



GOVERNMENT OF WEST BENGAL

OFFICE OF THE PRINCIPAL

CALCUTTA NATIONAL MEDICAL COLLEGE

32, GORACHAND ROAD, KOLKATA-700 014

PHONE & FAX : 033-2284-3582 email-principal.cnmc@gmail.com

Memo No: - CNMC/ 1493 /P

Dated:- 11.07.24

**CIRCULAR**

HODs of all the departments of CNMC are hereby informed that comprehensive Maintenance of all Bio-medical Equipment in this College & Hospital will be maintained by M/s. HILL Infra Tech Services Ltd. (HITES) vide Memo No. M/1355 dated 30/05/2024 (Copy enclosed).

HITES will provide Breakdown Maintenance Services as well as Periodic Preventive Maintenance Services and calibration & Quality Assurance of equipment, as per requirement, complying with NABL/AERB guidelines.

Every Bio Medical Equipment in each and every Hospital, Irrespective of whether it is currently under Warranty of CMC, shall be assigned a unique code by HITES (By affixing a QR (Quick response) Coded Sticker).

Any hospital authority may lodge complaint and request for services from the Company by calling the toll free number 1800-123-595959 which will be connected with an Interactive Voice Response System (IVRS).

One template for Call log process and another template for Escalation Matrix are attached herewith for your assistance.

Encl-As stated

*Handwritten signature*  
11.7.24

Principal

Principal  
CALCUTTA NATIONAL MEDICAL COLLEGE  
Kolkata - 700 014

No.: CNMC/ 1493 /P

Date: 11.07.24

Copy for information and necessary action to:

1. MSVP, CNMCH
2. All HOD, CNMC & H

*Handwritten signature*  
11.7.24

Principal

Principal  
CALCUTTA NATIONAL MEDICAL COLLEGE  
Kolkata - 700 014

o/c

**Government of West Bengal**  
**Directorate of Health Services & Medical Education**  
Swasthya Bhawan, Salt Lake, Kol-91

Memo No: M/1355

Date: 30/05/2024

- To : 1. Principal/Director, All Medical Colleges/Teaching Institutions  
2. MSVP, All Medical Colleges/Teaching Institutions  
3. CMOH, All Districts  
4. Dy. CMOH, All Districts  
5. Superintendent, All District Hospitals / Sub Divisional Hospitals /State General Hospitals  
6. BMOH, All Districts
- Sub : Comprehensive Maintenance of Biomedical Equipment in all Government Hospitals / Institutions (i.e. Medical Colleges located in Districts, District Hospitals, SDHs, SGHs, RHs, BPHCs, PHCs, SCs, UPHCs)
- Ref : NIT No.: WBMSCL/NIT-586/2023; Date: 30.09.2023 floated by West Bengal Medical Services Corporation Limited

Sir,

A fresh tender for Comprehensive Maintenance of all Bio-medical Equipment in different Health facilities across the State has been under active consideration of the Department for quite some time past. After careful consideration of all the issues involved, **M/s.HLL Infra Tech Services Ltd. (HITES)**, a CPSU has been selected as successful bidder by the State Government to render 'Comprehensive Bio-Medical Equipment Maintenance Services' at all the Medical Colleges, Teaching Hospitals, District Hospitals, Sub-Divisional Hospitals, State General Hospitals, RH / BPHC, PHC, UPHC and SC Hospitals in the State, with concurrence of the Finance Department vide their u.o. no Group T/2023-2024/1498 dated 05.03.2024. On behalf of the Health & Family Welfare Department, WBMSCL has entered into a Service Level Agreement (SLA) with 'HITES'.

2. HITES will provide Breakdown Maintenance Services as well as Periodic Preventive Maintenance Services and calibration & Quality Assurance of equipment, as per requirement, complying with NABL/AERB guidelines. The company shall also identify and repair all non-functional but repairable Bio-Medical Equipment within 3(three) months from the date of commencement of Services 02.05.2024. The Bio-Medical Engineers of HITES will also advise the facility if any Bio Medical Equipment is "Beyond Economic Repair", and the value of such Equipment shall be excluded from the list.

