



केन्द्रीय शुल्क, केन्द्रीय उत्पाद शुल्क व सेवा कर के आयुक्त का कार्यालय
OFFICE OF THE COMMISSIONER OF CENTRAL TAX, CENTRAL EXCISE AND SERVICE TAX

मेडचल आयुक्तलाय, MEDCHAL COMMISSIONERATE

H No:11-4-649/B, LAKDIKAPUL, HYDERABAD-500004

E-Mail: cgst.mdclcommr@gov.in

Phone No:040-24303013

प.संख्या C.No. IV/16/37/2017-Tech

दिनांक Date: 03.09.2018

Trade Facility No. 18/2018-GST

Sub: Shifting of Operations to Data Centre-2 from Data Centre-1 while accessing gst.gov.in website - Reg

** ** *

The GST system has been designated with two Data Centres in active-active configuration. It operated from Data Centre-1 for 14 months and after conducting 2 DC-DR drills, shifted the operations to DC-2 on 31st August night. It is planned to retain the system at DC-2 for some time.

2. The shifting of Data Centres involves changes to be made by many eco-system partners specifically the Internet Service Providers who route the traffic to a website (technically it is called DNS resolution). Till 31st August night, www.gst.gov.in was pointing to DC-1. Now this URL is pointing to DC-2. This change has to percolate to all Routers of all ISPs, which takes up to 48 hrs.


3. The Banks and other partners were worked out to ensure that they also make changes. While required steps are taken, the possibility of some links not getting updated can't be completely ruled out. In that eventuality, some taxpayers may face challenge in accessing affected functionalities. The Helpdesk has been briefed to handle such queries.

4. In case of any such problem, please share such details on the toll free number: 1800 599 5399 or the website cgst.mdclcommr@gov.in or logging a complaint on Self Service Portal <https://selfservice.gstsystem.in/>.

5. This is issued for information, guidance and necessary action.

6. All the Trade Associations are requested to bring the contents of the Trade Facility to all concerned.

Encl: As above.



(M.Srinivas)

COMMISSIONER

Copy submitted to:

The Chief Commissioner of Customs, Central Tax, Central Excise and Service Tax, Hyderabad Zone.

Copy to:

1. The Federation of Telangana & Andhra Pradesh Chamber of Commerce and Industry, Federation House, 11-6-841, Red Hills, Hyderabad - 500004.
2. The Joint Commissioner, CCO, with a request to get the details updated on the Zonal Website as per the above details.
3. The Deputy/Assistant Commissioner, Medchal, Malkajgiri, Jeedimetla, Kukatpally, Sangareddy, Karimnagar, Nizamabad, Mancherial Divisions.
4. Superintendent (Computers) for uploading on official website <http://cexhyd1.nic.in/>
5. As per Distribution list.