

S.O.Ps under Biomedical Equipment Maintenance & Management Programme (BMMP)

In order to provide efficient services at public health facilities in the state of Punjab, PHSC has hired thru E-tender, the services of M/s AOV International LLP, Noida (Service Provider) under Bio-Medical Equipment Maintenance and Management Program (BMMP) for Comprehensive Maintenance, Repair, Service and Management of all Bio-Medical Equipment available in the District Hospitals (D.Hs), Sub-Divisional Hospitals (S.D.Hs), Community Health Centres (C.H.Cs) and other Govt. hospitals upto the level of Primary Health Centers (P.H.Cs) in the State of Punjab.

1. **Following are details of the Service Provider hired:** M/s AOV International L.L.P under Biomedical Equipment Maintenance & Management Programme(BMMP)

Name of Service Provider hired for Bio Medical Equipment Maintenance & Management Programme for all the Govt. hospitals in Punjab State (Bid Ref. No. e-tender/PHSC/Proc/BME Maint/2021/RT)	:	M/s AOV International LLP Corp. Office: C22/25 Sector-57, Noida-201301 (U.P.) Local Office: Plot No. 986, 1 st Floor, JLPL Industrial Estate, Sector-82, SAS Nagar (Mohali)-160055
E-mail:	:	snsahu@aovexports.com , technicalhead.punjab@aovinternational.net
website:	:	www.aovinternational.net
Toll free no.	:	1800-419-9938
Other contact nos.	:	9289690100 , 9289690101 (customer support)
Contract Period	:	07.06.2022 to 06.06.2027

2. **If any assistance is required:** Divisional Nodal Officers (designated by PHSC) may be contacted as under:

Name/Designation	Districts allocated	Contact Details
Er.Yadwinder Singh, (ABME) District Nodal Officer	: (i) Amritsar (ii) Barnala (iii) Bathinda (iv) Faridkot (v) Fazilka (vi) Ferozepur (vii) Mukatsar (viii) Tarn Taran	Mob: 94786-97237 Email: yadvindersingh94786@gmail.com
Sh. Gurdeep Singh, (BMT) District Nodal Officer	: (i) F.G.Sahib (ii) Ludhiana (iii) Mansa (iv) Patiala(v) Sangrur (vi) Malerkotla (vii)Moga	Mob: 98555-01303 Email: gurdeepsingh21nov@gmail.com
Sh. Shantanu Sharma, (D.E.) District Nodal Officer	: (i) Gurdaspur (ii) Hoshiarpur (iii) Jalandhar (iv) Kapurthala (v) Pathankot (vi) Mohali (vii) SBS Nagar (Nawanshehar) (viii) Ropar	Mob: 98551-29800 Email: shantanu.aery@gmail.com

3. Each equipment having **value more than or equal to Rs.5,000/-** is to be mapped/coded under this Bio Medical Equipment Maintenance & Management Programme (BMMP).

4. **Nodal Officer** in each hospital is to be designated and all the data of equipment of respective hospital should also be maintained within Log Book.
5. **All faulty equipment** should be **lodged mandatorily** on the **toll free number provided by the Service Provider i.e. 1800-419-9938**, so that the lodged complaint may be visible on online portal at State level, otherwise Service Provider would not be liable for any lapse in repair of equipment.
6. **Service report of every faulty equipment** after satisfactory repair should be verified and signed by the End User as well as SMO I/c of the hospital.
7. **Rodent safety** is to be ensured. Each hospital should be Rodent free under Pest Control System to prevent damage of equipment (ref. letter dt. 16.08.2022), otherwise hospital authorities will be responsible for any such Incident.
8. **Training** : Proper training is crucial for both technical staff and users to ensure safety and appropriate use of medical equipment. Service providers are expected to provide continued training on every equipment under maintenance contract to own technical staff and end user (healthcare professional). Training is an ongoing activity to ensure that users are trained and informed of their particular responsibility. The service provider needs to ensure that it setups a system in place all the necessary training. In case, any training is required, Service Provider can be contacted on Customer support Numbers: [9289690100](tel:9289690100), [9289690101](tel:9289690101)
9. **Complaint log Procedure:**

S.No	Activity	Responsibility	Record
1.	User calls the toll-free no. to register equipment problem	End user	Call log
2.	User provides the mandatory info to register the complaint Equipment Identification number Location User name and contact Nature of complaints	Call Centre	Call log
3.	Call centre register the request with work order no	Call centre	Work order no. via email and SMS
4.	Call centre forwards the work order to respective technical staff and regional In charge	Call centre	email and SMS
5.	Technical Staff resolves the problem and gets it acknowledged on a service report	Service provider	Service report
6.	Closure of work order is followed by a SMS to respective user In charge order	Facility incharge or Nodal officer through Call centre	SMS and work

10. **Preventive Maintenance & Calibration:** To provide Preventive Maintenance & Calibration on all Biomedical equipment as per OEM (Original Equipment Manufacturer) recommendations , the Service Provider has to prepare annual

schedule of Preventive Maintenance and Calibration and details are updated on the BMMP dashboard. The concerned facility Incharge has to verify the Service reports after Preventive Maintenance Service /calibration is performed and Service Provider has to affix stickers stating the date of PM&C and next due date.

11. **Warranty / AMC/CMC Management:** To ensure that biomedical equipment under warranty are maintained and supported by their respective suppliers in accordance with the provisions of the warranty terms of supply, the concerned Facility Incharge/end user is responsible to notify any fault to the Under warranty/AMC/CMC equipment. Medical equipment under warranty/AMC/CMC are to be added to service provider contract after the expiry of such warranty/ AMC/CMC to the inventory.
12. **Condemnation of Biomedical Equipment:** If any equipment is declared by the Service Provider "Beyond Economic Repair/Obsolete/Worn out", it should be verified by the concerned Facility Nodal Officer/MO/SMO In-charge and then by respective Divisional Nodal Officer.

Recommended Members of Condemnation Committee:

1. Representative nominated by the M.D, PHSC
2. BMMP Nodal Officer
3. Facility In charge
4. Biomedical Engineer/ABME/BMT of PHSC or Respective DNO
5. Store In charge
6. Purchase officer/ Finance Officer
7. Service Provider as an invitee

13. **Awareness of BMMP Portal:** Concerned Facility Nodal Officer/Medical Officer/ Sr. Medical Officer, In-charge should be aware of the BMMP Portal and also physically verify the total hospital inventory with BMMP portal mapped inventory of concerned hospital time to time.

Sd/-
(Er.Manoj Modi, BME)
State Nodal Officer (BMMP)
Contact No. 9814829715