



भारत सरकार GOVERNMENT OF INDIA
वित्त मंत्रालय MINISTRY OF FINANCE
राजस्व विभाग DEPARTMENT OF REVENUE
केन्द्रीय अप्रत्यक्ष कर और सीमा शुल्क बोर्ड
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS
प्रधान आयुक्त का कार्यालय
OFFICE OF THE PRINCIPAL COMMISSIONER
केन्द्रीय कर एवं केन्द्रीय उत्पाद शुल्क
CENTRAL TAX & CENTRAL EXCISE
केन्द्रीय राजस्व भवन, CENTRAL REVENUE BUILDING
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Date: .08.2020

OFFICE ORDER NO. 06/2020

Sub:- Procedure for reporting errors in logging in WebVPN or for creating new WebVPN for accessing eOffice by Officers - reg

It has come to the notice of the undersigned that officers are reporting directly for issues in logging in WebVPN to eOffice, PMU, NIC instead of following the proper channel. Hence for all WebVPN related issues the following procedure is to be followed by all concerned.

In case an officer has received an SMS or email that his WebVPN is created but he/she is unable to login in the portal <https://saccess.nic.in> then he/she should raise a ticket for the problem by visiting portal <https://servicedesk.nic.in> or calling NIC service desk no. 1800-111-555.

In case an officer has not received an SMS or email that his WebVPN is created or is a new employee in the department he/she should request for enabling webVPN by visiting portal <https://eforms.nic.in>. The procedure for applying for WebVPN as circulated by DGPM is attached as annexure to this order.

Officers having any query or require any help in relation to WebVPN or eOffice may contact Headquarters Systems Section.

K R Uday Bhaskar
Principal Commissioner

To

All Officers & Staff of Kochi Commissionerate

Copy to:

- i. The Superintendent Systems – for uploading in website.

Annexure to Office Order No. 06/2020

Directorate General of Performance Management, New Delhi Submitting
WebVPN request via eForms

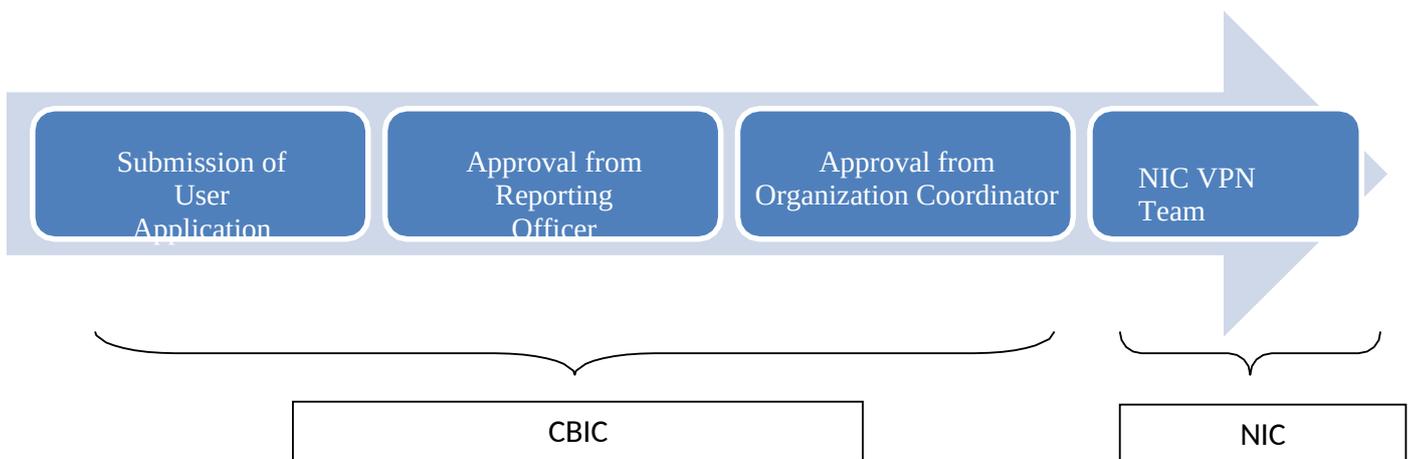
Quick Hand-out

This hand-out describes the steps to submit the online application for WebVPN account, for the employees of Central Board of Indirect Taxes and Customs (CBIC) to access eOffice.

