

I/70949/2020

ಭಾರತಸರ್ಕಾರ, ಹಣಕಾಸುವಿಭಾಗ, ಕಂದಾಯಇಲಾಖೆ



भारतसरकार, वित्तमंत्रालय, राजस्वविभाग
Government of India, Ministry of Finance, Department of Revenue,
ಆಯುಕ್ತರಕಛೇರಿ, ನಗರಸೀಮಾಸಂಕ್,

ಅಂಚೆಸಂ.5400, ಕೇಂದ್ರೀಯರಾಜಸ್ವಭವನ, ಕ್ವೀನ್ಸ್‌ರಸ್ತೆ, ಬೆಂಗಳೂರು

ಸೀಮಾಶುಲ್ಕಆಯುಕ್ತಕಾರ್ಯಾಲಯ, ಬೆಂಗಳೂರು ಸಿಟಿ ಸೀಮಾಶುಲ್ಕಆಯುಕ್ತಾಲಯ, ಪಿ.ಬಿ.ಸಂ

5400, ಬೆಂಗಳೂರು

Office of the Commissioner of Customs, City Customs Commissionerate,
P.B. No. 5400, C.R. Building, Queen's Road, Bengaluru – 560 001

STANDING ORDER NO: 11/2020 dated 24.12.2020

Subject:- Customs:- Disaster Recovery (QB) Drill planned from 25th -27th December 2020 - Test Locations to confirm before Pan India open-reg.

* * * * *

Attention is invited to **ICES ADVISORIES 47/2020 & 47A/2020** both dated 22.12.2020 on Disaster Recovery (QB) Drill planned from 25th -27th December 2020. As everyone knows that the CBIC IT infrastructure is located at two places i.e., **Primary Data Centre** and **Disaster Recover Site (DR)**. DR site has been created to replicate Primary Data Centre and allow normal functioning of applications without data/functionality loss in the event of any disaster. In the case of Customs, Primary Data Centre is located at Delhi and DR Site is located at Chennai. In order to test the readiness of the DR sites, DG Systems would be conducting a Disaster Recovery(DR) Drill from **2000 Hours on 25th December 2020 to 1200 Hours on 27th December 2020**. In this respect, 26th December 2020 will be a normal working day for ICES and all the functionalities will be available from the respective DR location.

2. Document filing at Service Centers and through RES would be stopped at 2000 Hours on 25th December 2020, to facilitate switchover from DC, Delhi (the Primary site) to DR, Chennai (Disaster Recovery site). The work on ICES application at Bengaluru location will be stopped/completed on service center application by 2000 hours on 25th December 2020. This is important to ensure that activities related to DR drill are completed within expected timelines. ICES application is expected to be available from DR site between 1000 Hours and 1900 hours on 26th December 2020 (Saturday) owing to the planned switchover and switch back between DC, Delhi and the DR, Chennai.

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3. In this regard, following may be noted:
 - i. System Managers are advised to be available at site during this activity.
 - ii. In case of any problems, the matters must be brought to the notice of SI SPOCs mentioned in Table 1 below.
 - iii. Since this would be a normal working day for your site, officers (covering complete workflow of ICES application) are expected to be present as normal on 26th Dec, 2020 from 1000 hours till 1900 Hours for carrying out transactions in ICES application from DR site. The ICES application will not be available for working from 1900 Hours on 26th Dec, 2020 to 1200 Hours on 27th Dec, 2020 owing to the downtime during process of switch back to the Primary DC.
 - iv. System Manager {SM} of the location may also ensure the availability of Service Centre Operators.
 - v. SMs of sites which are working on 25th Dec, 2020 are requested to ensure the network connectivity with the help of Resident Engineer deployed at the site.
 - vi. SM must ensure the presence of at least one officer handling RMS charge.

4. Instructions for Transaction Processing:
 - i. Transaction processing should be done as on a normal day.
 - ii. Officers must take stock of their respective queues in the ICES application after finishing their work on 25th December 2020 {Friday} before the application is stopped at 2000 hours. The same officers must again take stock of their respective queues on Saturday before starting the work. Any differences must be recorded and reported to SI SPOC's listed in Table-1 below.
 - iii. The transactions carried out during this exercise on 26th December 2020 would be live transactions {as is on a normal working day}. These transactions will be processed at the DR, Chennai {Disaster recovery site} directly and will then be replicated to the DC, Delhi {Primary location}. Hence, transactions carried out on 26th December 2020 between 1000 hours till 1900 hours should be rechecked on a random basis on 27th December 2020 after the application is switched back to DC, Delhi {Primary location}. Anomalies, if any, may be noted and reported to SI SPOCs listed in Table-1 below.

