



Office of the Senior Bio-Medical Engineer
INDIRA GANDHI INSTITUTE OF MEDICAL SCIENCES,

SHEIKHPURA, PATNA – 800 014 (Bihar, India)

Tel.: 0612 – 2297631, 2297099; Fax: 0612 – 2297225; Website: www.igims.org;

E-Mail: bme@igims.org

Ref. No.: BME / 686

Date: 30 / 10 / 2018.

Precautionary Notice

Institute had purchased various bio-medical equipments for strengthening the infrastructure for better patient care in their medical and surgical departments in past four years. An Agreement on non-judicial stamp paper containing the details terms & conditions for the supply and after sales / services were also executed with respective suppliers.

As per terms and conditions mentioned in the **Agreement executed at the time of supply** of the respective bio-medical equipments, the complete system (including UPS and other instruments / items) will be under **warranty period for a period of three / five years** (as the case may be) from the date of successful installation. During warranty period, respective suppliers have to provide **four maintenance visits at regular intervals** for usual maintenance and supervision. If you fail to complete these maintenance visits, a proportionate deduction at the rate of **25% per visit would be deducted from the Bank Guarantee Amount**. The same is also applicable during Comprehensive Annual Maintenance Contract after expiry of warranty period. During CAMC period, penalty due to less maintenance visits is to be recovered from CAMC charges.


Apart from above, respective suppliers have to attend breakdown call (if any) within 48 hours of the receipt of the information by fax / e-mail / telephone. Apart from above, respective suppliers have to provide an up-time of 347 days in a year. On non-compliance of above, Institute will recover the losses on account of breakdown of the equipment.

Further, as per Agreement, the principal abroad and Indian Agent both have full responsibility for proper functioning of the equipment during warranty period and thereafter during the life span of the equipment. As per terms of agreement or if there is any change of Indian Agent, principal company will take full responsibility to maintain and provide services to this institute on rates and terms & conditions mentioned in the Agreement.

However, it is observed that most of the suppliers are not providing the after sales / services as per terms & conditions of the Agreement executed at the time of supply of the equipments, which is breach of contract.

Usually most of the suppliers perform replacement or repair of worn out or non functional parts only when the equipment comes to a halt. This means that only after replacement or repair of the defective part, the machine can be functional again. Suppliers usually follow this procedure or face such a situation when there is no preventive maintenance plan in place. The machine breakdown and repair occurs because preventive and scheduled maintenance is not carried out. **A proper preventive maintenance plan will stop or prevent unnecessary breakdown by incorporating a system by which the machine is regularly inspected and maintained.**

In view of above, **precautionary advice** is being issued to **all concerned suppliers** through this Notice to follow the terms & conditions mentioned in the Agreement and provide after sales / services accordingly. Preventive maintenance visits at regular interval are essential and must be provided without fail. **Service Reports** pertaining to **preventive maintenance visits** as well breakdown visits duly signed by the concerned user **Head of the department and Senior Bio-Medical Engineer / Junior Bio-Medical Engineer** are to be submitted to the office of the undersigned.


(Shailendra Kumar Singh)
Senior Bio-Medical Engineer,
I.G.I.M.S. - Patna.
30/10/2018.