

DIRECTORATE GENERAL OF SYSTEM AND DATA MANAGEMENT

Tower No -1, 1st Floor, NBCC Plaza, Sector -5, Pushp Vihar, New Delhi 110017

ICEGATE Advisory to the ICEGATE community partners

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

All ICEGATE community partners are hereby informed that Directorate General of Systems, Central Board of Indirect Taxes and Customs (CBIC) would be conducting a Disaster Recovery Drill from 2000 Hours on 21st August 2020 to 1200 Hours on 23rd August 2020.

➤ **Activities related to Switch over from Data Centre (DC) site, Delhi to Disaster Recovery (DR) site, Chennai:**

- Document filing at through RES/ Service Centers would be stopped at 2000 Hours on 21st August 2020 to 1000 Hours on 22nd August 2020;
- Online payment of Customs duties for all the Customs Locations would be stopped at 2000 Hours on 21st August 2020 to 1000 Hours on 22nd August 2020.
- NEFT/RTGS payment of Central Excise & Service Tax Duties would be stopped at 2000 Hours 21st August 2020 to 1000 Hours on 22nd August 2020.
- MFTP / SFTP services for message exchange would be stopped for all stakeholders for message exchange from 2000 Hours 21st August 2020 to 1000 Hours on 22nd August 2020.
- Document filing at Service Centers and through RES would be available as usual from 1000 Hours to 1900 Hours on 22nd August 2020 at all locations.
- Online payment of Customs duties for all locations would be available as usual from 1000 Hours to 1900 Hours on 22nd August 2020 at all locations;
- MFTP / SFTP services for message exchange would be available to Banks / Custodians / NSDL / Ports from 1000 Hours to 1900 Hours on 22nd August 2020 as usual;
- Compliance Information Portal (CIP) will not be available from 2000 Hours on 21st August 2020 to 1200 Hours on 23rd August 2020.
- Port Community System (PCS) will not be available from 2000 Hours on 21st August 2020 to 1200 Hours on 23rd August 2020.
- Directorate of General & Foreign Trade (DGFT) will not be available from 2000 Hours on 21st August 2020 to 1200 Hours on 23rd August 2020.

➤ **Activities related to Switch back from DR, Chennai to DC, Delhi:**

- Filing of documents through RES / Service Centre would again be stopped at all locations at 1900 Hours on 22nd August 2020 to 1200 Hours on 23rd August 2020
- Online payment of Customs duties for all the Customs Locations would be stopped at 1900 Hours on 22nd August 2020 to 1200 Hours on 23rd August 2020;
- NEFT/RTGS payment of Central Excise & Service Tax Duties would be stopped at 1900 Hours on 22nd August 2020 to 1200 Hours on 23rd August 2020;

- MFTP / SFTP services for message exchange would be stopped for all stakeholders from 1900 Hours on 22nd August 2020 to 1200 Hours on 23rd August 2020;
- **All the Banks would be required to share their EOD files by 2000 Hours on 21st August and by 1900 Hours on 22nd August 2020, without any exception.**
- **Resuming operations for all locations from DC, Delhi:**
 - Document filing at Service Centers and through RES would resume as usual from DC, Delhi from 1200 Hours on 23rd August 2020.
 - Online payment of Customs duties for all locations would be available as usual from 1200 Hours on 23rd August 2020.
 - NEFT/RTGS payment of Central Excise & Service Tax Duties would be available as usual from 1200 Hours on 23rd August 2020.
 - MFTP / SFTP services would be available to all stakeholders as usual from 1200 Hours on 23rd August 2020.
 - Compliance Information Portal would be available to all stakeholders as usual from 1200 Hours on 23rd August 2020.
 - Port Community System (PCS) would be available to all stakeholders as usual from 1200 Hours on 23rd August 2020.
 - Directorate of General & Foreign Trade (DGFT) would be available to all stakeholders as usual from 1200 Hours on 23rd August 2020.
- All stakeholder using MFTP/SFTP servers for message exchange are required to use only the Fully Qualified Domain Name (FQDN) (<ftp.cbic.gov.in> for SFTP and <sftp.cbic.gov.in> for MFTP) for MFTP / SFTP Server at their end. This will ensure that in case of any eventuality at the Primary Data Center Delhi and switching CBIC operations to Disaster Recovery site by CBIC, would be transparent for banks and custodians. They would not require changing any settings at their end.
- Banks and Custodians using CBIC's FTP server are strictly advised to NOT USE Public IP addresses to connect to CBIC and use FQDN ONLY as explained above.
- **In case** hardcoded IP addresses are used and cannot be changed, **Banks** are advised to ensure that public IP's of DR, Chennai (Disaster recover site) are whitelisted at their end

All stakeholders are advised to share names, contact numbers, e-mail IDs and other details of their representative who will be available during DR Activity, with ICEGATE team, for emergency contact.

Contact numbers and e-mail addresses of ICEGATE team are given as under:

Role	Date	Name	E-mail ID	Contact No.
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ICEGATE Shift Manager	21.08.2020	Nitin Soni	icegate.shiftmanager@icegate.gov.in	9179984889
	22.08.2020	Gaurav Saxena	icegate.shiftmanager@icegate.gov.in	9899907964
	23.08.2020	Manas Chatterjee	icegate.shiftmanager@icegate.gov.in	8218325002
ICEGATE Helpdesk	21.08.2020 22.08.2020 23.08.2020	ICEGATE Helpdesk	icegatehelpdesk@icegate.gov.in	1800-3010-1000
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