



भारत सरकार
Govt. of India,



वित्त मंत्रालय, राजस्व विभाग

Ministry of Finance, Department of Revenue

वस्तु एवं सेवाकर एवं सीमा शुल्क, मुख्य आयुक्त का कार्यालय

Office of the Chief Commissioner, Goods and Services Tax & Customs

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C.NO. I(17)11/CCO/SH/Comp-LAN-WAN/2017

2109-2119

Dated:-

05 APR 2018

To,

The Commissioner,
GST & CX,
Agartala/ Aizawl/ Dimapur/ Dibrugarh/ Guwahati/ Imphal/ Itanagar/ Shillong.

The Commissioner,
Customs (Prev.),N.E.R.,
Shillong.

The Commissioner,
GST & CX, Appeals / Audit,
Guwahati

Sir/Madam,

Sub:- Advisory / Instructions on functioning, security, safety of AIOs and upkeep of LAN/WAN infrastructure—reg.

Please find enclosed herewith the Advisory and Instruction under F. No. 12/Member (IT)/2017 dated 11.12.2017 and F. No. IV (24)/35/2016-Systems/563 dated 13.12.2017 respectively from the Member (IT), CBEC, New Delhi on AIO functioning, connectivity, security, safety and upkeep of LAN/WAN infrastructure. The main points are highlighted hereunder.

- A. **Daily log-in of AIOs**:- The AIOs installed in the office should be logged in daily to the central system to take the updates of Windows OS and Anti-Virus on a daily basis. Keeping the AIO updated on a daily basis will improve the response time of the desktop. If the AIOs are logged on after a gap of 2-3 days, it may take all the consolidated updates from the Data Centre and the user will experience slowness.
- B. **Logging of tickets with 'Saksham Seva Helpdesk'**: DG Systems is taking active steps to improve user experience at Saksham Seva. Whenever any issue is faced at sites, matter can be reported by the officer (user) to Saksham Seva Helpdesk through email (Icgate) or phone stating the users SSO_ID and a ticket should be raised mandatorily. This will enable the DG Systems to resolve / track user issues to satisfactory closure. For issues related to network like Citrix slow-screen/ disconnections/ refresh etc. should be reported to Saksham Seva Helpdesk (through

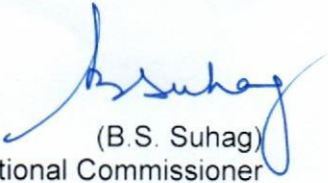
email: saksham.seva@icegate.gov.in or phone at toll free numbers: 1800 266 2232 / 1800 121 4560) and a ticket should be raised. Issues in regard to application matters should however be reported to cbecmitra Helpdesk. (email: cbecmitra.helpdesk@icegate.gov.in, Toll free Helpline: 1800-1200-232)

- C. **Asset accounting & relocation of AIOs:** Asset registers needs to be maintained at range/ division/ commissionerate hqrs./ locations where LAN/WAN equipments and AIOs are installed. While recording the details, serial numbers of the machines should also be recorded. It is important to note that Project Saksham AIOs are location-specific. Hence, in case of shifting of AIOs from one location to another even if it involves shifting from one node to another in the same location, it is to be done with the knowledge of both RE and CBEC Data Centre. If it is done without the knowledge of Data Centre the port or node may get blocked by the Data Centre.
- D. **Maintenance of UPS and provisioning of backup power :** The UPS is a very critical piece in the LAN infrastructure. It is imperative that UPS be placed in a clean & dry place. Due care should be taken to upkeep the UPS. At locations with regular long power cuts, arrangements for DG Set/ inverter of adequate capacity may be considered depending upon the requirement. At the same time, it should be kept in mind that whenever, there are no power outages for long periods, the main power supply be switched off for a few minutes on a periodic basis (monthly or quarterly) to prevent damage from over charging of batteries.
- E. **Maintaining basic hygiene for equipments:** Cleanliness must be maintained in the premises where the LAN / WAN equipments are installed and the place should be regularly cleaned to keep dust-free. All equipments should be connected to the UPS. If required, steps should be taken for provisioning of fire extinguishers, vacuum cleaning facility and pest control.
- F. **Resource Persons utilisation:** Services of various resource persons from M/s HP., M/s Wipro and M/s TCS should be utilised to resolve any connectivity and related issues. Role of resource persons have been clearly spelt out in the Advisory enclosed.

It is requested to circulate the Advisory dated 11-12-2017 and the Instruction dated 13.12.2017 to the field formations and ensure strict compliance of same.

Encl:- 2 as above.

Yours faithfully,


(B.S. Suhag)
Additional Commissioner



Handwritten notes in blue ink: "be (system)", "29/12/17", and "Support (sys)".

