

AIRPORTS AUTHORITY OF INDIA
DIRECTORATE OF INFORMATION TECHNOLOGY
SAFDARJUNG AIRPORT
NEW DELHI



IT Policy on Procurement, Distribution, Maintenance Procedure,

Write off & Disposal of IT Assets for AAI employees

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1. INTRODUCTION:-

In today's scenario, every organization is heavily dependent on Information technology and its infrastructure to help out the organization in achieving its organizational Vision and Mission. In this emerged scenario, it makes sense that the organization needs to have a strong IT infrastructure and network capabilities for efficient discharge of its role and functions. Time has come when the organization needs to understand that providing proper IT infrastructure to its employees is not a favor but a necessity to achieve organizational goals in a time bound manner.

Of late, it has been observed that requirement are received by IT directorate for IT Assets like computers/printers/laptop etc, from individuals as well as from different directorates throughout the year. Every requirement is stated to be urgent due to which officers and staff deployed in IT directorate used to be busy in procurement of items throughout the year. Similarly, items need to be physically verified time to time for finding the exact gap between the requirement and the existing assets available. To achieve all these objectives, we need to have proper procurement, distribution, write off, dispose of and inventory management system which keeps a track of every IT asset for optimum utilization of resources for operational efficiency.

If IT department is provided in advance about the number of people joining and leaving the organization in the near future, it will be easy for IT to take suitable measures to address the requirement well in advance and that will make all the processes of procurement & distribution smooth, adhering to the codal procedures and meet the requirement of the user department.

Keeping above points in mind, it has been decided by the competent authority to adhere to the following policy given as under for procurement, distribution, maintenance, disposal of obsolete IT assets and other issues related with complaints of IT Products & services.

This policy document is applicable for all stations of AAI including CHQ and all RHQs.

2. Applicability and exclusion:-

2.1 This policy is applicable for the following IT assets:-

The following items has been included in the scope of this policy document:

- a) Desktops
- b) Laptops
- c) Workstations
- d) Tablets
- e) Printers (All types of printers including multi-function printer/ photocopier machines)
- f) Scanners
- g) UPS
- h) Add on items such as Mouse, key board, External Hard disk, RAM, Power Banks
- i) Software Licenses
- j) Servers;
- k) Network Switches;
- l) Storage devices;
- m) UPS of capacity more than 02KVA

2.2 IT Consumable items:-

- (a) Consumables such as Pen drives, mouse pad, External Hard Disk etc. shall be procured by HODs from their Imprest money.
- (b) Printer cartridges will be arranged by Admin or any other department decided by the administrative authority at the stations

2.3 Exclusion:- This policy is not applicable for the following IT assets:-

Nil

3. Procedure to send the requirement to IT:

All the requirement from each department of CHQ shall be forwarded to IT directorate duly recommended and approved by the concerned HOD/ED. The concerned directorate HOD needs to send the requirement in the duly filled up Performa as per Annexure- A)

Stations where no IT section/ IT official available shall continue to procure the IT assets based on the requirement as per existing practices. IT directorate at CHQ will release the funds required for making the procurement.

Before forwarding the requirement to IT directorate, the concerned HOD shall ensure that no dual asset is provided to any individual executive or non-executive. It means that each executive can have only one asset i.e. desktop or laptop, please refer section **Table-2** for details of eligibility.

In normal circumstances, it shall be a practice to send the requirement quarterly in the month as per details given as under:

Table-1

S. No.	Quarter	Procurement month
1	November – January	Feb – Mar
2	February – April	May – June
3	May – July	Aug- Sept
4	August – October	November – December

Requirement not recommended and approved by the concerned ED/HOD will not be entertained in any case. Any item beyond individual's eligibility shall be duly approved by concerned Member for processing the same by IT directorate.

The requirement of printer shall also be forwarded to IT after examining whether the printing is an essential part of his job profile. It is proposed to provide central printer in each department and employees who are sitting in cubicle shall share the printer at least with 4 person sitting nearby.

