **Error correction mechanism**

*(being presently developed and will be implemented shortly)*

Data inserted into an MPR format by a user can be corrected only by the user itself and no one else. Thus, data inserted by the Commissionerate can be corrected by the said Commissionerate and cannot be corrected even by the jurisdictional Chief Commissionerate. Therefore, if any error is detected by any user other than the one which inserted the data, such error will have to be communicated to the user which inserted the data to take necessary corrective action.
Once an MPR format is duly filled-in, the same can be “submitted” by the user. Such “submitted” MPRs, before they are validated, can be viewed as “Temporary Reports” under the “Validate” link by the jurisdictional Commissionerate. Such “Temporary Reports” can also be corrected by the user who inserted the data, before they are “Validated” by the authorized user.

Further, the user which inserted the data can correct the data inserted into an MPR formats only till the time the said MPR format has not been “validated”. Thus, once an MPR format is “validated”, no correction can be made even by the user which inserted the data. Therefore, once an MPR has been “validated”, and thereafter any correction is required to be done, the user which inserted the data in the said MPR will have to send a request using the “Correction” link to the concerned Functional Owner along with the detailed justification. Once approved by the FOs, the correction as proposed by the said user would be incorporated by replacing the earlier MPR with a new one. Record of all such corrections made in the MIS would be available in the MIS for reference and reconciliation in future.

1.8 Monitoring of status of uploading of MPRs by the field formations

In order to facilitate monitoring of timely uploading of MPRs by the field formations, the web-based utility provides for viewing the status of MPRs uploaded by the users. Thus, on clicking the “STATUS” the Commissionerate can see all the MPRs “submitted” by it. Similarly, on clicking the “STATUS” link, the Zonal CCs, can see which Commissionerates have “submitted” all the MPRs pertaining to a particular FO. The FOs and the Board users can see which Zonal Chief Commissionerates have “validated” all the MPRs pertaining to a particular FO.

1.9 Viewing of Reports, Monthly Summary Reports (MSR), Dashboard

Once the MPR formats are “validated”, they become part of the MIS database. They are thereafter automatically aggregated field formation wise and Functional Owner wise. Such aggregated MPRs are available for viewing under the “REPORT” link. Field users can view the MPRs pertaining to them as well as individual MPRs of the field formations under its jurisdiction. Thus, a Zonal CC can see the Zonal MPRs as well as the MPRs of all the Commissionerates under its jurisdiction. The user can choose the year, the month and the formation, to view all the MPRs. Users would also be able to print the MPRs as well as download the MPRs in Excel sheets.

Besides, Ranges and Divisions would also be able to view the MPRs of their Commissionerates from the date to be notified. Further, Commissionerates and Zonal
CCs would then also be able to view the MPRs of other Commissionerates and Zones, in the same way as FOs and CBEC users.

In addition, the FOs and the Board users can also view the “Monthly Summary Reports” and other customized reports under “Dashboard”. Such reports are derived from the data uploaded in the MIS and are intended to make available all the key performance indicators and their analysis relating to the Department to the top management in a user friendly manner on their desktop with a click of a button. However, these features are in the development stage.

1.10 Other User friendly features

1.10.1 Automatic population of opening balance and other calculations

Provision has been made in the web-based utility to auto populate the Opening Balance of a particular MPR format of a particular field formation equal to the Closing Balance of the said MPR format of the previous month of the said field formation. Thus, a user will not have the option to insert the data of “Opening Balance” in a MPR format. This will prevent any inconsistent figure being inserted by a user.

Further, wherever applicable, calculation is carried out automatically. For example, “%growth”, “Closing Balance” etc. are automatically calculated to avoid any manual errors in such calculations.

1.10.2 Automatic email/SMS alerts

Provision is also being made to send automatic alerts to the user for uploading of MPRs on their respective email address and mobile numbers. These details would be captured at the time of initial login as well as at every occasion when password is sought to be changed by a user. However, this feature is in the process of being developed.

