



प्रणाली एवं आंकडा प्रबंधन
महानिदेशालय
कस्टम और जीएसटी
1st फ़्लोर, एनबीसीसी प्लाजा
पुष्प विहार, नई दिल्ली 110017
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F.No: IV(24)/29/2016-Systems/1410-1460

Date: 12th April, 2019

To,

All Pr. Chief Commissioners/Chief Commissioners (GST & Customs),

All Pr. Directors General/Directors General

CBIC

Madam/Sir,

Subject: Inventory Check and condition of UPS, Line Printer & Print Servers in field formations –reg.

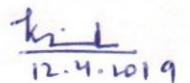
In reference to the UPS, Line printers and Print Servers provided by DG Systems to various field formations under Project Saksham, it is critical to highlight that the safety and upkeep of equipment is imperative as these are critical pieces in the LAN infrastructure and all equipment should be particularly connected to the UPS.

2. The upkeep and maintenance of the UPS, Line printers and Print Servers is to be done by HP-E which is responsible for the resolution of problems faced in the working of the installed equipment. In case any issues are faced regarding the working of 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.

3. It is imperative to maintain an inventory check and get feedback about the condition of the UPS, Line printers and Print Servers to help in monitoring the service level agreements executed by the vendors.


4. Thus, it is requested to direct the field formations under your jurisdiction to take stock of the condition of IT infrastructure w.r.t. UPS, Line Printer and Print Server deployed in the field and send us the filled in Annexure A (Commissionerate wise) at cbec.lanwan@icegate.gov.in at the earliest.

Yours faithfully,


12.4.2019

(Prashant Kumar Sinha)

Encl. as above

 Additional Director General
(Systems)

Declaration for Annual Maintenance of Equipment

This is to certify that the below list of equipment are currently being used at site. It is also certified that proper maintenance/service and at least one preventive maintenance activity has been carried out by HPE representatives for all of the below listed devices during the year 2018-19

Name of Commissionerate/ Directorate	Site Name/Site Code	Site Address	Device	Serial No	Whether the equipment was working at least 90% of the total working days (Y/N)	If the equipment was not working on 90% days, then how many working days it was functional during the year	Remarks	
	Site 1		UPS	1)				
				2)				
			Line Printer	1)				
	Print Server		2)					
			Site 2	UPS	1)			
				2)				
Line Printer	1)							
			Print Server	1)				
				2)				

Sign: _____
 Name: _____
 Tel/Mobile: _____
 Email: _____

(HPE)
 (Representative)

Sign: _____
 Name of Nodal Officer: _____
 Tel/Mobile: _____
 Email: _____

(Officer In-Charge)
 (Nodal Officer)