

DIRECTORATE GENERAL OF  
SYSTEMS AND DATA MANAGEMENT  
IV and V FLOOR, HOTEL SAMRAT  
CHANAKYAPURI, KAUTILYA MARG  
NEW DELHI- 110021

**F.No: IV(24)/35/2016-Systems**

18 August 2017

To  
The Chief Commissioner (All Zones)

Madam/Sir,

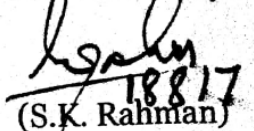
**Sub: Connectivity issues - reg.**

Connectivity with the data center is the sole responsibility of the field formations. Accordingly, as per requirement the following actions may be taken.

2. MPLS WAN connectivity will be provided to locations with more than 4 users (**Annex. - A**).
3. In respect of locations with less than 5 users, connectivity to the data center shall be through VPN over Broadband (VPN oBB) from BSNL. In case VPN connectivity from BSNL is not feasible, connectivity may be obtained through VPN over internet of any service provider (ISP). Locations where VPN oBB is already available is enclosed (**Annex. - B**).
3. The existing 256/512 kbps connectivity is highly inadequate for All-in-One (AIO) desktops. Thus, for all such sites a minimum of 2 Mbps bandwidth is recommended, if not already available. The commercial plan being offered by BSNL is enclosed (**Annex. - C**).
4. In the remaining locations where adequate bandwidth is already in place, and yet there are connectivity issues, it is suggested that modem configuration with AIO be got verified both at HP and BSNL end. The jurisdictional representatives of HP (**Annex. - D**) and the concerned Chief General Manager of BSNL (**Annex. - E**), may be contacted.
5. It may also be noted that for VPN connectivity the cost for the upgradation and modem replacement (if any) shall be borne by the jurisdictional office only.

Encl.: (Annex. A to E)

Yours faithfully

  
(S.K. Rahman)

Additional Director General