



BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



SERVICE PROVIDER
Tender No. WO-37/2021-2022/698

CYRIX

HEALTHCARE PVT LTD

No. : 231072

ISO 13485 : 2012 & ISO 9001-2008 CERTIFIED COMPANY | AERB Approved Service Agency

Service Report 30/64 1 B, Petta Junction, Poonithura, Kochi - 682 038, Kerala
Ph : 98472 99500 Website : www.cyrix.com | E-mail : bemp.kl@cyrix.in

<p>Health Facility <u>UPHC</u></p> <p>Address <u>UPHC Karunagappally</u> <u>KOLLAM</u></p> <p>Ph : <u>9207048790</u> <u>04762953763</u></p>	<p>Call Registration Date : <u>24/05/2024</u></p> <p>Caller ID : <u>112982</u></p> <p>Date of Visit : <u>25/05/2024</u></p> <p>Asset No. : <u>0251710</u></p> <p>EQPT Name : <u>Pharmacy Refrigerator</u></p> <p>Manufacture <u>LG</u> Model : <u>GH-T502FASTN</u></p> <p>S. No. <u>008PFR61011835</u> Dept. <u>Pharmacy</u></p>
---	--

Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : Not cooling, compressor not getting on.

Action Taken : Checked the refrigerator found that not cooling, compressor not getting on. Informed the Refrigerator Technician (OEM) to service the unit.

Completed Date : 25/05/24 Time : 12:00pm Spare Required

Spare Replaced Requested

Description	Qty.	Part Number	PR Number
1.			
2.			
3.			

Cyrix Engineer	Date	Start Time	End Time
<u>Diswarya Raj - kn</u>	<u>25/05/24</u>	<u>11:30am</u>	<u>12:00pm</u>

Customer Remark Completed Pending

(Signature)
The Medical Officer
Urban Primary Health Centre
Karunagappally

<p>Service Engineer Name : <u>Diswarya Raj kn</u></p> <p>Signature : <i>(Signature)</i></p> <p>Date : <u>25/05/24</u></p> <p>Contact Number : <u>9645384968</u></p>	<p>Customer Name : <u>Shms. N</u></p> <p>Signature : <i>(Signature)</i></p> <p>Date : <u>25-05-24</u></p> <p>Contact Number : <u>9207048790</u></p> <p>Designation : <u>Pharmacist</u></p> <p>Hospital Seal : </p>
---	--



BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



SERVICE PROVIDER
Tender No. WO-37/2021-2022/698

CYRIX

HEALTHCARE PVT LTD

No. : 231073

ISO 13485 : 2012 & ISO 9001-2008 CERTIFIED COMPANY | AERB Approved Service Agency

Service Report 30/64 1 B, Petta Junction, Poonithura, Kochi - 682 038, Kerala
Ph : 98472 99500 Website : www.cyrix.com | E-mail : bemp.kl@cyrix.in

Health Facility : U.P.H.C.	Call Registration Date : 24/05/24
Address : U.P.H.C. Karunagappally	Caller ID : 112982
KOLLAM.	Date of Visit : 25/05/24
Ph : 9207048790	Asset No. : 025710
0476 2953763	EQPT Name : Pharmacy Refrigerator
	Manufacture LG Model : GL-1502FASN
	S. No. 008PFRG011835 Dept. Pharmacy

Service Classification : Breakdown Call PMS Calibration Cust. Training

Problem Identified : Not cooling, Compressor not getting on.

Action Taken : Checked the refrigerator found that not cooling. Compressor not getting on properly. OEM Refrigerator Technician attended and informed heater plate module defective it is irreparable the spare is not available with OEM and informed refrigerator is not reparable.

Completed Date : 5/08/24 Time : 1 PM Spare Required

Spare Replaced Requested

Description	Qty.	Part Number	PR Number
1.			
2.			
3.			

