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Special Secretary & Member

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GOVERNMENT OF INDIA
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MINISTRY OF FINANCE / DEPARTMENT OF REVENUE
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D.O.F.NO.IV(24)/35/2016- Systems
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Dear *Colleagues*.

Sub: Upkeep and Safety of equipment/UPS provided by CBEC - reg.

The Directorate General of Systems is taking up augmentation of IT Infrastructure under Project Saksham, under which new hardware including All-in-One (AIO) Desktops, UPS, Switches, etc. is being provided at various field offices as per requirement. In this context, it is critical to highlight that the safety and upkeep of the equipment is the responsibility of the field office where the equipment is installed and in case of any damage, loss or theft of equipment, the responsibility for repair, replacement etc. shall lie squarely with the concerned office and shall be done from the local budget of the concerned formation. In such cases, the Nodal Officer is required to provide a detailed report on reasons due to which the equipment was damaged/lost. Report should be provided in the format enclosed as Annexure A.

2. During the previous implementation, several instances were noticed where the equipment at the sites became non-functional due to poor upkeep and maintenance issues including pest control issues, theft, fire, rodent, physical damage, water spillage, improper site conditions, non-usage, misplace etc. Putting in necessary arrangements for pest control at all locations is mandatory to prevent any damage to be caused to the data cables and other equipment especially UPS, Line printers etc. by rodents. Therefore, all sites where equipment has been installed under Project Saksham need to take due care of the following steps, especially in the equipment room:

- a. Pest Control
- b. Dust Free Environment
- c. AC to maintain the room temperature & Humidity

3. It has also been noticed during the previous implementation, that UPS batteries often went into deep discharge either due to non-usage or over usage. UPS is not meant to act as an alternate source of power but simply provides back-up for the time an alternate power source takes up in case of power failure. This function is

requirement. Further, in order to prevent UPS batteries getting into a state of deep discharge, it is essential that UPS input electrical mains are in ON State 24x7 (including weekends and Holidays) and the batteries are charged regularly.

4. The UPS is a very critical piece in the LAN infrastructure. All the equipment should be connected to the UPS and it should have a proper earthing done so that in case of any power failure or power fluctuation, the equipment does not get burnt or permanently damaged. The earthing of the UPS is to be done by HP-E which is responsible for installing all the equipment at different locations. The site must ensure that the equipment is not connected to raw power, because in case of any power failure or power fluctuation the equipment can get permanently damaged if not connected to the UPS and it shall not be covered under the scope of AMC.

5. In case if any issues are faced in the working of the installed equipment including the UPS, it is mandatory to raise a ticket at Saksham Seva Helpdesk either by email at saksham.seva@icegate.gov.in or by calling at the toll free no 1800 266 2232 /1800 121 4560. This shall allow us to find a quick resolution of the problem and also help in monitoring the service level agreements of the vendors.

6. Further, the site must keep in mind that other equipment procured or supplied outside Project SAKSHAM needs to be isolated from the Network to ensure safety measure related to network security.

With

best wishes.

Yours

Sincerely,

[Signature]

(S. K. Panda)

All Chief Commissioner of Central Tax

**LAN / WAN EQUIPMENT REQUIRING REPLACEMENT DUE TO
MIS HANDLING / THEFT REPORT**

LAN / WAN EQUIPMENT REQUIRING REPLACEMENT DUE TO MIS HANDLING / THEFT REPORT	
Office:	Building Code:
Building Address:	
Nodal Officer (Name & Contact No):	
Equipment Type:	Asset Code:
Equipment Details :	
Serial Number of Equipment in Office Inventory Register:	
Name & Designation of officer responsible for the Equipment :	
Incident Report with Full Facts:	Date of Incident:
Incident Report Date & Ticket No. in HP/BSNL Help Desk:	
Administrative Action taken / Responsibility Fixed in this regard:	
Remedial Action taken / To be Taken for restoration of services:	Date of Corrective Action Taken:
Nodal Officer's Signature & Date	HP RE's Signature