



रक्षाखाप्रधाननियंत्रक (मध्यकमान) 1 करियप्पामार्ग, लखनऊ छावनी-226002  
Principal Controller of Defence Accounts (Central Command) 1 Cariappa Road, Lucknow  
Cantt.- 226002

कार्यालय फोन सं.-0522-2451084/कार्यालय फैक्स सं-0522-2453038  
Office Phone No.-0522-2451084/Office Fax No.-0522-2453038

E.Mail- [cda-luck@nic.in](mailto:cda-luck@nic.in)



**Important Circular**

No. IT&S/AN/174/WAN/2022-23

Date: 06.12.2022

To,

**Officer-in-Charge  
All Sub-Offices  
(Under PCDA (CC))**

**Sub:** WAN connectivity- alerts regarding.

**Ref :** DAD HQrs Letter No. IT&S/806/WAN/2022-23 Dated 05/12/2022.

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Copy of CGDA HQrs office letter cited under reference regarding WAN connectivity is enclosed with this letter. Instructions contained therein are to be strictly complied with by all the offices where WAN connectivity has been provided. If the WAN connection in an office is down due to issue at service provider end, the concerned office will raise a ticket with the 24\*7 helpline number (022-68331677, 022-68331676) of M/s Ebixcash (service provider to BSNL) and will intimate the ticket number to the Ebixcash team at HQrs office ([mplshelpdesk@ebixcash.com](mailto:mplshelpdesk@ebixcash.com), [cgdawan.dad@gov.in](mailto:cgdawan.dad@gov.in), [cgdanocsoc.dad@gov.in](mailto:cgdanocsoc.dad@gov.in)) keeping the Nodal officer in the loop also.

Further, an escalation matrix of M/s Ebixcash is also being shared with the letter. If the issue is not resolved within the stipulated time then the concerned office may escalate the matter to the higher level as per matrix.

Moreover, a list of Nodal officers and a SOP on the maintenance of WAN connection is also being shared with this letter for compliance by the concerned offices.

Copy to:

The Officer-in charge  
OA Cell  
(Local)



} For uploading on website.

Sr. Account Officer (IT&S)

Sr. Account Officer (IT&S)

649  
5/12/2022

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	<b>रक्षा लेखा महानियंत्रक</b> Controller General of Defence Accounts उलान बटार रोड, दिल्ली छावनी - 110010 Ulan Batar Road, Delhi Cantt - 110010	 अनंत मोहन अमृत महोदय
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E-mail

No. IT&S/806/WAN/2022-23

Dated: 05.12.2022

To,

All the PCsDA/CsDA

Sub: WAN connectivity - alerts regarding

DAD WAN is the most crucial component for running various applications in the department. HQrs office is making continuous efforts for installation of new connections, upgradation of existing ones and smooth working of connections already established. NOC-SOC(Network Operations Centre-Security Operations Centre) has been established in this office for efficient monitoring of the WAN network.

2 In this context, it has been observed that utilization of WAN connections is not upto the mark and one of the main reasons for the same is non-availability of the connection at required time. This may be due to various factors like the WAN devices (e.g. router, modem etc) are not powered on by the offices on daily basis, non-working of WAN connections and non-reporting of faulty connections by the concerned office as and when the connection becomes faulty. The same is reported only when the user requires the WAN connectivity for carrying out the official work. As the rectification action takes time, this delays the official work.

3 To facilitate the offices, regular updates regarding the non-availability of WAN connectivity has started being given by the NOC-SOC team to the Nodal officer of your office on periodically basis to the email id of the Nodal officer provided to this office (list attached). The Nodal

*Pl ensure strict compliance by all all (incl sub-offices) to the WAN (OR)*  
*[Signature]*  
*5/12/2022*

officer will liaise with the concerned office to check the issue in connectivity. If the WAN connection in an office is down due to issue at service provider end, the concerned office will raise a ticket with the 24x7 helpline number (being shared with this letter) of M/s Ebixcash (service provider to BSNL) and will intimate the ticket number to the Ebixcash team at HQrs office keeping Nodal officer in the loop also. This will start the rectification action early.

4 An escalation matrix of M/s Ebixcash is being shared with this letter. The same may please be circulated to all the offices under your jurisdiction. If the issue is not resolved within the stipulated time then the office may be asked to escalate the matter to the higher level as per the matrix.

5 In this context, it is requested that as and when a Nodal officer is changed/is on leave, the details (name, designation, mobile, emailid) of replacement officer may be shared with this office through a formal letter to [cgdawan.dad@gov.in](mailto:cgdawan.dad@gov.in), [cgdanocsoc.dad@gov.in](mailto:cgdanocsoc.dad@gov.in), [cgdanewdelhi@nic.in](mailto:cgdanewdelhi@nic.in) at the earliest.

6 Further, a SOP on the maintenance of WAN connection, action to be taken at the time of shifting/closing of office etc is being shared with this letter for compliance by the concerned offices.

It. CGDA(IT) has seen.

Sr. ACGDA(IT)

Copy to:

The IFA Wing (Local)

With a request to circulate to all the IFA offices for their information and necessary action in the matter.