DIRECTORATE GENERAL OF SYSTEMS
AND DATA MANAGEMENT
CUSTOMS AND CENTRAL EXCISE
★ 1st FLOOR, NBCC PLAZA
PUSHP VIHAR, NEW DELHI

मुख्य आयुक्त का कार्यालय
O/O THE CHIEF COMMISSIONER
वस्तु एवं सेवाकर एवं सीमा शुल्क
Goods and Excise & Customs
शिलांग/SHILLONG

F.No.IV(24)/35/2016-Systems/563

Instructions on security, safety and upkeep of LAN/WAN infrastructure

1. **Regular switching on of the AIOs supplied by DG Systems** – Around 22960 desktops have been provided by DG systems of which 18157 have already been domain joined into CBEC's central system. However, on an average only around 6000-7000 desktops are seen online on a daily basis. While in some cases there may be technical issues related to the BSNL connectivity etc, in most cases AIOs have been kept switched off. It is imperative to switch on the AIOs on a daily basis for the following reasons:
 - a. **AIOs mandatorily require daily updates of anti-virus software and Windows Operating System patches.** If the AIOs are kept switched off for a few days then the day it is turned on, it will take all the updates together which may result in system slowness.
 - b. **System slowness if updates are not done daily** - If all AIO take update simultaneously over the network, especially after if they have been switched on after a gap, it may choke the network, again leading to slowness. In almost all locations, a local update server has been configured which should be kept in the custody of the Resident Engineer (in the case of non-RE location a responsible person needs to be designated). The RE should be asked to update this designated AIO daily without fail and other AIOs should then be updated from this server. Instructions have already been issued to the REs to facilitate this activity on a done daily.
 - c. **Central detection of faults** – If the AIOs are kept switched on, DG systems can pro-actively monitor whether the desktop is working properly and in case of any hardware issue, an alert will come to the central team and the issue can be speedily resolved.
2. **Redistribution of AIO** – Many sites have received equipment in excess of approved Bill of Quantities, since in order to ensure GST readiness DG systems had processed bulk deliveries, especially at bigger sites. In order to optimally use this existing inventory and to prevent equipment (AIO, switches and UPSs which are not required) from damage due to disuse, DG systems has issued instructions for re-distribution of this equipment, as almost 300 sites are pending completion due to this awaited re-distribution. **Many sites are not allowing pick-up of this excess equipment which is causing delays in**

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reaching such equipment to sites which need them. It is incumbent on CBEC to prevent wastage of taxpayers' money and therefore all Chief Commissioners are requested to issue instructions to their respective formations to facilitate pick-up and movement of excess supplied equipment.

3. **Asset accounting for transferred/ relocated AIOs** – Due to the dynamic re-organization of formations in relation with GST implementation, AIOs were reached to hub locations and thereafter the formations have been distributing these in their jurisdiction as per requirement. However, many of these assets are not readily traceable now and the information sought by DG systems vide letters DO F.No. 07/Member/CBEC/2017 dated 03.10.2017 and DO F.No. IV(24)/35/2016-Systems dated 09.10.2017 has not been received from most formations. **It is incumbent upon DG systems to account for each and every piece of equipment supplied centrally.** All Chief Commissioners are requested to issue instructions to their respective formations to immediately send complete responses to the above-mentioned letter. **In Project Saksham, AIOs have been given location-specific "Hostnames and IP addresses", which need to change if the location changes, otherwise users may face problems in accessing the central system.** Also, once Acceptance has been completed at a site, no redistribution of AIOs should be done. In addition, these issues may get highlighted when this Project is audited by CAG; in last CAG audit of the previous project, strictures had been issued by CAG in relation with missing equipment. The importance of accounting for, upkeep and proper maintenance by the locations of centrally supplied equipment cannot be over-stressed.

4. **Maintenance of UPS batteries and provisioning of backup power by the local formations** – UPSs of 4/8/16/20 kVA have been supplied by DG systems to provide adequate time for a user to save his work and shut down the system in the event of a power failure. If work is to be continued even during power failure then the formation has to provision a properly functioning DG set with an operator and adequate diesel supply, failing which the UPS is at risk of damage. Recent site visits have revealed that UPSs are not housed in proper air-conditioned environment leading to battery damage from humidity, temperature and draining out of batteries because DG set does not take over in time. It has been found that 56 UPSs are damaged due to fire/ rodents, 23 are not traceable and 45 are in disconnected condition which means that they are unusable due to deep discharge of batteries.

The UPS batteries also suffer damage if they continue to be charged all the time in locations where power is not a problem. In such locations, it is important to switch off the power supply for a few minutes on a periodic basis.

