

# Report of the Comptroller and Auditor General of India



### SUPREME AUDIT INSTITUTION OF INDIA लोकहितार्थ सत्यनिष्टा

Dedicated to Truth in Public Interest

## **IT Audit of CBIC ACES-GST Application**

Union Government

Department of Revenue

(Indirect Taxes – Goods and Services Tax)

Report No. 3 of 2023

# Report of the Comptroller and Auditor General of India

## IT Audit of CBIC ACES-GST Application

Union Government

Department of Revenue

(Indirect Taxes – Goods and Services Tax)

Report No. 3 of 2023

Laid on the table of Lok Sabha/Rajya Sabha on \_\_\_\_\_

#### **Table of Contents**

	Contents	Page
Preface		i
Executive Summary		iii
Chapt	er I: Overview	1-7
1.1	About CBIC ACES-GST Application	2
1.2	Audit Objectives	3
1.3	Audit Criteria	3
1.4	Audit Scope	3
1.5	Audit Methodology	4
1.6	Audit Constraints	4
Chapter II: IT governance and IT security		
2.1	Inception of CBIC ACES-GST Application	9
2.2	Acquisition and Procurement	10
2.3	Technical requirements of the CBIC ACES-GST Application	13
2.4	Scope of work for Vendor	13
2.5	IT Governance and Management	14
2.6	Exit Management	26
2.7	Service Level Agreement (SLA) and Liquidated Damages	26
2.8	Change Management	37
2.9	IT Security	40
Chapter III: Implementation of functionalities		43 – 102
3.1	Registration Module	44

	Contents	Page
3.2	Returns Module	71
3.3	Payments Module	76
3.4	Data Migration	79
3.5	Refund Module	81
3.6	Investigation Module	86
3.7	Dispute Settlement and Resolution (DSR) module	88
3.8	Export Module	97
3.9	Audit module	98
3.10	Taxpayer at Glance - TAG	98
3.11	Mobile Application	99
3.12	Cross Cutting issues	99
Chapter IV: Interface with other IT applications		103 – 109
4.1	Interface related issues which affected key decisions of the department	103
4.2	Interface with other IT applications	108
Glossary		111

#### **Preface**

This Report has been prepared for submission to the President of India under Article 151 of the Constitution of India.

The Report contains significant results of the Information Technology (IT) audit of the ACES-GST Application of Central Board of Indirect Taxes and Customs (CBIC) under the Department of Revenue. The report contains audit findings relating to IT governance and IT security, implementation of functionalities and interface with other IT applications.

The instances mentioned in this Report are those, which came to notice in the course of test audit during the period December 2020 to April 2022.

The audit has been conducted in conformity with the Auditing Standards issued by the Comptroller and Auditor General of India.

# © COMPTROLLER AND AUDITOR GENERAL OF INDIA

www.cag.gov.in