This hand-out consists of the following five sections –

- A. Steps to login in 'eforms.nic.in'.
- B. Steps to apply for VPN account in 'eforms.nic.in'.
- C. Steps to check the status of the request(s) submitted.
- D. Steps to approve the request(s) submitted. (For the reporting officer)
- E. Steps to update 'My Profile' in 'eforms.nic.in'.

The workflow of the levels of online WebVPN application is described as follows –



A. *Steps to login in 'eforms.nic.in'*

1. Open the web browser (such as Mozilla Firefox, Google Chrome, etc.) and visit the site '**eforms.nic.in**'. (figure 1)
2. Click '**LOGIN**'. (figure 1)

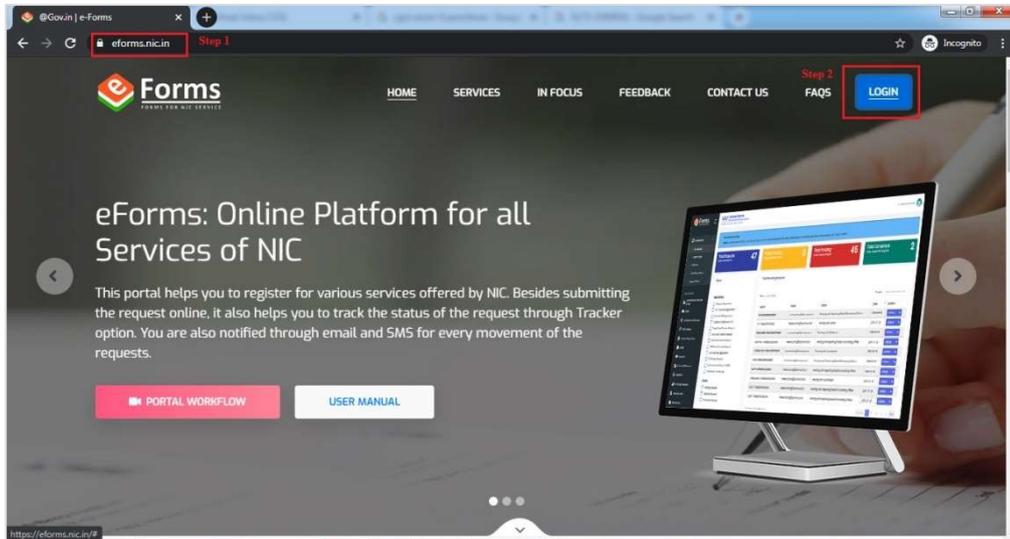


Figure 1

3. Enter your email ID and click '**CONTINUE**'. (figure 2)

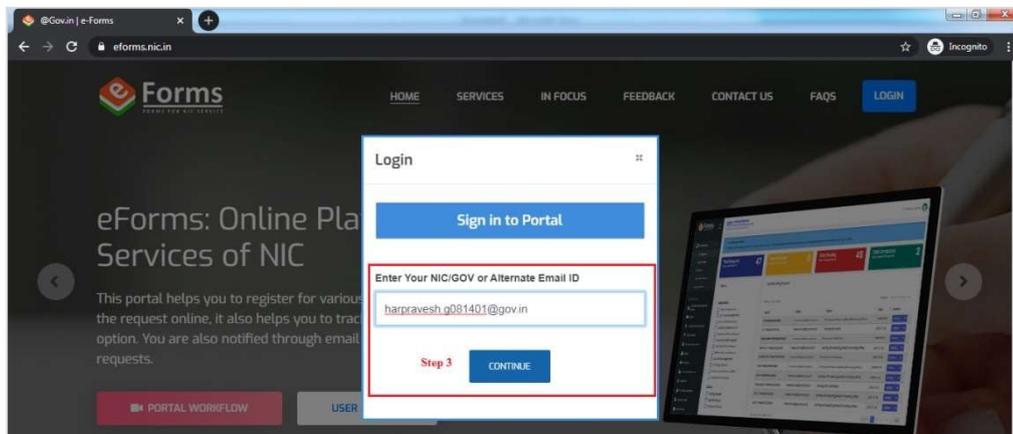


Figure 2

4. Enter the email ID's **password**, the **Captcha** and click '**CONTINUE**'. (figure 3)

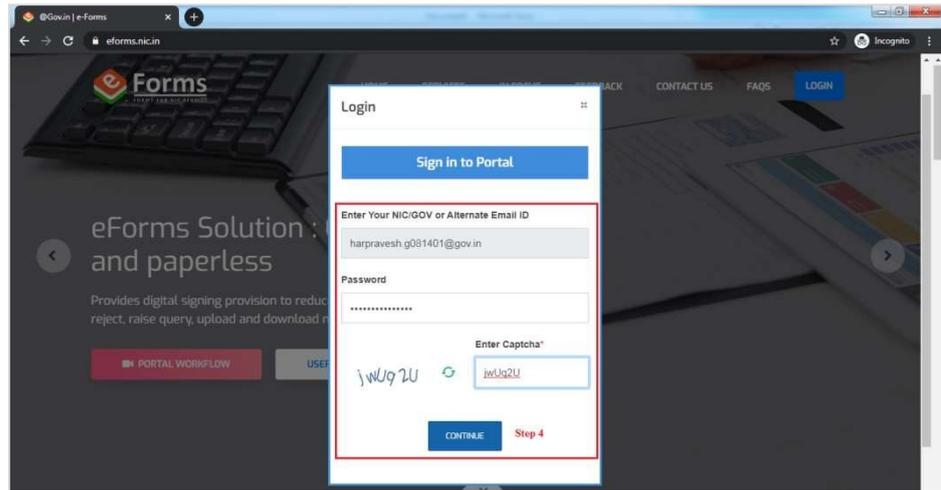


Figure 3

5. Enter the **OTP** sent on your mobile number registered with your email ID and click '**CONTINUE**'. (figure 5)

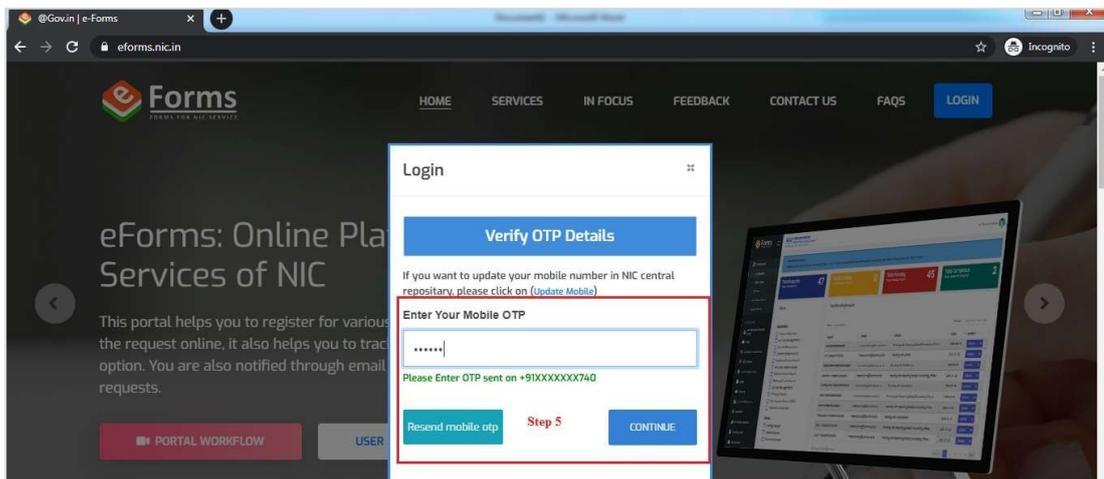


Figure 4

Note - Refer section E. for steps to update 'My Profile', if the eForms portal request for profile update after login.

