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Integrated HQ of MOD (Army)
Quartermaster General's Branch
Dy Dte Gen Canteen Services
West Block-III, Wing-III
RK Puram, New Delhi-110066

No. 95350/Q/DDGCS/ **Advisory/ 12-2017**

30 Jun 2017

HQ Southern Command (OL)

HQ Western Command (OL)

HQ Northern Command (OL)

HQ IDS, HQ SFC, HQ ARTRAC (OL)

HQ DG Assam Rifles, Naval HQ (PDPS)

HQ DG NCC (F &A)

HQ DGBR (Q), HQ Territorial Army

HQ Eastern Command (OL)

HQ Central Command (Q/Ops)

HQ South Western Command (OL)

HQ A & N Command

Air HQ (D/ Accts), HQ DGQA

HQ Coast Guard (AD)

Ordnance Factory Board


**ADVISORY 12/2017 : CIMS DATABASE BACKUP
& PRINTING OF DUPLICATE BILLS**

1. Instances have been reported in a number of cases where CIMS server/ computer crashed due to hard disc error, and in such cases M/s Smart Chip Pvt Ltd is called to reinstall the CIMS. In some cases, canteens do not have any backup of the CIMS data. Therefore, it is advised that all canteens must take backup of CIMS data on daily basis as a safety measure. Moreover, in case of any misappropriation and also if the CIMS database is deliberately corrupted and hard disc crashed, then it will not be possible to retrieve any information. Recently the hard disc of CIMS server of one of the Sub Area Canteen was officially reported to SCPL, as crashed on 29 May 2017. As part of Tech support, afresh CIMS was re-installed by SCPL with no backup data base. Later it was reported in some local media channels that the said canteen was under police and internal investigations for malpractice. Keeping in view the above, SCPL has been directed not to install CIMS or replace crashed hard disc if backup data has not been taken by the URC.

2. It is also advised that, both for efficient serviceability and security requirement of CIMS, it must be made mandatory for all canteens under your command to take daily backup of CIMS on day closing. The backup must be taken on separate and secure medium which should be kept under safe custody of the CO/ OC Unit/ HQ. Daily back up can be taken on USB hard disc drive/ alternate computer through LAN/ Network drive (Shared folder of network), rewritable DVD/ CD.

3. Another feature available in CIMS for proper documentation and can help check malpractices is printing and retaining of carbon/ duplicate copy of all bills for the day. Many canteens print only customer copy of bill through their billing machines whereas as per policy and feature in CIMS, the bill printer should be Dot Matrix only, which has feature of carbon copy. In some canteens, Thermal printers or some other printer are being used which do not have features of duplicate/ carbon bills. Checking of copies of actual bills physically can help detect any irregular billings. All canteens must use Dot matrix printers or thermal printers equipped with duplicate copy feature. The canteen management should be instructed to print and retain all bills for the day so that these can be tallied, cross checked randomly to detect any irregular billing.

4. This information may pl be disseminated to all HQs/ Units/ URCs.



(RS Ahlawat)

Lt Col

OIC Smart Card Cell

Canteen Services

For DDGCS

Copy to:-

QMG Branch/ Q1 (E)

SCPL

- You are requested to fwd report of any hard disc crash or