4. **Entitlement for IT assets:**

IT Assets requirement for officials functioning as Managerial/ Administrative duties at CHQ / RHQ / REDs / APDs / FIU / RCDU / CRSD/ E&M Workshop/ Training Centres and their associated officers / officials is as under:

Table-2

S. No.	Details of executives	Eligibility	Remarks
1	Chairman / Members	As per requirement	
2	Any official deputed to AAI for short term	As approved by Chairman	
3	All EDs / REDs/ APDs (Grade –I & II level)	I. Any one combination a) (Laptop + Desktop) or b) (Laptop+ Tab) or c) (Desktop + Tab) II. One Color Printer	
4	All GMs	I. Any one combination a) (Laptop + Desktop) or b) (Laptop+ Tab) or c) (Desktop+ Tab) II.) Printer & Scanner	
5	OSD to Chairman/ Members	i) Desktop & a laptop; and ii) One printer	
6	PS of all EDs/ GMs irrespective of level	Only desktop, a printer and a scanner	No laptop shall be provided
7	Joint GM & below up to Manager / APDs upto Grad –IV	i) Laptop or desktop	
8	Asst. Manager & Below	i) Desktop	
9	PS/ PA of all Joint GM, DGM, AGM etc	i) Desktop	

Others:

- a. Jt. GM and below level officers/ staff will be provided with shared network printer and scanner.
- b. The officials performing shift duties / operational duties shall not be governed by above norms. The requirements shall be handled on functional/ administrative need basis.
- c. All desktops to be provided with UPS.
- d. All desktops will be provided with a standard size of monitor i.e. of 19". However, higher size of monitor can be provided depending on the functional requirement as per the recommendation of HODs.
- e. No dual asset will be provided to Jt. GM and below level of executives or non-executives.

5. Procurement of IT Assets & its Mode of Procurement:

Procurement of computers and accessories shall be carried as mentioned in table-1 as per requirement received and entitlement of the officials. HR department needs to provide the data in advance about the number of new employees joining the organization during particular duration and all other HODs are required to provide the data about the number of officials likely to move/ join on transfer. This will help to find out the gap in asset management and necessary procurement if required can be planned in advance, if information is available.

Based on the requirement of the users, a specifications committee will be formed to decide the specifications of the asset to be procured. Specifications of the items so decided will remain valid for 2 years unless there is some specific requirement or technological upgradation required to meet specific requirement. As far as possible, the items which are having life time warranty or five years of warranty shall be procured.

Mode of procurement:

- A. As per new DOP, procurement thorough GeM shall be treated at par with all procurement through e-tender or any other mode of procurement. In normal circumstances, Procurement shall be made in the following order:
- a) GeM Portal (Govt. e market place for procurement);
 - b) Open / limited tender/ Quotation; and
 - c) Spot Purchase

B. Periodicity of Procurement and Supply of IT systems:

Procurement will be done on Quarterly basis as per schedule mentioned in Table-1.

Efforts shall be made to procure all the items as far as possible in the order given above. In special circumstances, if it is required, to procure the item through spot purchase, a committee, including a representative from F&A, shall be formed and items be procured as per approval of the competent authority.

Still there may be items, which are not available on GeM, for procuring these items, open/limited tender/ quotation after following the codal procedure may please be invited.

For procurement through GeM, all the necessary procurement activity approval etc will remain same with a difference that tendering process will not be required resulting in save of time and money on publishing the tender in newspapers etc.

Items which are very urgent in nature may be procured through spot purchase after following the codal procedure.

6. Inventory Management:

- a. Items so procured through any mode of procurement shall be entered in the stock register. Every items shall be given a unique identifiable no. which helps to ascertain the procurement order before issuance to the users. A bar code system can be used to provide the unique identity of the assets.
- b. At any point of time, the stock register shall be able to speak about the quantity available in the stock and there shall be some buffer level quantity identified to ease the pressure on procurement.
- c. Items under warranty shall be transferred in the scope of AMC before warranty expiry for uninterrupted services to the users.
- d. Physical verification of IT assets shall be carried out every year.

7. Procedure for distribution of IT assests and issuance of IT NOC:

- a. IT assets shall be provided as per entitlement mentioned in **Table-2.**
- b. Issuance of NOC on transfer / retirement:
While issuing NOC to individual on transfer/ retirement, the computer/ laptop & other IT accessories shall be handed over back to IT directorate. All IT assets will be issued strictly on individual employee's name and on his transfer, he/she is required to give proper handing over/ taking over, in the absence of which no NOC will be issued.