B. *Steps to apply for VPN account in 'eforms.nic.in'*

1. Go to 'Our Services' in the navigation panel and click 'VPN Service'. (figure 5)

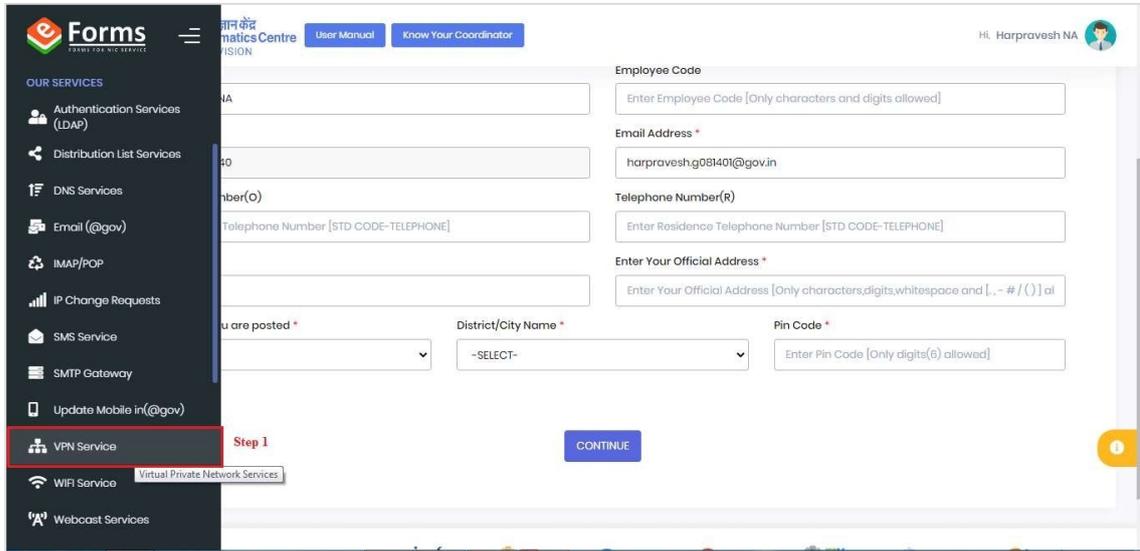


Figure 5

Note: If the message to update profile is prompted as shown in **figure 6**, then refer **section E** for the steps to update your profile.



Figure 6

2. On the **online VPN request form**, choose the following details as mentioned below -
 - a. Type of User - 'New Request'
 - b. Choose Coordinator - 'Organization Coordinator' and select the details of the VPN coordinator (Mr. Mingma Sherpa) for CBIC from the drop-down list.
 - c. IP Address
 - i. Select - 'Single IP'
 - ii. Based on the eOffice instance you are user of, enter the 'IP Address', 'Application URL' and 'Destination Port' as follows -

For users of	Enter IP address	Application URL	Destination Port	Refer
Instance 1 - All Directorates (Except DGGI), All Customs Zones, CGST Zones (Bhopal, Bhubaneswar, Guwahati, Hyderabad, Meerut, Nagpur, Pune, Thiruvananthapuram, Visakhapatnam.)	10.194.164.126	https://eoffice1.cbic.gov.in	80, 443	Figure 7
Instance 2 - DGGI, CGST Zones (Ahmedabad, Bengaluru, Chandigarh, Chennai, Delhi, Kolkata, Jaipur, Lucknow, Mumbai, Panchkula, Ranchi, Vaddara.)	10.194.164.131	https://eoffice2.cbic.gov.in	80, 443	Figure 8

iii. Server Location – NDC Bhubaneswar

d. Remarks – For WebVPN Account to access eOffice

Step 2 a.
Type of User *

New Request Add to existing Renew Surrender

Step 2 b.