3. The services have already commenced on 2<sup>nd</sup> May 2024 in all the facilities of the Districts. The Company has deployed service personnel and is setting up infrastructure for the on-call breakdown and preventive maintenance services. The service provider will prepare Hospital



wise inventory of all Bio Medical Equipment, and new equipments procured, but not included in the list will have to be entered in the list along with relevant details. The equipment those which are purchased by Hospital authority directly and/or received as donation from other sources, for such instance Hospital authority should provide Purchase Order/work order copies along with relevant warranty document to M/s HITES, ensuring smooth maintenance of biomedical equipment after expiry of Warranty. For any equipment that is already under any maintenance contact in the form of warranty/AMC/CMC/reagent rental/spares agreement directly with Government of West Bengal, should not be covered under this contract but it should be tagged as "zero" asset value and M/s. HITES will automatically enlist the item in their scope after expiry of such contract or warranty as per the instruction of WBMSCL/Health Facility/Health & Family Welfare Department.

The final list will have to be validated by the Hospital Authorities jointly with the representative from HITES. Such inventory shall thereafter be updated quarterly i.e. once in every 3(three) months.

4. 'HITES' shall provide 24x7, 365 days uptime of 95% for all Bio Medical Equipment in all Medical Colleges & Hospitals, District Hospitals, and 90% for all medical equipment in other Healthcare units. At no point of time in a single breakdown the unserviceable period should exceed 7 days from the time of registration of fault.

5. Every Bio Medical Equipment in each and every Hospital, irrespective of whether it is currently under Warranty of CMC, shall be assigned a unique code by HITES (By affixing a QR (Quick response) Coded Sticker) in association with the Hospital Authorities, sample given below:



Need to be keyed in for complaint logging

The Company will affix an unique QR code with the asset id on all equipment in all Hospitals and develop an Equipment Management Information System (EMIS) for management of the on-call breakdown and periodic preventive maintenance services, which will be accessible through their website and a Mobile App.

6. Any hospital authority may lodge complaint and request for services from the Company by calling the toll free number 1800-123-595959 which will be connected with an Interactive Voice Response System (IVRS).

The following steps are suggested for registering any complain:

- a) The end user will have to call the toll free number 1800-123-595959 and enter the 9 digits of QR code number of the equipment and provide other details as would be prompted by IVRS. In the initial period till the QR code labeling on the equipment is completed and IVRS is integrated, the Nodal Officer will have to call the toll free number and provide the required details verbally.
- b) After registration of the complaint, a SMS confirming the registration will be sent to the mobile number of the concerned Nodal Officer. The SMS will include complain registration number, date and time of the complaint, name of the service engineer assigned for the complaint with mobile number.
- c) After resolution of the complaint one SMS will go to the Nodal Officer intimating closure of complaint.

For any further query and escalation of any complaint you are requested to follow the escalation matrix which shall be provided to each hospital. You may further communicate to HITES e-mail ID: [hitesbmemwb@hllhites.com](mailto:hitesbmemwb@hllhites.com) for such complaint resolution.

7. Each hospital will have to nominate a Nodal Officer, preferably not below the rank of Assistant Superintendent, specifying his/her name, designation, mobile number; e-mail ID for entering into EMIS. Nodal officers will receive SMSs from the EMIS.

8. Hospital Authority to allocate a room to M/s HITES (from SGH & above) for storing small spare parts along with minor repairing of the medical equipment which will be known as "Service Room/ Repairing workshop".

9. The infrastructure issues like electrical earthing problem, water leakage, rodent damages, Air condition seepage and humidity problems should be informed to the concerned authority i.e. PWD/WBMSCL etc. by the Hospital Authority for rectification and action.

10. The list of consumables (which will not be covered under scope of work of service provider) will be shared with the Hospital Authority by M/s HITES so that, in future there is no scope of misunderstanding.

11. M/s HITES should conduct end-user training for all stakeholders to schedule by the Hospital Authority.

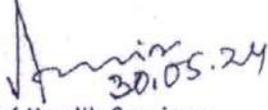
12. Regarding relocation of any equipment intra or inter Department, M/s HITES may be informed for necessary action.

Director of Health Education  
NEVE  
KOLKATA

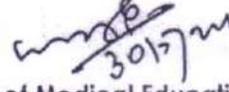


13. Representative of HITES shall start visiting the facilities from early next week and schedule asset tagging & mapping procedure. All co-operation may please be extended to them.

All concerned are hereby informed accordingly.

