

GOVERNMENT OF TRIPURA  
HEALTH & FAMILY WELFARE DEPARTMENT  
(NATIONAL HEALTH MISSION)

No.F.3 (5-2957)-FWPM/SHFWS/2015

Dated, Agartala the 17<sup>th</sup> December 2016

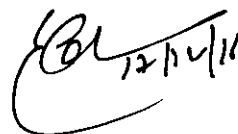
**NOTIFICATION**

In order to keep bio-medical equipments functional with minimal 'down-time' especially in remote locations and for delivery of quality healthcare, the 'Bio-Medical Equipments Maintenance Program' has been rolled out by engagement of service provider as per the guidelines issued by the Ministry of Health & Family Welfare, Govt. of India under National Health Mission (NHM). Memorandum of Understanding (MoU) executed with the service provider namely **Mediciti Healthcare Services Pvt. Ltd.**, 5-9-22, Secretariat Road, Hyderabad - 500 063 has been uploaded in the web portal of NHM, Tripura <http://tripuranrh.m.gov.in/mandatory/0911201603.pdf>.

2. It is pertinent that services of the above agency as mutually agreed between the State and the Service Provider are utilised as per laid down terms & conditions of the above MoU. The service include provision of toll free number for equipment fault registration, preventive and corrective maintenance, supply of spares, providing for trained engineering human resource and training of users on equipment.

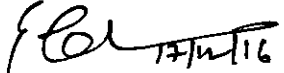
3. While the aforesaid program is centrally supervised and monitored by a designated State Nodal Officer, Er. Rajat Bhattacharyya, Nodal Officer (IT), Directorate of Health Services, it is equally important that respective Public Health Facility In-Charges makes every effort to closely follow-up all such bio-medical equipments which are tagged with Maintenance Process Tracking Identification Number (MPT-IDs) for availing prompt preventive maintenance services. Keeping this in view, few salient points outlined in the terms & conditions of the MoU have been reiterated as under:-

- (i) The maintenance service provider shall identify and respond to requests seeking maintenance of all Biomedical Equipments available in the State Hospital (IGM Hospital) all District Hospitals, Sub-Divisional Hospitals, CHCs and PHCs on 24x7 basis.
- (ii) Concerned health facility can avail the services by dialing centralized 24x7 Call Centre having Toll Free No. **1800 212 4699** for seeking preventive maintenance support of bio-medical equipments.
- (iii) For the Medical Equipments that are already in AMC or CMC the Service Provider shall administer the contract on behalf of Health & Family Welfare Department. For this purpose, the Service Provider (Mediciti Healthcare Services Pvt. Ltd.) shall take authorization from Health & Family Welfare Department to administer and liaise with those service providers for the respective equipment for which AMC/CMC may be in existence.
- (iv) For Medical Equipment that is currently under warranty, the Service Provider shall administer all maintenance activities on behalf of the Health & Family Welfare Department for the entire duration.
- (v) For all medical equipment that is under any form of AMC/CMC/Spares agreement or under warranty, the Health & Family Welfare Department shall not be renewing the equipment specific maintenance contracts.



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- (vi) The maintenance Service Provider shall not be including cost of maintaining any equipment which is under any kind of AMC/CMC/warranty in its first proposal and cost of such equipment shall not be included till the time existing contract(s) with other (s) is valid for the respective equipment. The maintenance Service Provider may choose to take authorization for doing maintenance such equipment from existing AMC/CMC contract holder(s).
- (vii) Maintenance costs for equipment that are currently in any AMC/CMC/warranty Contract shall be added by the Service Provider only after the expiry of contracts for the respective equipment.

  
(Dr. Shailesh K. Yadav, IAS)  
Deputy Secretary, H&FW  
Govt. of Tripura

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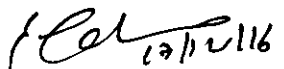
1. The Chief Medical Officer, West Tripura/ Khowai/ Sepahijala/ Gomati/ South Tripura/ Unakoti/ North Tripura/ Dhalai.
2. The Medical Superintendent, IGM Hospital/ Khowai DH/ Gomati DH/ Santirbazar DH/ Dharmanagar DH/ Unakoti DH/ Kulai DH.
3. The Sub-Divisional Medical Officer, Bishalghar SDH/ Melagar SDH/ Tripura Sundari SDH/ Amarpur SDH/ Belonia SDH/ Sabroom SDH/Kanchanpur SDH/ Rajiv Gandhi Memorial SDH/ Bimal Sinha Memorial SDH/ Gandacherra SDH/ Longtra Valley SDH.
4. The Medical Officer I/C \_\_\_\_\_ PHCs/ CHCs.

Copy for kind information to:-

1. The Director, Health Services, Govt. of Tripura, Agartala.
2. The Director, Family Welfare & Preventive Medicine, Govt. of Tripura, Agartala.
3. The Branch Officer (Procurement), NHM, Tripura.
4. Er. Rajat Bhattacharyya, State Nodal Officer, Bio-Medical Equipments Maintenance Program, Directorate of Health Services, Govt. of Tripura, Agartala.
5. The General Manager, Medicitti Health Care Services Pvt. Ltd., 50-9-22, Secretariat Road, Hyderabad – 500 063.
6. The Technical – Head, Mediciti Healthcare Services Pvt. Ltd, Tripura Office, Agartala.

Copy forwarded to:-

1. PS to the Hon'ble Minister, H&FW, Govt. of Tripura for kind information of Minister.
2. PS to the Principal Secretray, H&FW, Govt. of Tripura, Agartala for kind information of Principal Secretray.
3. PS to the Joint Secretary, Ministry of Health & Family Welfare, Govt. of India, Nirman Bhavan, New Delhi-110011.
4. PS to the DM & Collector (Chairman, DH&FWS), West Tripura/ Khowai/ Sepahijala/ Gomati/ South Tripura/ Unakoti/ North Tripura/ Dhalai for kind information of DM & Collector.
5. The Website Section, NHM, Tripura for upload of this Notification in the NHM Website.

  
(Dr. Shailesh K. Yadav, IAS)  
Deputy Secretary, H&FW  
Govt. of Tripura