Choose Coordinator * Organization Coordinator State Coordinator

Choose Co-ordinator*
Mingma Sherpa(mg.sherpa@gov.in)

IP Address * Step 2 c.
 Single IP IP Range

Enter IP address *
10.194.164.126

Application URL
https://eoffice1.cbic.gov.in

Destination Port *
80,443

Server Location*
NDC Bhubaneswar

Remarks
FOR WebVPN ACCOUNT Step 2 d.

Captcha  Enter Captcha*
9AxwSA

Step 3
Preview and Submit

Form for users of instance 1 - Figure 7

Step 2 a.
Type of User *

New Request Add to existing Renew Surrender

Step 2 b.

Choose Coordinator * Organization Coordinator State Coordinator

Choose Co-ordinator*
Mingma Sherpa(mg.sherpa@gov.in)

IP Address * Step 2 c.
 Single IP IP Range

Enter IP address *
10.194.164.131

Application URL
https://eoffice2.cbic.gov.in

Destination Port *
80,443

Server Location*
NDC Bhubaneswar

Remarks
FOR WebVPN ACCOUNT Step 2 d.

Captcha  Enter Captcha*
9AxwSA

Step 3
Preview and Submit

Form for users of instance 2 - Figure 8

3. Enter **Captcha** and click 'Preview and Submit'.

4. In the 'Preview' pop-up window, verify the details entered such as 'Reporting Officer Details', 'VPN Details', Remarks' and Co-ordinator Details with respect to details as mentioned in step 2. (figure 9)

Preview
Step 4 - Verify Details
✕

VPN Request Form

Personal Information

Name of Applicant *

Designation *

Employee Code

Office Address

Postal Address *

State where you are posted *

District *

Pin Code *

Telephone Number :(O)

Telephone Number :(R)

Mobile *

E-mail Address *

Reporting/Nodal/Forwarding Officer Details

Reporting/Nodal/Forwarding Officer Email *

Reporting/Nodal/Forwarding Officer Name *

Reporting/Nodal/Forwarding Officer Mobile *

Reporting/Nodal/Forwarding Officer Telephone *

Reporting/Nodal/Forwarding Officer Designation *

Organization Details

Organization Category

Ministry/Organization *

VPN Details

IP Type	IP Address	Application URL	Destination Port	Server Location
single	10.194.164.131	https://eoffice2.cbic.gov.in	80,443	NDC Bhubaneswar

Remarks

Co-ordinator email

I agree to [Terms and Conditions](#)

Step 5

Figure 9

5. Select **check box** for terms and conditions and click '**Submit**'. (figure 9)
6. In the pop-up box, verify the reporting officer details to whom the request will be submitted & click '**Yes**'. (figure 10) (To update the reporting details before submission refer section E)

Reporting/Nodal/Forwarding Officer Details

We are sending your request for approval to email address (ashokk.g168901@gov.in)

Name:	Ashok Kumar
Email:	ashokk.g168901@gov.in
Mobile:	+91XXXXXX576

Are you sure, you want to proceed?

Step 6

No Yes

Figure 10

7. In the form submission type window, choose '**Proceed online**' and click '**Final Submit**'. (figure 11)

eForms

Form Submission Type

Please select any to proceed:

e-Sign the document with Aadhaar?
(Delivery of e-sign with aadhaar depends on platforms outside control of NIC. In case of delay, you may choose to proceed online without aadhaar)

Proceed online

Proceed manually by uploading the scanned Copy?
(Here, in this option, you will have to download the generated PDF and will have to sign and stamp and then upload it again on the eforms TRACK USER STATUS module to get the request processed)

Final Submit Step 7

Figure 11

The VPN request id is generated and displayed in the pop-up box for future reference. (figure 12)

Your form has been submitted

Your form has been submitted and your Registration number is [VPN-FORM202008010008](#).

You can use it to track your request. You can track your request using [Track User](#)

For any assistance, please contact on 1800-111-555 or mail us to servicedesk@nic.in.

