UT Administration of Daman & Diu
Department of Information Technology
Daman -396220

No: 01/IT/DDeGS/File No 89/2012-2013/105   Dated 10/06/2015

CIRCULAR

Sub:-Use of facilities of UTWAN

1) The Department of Information Technology, UT Administration of DD & DNH has implemented UTWAN project throughout the UT of DD & DNH and provided UTWAN connection in all offices of DD & DNH, including Voice Phones.

2) It is informed to all Head of Office to start using Voice Phones and Internet facility provided through UTWAN project, as it is decided that the office level BSNL Broadband Internet connection utilized by various offices shall be disconnected by end of September 2015.The Internet facility provided through UTWAN Network to all Departments, shall be used for official purpose only.

3) It is also informed that for any issue related to use of UTWAN Network line, requirement of training, network problem, no working Phone the System Integrator of UTWAN project, M/S Silver Touch Technology Limited must be contacted.

   The Helpdesk Number of UTWAN project is

   a) **Help desk VOIP Nos. : 11111, 22222, 33333**
   b) **Help desk Mobile No: 9712966542**
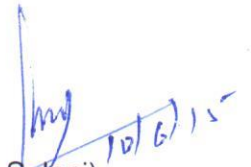   c) **Email: utnocdesk@silvertouch.com**

4) In case of delayed service, the Heads of Office may escalate the complaint number in 2nd level escalation as follows.

   1st Level: Mr. Yogesh Thakkar, Sr. Network Engineer, Mobile No - 9712966503,
   Email: yogesh.thakkar@silvertouch.com

   2nd Level: Mr.Anupam Desai, Project Manager, Mobile No -9687613159,
   Email: anupam.desai@silvertouch.com

5) In spite of this if proper response is not received, IT Department of UT Administration of DD & DNH may be contacted.

(P. S Jani)

Director (IT), DD& DNH

Daman

Copy to:

1. PS to Hon'ble Administrator, DD& DNH for kind information please.
2. Development Commissioner/ Secretary (IT), DD & DNH for kind information please
3. The Collector, Diu for to circulate in all offices please
4. SIO, NIC, DD & DNH.