1.10.3 Helpdesk

Helpdesk facility has been built in the web-based utility so that if any user has any difficulty/query regarding use of the MIS, he can send the query to the concerned FO. Reply of the FO can also be viewed by the user on the “Helpdesk” page.

1.10.4 Mailbox
Provision has been made in the web-based utility to send messages to a particular user or to a group of users. Thus, a FO, if desired, can broadcast a message to all the Zonal CCs with regard to MPRs pertaining to him. This facility can be used to send instructions to the field formations. Similarly, a Zonal CC can send an instruction to all the Commissionerates under its jurisdiction using the Mailbox facility. Any message sent to a particular user would appear in the mailbox of that user. Whenever a user would login to the MIS, the mailbox page would open first so that all the new messages are brought to his attention immediately.

1.10.5 **Change password**

Provision has also been made in web-based utility to allow the users to change their passwords. On exercising this option, the web-based utility would also require the user to update his profile information. This facility would be useful in case of change of charge of the existing officer and posting of the new officer. The new officer on assuming the charge should immediately change the password and other profile information.
Section-2: Field Formation Users

2.1 How to access MIS:

- Open your web browser i.e. Internet Explorer, Mozilla, Google Chrome, etc.
- Write [www.cbecddm.gov.in](http://www.cbecddm.gov.in) in the address bar and press enter.

- Portal’s Home page will appear (as shown below). On the right side, list of Field Formation Users will be available. Click on the relevant Field Formation link.
- A login screen will appear (as shown below).

- Enter your login id and One Time Password allocated by DDM. Click on login button.
- Change your Password (to be known to you only) following the NIC Password Policy.
- For changing the Password, you have to fill up the profile page (image as shown below will appear).
• Fill up the profile page and change your Password as desired following the procedure illustrated under the heading “How to CHANGE PASSWORD”.

• Field Formation User’s home page screen will appear. Here, 8 options/links are available – MAIL BOX, REPORT, UPLOAD, VALIDATE, STATUS, CORRECTION, HELPDESK and CHANGEPASSWORD.
2.2 How to use MAIL BOX

- User’s home page is the Mail Box page where user can view list of messages sent to him by other users. Please see the image below.

- To view the message details received from other users, the user should click on the subject link and view the text of the message.
- To view messages sent by the user, please click on the “SENT MAIL” link and then click the subject link to view the text of the sent message.
- To send message, click on the “CREATE NEW MAIL” link (screen as shown below will appear) :
- Select the User Group to which you want to send message (ex. Functional Owner/Field Formation), then select the Functional Owner from next drop down list / the stream of Field Formation as the case may be.
- Enter the appropriate subject in the space marked as SUBJECT and after that, write the text of the message.
- You may attach document, if any.
- Click on the “Send” button to send the message.
- User will be automatically redirected to the Sent Message list.

2.3 How to UPLOAD MPRs

- The Commissionerate/ADGs of DGRI/DGCEI Users are authorized to upload the MPRs.
- On clicking the UPLOAD link, screen as below will appear containing all the MPRs categorized in the various Report Groups which are required to be filled in by the particular Commissionerate User:
• Click on the MPR link for which data is to be uploaded / entered. For example, on clicking the MPR DLA-CUS-1 link, screen as shown below will appear:

![Screen shot of DLA-CUS-1](image)

• Enter the data and then click on the SUBMIT button.
• After entry of the data in a particular MPR, the Commissionerate User can view the submitted MPR by first clicking the VALIDATE link and then clicking the respective MPR link. However, this will be a temporary report and the editing of data is still possible.
• The user can edit/modify the data in the uploaded/submitted MPRs until they have been validated by the Zonal User.
2.4 How to VALIDATE MPRs

- Zonal Users (Chief Commissioners/Directors General) are authorized to validate the MPRs uploaded by the Commissionerates/ADGs of DGCEI/DGRI.
- Click the VALIDATE link, screen as below will appear:

![MIS User Manual Page](image)