Close

Figure 12

C. *Steps to check the status of the request(s) submitted.*

1. Go to 'Dashboards' in the navigation panel and click 'My Request'. (figure 13)

The screenshot shows the 'My Request' dashboard. The navigation menu on the left includes 'Dashboards' and 'My Request'. The main content area features four summary cards: 'Total User Requests' (1), 'Today's Pending Request' (1), 'Total Pending Requests' (1), and 'Total Completed Requests' (0). Below these cards is a table titled 'Total Pending Request' with columns for App Id, Email, Status, Date, and Actions. A single entry is shown with App Id 'VPN-FORM202008010008', Email 'harpravesh.g08140l@gov.in', and Status 'Pending with RO/Nodal/FO'.

Figure 13

2. Requests along with their status can be check under 4 categories (figure 14) -
 - a. Total User Request
 - b. Today's Pending Request
 - c. Total Pending Requests
 - d. Total Completed Request

The screenshot shows the 'My Request' dashboard. The navigation menu on the left includes 'Dashboards' and 'My Request'. The main content area features four summary cards: 'Total User Requests' (1), 'Today's Pending Request' (1), 'Total Pending Requests' (1), and 'Total Completed Requests' (0). Below these cards is a table titled 'Total Pending Request' with columns for App Id, Email, Status, Date, and Actions. A single entry is shown with App Id 'VPN-FORM202008010008', Email 'harpravesh.g08140l@gov.in', and Status 'Pending with RO/Nodal/FO'.

Figure 14

Note: The pendency of the application request (RO – Reporting Officer, Organization Coordinator) can be known from the status of the application.

D. Steps to approve the request(s) submitted

- Go to 'Dashboards' in the navigation panel and click 'RO Panel'. (RO Panel is only available for the reporting officer.)

(figure 15)

The screenshot shows the e-Forms dashboard interface. The navigation menu on the left has 'RO Panel' highlighted. The main content area features a blue header with a notice for reporting officers. Below the header are four summary cards: 'Total User Requests' (1), 'Today's Pending Requests' (0), 'Total Pending Requests' (0), and 'Total Completed Requests' (0). A 'TOTAL REQUESTS' section follows, containing an 'Export All' button, a search bar, and a table with one entry.

App Id	Applicant Details	Status	Submission Type	Date	Actions
VPN-FORM202008010008	harpravesh.g081401@gov.in	Pending with Coordinator	User: Online RO: Online	2020-08-01 14:58:52.0	Actions

Figure 15

- Under 'Total Pending Requests', click the down arrow next to 'Actions' button against the application request id and click 'Preview/Edit' to preview the application form. (figure 16)

This screenshot shows the 'TOTAL PENDING REQUESTS' section of the dashboard. The 'Actions' dropdown menu for the first entry is open, with 'Preview / Edit' selected. The dashboard also displays summary cards for 'Total User Requests' (1), 'Today's Pending Requests' (1), and 'Total Pending Requests' (1). The table below shows the details of the pending request.

App Id	Applicant Details	Status	Submission Type	Date	Actions
VPN-FORM202008010008	harpravesh.g081401@gov.in	Pending with RO/Nodal/FO	User: Online	2020-08-01 13:45:32.0	Actions

Figure 16

3. Verify the details in the pop-up window with respect to details mentioned in Section B point 2 and click 'Approve'.

(figure 17)

Superintendent

Organization Details

Organization Category: Central
Ministry/Organization: Finance

Department/Division/Domain: Department Of Revenue (CBIC)

Verify Details

VPN Details

IP Type	IP Address	Application URL	Destination Port	Server Location
single	10.194.164.131	https://eoffice2.cbic.gov.in	80,443	NDC Bhubaneswar

Remarks: FOR WebVPN ACCOUNT

Co-ordinator email: mg.sherpa@gov.in

Step 3: **Approve** Reject Raise/Respond to Query Close

Figure 17

4. In the pop-up box, choose 'Proceed online' and click 'Continue'. (figure 18)

Preview for VPN-FORM202008010008

e-Sign the document with Aadhaar?
(Delivery of e-sign with aadhaar depends on platforms outside control of NIC. In case of delay, you may choose to proceed online without aadhaar)