ACTION: Chief Commissioners are requested to issue instructions to respective formations to ensure the following:

(a) UPS should be housed in proper air-conditioned environment which is dust free and has humidity and temperature control.

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- (b) Wherever there are long power outages, DG Set of adequate capacity with operator and fuel should be provisioned to ensure immediate take over in the vent of power failure to prevent damage to the UPS.
 - (c) Wherever there are no power outages for long periods, the main power supply can be switched off for a few minutes on a periodic basis (monthly or quarterly) to prevent damage from over charging of batteries.

5. Maintaining basic hygiene for centrally supplied equipment- Recent site visit shave revealed that even basic hygiene is not being maintained at locations. Pest control is not being done, regular vacuuming/dusting is not done, unused and old waste materials are lying around causing a fire hazard. The Chief ACTION: Commissioners are requested to issue instructions to respective formations to ensure the following:

- (a) Immediate removal of waste material and old/unused equipment to prevent fire hazard in UPS and Computer Rooms
- (b) Hand held fire extinguishers of requisite capacity be provisioned and kept handy where UPS is housed
- (c) Regular vacuuming of the facility
- (d) Regular pest control

6. Ensuring Physical and Cyber security at locations -

- (a) **Physical Security-** It is found that in most formations, no guards have been placed at the entrance of the UPS and Computer rooms, no entry/exit registers are maintained to prevent the entry of unauthorized personnel in these areas. This has to be rectified on an immediate basis.
- (b) **Cyber Security-** Recent cases have come to light where stand-alone desktops independently procured by locations themselves have been connected to the internet without authorized Operating System or Anti-virus software, resulting in a compromise of that desktop and data pilferage from the files stored on that desktop. In many formations, uncontrolled and unsecured Wireless access has been enabled on these desktops, again leading to compromise of that system. In addition, malware and spyware, etc have been found on such desktops, possibly from use of sites such as Torrent and other gaming sites, etc. While DG Systems is doing all that it can to ensure the security of central LAN and connected equipment, the site also has to ensure that they adhere to principles of cyber security even in respect of stand-alone PCs, laptops, wireless modems/routers, procured independently by them since there is a marked increase in the number of cyberattacks on country's critical infrastructure from malicious sources/hostile foreign players, etc. A separate advisory is being issued in this regard.


The Chief Commissioners are requested to issue instructions to respective formations to ensure physical and cyber security of not only the centrally

supplied LAN/WAN, but even the locally or independently procured IT equipment.

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7. **WAN connectivity issues (BSNL)**- DG Systems has placed orders with BSNL for providing MPLS WAN connectivity to locations where 5 or more AIOs have been supplied. While we are constantly in touch with BSNL to expedite the same, it is imperative to ensure that the interim arrangements made by local formations like VPN over Broadband/Internet are kept in place by ensuring timely payment to the concerned Service Providers to ensure that work is not interrupted.
8. **Logging of tickets with Saksham Seva helpdesk**- Given the large number of sites covered by LAN and WAN, it is not possible to track issues unless tickets are logged with Saksham Seva helpdesk. DG Systems is taking active steps to improve user experience at Saksham Seva; this is the only way to enable officers of DG Systems to monitor and track user issues to satisfactory closure. Therefore, whenever any issue is faced at the sites, a ticket should be mandatorily logged with Saksham Seva.

Yours Sincerely



(S.K. Panda)

All Chief Commissioners of GST

F.No.12/Member (IT)/2017
Ministry of Finance
Department of Revenue
(Central Board of Excise & Customs)

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New Delhi, 11th December, 2017

To

All Pr. Chief Commissioner / Chief Commissioner
All Pr. Director Generals / Director Generals

Subject: Advisory on AIO Functioning, connectivity issues regarding.

Issues with regard to slowness of AIOs [all-in-ones] have been brought to my notice. Discussions have been held with the representatives of M/S TCS, who are our vendors for the network/AIOs and Wipro software application team. Accordingly following advisory is issued to the field formation for immediate action.

