SOP for getting Access to E-SevaVivad Portal

➢ For Nodal Officer:

In case of change/transfer of Nodal Officer, a request e-mail for mapping of new Nodal officer in e-sevavivad portal must be sent to "Saksham Seva" (saksham.seva@icegate.gov.in) mentioning change/transfer of earlier mapped officer to new officer.

Who can send mail?

A request mail to Saksham Seva must be sent from **officer's gov.in mail id** clearly mentioning incoming officer's SSOID and name, cadre controlling authority zone and must be accompanied with office order of Cadre Controlling Authority/ Zonal office specifying posting of the new officer (name and designation) as Nodal officer for the purpose of e-sevavivad portal. Request mail must be sent to Saksham Seva by any of the following officers:-

   i)   Existing mapped Nodal officer in e-sevavivad portal,
   ii)   Newly posted Nodal officer, who require mapping in e-sevavivad portal, or
   iii) ACL Admin or System Manager of the concerned Zone office

 Saksham Seva will not entertain mapping request of incoming officer, if request is received from other than any of above 3 officers.

➢ For Board Officer:

In case of change/transfer of Board Officer, a request e-mail for mapping of new Board officer (Under Secretary or other Board Officer) in e-sevavivad portal must be sent to "Saksham Seva" (saksham.seva@icegate.gov.in) mentioning change/transfer of earlier mapped officer to new officer.

Who can send mail?

A request mail to Saksham Seva must be sent from **officer's gov.in mail id** clearly mentioning incoming officer's SSOID and name, cadre controlling authority zone and must be accompanied with office order of Commissioner (Coordination) or Joint Secretary (Admin) specifying posting of the new officer (name and designation) as Board officer or Work allocation order for the purpose of e-sevavivad portal. Request mail must be sent to Saksham Seva by any of the following officers:-

   i)   Existing mapped Board officer in e-sevavivad portal,
   ii)   Newly posted Board officer, who require mapping in e-sevavivad portal, or
   iii) Any specific officer authorised by Commissioner (Coordination) or Joint Secretary (Admin) for making correspondence with DG Systems.

 Saksham Seva will not entertain mapping request of incoming officer, if request is received from other than any of above 3 officers.

What to do if new Board Officer is not having SSOID?

If new officer is not having SSO ID, template to get new SSO ID need also be sent to Saksham Seva with request to create SSOID. SSOID creation template can be download from below link [SSOID creation form (CBIC and other Govt. officers)]

https://www.cbic.gov.in/htdocs-cbec/home_links/dept_officers

What to do if officer has forgotten his/her SSOID password?

If an officer has forgotten his/her SSOID password, he/she can reset his/her password by visiting URL https://swayam.cbec.gov.in . Then after please click "Forgot your password?" link and follow subsequent instruction to reset his/her password. In case of any difficulty, please mail to saksham.seva@icegate.gov.in