



Delhi Transport Corporation
(Govt. of NCT of Delhi)
I .T. Section,CWS-I,BBM Complex,
New Delhi-110009

No. ITD-HQ/HW AMC (492/F)/2019/171

Dated: 29.07.2019

CIRCULAR

Sub.: Regarding the charges for broken, burnt, mishandling and consumable parts.

This has the reference to e mail dated 25.07.2019 regarding of AMC service provider M/s O A Compserve Pvt. and a meeting held in the office of Dy.CGM (IT-I) with Manager (IT-I), I/C Pass Sections and the AMC service provider held on 17.07.2019. Team regarding above sited matter. The Following points were discussed in the meeting.

1. It has been observed also disclosed by the respective depot/pass section resources that they keep their IT Hardware (Printers, Servers, Desktops) in front of cooler as they do not have any Air-conditioner at the site resulting occurring of continuous fault due the moistures. We strongly recommend for the installation of Air-conditioner in all the pass sections which is a very basic and standard parameter for any IT setup.
2. Most of the sites are running without earthing, resulting the parts as mother board, power supply, USB ports etc. are getting short circuited. In some of the places engineers even the users got the electric shock despite of our regular advice for providing the Proper earthing .
3. Most of the outlets/working earthing places are running in the dusty environment, due to this the moving parts in printers gets struck and could not bear the load of its mechanism. Resulting the parts are either breaking or consuming due to over wear and tear.
4. Usage of duplicate or refilled cartridges also found in some locations. It damages the complete mechanism of the printers. Especially in the pass sections where the printers are old and running more than its duty cycle

and cannot work with refilled cartridges. Resulting the ETP/ITB, Fuser Unit, gear assembly are frequently getting damaged.

5. Some locations have no power backup provision for proper shutdown of computers. Either the equipments are running without UPS or if UPS is there than it has no battery backup. Resulting the computers is getting ON & OFF according to the fluctuations in the input main supply. Resulting the operating software getting crashed or hard disks are also getting crashed.
6. In some of the places it is observed that the equipments are not kept for free functioning. Top surface of the equipment is being engaged with official files or other official accessories. This activity is damaging the paper tray and other mechanical parts of the printers.
7. At many placed we came to know that user directly switch off their server/ Desktop without the proper shut down command resulting the blue screen/crash of operating system. The instructions of proper shut down Server/ Desktop.
8. It is requested to all concerned that back up of important data may be invariably stored in CD/ Pen drive /external HHD so that in the event of hard disk failure that same could be restored after replacement/ installation of new hard disk.

In views of above, all unit heads are requested that please ensure proper earthing of your location, proper positioning of IT equipments, proper handling of IT equipments, installation of Air-conditioners in all pass section in place of cooler and use of original printer cartridge.

In case any IT equipment/hardware found not working on above points, it will be repaired on charging basis and this charges will be beard by the concerned unit's officers & In-charge Computer cell.


Manager (IT-I)

All HODs
All RMs
All DMs
All Unit Officers