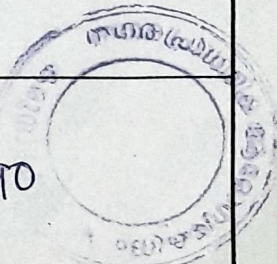
Cyrix Engineer	Date	Start Time	End Time
Aiswarya Rj K	5/08/24	12pm	1pm

Customer Remark Completed Pending

Signature
Dr. Vanitha B V
Urban Primary Health Centre
The Medical Department

Service Engineer Name : Aiswarya Rj K
Signature : *Signature*
Date : 5/08/24
Contact Number : 9645384968

Customer Name : *Ashma N*
Signature : *Signature*
Date : 05-8-24
Contact Number : 9207048790
Designation : Pharmacist
Hospital Seal :

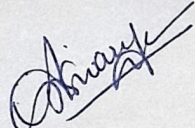


**REPAIR OF BIOMEDICAL EQUIPMENTS UNDER BIOMEDICAL EQUIPMENT
MAINTENANCE PROGRAM (BEMP)**

Recommendations for Beyond Economic Repair (BER)

PROFORMA

Sl. No	Particulars	Details
1	Name of District	Kollam
2	Name of Hospital	UPHC KARUNAGAPPALLY
3	Name of Equipment with Make, Model and Serial Number	Pharmacy Refridgerator Make : LG Model : GL-T502FASN SI no: 008PFRG011835
4	Equipment ID & Barcode	Barcode : 0251710 / Ticket id : 112982
5	Date of purchase / Year of manufacture /Installation Date	21-12-2020
6	Warranty details (Yes/No)	No Warranty
7	*AMC/ CAMC Period agreed at the time of purchase	No AMC/CAMC
8	Date of breakdown(Date of registration of complaint through email/ Toll free)	24-05-2024
9	Action taken	Checked the machine found that Heater plate Module, defective Need to replace these spares for further checking and working condition of the equipment. , Enquire spare with OEM
10	Present status of the equipment (Fully damaged / partially damaged)	Fully damaged
11	Recommendations for repair (required service details)	Not Recommending for repair
12	Cost of spares (specify parts and cost)	NA


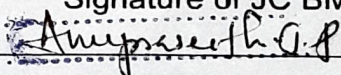
13	Asset Value	46866/- (as per Invoice price)
14	# Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value	NA
15	Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not)	Cyrix Service report , Email communication with OEM Quotation for depreciation value attached
16	Reasons for recommending the equipment as BER	Checked and found Heater Plate defective. Machine transferred from CFLTC & installed on 21-12-2020. As per tender clause 5.3.14.2 spare not available with OEM case so recommend equipment for condemnation
17	Name & Signature of CYRIX Authority	AISWARYA RAJ 

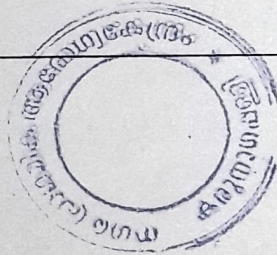
*Not mandatory #Based on the period of life and value as per the BER guidelines

* Attach Photograph

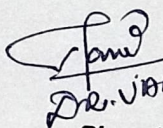
Remarks and Recommendations of Junior Consultant (Biomedical) NHM:

Space not available. Depreciation Amount offer submitted by the company is checked and the matter has discussed with District Program Manager, NHM and NHM co-ordinator. Depreciation value is low and as per the suggestion from DPM, it is recommended for Beyond economic repair.


04/09/24
Signature of JC BM (NHM)

ABMO
NHM, KOLLAM



The Medical Officer
Urban Primary Health Centre
Karunagappally


Signature of
Superintendent /
Medical Officer (i/c)

Date

Seal

STOCK REGISTER

68

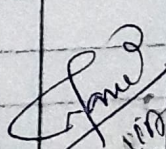
Refrigerator 450 L

Name

Date	Received from or issued to	Inv. No. or Issue	Rate		Receipts	Issues	Balance	Remarks
			Rs.	P.				
12-20	Rfd from CPIC Fisheries, Karunagappally (District drug warehouse kollam)	12/043/1	72970		1		1	y
	Model: GK: T	20-21						
21-12-20	Issued to pharmacy	502FASU						

Vol: 220 - 240 V - 50 Hz
 Mfg: 06/3/20
 Colour: Amber steel
 Category: Fresh veg
 1 Nil y.




