

## **INSTRUCTIONS**

### **Guidelines for proper maintenance of the equipment along with the Log Book costing above Rs. 01 lac.**

1. There are number of life-saving equipments costing above Rs. 01 lac installed in the various department of the hospital. The status of functional & non-functional equipment is being monitored by the DGHS & MoHFW on monthly basis and the steps taken for the repair of non-functional equipments is being monitored by the DGHS & MoHFW on weekly basis. Henceforth the functional status of all the equipments must be sent on or before of 7<sup>th</sup> day of every month directly to the Maintenance Department, the department will be responsible for any lapses in this regard, no separate circular/reminder will be sent to the departments in this regard in future.
2. The HOD will nominate one or more faculty for maintenance of equipments in their department. The said person (Nodal Officer along with a Link Officer) will maintain the Log Book of the equipment until the HOD nominate another faculty for the same and this information should be sent to Maintenance Department. (The Log Book of equipments are available with the store & the same may be indented)
3. All such Nodal Officers will maintain this Log Book. The functional status of all equipments should be displayed prominently in the Department (This is a mandatory requirement, as per the instruction of DGHS, MoHFW, CIC and Audit Party). After making any entry/remarks the page of the Log Book is to be signed by the Nodal Officer & counter signed by the HOD. All HODs and concerned Wards/Unit in-charges are requested to keep a record of periodical maintenance services & breakdown services carried out by these firms for future verification in this Log Book.
4. All user or In-charge of the Department should take all the old parts in their possession of repaired equipments (except the equipments which are under Warrantee /Comprehensive Maintenance Contract) & condemned these through condemnation committee.
5. It is suggested that three or five officers of every department may be designated for signing the service report of the repair and AMC of the equipments & they should also mention their name & designation underneath the signature and it should be countersigned by the Officer I/c of User department or HOD.
6. All the bills should be verified by the respective HOD/Officer In-charge of user department. It should be sent to the Maintenance Department along with the service report stating thereby that the "equipment is working satisfactorily". As and when the bills are verified, they may be cross checked with the service reports, and same may be entered in the respective Log Book of the equipment.
7. To expedite the repair of the equipments, it is suggested that the repair costing upto Rs.15,000.00 (Rs. Fifteen Thousands only) will be done on submission of "Form-A". The sanction may be taken from the Director by the concerned department directly & the file may be submitted to the Maintenance Department for placement of Repair Order.
8. The performa for repair of equipment & purchase of proprietary articles (Spares, Accessories, Consumables/Non- consumables) has been merged & available with the Stores Section, the departments may get the same from Stores Section & send their request for repair of equipment & purchase of proprietary articles only in the "Updated Performa" in future.

9. All the departments has to constitute a Repair & Maintenance committee, including 3 to 5 faculty members including the HOD, the said committee will scrutinize the proposals of repair & propriety purchase upto Rs. 01 lac & provide recommendations for the approval of Competent Authority.
10. A copy of this Log Book is to be sent to the Maintenance Department on condemnation of the equipment.

**NOTE:** For proper maintenance of the equipment of the departments, all the equipments are to be allotted with serial number. If a supply order contains more than one identical equipments, each of them are to be allotted with different serial number & different Log Books are to be maintained for each of these equipments.

(Example : Is a supply order (Supply order no xxxxxxxxxxxx dated **10/12/2014** for **Anaesthesia** deptt.) have a total of 04 number of Ventilators, each of these Ventilators are to be given different serial number like as mentioned below;

<b>Equipment</b>	<b>Departmental Serial Number of Equipment</b>
1 <sup>st</sup> Ventillator	Anaesthesia 10122014-1
2 <sup>nd</sup> Ventillator	Anaesthesia 10122014-2
3 <sup>rd</sup> Ventillator	Anaesthesia 10122014-3
4 <sup>th</sup> Ventillator	Anaesthesia 10122014-4

& 4 different Log Books are to be maintained for each of these Ventilators

### **Protocol for Maintenance of Equipment**

1. All the HODs/Officer In Charge have to ensure that all the equipments (above Rs. 01 lac) of their department must be under maintenance contract. If any equipment does not have maintenance contract, the HODs/Officer In Charge may obtain year wise (for one or more than one year) AMC/CMC estimate from either manufacturer or authorized dealer/service provider or any other agency (in absence of manufacturer or authorized dealer/service provider) competent to maintain the equipment & send the same to the Maintenance Department for the approval of Competent Authority. (As per the direction DGHS/Ministry it is mandatory that all equipment, above Rs. 01 lac should be under AMC/CMC).
2. If any equipment is non-functional & does not have maintenance contract, the department will get it repaired first & then enter into the maintenance contract as described in point number 1.
3. The Nodal Officer/Link Officer/Department will enforce the "Pre-sanctioned Maintenance Contract" with the service provider in writing for providing year wise maintenance contract.
4. If equipment is under AMC & becomes out of order, the Nodal Officer of department will lodge the complaint to the service provider/supplier/authorized agent in writing/email & the information should also be sent to the respective HOD & the Maintenance Department.
5. The repair proposal of the equipment should be taken from the service provider/supplier/authorized agent by the respective HOD.
  - A. If the service provider submits any Repair Estimate for the same, it should be sent with Repair Proforma along with a copy of supply order of equipment, copy of installation report, lowest rate certificate (to be obtained from service provider), proprietary certificate (if the repair is proprietary in nature) all such documents are to be endorsed by respective HOD.
  - B. If the service provider shows inability to maintain the equipment within the hospital premises & wants to take the equipment on their workshop for repair, the same should be taken in writing on their letterhead. A request letter enclosing the same is to be directly submitted to the Maintenance Department. The Maintenance Department will take the permission for the same from the Director & a permit along with Gate Pass will be issued from Maintenance Department. The user will ensure proof of identity of the Service Engineers while handing over the equipment & will take the receiving of the equipment from Service Engineer.
6. If the service provider does not entertain the complaint in a reasonable time (within 2 days), the Nodal Officer will send information immediately to the Maintenance Department along with a copy of complaint filed to service provider, a copy of supply order of equipment, copy of installation report, this information must accompany the date from which the said equipment is non-functional, telephone number/email id of service provider, the step taken to make it functional (action taken report) by the user department & last repair details (if any).

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