



To

- (i) All Medical Superintendents of District Head Quarter & Tehsil Head Quarter Hospitals working under the administrative control of P&SHD
- (ii) All Chief Executive Officers (District Health Authorities) in the Punjab
- (iii) All In-charges of Rural Health Centres, P&SHD
- (iv) The Directors of Medical Equipment Repair Workshop, Lahore, Multan & Sargodha, P&SHD
- (v) Zonal Head/ In-charge MERWs Lahore, Sargodha, and Rawalpindi, P&SHD
- (vi) The Directors of Drugs Testing Laboratory, Lahore, Faisalabad, Multan, Rawalpindi and Bahawalpur

Subject: POLICIES AND OPERATIONAL GUIDELINES FOR PROVISION OF SPARE PARTS REQUIRED TO MAKE THE OUT OF ORDER OUT OF WARRANTY BIOMEDICAL EQUIPMENT FUNCTIONAL

Bio-Medical Equipment Resource Centre (BERC) has been mandated to implement Bio-Medical Equipment Engineering Regime - which includes Repair & Maintenance, Installation, Condemnation and Inspection of Bio-Medical Equipment in the Health Facilities of Primary & Secondary Healthcare Department (P&SHD). For this purpose, 03 Nos. of already established Medical Equipment Repair Workshops (MERWs) located in Lahore, Multan & Sargodha has been revamped and a centralized complaint management system has been established.

2. Currently, the repair and maintenance of the bio-medical equipment is being carried through online generated work orders against the complaints telephonically received on Helpline Number **1454**. Detailed analysis of complaints received till date depicts that ~26% of the complaints require provision of spare parts for rectification of faults. It has been learnt that despite many reminders procuring agencies remain unable to arrange spare parts which has hampered the healthcare service delivery. Now the

department has provided a limited budget to the BERC for provision of spare parts to reduce down time of equipment. The analysis of pending complaints further revealed that the cost of required spares for a single complaint mostly falls under the limit of either petty cash i.e. PKR 75,000/- or petty purchases through three quotations i.e. more than PKR 75,000/- up to PKR 200,000/- which is permissible under Rule 59, PPR-2014 amended till date. Moreover, it has been learnt that arrangements of spare parts are usually carried out by concerned procuring agencies without engaging BERC resulting in exorbitant rates, compatibility issues, equipment degradation etc.

3. Keeping in view the aforementioned reasons and in order to enhance the service delivery BERC funds for the provision of Spare Parts has been allocated at central level and it is imperative that policy and operational guidelines must be formulated for procurement of spare parts falling under the financial limits of Rule 59 (a) and 59 (b) of PPR, 2014 (amended till date). The approved mechanism and policy guidelines for purchase and arrangement of spare parts are as under:



- i) The hospital administration i.e. Medical Superintendents, In-charge Health Facilities, Director MERW, Zonal Head/In-charge MERWs are responsible to ensure maximum functionality of bio-medical equipment.
- ii) In case where procurement of spare parts is required and funds are available with the health facility, the concerned Medical Superintendent / Incharge of Health Facility will arrange the quotation and BERC Engineer will facilitate the health facility by identifying the vendors. The procuring agency may consider, approve the quotation and issue the purchase order. The quotation/proposal will be duly verified in all aspects (Technical & Financial) from the concerned In-charge/ Zonal Head MERW. Further, the invoice will also be duly checked / verified by concerned BERC engineer and concerned Zonal Head / In-charge MERW.
- iii) In case where procurement of spare parts is required and funds are not available with the health facility, the concerned BERC Engineer will arrange

the quotation and other necessary documentation in the name of Project Director, BERC of concerned procuring agency after the issuance of request for quotation letter. The quotation shall be addressed to Project Director, BERC. The health facility shall have to furnish a certificate regarding non-availability of funds. The quotation/proposal will be duly verified in all aspects (Technical & Financial) from the concerned In-charge/ Zonal Head MERW. Further, the invoice will also be duly checked / verified by concerned engineer and concerned Zonal Head / In-charge MERW. Following documentation shall be arranged by the Zonal Head/In-charge MERW for payment of spare parts;

- a. Complaint Details & Initial Service Report
- b. Request for Quotation duly verified by Zonal Head/In-charge
- c. Purchase Order issued by DDO of Health Facility /PD, BERC
- d. Delivery Challan
- e. Copy of Stock Register Entry
- f. Inspection Report
- g. Final Service Report
- h. Certificate for Equipment Functionality by End User.
- i. Certificate of Non-Availability of funds by concerned health facility (if applicable)



iv) The concerned BERC engineer diagnosing the fault and prescribing a spare part will get the service report countersigned from the concerned Zonal Head/Incharge MERW.

4. In order to ensure value for money a list of commonly and frequently required spares parts / consumables/ accessories must be identified for bulk purchase through open tendering (framework contract) as per PPRA, 2014 at central level. In this regard following committee is constituted for preparation of list of frequently used spares parts / consumables / accessories;

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| a. | Provincial Coordinator, BERC, Lahore | (Convener) |
| b. | Zonal Head, Medical Equipment Repair Workshop, Lahore | (Member) |
| c. | Zonal Head, Medical Equipment Repair Workshop, Multan | (Member) |
| d. | Zonal Head, Medical Equipment Repair Workshop, Sargodha | (Member) |
| e. | Any Co-opted Member including Medical Superintendent / In-charge Health Facility | |

The list must be submitted to the Project Director, PMU within one month from the date of issuance of this document. The spares so procured must be compatible and should be installed by engineers. The list of spares parts / consumables/ accessories, if needed, shall be updated bi-annually.

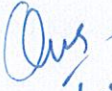
**BY THE ORDERS OF SECRETARY
PRIMARY & SECONDARY HEALTHCARE
DEPARTMENT**

NO. & DATE EVEN

A copy is forwarded for information and further necessary action to:

- I. The Chief Executive Officer Punjab Health Facilities and Management Company, Lahore
- II. Project Director, BERC
- III. Project Director, HISDU, P&SHD with the request to email this copy to all Chief Executive Officers, District Health Authorities Punjab, Medical Superintendents to DHQ & THQ Hospitals and In-charges of Rural Health Centers working under the administrative control of Primary and Secondary Healthcare Department
- IV. Procurement Specialist, Procurement Cell, P&SHD
- V. P.S.O to Secretary, P&SHD
- VI. P.S.O to Secretary, SH&MED
- VII. P.A to Special Secretary, P&SHD
- VIII. P.A to Additional Secretary (Admn.), P&SHD
- IX. P.A to Additional Secretary (Technical), P&SHD
- X. P.A to Additional Secretary (Drugs Control), P&SHD
- XI. Director Operations, Central, North and South, Project Management Unit (PMU)


 DIRECTOR (BERC)
 BIOMEDICAL EQUIPMENT RESOURCE CENTRE


 01-02-2021