—Sdxk—  
Sr. ACGDA(IT)

## **Standard Operating procedure - WAN connectivity**

1. Do's and Don't for maintenance of WAN connection:
  - i. Power supply should be as per requirements mentioned on the equipment.
  - ii. Availability of electrical AC output points through Uninterrupted Power Supply (UPS) in the room where equipment are installed.
  - iii. Avoid regular switch off/disconnection of the power supply to the router & modem. Efforts should be made to provide 24x7 power supply to these equipments.
  - iv. Don't try to change the set configuration of the equipment.
  - v. Don't unplug the installed cables without proper guidance.
  - vi. WAN should be put on the local LAN of the office. At least one PC connected to WAN should remain switched on during office hours.
  - vii. PAOs where DAD WAN has been extended to their concerned Army Records offices may ensure the functioning of DAD WAN connectivity at the Records office.
  - viii. In case, the WAN connectivity is not available, it should be ensured that the modem, router are switched on.
  - ix. A complaint should immediately be registered with Ebixcash(Channel Partner of BSNL) as per the escalation matrix provided by HQrs office.
  - x. After registration of Complaint, HQrs office may also be informed immediately about the issue on 011-25665864 and E-mail id [cgdawan.dad@gov.in](mailto:cgdawan.dad@gov.in), [cgdawandelhi@nic.in](mailto:cgdawandelhi@nic.in).

2. In case, the office is being shifted/closing down, intimation for the same may be shared with the HQrs office(duly supported by the documents) well in advance under intimation to the Nodal officer of your organization.

### NOC-SOC Nodal Officers

S NO.	Name of the Office	Contact Person	Designation	Mobile No.	Contact Email Id
1	CDA Patna	Shri Amit Kumar	AAO	7008809259	amitkumar.dad@gov.in
2	CDA RnD Bengaluru	S Guatam	Auditor	8187851551	gsukhaboghi.dad@gov.in
3	PCDA (CC) Lucknow	Pramod Sharma	SAO	9451908725, 9622470101	cda-luck@nic.in
4	PCDA (Navy) Mumbai	Rajesh Rishikesh	AO	9470111929	edppcdanavy.dad@gov.in
5	CDA (PD) Meerut	Harish Kumar Tyagi	Sr. AO	6395962515	edpccell.dad@hub.nic.in
6	PCDA Bangalore	P Rajashekar	AO	9535110831	rrajasekar.dad@gov.in
7	PCDA (WC) Chandigarh	Vinod Kumar	AO	9468472022	vinodao.dad@hub.nic.in & cda-chd@nic.in
8	CDA Guwahati	Debapriya Das	AO	9143853621	debapriyadas.dad@gov.in
9	PCDA (SC) Pune	P B Agarwal	Sr. AO	9766988315	cda-pune@hub.nic.in
10	CDA Jabalpur	Binay Kumar Singh	AO	8319341572	cdaajabalpur.dad@hub.nic.in & cda-jbl@nic.in
11	CDA (Army) Meerut	Naveen Prakash	AO	9457396650, 9804007535(AAO)	naveenprakash.dad@nic.in & cdaarmymeerut.dad@gov.in
12	PCDA (P) Allahabad	Ram Ji Mishra	SAO	7985878309, 9450505782	cda-albd@nic.in
13	CDA Chennai	Subramanyam	AO	9840497053	cda-mad@nic.in
14	PCDA (AF) Dehradun	Pawan	AO	9412125428	cda-dehr@nic.in
15	PCDA (R&D Hyderabad)	Praveen Kumar	SAO	9405581290	cdard-hyd.cgda@nic.in
16	PCDA (SWC) Jaipur	Rohit		9509353759, 8619080041	pcdaswc.cgda@nic.in
17	PCDA (NC) Jammu	Vivek G KAUL	SAO	9419196132 & 9149562259	cda-jammu@nic.in
18	CDA (Funds) Meerut	Lakshit		9152152152	jcdafun@nic.in
19	CDA (CSD) Mumbai	Vijesh		9308064060	csd-mumb.cgda@nic.in
20	PCDA New Delhi	Sudipto	AAO	9873067120	cdafundsedp.dad@gov.in
21	PCDA (BR) New Delhi	Rohit	AAO	9811414375	cda-br@nic.in
22	PCDA (R&D) New Delhi	Anupam Dosaj	SAO	9999792828	anupamdosaj.cgda@nic.in
23	PCDA (AF) New Delhi	S P Sinha	SAO	9870495918	cdaaf-delhi.cgda@nic.in
24	CDA (IDS) New Delhi	Sahu		9415361020	cda.ids@nic.in
25	PCDA (O) Pune		Sr.AO IT&S	996766798	cdao-pun.cgda@nic.in , generalquery-pcdaopune@nic.in
26	CDA Secunderabad	Nasir		9014148589, 9486985660(AAO)	cda-secd@nic.in
27	CGDA	Shri Abhay Mathur	AAO	9910867189	cgdanewdelhi@nic.in, cgdawan.dad@gov.in

## NOC Escalation Matrix

S/N	Name of Service Desk Person	Area Cover	Phone	Email	Customers Handled
1	Help Desk all All India (24*7 Support)	PAN INDIA	022-68331677 022-68331676	<a href="mailto:mpshelpdesk@ebixcash.com">mpshelpdesk@ebixcash.com</a>	ALL CLIENTS (DOKET BOOKING)
2	Atul Nagpure (Team Lead)	PAN INDIA	022-68331674	<a href="mailto:atul.nagpure@ebixcash.com">atul.nagpure@ebixcash.com</a>	ALL CLIENTS
3	Machhindra Bhuruk	PAN INDIA	022-68331675	<a href="mailto:machhindra_bhuruk@ebixcash.com">machhindra_bhuruk@ebixcash.com</a>	ALL CLIENTS
4	Sagar Khedekar (Network Technical Support)	Router	022-68331671	<a href="mailto:sagar.khedekar@ebixcash.com">sagar.khedekar@ebixcash.com</a>	ALL CLIENTS
5	Prathamesh Gorde (Monitoring Tool Support)	Solarwind	022-68331670	<a href="mailto:prathamesh.gorde@ebixcash.com">prathamesh.gorde@ebixcash.com</a>	ALL CLIENTS