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# O/o Director General School Education Punjab ICT Education Society (PICTES)

SCO No. 162-164, 3<sup>rd</sup> Floor, Sector 34-A, Chandigarh  
(o) 0172-5043150, (fax) 0172-2623206, 2624687

To

- Mr. A.P.S. Bedi  
Executive Vice President  
M/s HCL Infosystems Ltd  
E-7, Sector 11, Noida.

- Mr. Biswanath Sengupta,  
Head, Project delivery,  
M/s HCL Infosystems Ltd  
E-4,5,6 Sector 11, Noida.

Memo No. 3/1-ICT-2012/HW/Ph-1/ 5129-47  
Dated: 10.09.2012

**Subject: Extremely poor performance for providing maintenance services for the hardware installed in schools of Phase I, II & IV of the ICT project.**

1. A meeting was held with Mr. Sathyapal Menon, Associate Vice President of your company to discuss the issues raised by this office vide letter No. 3/1-ICT-2012/HW/Ph-1/4905 dated 29.08.12.

2. Following points are brought to your notice for ensuring strict compliance please:-

(a) For the purpose of providing maintenance cover different phases of ICT Project i.e Phase I, Phase II and Phase IV, will be treated as separate projects and separate managers will be made in charge for each of the project.

(b) Following engineers will provided for each of Phase I, Phase II and Phase IV project:-

|       |          |   |    |
|-------|----------|---|----|
| (I)   | Phase I  | - | 60 |
| (II)  | Phase II | - | 60 |
| (III) | Phase IV | - | 30 |

- District wise names of Engineers for each project will be submitted by M/s HCL.

(c) Any Engineer who goes to attend the call will carry sufficient quantity of fast moving spares so that he is able to rectify the problem immediately. In case, the required spare is not available with him, he will call the 'Spares Stock Centre' which will deliver the part to him through a courier. Spare stock centers will be located in a manner that spares can be delivered at site within 1 to 1½ hour. It is recommended that all District Headquarters will have a spares stock centre where adequate quantity of spares will be stocked. List of spares kept at each District Headquarter will be intimated to this office every month.

(d) The engineer going to a school for rectification of defects will invariably check all the Computer Systems in the school and carry out repairs of any other defective before leaving school. Engineers sent for UPS repairs will always be accompanied by another Computer engineer for undertaking repairs of Computers, LAN, Printers etc if found defective.

(e) No call for repairs will be closed unless specifically nominated staff speaks to the Computer teacher in the school to confirm if the problem has been sorted out.

(f) Under no circumstance call from the schools will be refused for registration and giving ticket number.

(g) M/s HCL will ensure that all calls for repairs pertaining to UPS will be closed/rectified within 3 days and other hardware within 2 days.

(h) M/s HCL will submit a monitoring report every Tuesday indicate district-wise, the number of complaints received and the number of complaints rectified and the reason for not rectifying left over calls.

(i) It is observed that no preventive maintenance (PM) is carried out by your company. Date wise programme for ensuring the quarter will be sent to this office by 15<sup>th</sup> of previous month. PM will be done after the school timings. After

carrying out the PM, a certificate will be signed by the computer teacher and HCL engineer that PM has been done to the satisfaction of the school. It must be noted that no payment will be released unless proof for PM having been done is attached with the bill.

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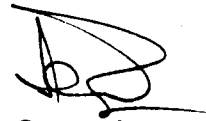
**Director General School Education  
Punjab ICT Education Society, Chandigarh**

**Endst. No. 3/1-ICT-2012/HW/Ph-1/SI 24-47**

dated 15.09.12

A copy of the above is forwarded to the followings (through website) for information please:-

- (i) All DEOs (SE).
- (ii) All Schools Heads.



**Director General School Education  
Punjab ICT Education Society, Chandigarh**