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- iv. All System Managers must keep in touch with the designated SI personnel {whose contact details are mentioned below} and report any difficulty in processing.
- v. Resident Engineers {REs} have been asked to be present at the respective sites on 26th December 2020. System Managers may coordinate with REs at their sites for any network related problems. It may be ensured that network equipment {such as switches, routers etc.} are NOT switched off on the night of 25th December 2020 as it will hamper the network testing prior to the drill.

Table 1: Contact Details of SI SPOC are provided below:

| S.No. | Name | E-mail ID | Contact No. |
|-------|-------------|--|----------------|
| 1 | Sunny Kumar | Sunny.KumarTCS@icegate.gov.in | 8237400898 |
| 2 | Manoj Kumar | Manoj.Kumartcs@icegate.gov.in | 9811864988 |
| 3 | SI ICES | si.ices@icegate.gov.in | Not Applicable |

5. The following instructions may also be noted by Customs Locations identified in Table 2 below:

Test Locations to confirm before Pan India open**Table 2: Locations identified for Testing:**

| S. No. | Location Name | Location Code |
|--------|-----------------|---------------|
| 1 | LCS Raxaul | INRXLB |
| 2 | ICD GarhiHasru | INGHR6 |
| 3 | Air Cargo Delhi | INDEL4 |
| 4 | Chennai Port | INMAAI |

6. Application would be available at your location from 0800 Hours on 26th December 2020 while at other locations it would be available from 1000 Hours. Officers are requested to be present and carry out routine transactions and report back by 0930 Hours, as per the format provided below (Table-3) to SI SPOCs (As per Table-4).
7. In addition, the officers would also be required to be present from 1000 Hours on 27th December 2020, Sunday, for testing purposes, when the application would be restored to DC, Delhi (Primary data center). The officers are advised to check sample records in all relevant queues and report anomalies if any, as per the format provided below (Table-3), to SI SPOCs (As per Table-4) by 1130 hours. Post confirmation that all applications are

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available and working in order, the system will be made available to all custom locations by 1200 hours on 27th December 2020.

Table 3: Format for Reporting Transactions/Activity done between 0800 Hours and 0930 Hours on 26th December 2020 and between 1000 Hours and 1130 Hours on 27th December 2020:

| SITE NAME & UNLOCODE | | | | |
|----------------------|----------------------------|-------|-----------------------|---------|
| S.No | Transaction/ Activity Type | SSOID | BE / SB Number & Date | Remarks |

Table 4: Contact Details of SI SPOCs:

| S.No | Name | E-mail ID | Contact No. |
|------|-------------|--|----------------|
| 1 | Sunny Kumar | Sunny.KumarTCS@icegate.gov.in | 8237400898 |
| 2 | Manoj Kumar | Manoj.Kumartcs@icegate.gov.in | 9811864988 |
| 3 | SI ICES | si.ices@icegate.gov.in | Not Applicable |

- 8.** System managers may please ensure that the officers identified for testing during the DR Drill are not new users and necessary roles to carry out the transactions/activity have been allocated to them.
- 9.** In case of any issues, please escalate to the following departmental officers:

| S.No | Name | E-mail ID | Contact No. |
|------|------------------------------|--|-----------------|
| 1 | Rohit Khar, DO,SI | Rohitl.Khare@icegate.gov.in | +91-88608-39850 |
| 2 | Amit Chandra Sunal, DO, ICES | amit.sunal@icegate.gov.in | +91-85869-51017 |

- 10.** All the concerned officers are directed to study and implement the directions carefully.
- 11.** Any difficulties faced by the officers may be brought to the notice of the Joint Commissioner of Customs, ICD, Bengaluru.

**(BASAWARAJ NALEGAVE)
COMMISSIONER.**

To

I/70949/2020

All the concerned (As per mailing list)

Copy to: -

1. The Chief Commissioner of Customs, Bengaluru Zone.
2. The Joint Commissioner of Customs, ICD Whitefield, Bengaluru.
3. Customs Website.



Directorate General of Systems and Data Management
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

Dept. of Revenue, Ministry of Finance, Government of India

Date: Dec 22, 2020

Advisory No: 47/2020

Category: DR Drill

Issued by: DGoS, ICES

Subject: Disaster Recovery (DR) Drill planned from 25th -27th December 2020

As it is known, the CBIC IT infrastructure is located at two places i.e., Primary Data Centre and Disaster Recover Site (DR). DR site has been created to replicate Primary Data Centre and allow normal functioning of applications without data/functionality loss in the event of any disaster. In the case of Customs, Primary Data Centre is located at Delhi and DR Site is located at Chennai. In order to test the readiness of the DR sites, DG Systems would be conducting a Disaster Recovery(DR) Drill from 2000 Hours on 25th December 2020 to 1200 Hours on 27th December 2020. In this respect, 26th December 2020 will be a normal working day for ICES and all the functionalities will be available from the respective DR location.