- Select the Commissionerate from the drop down.
- View the temporary report as uploaded by the selected Commissionerate by clicking the MPR links one by one for each Report Group.
- If all the MPRs pertaining to the particular Report Group as uploaded by the selected Commissionerate are proper to the satisfaction of the Zonal user, click the “Validate” button to validate all the MPRs of the particular Report Group at once.
- Proceed to the MPRs pertaining to other Report Groups one by one and complete the validation following the same procedure.
- After completing validation of MPRs uploaded by one Commissionerate, select the other Commissionerates one by one and follow the same procedure as described above.
- If the user is not satisfied with any or all the MPRs uploaded by the Commissionerate, he may issue instructions to the concerned Commissionerates to correct the data. Such instructions may also be sent using the “MAILBOX” facility of the MIS.
After validation, screen as illustrated below will appear:

2.5 **How to view REPORT**

- All the MPRs which are uploaded by the Commissionerate Users and are also validated by the Zonal Users (Chief Commissioner / Director General) are available for viewing.
- The Commissionerate Users can view their validated MPRs by clicking on the REPORT link on the MIS screen and thereafter selecting the month and the year and then clicking on the MPR link concerned. On clicking on the REPORT link, screen as shown below will appear:
For example, on clicking the MPR DDM-CE-5 link, the Report will appear as below:

![DDM-CE-5 Report](image1)

All the Commissionerate MPRs which have been validated by the Zonal Users are aggregated to generate the Zonal MPRs. The Zonal Users can view the zonal aggregate MPRs in the same way as the Commissionerate Users as explained above. When the zonal user clicks on the REPORT link, screen as shown below will appear:

![Zonal MPRs](image2)
To view the MPRs pertaining to the Commissionerates under his jurisdiction, the Zonal Users should select the Year, the Month and the Commissionerate concerned and then click on the MPR link.
2.6 How to view STATUS

Both, the Commissionerate Users and the Zonal Users can view the MPRs which have been uploaded and those which are yet to be uploaded by a particular Commissionerate/ADG. Similarly, both, the Commissionerate Users and the Zonal Users can also view the MPRs of a particular Commissionerate which have been validated and those which have not been validated.

Status before validation (Temp Status)

- While uploading all the MPRs pertaining to different Report Groups, the Commissionerate user may need to see as to how many MPRs are still to be uploaded by him for which he needs to see status (Temp Status) of MPRs. For this, the Commissionerate user should click the VALIDATE link and thereafter the “Status” button on the right side of the screen (screen as shown below will appear). Select the Report Group one by one and see the status.

- Before validating the MPRs uploaded by the Commissionerates under his jurisdiction, the Zonal user may need to know as how many of Commissionerates have not uploaded their requisite MPRs (in part or full). For this, the Zonal user should click the VALIDATE link and thereafter select the Commissionerate from the drop down and then click the Status button on the right side of the screen and select the Report Group. Screen as shown above will appear.
**Status after validation**

- The Commissionerate user should click the STATUS link, select the financial year and the Report Group from the drop down menu. He will view status of the reports for all the months (April to March) of the financial year for that particular Report Group. Screen as shown below will appear:

![Status Report Commissionerate](image1)

- The zonal user should click the STATUS link, select the financial year and the Report Group form the drop down menu. He will view status of the reports for all the months (April to March) of the financial year for that particular Report Group for all the Commissionerates under his jurisdiction. Below screen will appear:

![Status Report Zonal](image2)
2.7 How to use HELPDESK

- If the user has any query or problem in using MIS and he needs any clarification from the concerned F.O., click on HELPDESK link. Screen as shown below will appear:

- First the user has to select the Report Group from drop down, then select the MPR, after that type the query in the text box. The user can also attach file if detailed query is to be typed (only .pdf, .gif, .text, .png, .jpg, .bmp, .doc, .docx, .xls, .xlsx).
- Then click on the “Submit” button. After that, the user will be automatically redirected to the HELPDESK REPORT screen (which will appear as shown below) where he can see the Ticket ID for the clarification / help sought.
• Later, to view the reply offered by the concerned FO, the user should click on the “View Report” button on the HELPDESK page.

