F. No. System/ITBA/Data Centre/14-15/62   Dated: 04-06-2014

To,

All CsIT (CO)

Sub: **Login problems due to changed environment of Data Centre**.

As you are aware that Data Centre services have been successfully migrated from IBM to TCS in May, 2014.

2.   Post migration of hardware at Data Centre, users have reported difficulties in logging on to the ITD application. Such mega changeovers do encounter various issues but Directorate of System is making its all out efforts to improve the services in the next few days.

3.   As per data collected from Data Centre, it is seen that only 413 users could log into the application on 28 May, 2014 but figure is now 2505 as on 03 June, 2014 and further while only 149 orders u/s 143(1) were passed on 28 May, 2014, a total of 9526 such orders were passed on 03 June, 2014.

4.   It is also likely that users may encounter issues relating to performance of the application because the application will certainly require some tuning as it is on a new platform. In order to provide improved services, DGIT(S) has constituted a team to monitor these difficulties directly. Users can continue to login complaints as per existing method but if they wish to seek more support or not satisfied with the resolution, following escalation matrix may be followed for login issues in the next 2 weeks.

a.   For complaints, the helpdesk may be contacted at the following number

           I) Toll free.... 1800110015, 1800110017
           II) Tel No....   0120-2772828, 0120- 2772829, 0120-2772830,
                     0120-2772831, 0120-2818043

b.   In case the problem is not resolved at the above levels, user can also contact the following designated TCS personnel:

S.No	Name	Cell#	Area
1	Sunil Kumar Singh	9911443904	For application related queries
2	Pushpraj Singh	9953558384	For RSA and login issues
3	Roopali Arora	9811799082	For application related queries
4	Manisha Bathla	9871310902	For application related queries
5	Sandeep Girdhar	9971556265	For application related queries

c.   For unresolved issued beyond 24 Hrs, the following Officers may called for any help on login issues:

    1. Vikrant Khanna, AD(S)   9013850919

    2. Rajendra Kumar, AD(S)   9968626462

    3. Prasanth V.K. JDIT(S)   9013853054

    4. Pradeep Kumar Meel, Addl DIT(S)   9013850326

    5. D.S. Chawla, DIT(S)-III   9013850505

Yours faithfully,

(D. S. Chawla)
DIT(S)-III