2. Document filing at Service Centers and through RES would be stopped at 2000 Hours on 25th December 2020, to facilitate switchover from DC, Delhi (the Primary site) to DR, Chennai (Disaster Recovery site). You are advised to ensure that work on ICES application at your location is stopped/completed on service center application by 2000 hours on 25th December 2020. This is important to ensure that activities related to DR drill are completed within expected timelines. **ICES application is expected to be available from DR site between 1000 Hours and 1900 hours on 26th December 2020 (Saturday)** owing to the planned switchover and switch back between DC, Delhi and the DR, Chennai.

3. In this regard, following may be noted:

- i. System Managers are advised to be available at site during this activity.
- ii. In case of any problems, the matters must be brought to the notice of SI SPOCs mentioned in Table 1 below.
- iii. Since this would be a normal working day for your site, officers (covering complete workflow of ICES application) are expected to be present as normal on 26th Dec, 2020 from 1000 hours till 1900 Hours for carrying out transactions in ICES application from DR site. The **ICES application will not be available for working from 1900 Hours on 26th Dec, 2020 to 1200 Hours on 27th Dec, 2020** owing to the downtime during process of switch back to the Primary DC.



Directorate General of Systems and Data Management
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

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- iv. System Manager (SM) of the location may also ensure the availability of Service Centre Operators.
- v. SMs of sites which are working on 25th Dec, 2020 are requested to ensure the network connectivity with the help of Resident Engineer deployed at the site.
- vi. SM must ensure the presence of at least one officer handling RMS charge.

4. Instructions for Transaction Processing:

- i. Transaction processing should be done as on a normal day.
- ii. Officers must take stock of their respective queues in the ICES application after finishing their work on 25th December 2020 (Friday) before the application is stopped at 2000 hours. The same officers must again take stock of their respective queues on Saturday before starting the work. Any differences must be recorded and reported to SI SPOC's listed in Table-1 below.
- iii. The transactions carried out during this exercise on 26th December 2020 would be live transactions (as is on a normal working day). These transactions will be processed at the DR, Chennai (Disaster recovery site) directly and will then be replicated to the DC, Delhi (Primary location). Hence, transactions carried out on 26th December 2020 between 1000 hours till 1900 hours should be rechecked on a random basis on 27th December 2020 after the application is switched back to DC, Delhi (Primary location). Anomalies, if any, may be noted and reported to SI SPOCs listed in Table-1 below.
- iv. All System Managers must keep in touch with the designated SI personnel (whose contact details are mentioned below) and report any difficulty in processing.
- v. Resident Engineers (REs) have been asked to be present at the respective sites on 26th December 2020. System Managers may coordinate with REs at their sites for any network related problems. It may be ensured that network equipment (such as switches, routers etc.) are NOT switched off on the night of 25th December 2020 as it will hamper the network testing prior to the drill.

Table 1: Contact Details of SI SPOC are provided below:

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|---|---------|--|-------------------|
| 3 | SI ICES | Si.ices@icegate.gov.in | Not Applicable |
|---|---------|--|-------------------|

5. In case of any issues, please escalate to the following departmental officers:

| S.No | Name | E-mail ID | Contact No. |
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| 1 | Rohit Khare, DD, SI | Rohit1.Khare@icegate.gov.in | +91-88608-39850 |
| 2 | Amit Chandra Sunal, DD, ICES | amit.sunal@icegate.gov.in | +91-85869-51017 |

Amit Chandra Sunal
Deputy Director, ICES





Directorate General of Systems and Data Management
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

Dept. of Revenue, Ministry of Finance, Government of India

Date: Dec 22, 2020

Advisory No: 47A/2020

Category: DR Drill

Issued by: DGoS, ICES

Subject: Disaster Recovery (DR) Drill planned from 25th December-27th December 2020- Test Locations to confirm before Pan India open

Kindly refer generic ICES Advisory No. 47/2020 issued to all System Managers. In addition to the instructions issued under the above mentioned advisory, the following instructions may be noted by Customs Locations identified in Table 1 below :

Table 1: Locations identified for Testing:

| S. No. | Location Name | Location Code |
|--------|-----------------|---------------|
| 1 | LCS Raxaul | INRXLB |
| 2 | ICD GarhiHasru | INGHR6 |
| 3 | Air Cargo Delhi | INDEL4 |
| 4 | Chennai Port | INMAA1 |

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Directorate General of Systems and Data Management

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Table 2: Format for Reporting Transactions/Activity done between 0800 Hours and 0930 Hours on 26th December 2020 and between 1000 Hours and 1130 Hours on 27th December 2020:

| SITE NAME & UNLOCODE | | | | |
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| S.No | Transaction/ Activity Type | SSO ID | BE / SB Number & Date | Remarks |
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Amit Chandra Sunal
Deputy Director, ICES