



Delhi Transport Corporation
(Govt. of NCT of Delhi)
IT Department.
CWS-I BBM: New Delhi-110009

No. ITD-HQ/HW AMC (508F)/2020/144

Dated: 15.09.2020

CIRCULAR

Sub.: Regarding mishandling of IT equipment's.

A letter dated 31.08.2020 were received from AMC service vendor M/s OA Compserve Pvt. Ltd. regarding mishandling of IT equipment's by the users of the units/offices. The following points were raised & discussed with Dy. CGM (IT).

1. The equipment's being used in the Depot, Pass Section, PUC, CLCC etc. places are installed in the congested area. Equipments are in the direct contact of water cooler, resulting enough moisture is generating inside the devices TFT image/picture of damaged /equipment that the said TFT has been patches/ lining across the screen and getting short circuited and logic boards are getting burnt.

Electronic devices should not be in the contact of water cooler or at least the water cooler should be kept at some distance which can't be done in some places due to limited space. Engineer reports with image of burnt cases has been displayed in the meeting.

2. Most of the sites are running without earthing, resulting the parts as Motherboard, Power Supply (SMPS), 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 get 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, Cartridge Drum, 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 (OS) 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.

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 equipment and use of original printer cartridge etc. In case any IT equipment/hardware found not working on above points, it will be repaired on charging basis and this charges will be charged by the user/concerned unit's In-charge Computer cell.


Manager (IT-I)

All HODs
All RMs
All DMs
All Unit Officers