A. Slowness of the network or network fluctuations:

- i. In case, the network has been provisioned by DG systems then the same can be reported to Saksham Seva so that DG systems can take up the matter of MPLS network slowness with the service provider for redressal. In case of Broad band issues where broadband connection has been taken directly by the local office, the local office should take up the matter directly with the local BSNL office.
- ii. Slowness can be experienced due to local LAN issues due to any incorrect configurations etc if the LAN equipment like switch, cabling etc has been provided by the local office.
- iii. AIO not switched on and connected daily to the central system for mandatory updates of Windows OS and Anti-Virus. These can be heavy updates, so it is imperative to take these daily. For example, if an AIO is switched on after 2-3 days gap then it will take all the consolidated updates from the Data center due to which the user may experience slowness. Keeping the AIO updated on a daily basis will improve the response time of the desktop. The Resident Engineer has been instructed to help facilitate these updates using a local update server, wherever feasible.
- iv. Connecting unauthorized network devices such as hubs / splitters into the LAN will dramatically slow down the system, as these are 'broadcast' devices. These must NOT be put on the LAN under any circumstances. The Resident Engineer has been instructed to inspect the LAN and report its health on a daily basis. The ACL Admin of the location should be instructed to inspect the LAN for such unauthorized devices.
- v. If the AIO is connected to open Internet while being on LAN, it can lead to slowness. Internet access from LAN desktops should only be through the data center secure Internet proxy server.
- vi. No old redeployed PC should be connected into the secure LAN, as such devices may not have authorized OS or Anti-Virus and may be infected with malware and spyware which can considerably slow down the system.

*Sh. Ramesh Kumar Singh
On file pd.
26/12/17.*

RESPONSIBILITIES OF HP RESIDENT ENGINEERS

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- "Be the first point of diagnosis in case of a communication failure. He would establish whether the break down has been caused by failure of patch cord, IO, Cabling, patch panel, mounting cord, switch/port, uplink cord, router or BSNL equipment.
- Provide Level 1 (L1) support to on-site LAN equipment related calls. L1 support may be provided remotely, verbal or via telephone or by working hands-on.
- Respond to user service requests for any product supplied by CBEC and for equipment that is redeployed. RE would ensure that ticket is logged with the NISD by CBEC user as soon as any defect occurs. RE would assist users in case of any difficulty in ticket logging process. Work with OEM call centre technical support to diagnose and resolve problems."

RESPONSIBILITIES OF WIPRO HANDHOLDERS

- "They are required to work out issues based on the known-errors and solutions given to them.
- Responsible for providing handholding support to end user in accessing the application related to department.
- Responsible for guiding users and providing functional support for known issues. Coordinating between CBEC and application team.
- Facilitate departmental User regarding role Mapping and Facility mapping.
- Analysis & Identification of solutions to application related incidents & problems.
- Analyse the gap between application and users expectations and assist users identifying the problems and in raising complaints with the proper authority.
- They are required to escalate all other issues faced by departmental officers while accessing the CBEC GST application to relevant helpdesks (CBEC Mitra for GST application and Saksham Seva for user access, hardware and network issues)."

RESPONSIBILITIES OF TCS RESOURCES

- "TCS connects are mapped with the GST zones where Chief Commissioners are stationed Meet Chief Commissioner at a regular intervals and update them on the overall progress of LAN at their sites. Take inputs for any support needed for fast tracking LAN implementation and identify gaps if any.
- Inform gaps as identified and informed by zone to central team to help closure of these issues / gaps.
- Be a point of escalation for CCs or Commissioners for any LAN related issues till the LAN implementation is complete as per satisfaction of CBEC. "

- vii. Slowness, especially while generating large reports can also be due to complex queries running concurrently by multiple users. To address this issue, reporting is being streamlined by code optimization by the application team as well as utilization of the second data center for running reports (being done by the application).

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The DG Systems team can troubleshoot cases of slowness better if some additional specific details are provided, such as time of the day, any particular application module, whether all users are affected or only some, etc. Then only a specific fix can be applied.

B. Printer connection is not available with AIO

Printers are not part of centrally supplied LAN equipment and have to be provisioned by the local formations. Any printer that supports 'universal driver' can be used for printing from the GST application. This has been successfully tested and implemented at multiple locations. Resident Engineers have been instructed to facilitate the same wherever any issue is being faced. In case of any specific problem at a site, the same should be logged with Saksham Seva.


C. The list of TCS personnel deployed in each zone as well as the list of 740 resident engineers for each of the buildings have been separately emailed to the Pr. Chief Commissioners / Pr. DGs / Chief Commissioners / DGs. The same information is also hosted on CBEC web-site.

D. In order to assist the field formations in any difficulty regarding the GST software developed by M/s Wipro and accessed through AIOs, CBEC has requisitioned 111 resources from Wipro. A list of 79 resources who are already deployed in the field with their contact details is enclosed.

E. You are directed to take necessary action with assistance of the H.P resident engineers, Wipro hand holders and TCS escalation resource personnel to ensure early resolution of any related connectivity issues. Responsibility of each of these resources are given in the Annex-A.

Encl:- 3 Annexures containing list of HP, Wipro & TCS resources,
Annex-A responsibilities of HP, Wipro & TCS

Yours faithfully,


(S.K. Panda)

Copy to:

1. Chairman, CBEC
2. All Members of CBEC
3. OSD to Finance Secretary