In case of theft of IT asset issues to an employee, employee shall register and FIR and shall share the copy of the FIR to IT directorate for record. If FIR is not submitted, employee shall pay the amount as per the table-3, after that only IT directorate shall issue the NOC. Theft cases will be dealt as per AAI Theft Policy.

For payment of the fine in case of loss of the IT asset, employee shall deposit the amount with the Finance department and shall produce a receipt. Fine deposit receipt shall be kept in record.

8. Retention of Laptop and other IT asset by executives on transfer / retirement:

8.1 Retention of laptop on transfer:

Of late, requests are received from executives posted in CHQ who have been transferred to other stations and are willing to retain their laptop or other asset. As a matter of practice, so far no executive is allowed to take the laptop along with him to other station as the laptop provided to each executive have been taken on lease basis due to which the maintenance of the same to other station may not be possible.

8.2 It assets wholly owned by AAI may also not be allowed to be carried by the executives due to difficulty in maintaining and tracking the IT asset which may invite audit observations in future.

8.3 Retention of laptop/ any other asset on superannuation/separation from AAI:

Any executive who wish to retain his/her laptop/tab on retirement Laptop/Tab shall be first sanitized for the data from IT, then only, he/she can retain the same after paying the charges given as under:-

Table-3

S. No.	From	To	Amount to be paid
1	Date of Purchase	Between 6 month upto one year	90% of the cost of the device
2		After One Year	70% of the cost of the device
3		After Two years	50% of the cost of the device
4		After Three years	25% of the cost of the device
5		After Four years	5% of the cost of the device
6		After Five years	1% of the cost of the device

- **Note- Assets taken on lease by AAI shall not be covered under this policy**

9. Maintenance of IT Assets:

For the purpose of maintenance management, IT assets have been categorized in 3 main categories:-

- i) Items under warranty;
- ii) Items under comprehensive Annual Maintenance Contract (AMC);
- iii) Items neither under warranty nor under AMC;

A. Items under warranty:-

If any items/ system becomes unserviceable during the period of warranty, the complaints will initially be attended by the AMC provider and will try to make it serviceable if no hardware failure exists. In case of H/w failure where replacement of the same is the only solution, the AMC provider shall book the complaint with the OEM and inform the AMC helpdesk for early disposal of the complaint and the helpdesk will inform the user of the status. User may contact the helpdesk at CHQ on following contact no.:

Helpdesk Contact No. Extn 3515, 3516 & Direct No. 011-24642044

OEM Helpdesk No. – As per list Available on helpdesk

RHQs/Field stations can also establish their helpdesk and the contact no. of the person concerned and circulate it to all concerned for timely uninterrupted services.

IT Maintenance in-charge will ensure to take the items in the purview of AMC before expiry of the warranty of the product. For this, the process of including these items shall be initiated at least 3 months in advance for providing uninterrupted services to the users.

In the year 2013, 591 nos of laptop were hired on lease for 5 years which is going to expire in the month of March 2018. Provision will be made to include the above laptops in the purview of existing AMC of Computers and accessories after the expiry of the lease period and the items are actually taken over by AAI.

B. Items under AMC:

All the AMC shall be comprehensive. Items not under warranty are immediately are required to be taken in the purview of maintenance so as to provide continuous services to the users. For items under AMC, User may contact helpdesk for any complaint related with IT assets provided by CHQ:-

Helpdesk No. 3515, 3516 & 011-24642044

In case, the complaint is not attended beyond a reasonable time, following escalation Matrix may be followed:

S. No.	Complaint beyond period mentioned	Name and designation of the Officer to be contacted	Contact No.	E-mail id
1.	2 days	Manager (IT)	Extn No. 3528,	mgr_it_support_chq@aai.aero
2	3 days	Asst. GM (IT)	Extn No. 3518,	agm_it_support_chq@aai.aero
3	5 days	DGM (IT)	Extn No. 3524	dgm_it_support_chq@aai.aero
4	7 days	General Manager (IT)	EXTN 3508	gmitchg@aai.aero
5	10 days	Executive Director (IT)	EXTN 3500	edit@aai.aero

Stations may also prepare their SLA Matrix with AMC Vendor and help them out to provide uninterrupted services to the users.

C. Items neither under warranty nor under AMC:-

If due to any other unforeseen reason, if the items could not be taken in the purview of AMC (Maintenance), efforts shall be made to get the items repaired under special repairs as per the provision in DOP to provide uninterrupted services to the users.