2.8 **How to CHANGE PASSWORD**

• Click on the CHANGE PASSWORD link, the below screen will appear. Here the Field Formations have to enter the old password, the selected new password and again the new password for confirmation. Then, click on change password button.

![Password Change Screen](image)

2.9 **How to use CORRECTION link:**

• This options/link is not active presently. Instructions pertaining to this link will be issued shortly.
3.1 **How to access MIS:**

- Go to portal [www.cbecddm.gov.in](http://www.cbecddm.gov.in) . On right side, list of Functional Owners is available. Click on the relevant Functional Owner link.

- Enter your login id and One Time Password allocated by DDM. Click on login button.
- Change your Password (to be known to you only) as per the NIC Password Policy following the procedure illustrated under the heading “How to CHANGE PASSWORD”.

- Functional Owner home page screen will appear (as shown in the image below). All MPRs pertaining to the Functional Owner are available here. Here, 8 options/links are available - MAIL BOX, REPORT, STATUS, DASHBOARD, CORRECTION, MSR, HELPDESK and CHANGE PASSWORD.
3.2 How to use MAIL BOX

- Click the MAILBOX link to view list of messages sent to the User by other users. Please see the image below:

- To view the message details received from other users, the user should click on the subject link and view the text of the message.
- To view messages sent by the user, please click on the “SENT MAIL” link and then click the subject link to view the text of the sent message.
- To send message, click on the “CREATE NEW MAIL” link (screen as shown below will appear):

![Image of the MAILBOX page](image-url)
• Select the User Group to which you want to send message (ex. Functional Owner/Field Formation/CBEC), then select the Functional Owner / CBEC from next drop down list / the stream of Field Formation as the case may be.

• Enter the appropriate subject in the space marked as SUBJECT and after that, write the text of the message.

• You may attach document, if any.

• Click on the “Send” button to send the message.

• User will be automatically redirected to the SentMessage list.

3.3 How to view REPORT

• First, the Functional Owner has to select the Revenue stream (Central Excise, Customs, and ServiceTax) from drop down.

• To view All India Report, select the month and the year and then click on the MPR you want to view. The Screen 1 as shown below will appear.

• To view Zonal Report, select the Zone, the month and the year and then click on the MPR you want to view. The Screen 2 as shown below will appear.

• To view Commissionerate Report, select the Zone, the Commissionerate, the month and the year and then click on the MPR you want to view. The Screen 3 as shown below will appear.
Screen 1:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>State of ARH (Additional Revenue Mobilisation)</th>
<th>Recovery During FY 2013-14</th>
<th>Recovery For the Month</th>
<th>Recovery Upto the Month</th>
<th>Increase / Decrease Over Previous FY</th>
<th>Increase / Decrease Over Previous Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Small Farmers (Girnar Initiative, A.A. 1 of ARH)</td>
<td>12.30</td>
<td>4.00</td>
<td>3.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>2</td>
<td>Medium Farmers (Girnar Initiative, A.A. 2 of ARH)</td>
<td>15.90</td>
<td>5.00</td>
<td>4.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>3</td>
<td>Large Farmers (Girnar Initiative, A.A. 3 of ARH)</td>
<td>18.50</td>
<td>6.00</td>
<td>5.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Landless Farmers (Girnar Initiative, A.A. 4 of ARH)</td>
<td>21.10</td>
<td>7.00</td>
<td>6.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Screen 2:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Focus Area (Domestic Revenue Mobilisation)</th>
<th>Recovery During FY 2013-14</th>
<th>Recovery For the Month</th>
<th>Recovery Upto the Month</th>
<th>Increase / Decrease Over Previous FY</th>
<th>Increase / Decrease Over Previous Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Domestic Services (Girnar Initiative, A.A. 1 of ARH)</td>
<td>12.30</td>
<td>4.00</td>
<td>3.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>2</td>
<td>Medium Services (Girnar Initiative, A.A. 2 of ARH)</td>
<td>15.90</td>
<td>5.00</td>
<td>4.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>3</td>
<td>Large Services (Girnar Initiative, A.A. 3 of ARH)</td>
<td>18.50</td>
<td>6.00</td>
<td>5.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Landless Services (Girnar Initiative, A.A. 4 of ARH)</td>
<td>21.10</td>
<td>7.00</td>
<td>6.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>
3.4 **How to view STATUS**

