

**F. No.12 /Member [IT]/2017
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE
CENTRAL BOARD OF EXCISE & CUSTOMS**

Date: 12th January 2018

To,

All Principal Chief Commissioners/Principal Director Generals/ Chief Commissioners/
Director Generals/ Principal Commissioners/ Principal ADG/ Commissioners/Additional
Director Generals.

Subject: Reports on User Experience

Pl refer to my letter dated 19th December 2017, vide F.No 12/Member [IT] /2017, regarding User experience on GST –ACES.

A special team has been set up in DG-Systems, to monitor the feedback and implement changes wherever necessary to improve the user experience. Kindly send us feedback if you have not already done so.

Please continue to send us weekly reports, for a few more weeks.
These weekly reports may be sent by email to cbec.gstpmu@icegate.gov.in with a copy to v.usha@gov.in, panda.susanta@gov.in , on every Monday.

It is easier to address local issues if you include the feedback from each formation: Range/Division/Commissionerate. The same should be sent in a consolidated weekly report from the Zone. Individual formations need not send emails separately.

Also, reach out to the hand-holders from Wipro, as well the resident engineers from TCS/HP on a daily basis, to immediately address any local issues.


[S.K.Panda]
Member – IT

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The user experience should be graded on a scale of 1-5:

- 1= satisfied with the performance 95%-100% of the times accessed
- 2= satisfied with the performance 90-% - 95% of the times accessed
- 3= satisfied with the performance 85% - 90% of the times accessed
- 4= satisfied with the performance 80% - 85% of the times accessed
- 5= satisfied with the performance Below 85% of the times accessed

The report should be generated from each Range, Division, Commissionerate and aggregated at the Zone level.

Name of Range		
Sl No	Parameter of User Experience	Grading
1.	Log into AIO	
2.	Log into Applications	
3.	Navigation	
4.	Report Generation	
5.	Printing of Reports	

Name of Division		
Sl No	Parameter of User Experience	Grading
1.	Log into AIO	
2.	Log into Applications	
3.	Navigation	
4.	Report Generation	
5.	Printing of Reports	

Name of Commissionerate		
Sl No	Parameter of User Experience	Grading
1.	Log into AIO	
2.	Log into Applications	
3.	Navigation	
4.	Report Generation	
5.	Printing of Reports	

Overall experience in the Zone		
Sl No	Parameter of User Experience	Grading
1.	Log into AIO	
2.	Log into Applications	
3.	Navigation	
4.	Report Generation	
5.	Printing of Reports	