10. Procedure for physical verification, handling obsolete software/ hardware items:-

10.1 Annual physical verification :- Annual physical verification of IT assets shall be carried out as per Audit guidelines .

10.2 Handling obsolete software/ hardware items :- As far as possible, the obsolete items shall be upgraded at the earliest. This will bring synergies between different devices being used in the organization leading to organizational effectiveness and efficiency. There has been occasions like when OEM stopped providing support for Hardware or Software e.g. Microsoft for windows – XP operating system. It means no updates on the aforesaid OS will be available henceforth. Any device which is found to be using Windows-XP has become vulnerable to different kind of viruses attack and will also spread virus in the whole network. In addition to this, there may be other hardware devices which are compatible to Windows – XP only. It clearly shows that there is need to replace all these hardware devices which doesn't have upward compatibility and the operating system software itself. Computers, laptops, printers and scanners will fall in this category of hardware which will be required to be replaced.

To address the issue it is required to strictly follow the Material management handbook for managing the obsolete items. As per Policy on IT assets, most of the items become obsolete after 5 years of purchase. IT inventory requires review from time to time and the obsolete items shall be surveyed and write off, once it has out lived its normal life cycle. This will bring uniformity in IT assets and other issues such as problems of bandwidth chocking due to obsolete items; vulnerability to virus attack due to non-availability of updates etc.

Similarly software (operating systems and application software) also requires to be upgraded to avail the full functionality of existing hardware, cyber security and application upgrades etc.

To implement the policy on handling obsolete item, the organization will need to invest little extra in procurement of latest product in the market. Availability of latest products with the users will bring organizational effectiveness, synergies and improvement will be seen in near future as expected. With this, we will be in a better position to undertake different projects and accept challenges to its logical conclusion. To begin with in the year 2017, we can write off all items purchased till 2011.

11. Write off and disposal action procedure

11.1 Write off:- The guidelines provided in DOP and Material Management annual in this regard are to be followed. Once the number of assets has been identified which has lived its useful life (based on material management handbook), a proposal needs to be processed for write of action for which a survey committee will be formed who will recommend the reserve price for auctioning the item. The proposal shall be sent to finance for financial concurrence before approval of the competent authority for write off action.

11.2 Disposal Action :- Once write off action is completed, appropriate procurement action may be initiated to replace the write off items. After procurement, write off items need to be disposed off as per guidelines provided in DOP and Material Management Manual. Further, Government guidelines (Ministry of Environment and Forest) issued from time to time for disposal of e-waste and Batteries etc shall be followed. As per Ministry of environment & forest, all the electronic waste generated by Government department/ PSU shall be disposed of through MSTC. Airports Authority of India also has got a MOU signed with MSTC to dispose of different kind of its waste.

For all of the above, it is required to register with MSTC on their website <https://www.mstcecommerce.com> as seller. The list of all items to be auctioned shall be

prepared and uploaded on their website. After 15 days approximately, auction will appear on their website and bidders will enquire about the items to be auctioned for inspection. After 15 days or so, the auction will commence on the schedule time and date intimated to us through email. Always ensure that we are going to sell the whole lot, not the individual items through the auction.

12. CONCLUSION:-

The objective of this policy document is to provide guidelines for IT asset management which includes procurement, maintenance, write off and disposal action of IT assets. This will help in to streamlining each area of concern activity. It is essentially required to understand the gap between the existing assets available with IT Dept and the items required by the users. By doing so, IT Dept will be in a position to identify the exact requirement and allocate fund as per factual requirement for procurement action. Timely actions on all these parameters will help to save time and money and will also help in judicious spending and proper fund utilization as planned. Timely disposal action will reduce the requirement of space to certain extent to house the obsolete items and also to store fresh inventory.

Annexure-A (Requirement Format)

Latest requirement/ Status of Computers, laptops, Scanners and Printers under Directorate of _____													
S.No.	Name	Designation	EXISTING					ADDITIONAL REQUIREMENT					REMARKS
			LAPTOP	DESKTOP	PRINTER	SCANNER	UPS	LAPTOP	DESKTOP	PRINTER	SCANNER	UPS	
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													

Recommended by: ED|HOD

SIGNATURE: