

O/o Director General School Education

Punjab ICT Education Society (PICTES)

SCO No. 162-164, 3rd Floor, Sector 34-A, Chandigarh
(o) 0172-5041150, (fax) 0172-5043244

To

Sh. Sarwan Kumar,
General Manager,
M/s HCL Infosystems Ltd.
Plot No. ITC-3, Sector- 67,
Mohali.

Sh. Vikas Saini
Regional Business Manager
Wipro Limited (Infotech Division)
Plot No. 2, Tower-E, 4rd floor
DLF Building, Rajiv Gandhi IT Park
Chandigarh-160101

Memo No. 3/7-ICT/2012-13/hwcomp/6027-40

Dated 22.10.12

Subject: Maintenance of computer hardware installed in schools under ICT Project Phase I, II, III and IV.

- 1 Kindly refer to the meeting held with General Manager (ICT) on 11.10.12 (copy enclosed).
- 2 It has been observed that your Engineers visit the computer lab directly without meeting the school head. Most of the time, the school head is ignorant about the visit of the engineer and remedy provided in the computer lab.
- 3 So, it is requested that (i) identity cards be issued to the Engineers till 31.10.2012; (ii) Engineer visiting the computer lab will first meet the school head and show his identity before going to the computer lab; (iii) after doing the repair work, he will report to the school head and will inform him about the repairs carried out by him or likely to be carried out

in near future; (iv) he will enter his observation/repair details in the hardware complaint register and will get the same counter signed by the school head.

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These instructions should be adhered to in letter and spirit.

—sdlr

**Director General School Education
Govt. of Punjab**

Endst. No. 3/7-ICT/2012-13/hwcomp/ 6037-40 Dated: 22.10.12

A copy of the above is forwarded to the following for information and necessary action please:-

- (a) All DEOs (SE) Punjab (Through website).
- (b) All School Principals/Heads with advice that company Engineers may be allowed in the computer lab only after verifying their identity and complete details of repair be got entered in the hardware complaint register before the Engineer leaves the school.



**Director General School Education
Govt. of Punjab**