



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

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

Date: Aug 19th, 2020

Advisory No: 30/2020
Category: DR Drill
Issued by: DGoS, ICES

Subject: Disaster Recovery (DR) Drill planned from 21st -23rd August 2020 -reg.

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 Drill from 20:00 Hours on 21st August 2020 to 12:00 Hours on 23rd August 2020. In this respect, 22nd August 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 20:00 Hours on 21st August 2020, to facilitate switch over 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 either by officers or by service center must be completed by 20:00 hours on 21st August 2020. ICES application is expected to be available from DR site from 10:00 Hours to 19:00 hours on 22nd August 2020 (Saturday).

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) should be present as normal **on 22nd Aug, 2020 from 10:00 hours till 18:00 Hours** for carrying out transactions in ICES application from DR site.
- IV. System Manager (SM) of the location may also ensure the availability of Service Centre Operators.
- V. System managers of sites which are working on 21st Aug, 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:

- a. Transaction processing should be done as on a normal day.
- b. Officers must take stock of their respective queues in the ICES application after finishing their work on 21st August 2020 (Friday) before the application is stopped at 20:00 hours. The



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same officers must again take stock of their respective queues on Saturday before starting the work. Any differences have to be recorded and reported to SI SPOCs listed in Table-1 below.

c. The transactions carried out during this exercise on 22nd August 2020 would be live transactions (as on a normal working day). These transactions will be processed at DR, Chennai (Disaster recovery site) directly and will then be replicated to the DC, Delhi (Primary location). It is advised that all the pending queues and urgent work be cleared on 21st Aug 2020. Critical and revenue bearing transaction like processing of DBK/ROSL/IGST refunds may kindly be avoided. Transactions carried out on 22nd August 2020 between 10:00 hours till 19:00 hours should be rechecked on a random basis on 23rd August 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.

d. All System Managers must keep in touch with the designated SI personnel (whose contact details are mentioned below) and report any difficulty in processing.

e. Resident Engineers (REs) have been asked to be present at the respective sites on 22nd August 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 21st August 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	Email 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. In case of any issues, please escalate to the following departmental officers:

S.No.	Name	Email ID	Contact No.
1	Rohit Khare, DD, SI	Rohit1.Khare@icegate.gov.in	+91-88608-39850
2	Dr. Sreeju. S.S, DD, ICES	sreeju.surendran@icegate.gov.in	+91-99477-62516



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Subject: Disaster Recovery (DR) Drill planned from 21st August -23rd August 2020-Test Locations to confirm before Pan India open :-

1. Kindly refer generic Advisory No –30/2020 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:-

Table 1: Locations identified for Testing:

S. No.	Location Name	Location Code
1	Chennai Sea	INMAA1
2	Nhava Sheva Sea	INNSA1
3	ACC Sahar	INBOM4
4	ICD Bangalore	INWFD6
5	ICD PPG	INPPG6
6	LCS Raxaul	INRXLB

2. Application would be available at your location from 08:00 Hours on 22nd August 2020 while at other locations it would be available from 10:00 Hours. Officers are requested to be present and carry out routine transactions and report back by 09:30 Hours, as per the format provided below (Table-2) to SI SPOCs (As per Table-3).
3. In addition, the officers would also be required to be present from 10:00 Hours on 23rd August 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-2), to SISPOCs (As per Table-3) by 11:30 hours. Post confirmation that all applications are available and working in



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order, the system will be made available to all customs locations by 12:00 hours on 23rd August 2020

Table 2: Format for Reporting Transactions done between 0800 Hours and 09:30 Hours on 22nd August 2020 and between 10:00 Hours and 11:30 Hours on 23rd August 2020:

SITE NAME & UNLOCODE				
S. No.	Transaction Type	SSO ID	BE / SB Number & date	Remarks

Table 3: 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

4. 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 have been allocated to them.

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

S. No.	Name	E-mail ID	Contact No.
1	Rohit Khare,DD, SI	Rohit1.Khare@icegate.gov.in	+91-88608-39850
2	Dr.Sreeju.S.S,DD, ICES	sreeju.surendran@icegate.gov.in	+91-99477-62516