  
30.05.24

Director of Health Services  
to the Government of West Bengal  
Health & Family Welfare Department

  
30/5/24

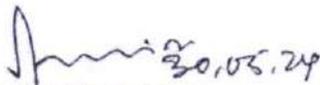
Director of Medical Education  
to the Government of West Bengal  
Health & Family Welfare Department

Memo No.: M/1355/1(24)

Date: 30.05.2024

Copy forwarded for kind information and for necessary action to:

1. Secretary(MS), Health & Family Welfare Department;
2. Project Director, West Bengal State Aids Prevention & Control Services / Blood Safety Division/AYUSH Branch & Secretary, Health & Family Welfare Department;
3. Special Commissioner, Managing Director, WBMSCL, Health & Family Welfare Department;
4. Mission Director, NHM & Secretary, Health & Family Welfare Department;
5. Secretary (DEE), Health & Family Welfare Department;
6. Special Commissioner (GA), Health & Family Welfare Department;
7. Joint Secretary(PPP), Health & Family Welfare Department;
8. Financial Advisor, Health & Family Welfare Department;
9. Additional DHS(HA), Health & Family Welfare Department;
10. State Family Welfare Officer, Health & Family Welfare Department;
11. State Tuberculosis Officer, Health & Family Welfare Department;
12. State Leprosy Officer, Health & Family Welfare Department;
13. Joint Director, SPSRC, Health & Family Welfare Department;
14. Joint Director (CD & Public Health), Health & Family Welfare Department;
15. Joint Director (NCD), Health & Family Welfare Department;
16. Director(FMG), Health & Family Welfare Department;
17. Senior Accounts Officer, NHM, Health & Family Welfare Department;
18. Manager (IT & MIS), WBMSCL – is hereby informed to upload at the website of WBMSCL;
19. IT Cell, Health & FW Department – for uploading at portal of H&FW Department;
20. Mr. Anurag Salwan, Chief Executive Officer, HLL Infra Tech Services Ltd.;
21. Bio-Medical Engineers posted at District Programme Management Units across the State;

  
30.05.24

Director of Health Services  
to the Government of West Bengal  
Health & Family Welfare Department

**Director of Health Services**  
Department of Health & Family Welfare  
Government of West Bengal

  
30/5/24

Director of Medical Education  
to the Government of West Bengal  
Health & Family Welfare Department

Director of Medical Education  
Government of West Bengal  
Swasthya Bhavan  
Kolkata - 700091



# WBMSCCL - HITES BMEM PROJECT

## ESCALATION MATRIX

If your concern is not addressed, please call

After 48Hr

After 3 days

After 5 days

After 7 days



**LEVEL 1**



**LEVEL 2**



**LEVEL 3**



**LEVEL 4**

**SITE**

**MANAGER**

*Md. Fahimuzzaman*

8355894015

**DIVISIONAL**

**MANAGER**

*Alamgir AK*

8355894848

**REGIONAL**

**PROJECT**

**MANAGER**

8355895297

*Purnabi Biswas*

**WBMSCCL BMEM**

**CONTROL ROOM**

8355894022



[WWW.HITESBMEMWB.COM](http://WWW.HITESBMEMWB.COM)



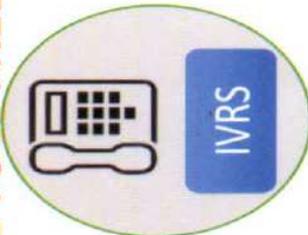
[HITESBMEMWB@HLLHITES.COM](mailto:HITESBMEMWB@HLLHITES.COM)



# WBMSCS - HITES BMEM PROJECT

**Step1**

## DIAL TOLL FREE NO



Dial Toll Free no  
**1800-123-59-59-59**

**Press 1 for বাংলা**  
**Press 2 for हिन्दी**  
**Press 3 for English**

**Step2**

## ENTER 9-DIGIT EQUIPMENT NO

West Bengal Medical Services Corporation Ltd.



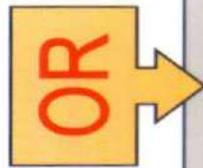
**12345678**

HLL Infra Tech Services Ltd.

Toll Free No: 18001235959

Enter 9 Digit QR code no of the  
equipment followed by # key

QR code no is written on sticker pasted  
on the equipment



**Step3**

## COMPLAINT REGISTERED

**XXXXXXX**

Complaint no is announced  
on IVRS & shared in SMS

IVRS automatically generated  
complaint number

**Step1** Scan the QR code from your smartphone camera.

**Step2** Click the link & enter the details like phone number, Email ID (Optional) & remarks.

**Step3** Click on Submit. Complaint is registered.



- If barcode sticker is not pasted on the equipment, please contact nodal officer.
- On repair of the equipment is repaired the Service Engineer will get the Service Report signed off by department and uploaded in CRM.