- To view the status of uploading of MPRs by the Commissionerates, click on the STATUS link.

- From drop down, select the year and the stream (Central Excise / Customs / Service Tax / Audit) for which Functional Owner wants to view the status. The status of report for the entire year (April to March) for all the Commissionerates will be visible for the selected stream (as shown in the image below):
3.5 **How to use HELPDESK**

- To view the queries/clarifications sought by the Field Formations, Functional Owners have to click on HELPDESK link. By default, un-replied queries for the day will appear first.

- To view list of un-replied queries of previous days, click on the date picker, select the date and click on the View Report button (as shown in the image below).

- To send reply of the queries raised by field formations, select the query one by one and click on the “Reply” button against the said query, type the reply in the textbox in the “Solution” column. After typing of the reply, the “Send” button will appear, click on the “Send” button.
3.6 **How to CHANGE PASSWORD**

Click on the change password link, the below screen will appear. Now the Functional Owner has to enter the old password and the new password and confirm the new password. Then, click on the change password button.

![Change Password Screen]

3.7 **How to use DASHBOARD**

This option/link is not active presently. Instructions pertaining to this link will be issued shortly.

3.8 **How to use CORRECTION link**

This option/link is not active presently. Instructions pertaining to this link will be issued shortly.

3.9 **How to view MSR (MANAGEMENT SUMMARY REPORT)**

This option/link is not active presently. Instructions pertaining to this link will be issued shortly.
Section-4: CBEC Users

4.1 How to access MIS:

- Go to portal www.cbecddm.gov.in. On right side, link of CBEC User is available. Click on the link.

- Following screen will appear. Enter your login id and One Time Password allocated by DDM. Click on login button.
• Change your Password (to be known to you only) as per the NIC Password Policy following the procedure illustrated under the heading “How to CHANGE PASSWORD”.

• CBEC User home page screen will appear (as shown in image below). Here, six options / links are available - MAIL BOX, REPORT, STATUS, DASHBOARD, MSR and CHANGE PASSWORD.
4.2 **How to use MAIL BOX**

- Click the MAILBOX link to view list of messages sent by other users. Please see the image below:

![Image of e-Management of Revenue Data interface](Image)

- To view the message details received from other users, the user should click on the subject link and view the text of the message.
- To view messages sent by the user, please click on the “SENT MAIL” link and then click the subject link to view the text of the sent message.
- To send message, click on the “CREATE NEW MAIL” link(screen as below will appear):

![Image of CREATE NEW MAIL interface](Image)
• Select the User Group to which message is to be sent (ex. Functional Owner/Field Formation), then select the Functional Owner from next drop down list / the stream of Field Formation as the case may be.

• Enter the appropriate subject in the space marked as SUBJECT and after that, write the text of the message.

• You may attach document, if any.

• Click on the “Send” button to send the message.

• User will be automatically redirected to the Sent Message list.

4.3 **How to view REPORT**

• Click on the REPORT link. Screen 1 as shown below will appear.

Screen 1:
- Select the revenue stream i.e. Customs, Central Excise or Service Tax from the drop down, then select the Functional Owner one by one. Screen 2 as shown below will appear.

**Screen 2:**

- To view All India Report, select the month and the year and then click on the MPR you want to view. Screen 3 as shown below will appear.

- To view Zonal Report, select the Zone, the month and the year and then click on the MPR you want to view. Screen 4 as shown below will appear.

