

	<p>OFFICE OF THE PRINCIPAL ADDITIONAL DIRECTOR GENERAL OF SYSTEMS & DATA MANAGEMENT प्रणाली एवं आंकड़ा प्रबंधन प्रधान निदेशालय के प्रमुख अतिरिक्त महानिदेशक का कार्यालय GST & CENTRAL EXCISE, GST BHAVAN, जीएसटी और केंद्रीय उत्पाद शुल्क, जीएसटी भवन NO. 26/1, MAHATHMA GANDHI ROAD, NUNGAMBAKKAM, CHENNAI - 34 26/1 महात्मा गांधी रोड, नुंगम्बक्कम, चेन्नई-34 Tele: 044-29515378; Fax:044-28331104 Mail: dgschennai@icegate.gov.in</p>
---	---

ADVISORY NO. 08/2025 ACES-GST (CE&ST)

Sub:- Helpdesk for CBIC Tax Officers-Reg

Kind attention of CBIC Tax Officers is invited to the following.

CBIC Central Excise Taxpayer portal

As may be aware Central Excise Taxpayers subject to the present Central Excise levy on Tobacco products (Chapter 24) and specified Petroleum goods (Chapter 27) make use of the CBIC Taxpayer portal namely, www.cbic-gst.gov.in which houses the CBIC ACES-GST Application.

Likewise, Taxpayers under erstwhile Central Excise levy and legacy Service Tax levy (Pre-GST) also make use of the said portal to carry out transactions like e-payment of arrears, pre-deposits etc. and to view the historical data.

Besides, certain Taxpayers (GSTIN) registered in North-East States and Hill State/UTs namely Sikkim, Uttarakhand, Himachal Pradesh and Jammu & Kashmir, and who are beneficiary under Sanctioned Budgetary Support Scheme (SBS), also register under SBS and file claim for benefits under SBS, through the cited CBIC Taxpayer portal namely, www.cbic-gst.gov.in.

CBICMITRA Helpdesk

Central Excise & Service Tax (CE&ST) and SBS taxpayers may seek any clarification or report any CBIC ACES-GST Application related issue faced by the User by addressing email to “cbicmitra.helpdesk@icegate.gov.in”.

CBIC Officers can raise any service request or report any technical issue and reach CBICMITRA HELPESK directly on their Dashboard vide. <https://appstore.cbic.gov.in> (Saksham AiO) > (SSOID login)>“GST” app> Home Page > (Top Right) ‘support’ icon> (Ticket Management System)

Till now, CBICMITRA Helpdesk Toll Free Number (TFN) “1800-120-232” has been used by the CE&ST/ SBS Taxpayers. **As a latest development, this existing TFN is changed and a new Toll Free Number, namely, “1800-425-0232”, will be operative in respect of CBICMITRA HELPDESK from 1st August 2025 onwards.**

All CBIC Tax Officers are requested to take note of above updates on facilities available to Taxpayers and initiate to publicize / disseminate the information for the benefit of Trade and Public.

सुरेंद्र पॉल सिंह /SURENDRA PAUL SINGH
अपर महानिदेशक | Additional Director General,
डी.जी. सिस्टम्स, चेन्नई | DG Systems, Chennai

To

1. All the Pr. Chief Commissioners/Chief Commissioners of CX & GST Zones.
2. All the Commissioner (Appeals) of Central Tax
3. The Pr. DG/DG, DGGI/DGGST/DG (Audit)/DG (TPS).
4. The Commissioner, CX Policy Wing.
5. All the Pr. Commissioners/Commissioners of CX & GST.
6. The Pr. ADGs/ADGs of Systems, New Delhi/ Bengaluru / Kolkata.

Copy submitted to:

The Director General, Systems & Data Management, New Delhi for information