



## BIO MEDICAL EQUIPMENT MAINTENANCE & MANGEMENT PROGRAMME (BMMP) IN THE STATE OF PUNJAB



In association with Punjab Health System Corporation and National Health Mission (NHM), the Biomedical Equipment Maintenance & Management Programme (BMMP) across the state has been running since June 2022. This service is being provided by the Service Provider i.e. M/s AOV International LLP, Noida, in about 766 Health Facilities (District Hospitals-23, Sub Divisional Hospitals-41, Community Health Centres-151, Primary Health Centres-421, Urban CHCs- 11, Urban PHCs-100, Blood Banks of Medical Colleges(Amritsar, Faridkot & Patiala) -3, Others -16 (*BBMB Hosp. Nangal, Distt. TB Centres, Amritsar & Hoshiarpur, Sangrur, IMH Asr, IRL Patiala, Prabodh Cancer Eye Hosp. Gurdaspur, Redcross BB Ludhiana, TBLCD GGSMCH Faridkot,*

*Civil Sectt., Chd. Raj Bhawan Disp., Chd. CM House Disp. Chd., MLA Hostel, Chd., SHC Matta (Fdk), CHC Bahadurgarh (Ptl), CHC Gobind Nagar (Asr)*) across 23 districts of the state. Breakdown calls are being registered through Software and IVRS systems and assigned to respective engineers accordingly. After implementation of this Programme in the State “**more than 99% equipment uptime**” is maintained in all hospitals across the state, thereby directly benefiting the medical system including Doctors, Health workers and the general public. Apart from breakdown maintenance services, Preventive Maintenance Services, Calibration of Medical equipment and end-user training are being provided by the Service Provider.

**BENEFITS PROVIDED BY THE SERVICE PROVIDER:**

- Toll Free Numbers for lodging the complaints by the Health Facilities.
- Dedicated and trained engineers at each Zone (6 Zones) and each District Hospital (23 District Hospitals) for prompt response of lodged complaint.
- Hands- On training and demonstration by the well qualified trainers for the proper utilization of the equipment.
- AERB certification regarding protection from the radiation produced by the Radiology Department.
- Quality Assurance Certification for diagnostic equipment installed in Labs.
- 24 X7 Customer Care Services has been setup through "Interactive voice response systems, (IVRS) instead of manual call center to minimize human error and uninterrupted call logging procedure.

**CONTACT DETAILS OF THE SERVICE PROVIDER:**

**[M/s AOV International LLP](#)**

**Corp. Office:** C22/25

Sector-57, Noida-201301 (U.P.)

**Local Office:** Plot No. 986, 1<sup>st</sup> Floor,

JLPL Industrial Estate,

Sector-82, SAS Nagar (Mohali)-160055

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[technicalhead.punjab@aovinternational.net](mailto:technicalhead.punjab@aovinternational.net)

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**Toll free no.** [1800-419-9938](tel:1800-419-9938)

**Other contact nos.** [9289690100](tel:9289690100), [9289690101](tel:9289690101) (in case of emergency)