- To view Commissionerate Report, select the Zone, the Commissionerate (from the sub drop down menu against the zone), the month and the year and then click on the MPR you want to view. Screen 5 as shown below will appear.
### Screen 3:

![Image of Screen 3]

### Screen 4:

![Image of Screen 4]

### Table 1: Revenue Augmentation

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
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<tbody>
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<td>20</td>
<td>30</td>
<td>40</td>
<td>50</td>
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<td>90</td>
<td>120</td>
<td>150</td>
<td>180</td>
<td>210</td>
<td>240</td>
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<td>4</td>
<td>250</td>
<td>50</td>
<td>75</td>
<td>112.5</td>
<td>150</td>
<td>187.5</td>
<td>225</td>
<td>262.5</td>
<td>300</td>
</tr>
<tr>
<td>5</td>
<td>300</td>
<td>60</td>
<td>90</td>
<td>135</td>
<td>180</td>
<td>225</td>
<td>270</td>
<td>315</td>
<td>360</td>
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<tr>
<td>6</td>
<td>350</td>
<td>70</td>
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<td>157.5</td>
<td>210</td>
<td>262.5</td>
<td>315</td>
<td>367.5</td>
<td>420</td>
</tr>
<tr>
<td>7</td>
<td>400</td>
<td>80</td>
<td>120</td>
<td>180</td>
<td>240</td>
<td>300</td>
<td>360</td>
<td>420</td>
<td>480</td>
</tr>
<tr>
<td>8</td>
<td>450</td>
<td>90</td>
<td>135</td>
<td>202.5</td>
<td>270</td>
<td>340.5</td>
<td>414</td>
<td>486</td>
<td>564</td>
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<td>500</td>
<td>100</td>
<td>150</td>
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<td>375</td>
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</table>

### Table 2: Revenue Augmentation (Continued)

<table>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>550</td>
<td>110</td>
<td>165</td>
<td>220</td>
<td>285</td>
<td>352.5</td>
<td>420</td>
<td>480</td>
<td>540</td>
</tr>
<tr>
<td>2</td>
<td>600</td>
<td>120</td>
<td>180</td>
<td>240</td>
<td>300</td>
<td>360</td>
<td>420</td>
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<tr>
<td>3</td>
<td>650</td>
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<td>255</td>
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<td>393</td>
<td>462</td>
<td>531</td>
<td>600</td>
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<td>750</td>
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<td>255</td>
<td>330</td>
<td>405</td>
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<td>540</td>
<td>600</td>
<td>660</td>
</tr>
<tr>
<td>6</td>
<td>800</td>
<td>160</td>
<td>290</td>
<td>370</td>
<td>450</td>
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<td>580</td>
<td>640</td>
<td>700</td>
</tr>
<tr>
<td>7</td>
<td>850</td>
<td>170</td>
<td>325</td>
<td>410</td>
<td>495</td>
<td>547.5</td>
<td>615</td>
<td>675</td>
<td>740</td>
</tr>
<tr>
<td>8</td>
<td>900</td>
<td>180</td>
<td>360</td>
<td>450</td>
<td>540</td>
<td>585</td>
<td>645</td>
<td>715</td>
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<tr>
<td>9</td>
<td>950</td>
<td>190</td>
<td>395</td>
<td>490</td>
<td>585</td>
<td>622.5</td>
<td>675</td>
<td>745</td>
<td>800</td>
</tr>
</tbody>
</table>
4.4 How to view STATUS

- To view the status of uploading of MPRs, click on the STATUS link. Screen 6 as shown below will appear.

Screen 6:

- From drop down, select the year, the revenue stream (Central Excise / Customs / Service Tax / Audit) and then the Report Group for which the CBEC user wants
to view the status. The status of report for the entire year (April to March) for all the Commissionerates will be visible for the selected stream. Screen 7 as shown below will appear:

Screen 7:
4.5 **How to CHANGE PASSWORD**

Click on the CHANGE PASSWORD link, the below screen will appear. Now enter the old password and the new password and confirm the new password. Then, click on the change password button.