Proceed online

Continue Step 4

Close

Figure 18

5. Add remarks - 'For WebVPN account to access eOffice' and click 'Approve'. (figure 19)

Approve Action for Reg No. - VPN-FORM202008010008

Add Remarks: For WebVPN account to access eOffice

Step 5: **Approve** Close

Figure 19

6. Click 'Yes'. (figure 20)

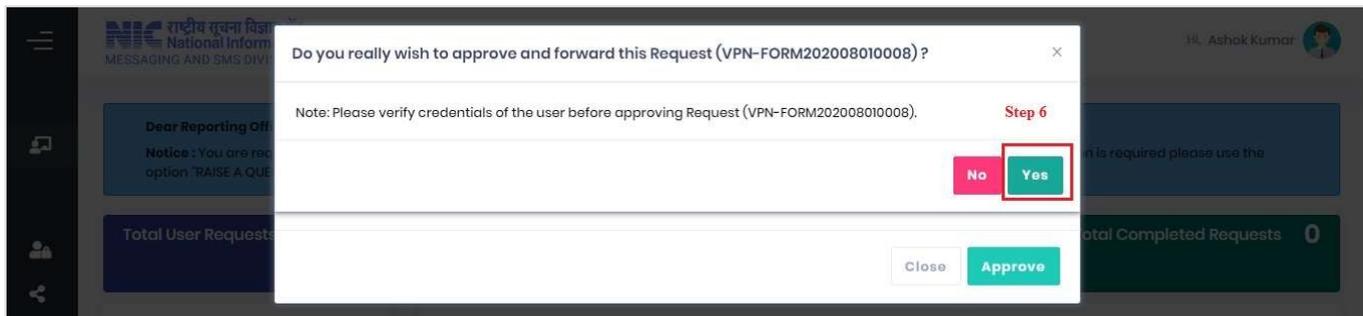


Figure 20

The application has been approved and forwarded to the respective Coordinator. (figure 21)



Figure 21

The status has changed to 'Pending with Coordinator'. (figure 22)

