

ALL INDIA ASSOCIATION OF CENTRAL EXCISE GAZETTED EXECUTIVE OFFICERS: CHENNAI UNIT

Recognized by GOI, Ministry of Finance
(Vide F. No B. 12017/10/2006- Ad. IV A dated 21/01/08)
E-mail: chennaisupdt@gmail.com Web : cengochennai.com

PRESIDENT
Shri. S. Chandrasekar
Mobile 98406 70828

GENERAL SECRETARY
Shri. R. Chandramouli
Mobile 89399 55463

TREASURER
Shri. N. Raman
Mobile 94441 95309

Addresses for correspondence :

MHU Complex, V Floor,
692, Anna Salai, Nandanam, Chennai-35
Phone No. 24330030/66

O/o. The Commissioner of Central Excise,
121, Nungambakkam High Road, Chennai-34

Assn. Lr. 16/13

Dated 10/09/2013

To
The Chairman,
Central Board of Excise & Customs,
New Delhi.

The Member[C.Ex & Computerization],
CBEC,
New Delhi.

Madam,

Sub : ACES – Difficulties faced by Superintendents, Central Excise-Reg
Ref : Assn .Lr. 15/13 dated 27/08/13 a copy of which had been marked to
your office on the subject [and now being marked to Member I/C
[Computerization].

This unit invites your kind attention to the subject and reference aforementioned.
This communication is a sequel to the earlier one and aimed at bringing out the
endless list of woes faced by the Superintendents in their quest to fulfil the duties
assigned to them as Range Officers. Please find enclosed such a list and the points
mentioned therein deserve a serious material analysis.

In view of the above intervention at your level is requested

- [1] To replace the deficient software
- [2] To desist from fixing accountability on the hapless Range Officers till such time
the deficient software is replaced

Encl : A/a

Yours Faithfully,


[R.CHANDRAMOULI]
GENERAL SECRETARY

Copy submitted to ;

- 1.The DG[Systems],DDM, New Delhi/ADG[Systems], Chennai
- 2.The Chief Commissioner, Chennai Zone & All Commissioners in Chennai CCA
- 3.Sh. Ravi Malik, Secretary General, AIACEGEO, New Delhi for information

ENCLOSURE TO ASSN. LR. 16/13 DT 10/09/13

SOME MORE MACRO & MICRO PROBLEMS IN ACES

Macro issues

1. While the payment and the filing of statutory returns are made mandatory by provisions in the Rules, there is no authority or legal provisions for doing R & C by the Range Officers and subsequent approval by the Divisional AC/ DC.
2. While R & C module is considered as panacea for Preliminary scrutiny of ER1, ER2, ER3 AND ER7 returns leading to "automated scrutiny of returns", the same shows no risk parameters essential for detailed scrutiny. The absence of identifying "Risky Returns" in ACES makes Supdts to take up all returns for scrutiny.
3. While under manual preliminary scrutiny, an Officer is expected to check the CB of prev return with the OB of current return of each item manufactured and cleared as well as the CB and OB of PLA abstract, the same has been given a go by under "Automated Scrutiny" which shows no error even when the errors are apparent.
4. The basic purpose of R & C is to correct the marked returns with the help of assessee to make them clean for the purpose of generating accurate revenue reports such as BH statement, MRR etc. However, with the Department compelling Range officers to complete R & C, no useful purpose is served by R & C.
5. Till date, there are no statutory provisions or any instructions/ guidelines for doing R & C except for treating it as on par with preliminary scrutiny.
6. While the Range officers are being targeted for reducing the pendencies, no such report on daily basis is sought from Dvl AC/DC.
7. The Thin Client and the software used are totally useless for copying / sending data especially the GIU and the mouse pointers are absolutely useless and time consuming.
8. The help desk or the help line is creating more troubles to the "officer user" rather than giving real solutions as it takes longer time for the various ACES HELPLINE TEAMS to understand the issues/problems.
9. ACES is a peculiar online portal wherein even when the mistakes are corrected by the Officers as instructed by the system, the error message still exists.
10. The Notifications masters are never updated or even if updated is done wrongly. For example, the only SSI EXEMPTION NOTN is 8/2003 C.E. which when entered is not accepted by the system as error is shown and the Officer has to enter some amending notn to remove the error.
11. The Chapter heading drop down box for entry by the assessee user is based on entries available at the time of development of software and never got updated as a result of which even if a correct entry is made, the system throws up error that valid rates of duty as not being entered.

/1/

*

*

ENCLOSURE TO ASSM. LR. 16/13 DATED 10/9/13

Micro issues.

1. ACES was developed as an online portal to reduce the interface between the taxpayer and the taxmen. However, the instruction on R & C in ACES mandates that the corrections need to be carried out in the return by the officers in consultations with the assessee. This is absolutely time consuming as almost all the returns including NIL returns are invariably marked for Review as being erroneous.
2. One of the major hurdles in the present R & C module relates to entering Non Tariff Notifications by the assesses for export clearances. While Not no 42/2001 CE(NT) is the relevant notification, the system observes that such Non Tariff Notn No does not exist in the data base.
3. As regards Notn no 8/2003 C.E. for SSI units, the same is not available in the database and even after pointing out to DG Systems long time back, they are helpless and the error continues to be there.
4. Another basic error relates to the simplified latest ER8 RETURNS, which are based on Notn no 1/2011 C.E. which when entered is not acceptable to the system. Despite pointing out to DG Systems, no patch or solution is in sight.
5. A fundamental flaw in ACES is that it does not recognize the PLA/ Account Current System and based on Tax payments under Service Tax. When any duty is adjusted out of available PLA credit (Opening Balance), an unnecessary mismatch that duty paid (debited) does not match challan payments (Credited) is being pointed out.
6. As regards payments relating to ER8 Returns are concerned, the relevant date for payment of duty is the 6th of subsequent month and any payments made for the last month of the quarter during the first week of subsequent month falling under the next quarter is shown as an error.
7. The ER2 Returns having lot of details is another problematic area for the officers to do R & C. With lot of irrelevant details being fed in the return including the details of stock of raw materials, consumables and capital goods, the return serves little purpose for Central Excise with regard to revenue through DTA clearances.
8. A major source of irritation for the officers is the entries relating to "Source document" which is nowhere defined/ explained. It is expected that the concept of source document would be relevant only when all modules of ACES, such as EXPORT, Audit, Refund, CLI, DSR, Provisional Assessment, Appeals etc are activated and the whole tax administration is made paperless.
9. The grievance redressal mechanism or help desk for the assesseees as well as the officers is a total failure in ACES with importance given only for registering and closing the complaints like any other BPO without understanding and resolving the real issues.
10. Lastly, any online utility system tends to discourage manual & paper work and documentation whereas in the case of REBATES and Refunds, the Range Officers are expected to do the work both ways causing considerable stress taking away the precious time.

12/

*