



**Directorate of Income Tax ( Systems )  
Ground Floor, E-2, Jhandewalan Extension,  
New Delhi – 110 055**

**F.No. Pr.DGIT(Sys)/ADG(S)-4/AMC/2017-18/ / 7996**

**Dated 29-08-2017**

**To,**

**The Pr. Chief Commissioner of Income-tax ( CCA ),  
Ahmadabad, Banglore, Bhopal, Bhubaneshwar, Chandigarh, Chennai, Delhi,  
Guwahati, Hyderabad, Jaipur, Kanpur, Kochi, Kolkata, Lucknow, Mumbai, Nagpur,  
Patna, Pune**

**Sir/Madam,**

**Sub: - Slowness of Computers - Use of Non-ITBA Compliant Software/anti-virus on PCs -  
Annual Maintenance Contract (AMC) of PCs etc. – Reg.**

Past reference F.No. SI/Rollout/1/8/2007/DIT(S)-IV/2009-10 dated 17/8/2009

2. In above referred letter of DIT(S) the Annual Maintenance Contract (AMC) of PC, printers, and UPS etc was decentralized. An extensive exercise conducted by IBM-FMS very recently has revealed that approximately 55% of the Network computers are not covered under any AMC which was to be awarded locally. It is seen that Kolkata, Patna, Chennai, Nagpur have awarded AMC for all Network PCs. Further, Patna, Chennai, Nagpur and Kolkata Regions have given the AMC of PCs to a single vendor, centrally, by the office of CIT(Admn. & TPS) through the Joint Director(Systems).

3. In absence of regular AMC the following are the main problems observed are as under:-

(a) The locally arranged vendor called for repairing of computer doesn't have knowledge of requirement of the Department to successfully run ITD/ITBA Applications. It is also seen that the local AMC Vendor use pirated software CD's/Pen drive to load the operating Systems, Microsoft Office and Anti-Virus packages with are not recommended while formatting the PC thus, leading to slowness/complete stoppage of work.

(b) A complaint was received from the field office in CR Building, Delhi regarding the slowness of the computers. Officers of the Directorate, TCS, IBM/FMS and Bharti-Airtel were deputed to analyse root cause of the problem of slowness of computer. It was seen that the computer was not responding and CPU utilisation was 100%. The PCs were loaded with non-ITBA compliant anti-virus(these anti-virus cannot be updated as the computer is not on internet) and operating software. During study it was observed that root cause of the problem of non-functioning of local PCs was attributable to presence of virus in the PCs, use of non-ITBS compliant software/antivirus which lead to the situation wherein the hard disk of the system was 100% utilised. Once the PCs were updated by the ITBA compliant software and anti-virus the CPU utilisation came down to normal 60-70% and the PCs were running normal.

4. Hence, it is suggested that it should be made sure that the following requirements of the ITBA compliance for PCs should implemented on the PCs that are on the Taxnet-network:

- The entire network PCs should only be loaded with window 7 or higher version of the Operating System.
- All the PCs should only be provided "Trend Micro" Antivirus package duly supported with auto updation facility. This has been provided by ITBA team and regularly updated.
- The recommendation F No. System/ITBA/Drop-1/14-15/250/2092 dated 11/03/2015 may be referred to as far as configuration of PC' are concerned. It says about PC should have at least 2 GB RAM or higher & should have windows 7 Operating Systems.
- All the PC's running with Window-XP Operating System should be withdrawn from the network. You are requested to replace/upgrade PC's used on network.

5. It is gathered that Patna, Nagpur, Chennai and Kolkata Regions have given the AMC to a single vendor through a centralised contract for all locations instead of multiple vendors. Having one single vendor is preferable as there is uniformity throughout the Region in following instructions of the IT department.

6. The CIT(Admin & TPS) in each CCIT (CCA) region should examine if AMC of all the PCs of the region can be centralised and given to a single vendor. Centralisation of AMC of all the networked PCs of the region will enable proper accountability of maintenance, uniformity of implementation of departmental policies. This will ensure that the slowness of the network because of the PCs is avoided. Since e-proceeding module is already launched in ITBA and e-assessment module is shortly to be launched, it is necessary centralisation of AMC of PCs is done immediately in all Pr. CCIT Regions, as far as possible. This will overcome the problem of PC related slowness

7. The name and the contact details of the vendor responsible for the maintenance of the new purchased PCs along with the time duration of the maintenance period should be

informed to the Facility Management Services(FMS) vendor of the department. Similar details of the vendor who is responsible for AMC should also be invariably be given to the FMS vendor of the department.

8. This issues with the approval of Member(IT & C), CBDT

Yours faithfully,



**(Vivek Kumar)**

**Additional Director General (Systems)-4**