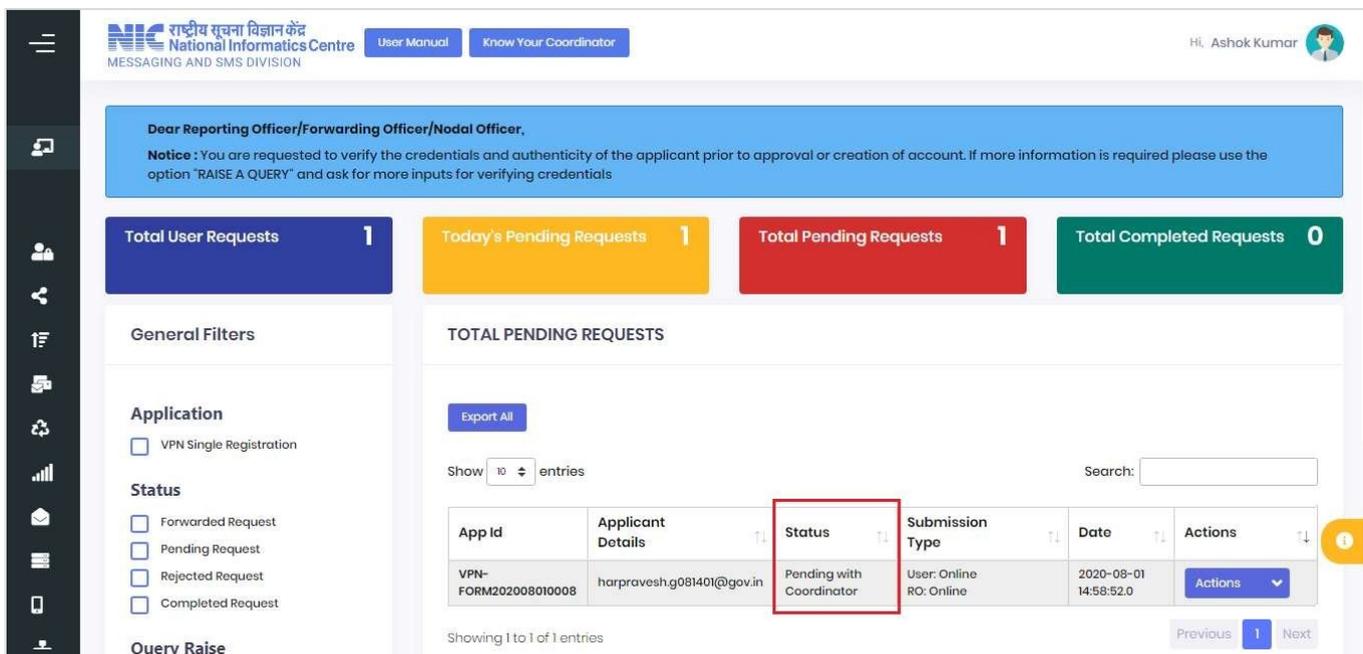


Figure 22

E. Steps to update 'My Profile' in 'eforms.nic.in'

1. Login in 'eforms.nic.in' and click on your **user name** icon at top right corner of the screen. (figure

The screenshot shows the eForms dashboard for Harpravesh NA. At the top right, there is a user profile icon with the text 'Hi, Harpravesh NA' and 'Step 1'. Below this, a dropdown menu is open, showing 'Harpravesh NA' and 'TA'. The menu items are 'My Profile' (highlighted with a red box and labeled 'Step 2'), 'My Request', and 'SIGN OUT'.

23)

Figure 23

2. Click 'My Profile'. (figure 23)
3. Under 'Personal Info' tab, update your details (if complete details are not available). (figure 24)
4. Click 'CONTINUE'. (figure 24)

The screenshot shows the 'User Profile' form. At the top, it says 'Step 3 - Update details'. There are two tabs: 'Personal Info' (highlighted with a red box) and 'Organizational Info'. The 'Personal Info' tab contains the following fields:

- User Name *: Harpravesh NA
- Employee Code: Enter Employee Code [Only characters and digits allowed]
- Mobile *: +91XXXXXX740
- Email Address *: harpraveshg081401@gov.in
- Telephone Number(O): Enter Official Telephone Number [STD CODE-TELEPHONE]
- Telephone Number(R): Enter Residence Telephone Number [STD CODE-TELEPHONE]
- Designation *: TA
- Enter Your Official Address *: CGST Sector 8
- State where you are posted *: HARYANA
- District/City Name *: Panchkula
- Pin Code *: 134109

At the bottom, there is a 'CONTINUE' button (highlighted with a red box and labeled 'Step 4').

Figure 24

5. Under 'Organizational Info' tab, check your reporting officer **email ID** and update it. The remaining details of the reporting officer (such as name, phone number, etc. will be updated automatically). (figure 25)

राष्ट्रीय सूचना विज्ञान केंद्र
National Informatics Centre
MESSAGING AND SMS DIVISION

User Manual Know Your Coordinator

Hi, Harpravesh NA

User Profile

Entries marked with asterisk (*) are mandatory

Personal Info **Organizational Info**

Organization Category * Ministry/Organization * Department/Division/Domain *

Central Finance Department Of Revenue (CBIC)

Reporting/Nodal/Forwarding Officer Email* **Step 5** Reporting/Nodal/Forwarding Officer Name *

ashokk.g168901@gov.in Ashok Kumar

Reporting/Nodal/Forwarding Officer Mobile * Reporting/Nodal/Forwarding Officer Telephone *

+91XXXXXX576 0172-2569798

Reporting/Nodal/Forwarding Officer Designation *

Superintendent

Step 6 I declare that my Reporting/Nodal/Forwarding Officer belongs to the same Ministry/Department from which i belong.

NOTE: • If any "PSU/Ministry/Department" needs to be added, please send the details to [eforms\[at\]nic\[dot\]in](mailto:eforms@nic.in)

Step 7 **SUBMIT**

Figure 25

6. Select the declaration check box. (figure 25)
7. Click 'Submit' to update the details. (figure 25)