

I/3015254/2021



भारत सरकार Government of India
रेल मंत्रालय Ministry of Railways
(रेलवे बोर्ड) (Railway Board)

CIRCULAR

Sub: Maintenance of Computer & its peripherals in Railway Board.

Railway Board Computer Centre (RBCC), under C&IS Dte., is responsible for maintaining IT assets in Railway Board. In order to undertake this activity, a module has been developed in REIS application to capture the details of desktop & peripherals as well as the details of officer/ staff to whom the desktop & peripherals have been issued. For maintenance of IT assets, an AMC & FMS contract has been entered into with a service provider who is available for taking maintenance related calls in Board's office.

2. Since, IT assets in Board's office are slow moving items, the nominated agency is required to undertake **quarterly inventory** of all IT assets as part of the AMC for both, maintenance of the asset register as well as for getting payment released against the maintenance contract.

3. In order to maintain the record of the assets, it is necessary that officials, who have been issued the IT assets for performing their official duties, do not relocate the same from the original location where it was issued. ***This, in effect, means that officials/staff getting transferred to different Directorates are not allowed to carry the IT assets to their new place of posting on their own.*** In the event of transfer, the issuee will transfer the asset to the new incumbent through online process available in the REIS application.

3.1 Any specific request for shifting of the assets will need to be done only with the prior consent of RBCC by appropriately acknowledging the shift.

4. In order to streamline the process, the following procedure has been devised which needs to be adhered to by all concerned. All users in Board's office are requested to cooperate in this exercise which will be undertaken **quarterly**.

- The details that are required to be captured during this inventory exercise will include – Serial number of the equipment, RB number of the unit, RUID of the official to whom issued, Room number, Computer Name, MAC id, IP address.
- Service related Calls will be registered on **Railway Telephone Nos. 43698, 44264, 44262 & 44257**. The calls would be logged into the system whereby a SMS alert will be generated and sent to the User's mobile. All users are, therefore, requested to share their mobile number for the same while registering the calls.
- ***The service provider is under instructions not to attend to calls where there is a mismatch between the recorded location and the actual location of the asset.***
- Also, ***any asset not accounted*** for in any quarter in the inventory process would not be provided any maintenance support.
- Calls will be registered from **09:00 Hrs to 19:00 Hrs on working days**. Skeleton services will be available on Saturdays. Users are advised to take receipt from Service Engineer if equipment is taken out for repair at complaint centre. The receipt may be returned to the Engineer upon re-installation of the equipment after necessary repairs.

These issues with the approval of Additional Member (M&BD).

(Rajnish Singh)
Director ME (C&IS)
22.03.2021

No. 2018/RBCC/05/04/AMC of PCs & Peripherals

All officers/staff of Railway Board