![Image of CHANGE PASSWORD screen]

4.6 **How to view DASHBOARD**

This option/link is not active presently. Instructions pertaining to this link will be issued shortly.

4.7 **How to view MSR (MANAGEMENT SUMMARY REPORT)**

This option/link is not active presently. Instructions pertaining to this link will be issued shortly.
Section-5: Guidelines for filling MPRs

5.1 MPRs OF TAR
(TAR-CE-1, TAR-CUS-1, and TAR-ST-1, all Current version no.: 2015.01)

i. In table ‘A’ and table ‘B’ in cases where it is decided partially in favor / against
the department – number of cases should be shown only in column number 11
and NIL under the column 15.

ii. It may be noted that under the column “Arrears Realized”, there is no column
“No. of cases”. Thus, information regarding number of cases of arrears realized
is not to be furnished in the MPRs. This is because realization of an amount in an
arrear case may not necessarily lead to disposal of the said case. If the party
makes partial deposit of arrears, the case does not get liquidated. Further, it
would be unlikely that in a case, which is pending in litigation or where recovery
is restrained, the party would make full deposit of the arrear amount. In other
words, realization of an amount in an arrear case would lead to reduction in the
pending arrear amount but may not lead to reduction in the number of cases
pending. Hence, in the tables ‘A’, ‘B’ and ‘C’, under the column “closing balance”
the amount is arrived by reducing the realization amount, but the number is
arrived without taking into account the number of cases where such arrears are
realized. Hence the followings:

   Closing Balance in Table ‘A’: Number of cases will be arrived by taking
   into consideration column nos. 9, 11, 15, 19 & 23. Formula for the same will be
   (9-11-15-19-23). In the same manner, amount will be arrived by taking into
   consideration column nos. 10, 13, 17, 21, 25 & 27. Formula for the same will be
   (10-13-17-21-25-27).

   Closing Balance in Table ‘B’: Number of cases will be arrived by taking
   into consideration column nos. 9, 11, 15 & 19. Formula for the same will be (9-
   11-15-19). In the same manner, amount will be arrived by taking into
   consideration column nod. 10, 13, 17, 21 & 23. Formula for the same will be (10-
   13-17-21-23).

   Closing Balance in Table ‘C’: Number of cases will be arrived by taking
   into consideration column no. 9, 11, 15 & 19. Formula for the same will be (9-11-
   15-19). In the same manner, amount will be arrived by taking into consideration
   column nos. 10, 13, 17, 21 & 23. Formula for the same will be (10-13-17-21-23).

   Closing Balance in Table ‘D’: Number of cases will be arrived by taking
   into consideration column nos. 9, 11 & 15. Formula for the same will be (9-11-
   15). In the same manner, amount will be arrived by taking into consideration
   column nos. 10, 13 & 17. Formula for the same will be (10-13-17).
Closing Balance in Table ‘E’ : Number of cases will be arrived by taking into consideration column nos. 9, 11 & 15. Formula for the same will be (9-11-15). In the same manner, amount will be arrived by taking into consideration column nos. 10, 13 & 17. Formula for the same will be (10-13-17).

iii. It may also be noted that in the tables ‘A’, ‘B’, ‘C’, and ‘D’, under the heading “Disposal”, columns have been provided corresponding to several ways in which a case can be disposed off. In addition, a last column “arrears transferred to other formations/category for any other reason” has also been provided. The data in this column should be filled only when the disposal of the case can not be shown under any of the previous columns for disposal. This last column has been provided to meet those cases where the case of arrears pending in a particular category/formation is disposed-off by way off transferred to some other category/formation. For example, as in the case of cadre restructuring, a case of arrears pending in a particular formation is transferred to a new formation. It is clarified, as a matter of abundant precaution, that no case should be reported to have been disposed-off in more than one ways.

iv. Pre-deposit should be included in the column of Arrears Realized, wherever applicable.

**** CONCLUDED ****