 Dr. Vinod Babu

The Medical Officer
 Urban Primary Health Centre
 Karunagappally

Tax Invoice

MAXSEL AGENCIES

St. Thomas Shopping Complex,
Near Jawahar Balabhavan,
Kadapakkada, Kollam.
GSTIN/UIN: 32AADFM0576G1ZL
State Name : Kerala, Code : 32
Contact : 0474 2745755, 9847070004
E-Mail : maxselagencies@gmail.com

Invoice No.
B2B/0225/20-21

Dated
15-Aug-2020

Delivery Note

Mode/Terms of Payment

Supplier's Ref.

Other Reference(s)

Buyer's Order No.
M-607/2019-2020

Dated
30-Jul-2020

Despatch Document No.

Delivery Note Date

Despatched through

Destination

Terms of Delivery

Consignee

MANAGER

DRUG WAREHOUSE
KOLLAM
CFLTC-FISHERIES SCHOOL, KARUNAGAPALLY = 1 NOS
VELLAMANA HIGHER SECONDARY SCHOOL MAYYANADU = 1 NOS
MARITIME HOSTEL NEENDAKARA = 1 NOS
IIC CHAVARA = NOS
ITI CHANDANATHOPU = 1 NOS
ST. MARY'S HOSTEL FOR WOMEN BASTHAMKOTTA.
BHARANIKAVU, KOLLAM = 1 NOS
BMC ENGINEERING COLLEGE HOSTEL
BASTHAMKOTTA, KOLLAM = 1 NOS
State Name : Kerala, Code : 32

Buyer (if other than consignee)

THE MANAGING DIRECTOR(KMSCL 1)
KERALA MEDICAL SERVICE COPORATION LTD.,
THYCAUD, TRIVANDRUM.
PH: 0471 3045658
GSTIN/UIN : 32AADCK4029M1ZK
State Name : Kerala, Code : 32

SI No.	Description of Goods	HSN/SAC	GST Rate	Quantity	Rate	per	Amount
1	LG 450 LITER REFRIGERATOR GL-T502	84181090	18 %	7 Nos	46,866.95	Nos	3,28,068.65
							29,526.18
							29,526.18
	Less :						(-)0.01
							CGST
							SGST
							ROUND OFF
	Total			7 Nos			₹ 3,87,121.00

Amount Chargeable (in words)

E. & O.E

Indian Rupees Three Lakh Eighty Seven Thousand One Hundred Twenty One Only

HSN/SAC	Taxable Value	Central Tax		State Tax		Total Tax Amount
		Rate	Amount	Rate	Amount	
84181090	3,28,068.65	9%	29,526.18	9%	29,526.18	59,052.36
Total	3,28,068.65		29,526.18		29,526.18	59,052.36

Tax Amount (in words) : **Indian Rupees Fifty Nine Thousand Fifty Two and Thirty Six paise Only**

Company's PAN : **AADFMO576G**

Declaration

We declare that this invoice shows the actual price of the goods described and that all particulars are true and correct.

Company's Bank Details

Bank Name : **ICICI BANK LIMITED** 626605011474
A/c No. : **626605011474**
Branch & IFS Code : **KOLLAM & ICIC0006266**

Customer's Seal and Signature

for MAXSEL AGENCIES



Authorized Signatory

CYRIX HEALTHCARE Pvt. Ltd
Kollam - 691002
Ph:+91 7593847161

On Mon, 8 Jul 2024 at 12:36, Abilal S [_DI Kollam_] <abilalcyrix@gmail.com> wrote:
Sir,

Please update the status & provide the Service Estimate / Quotation for the service

On Fri, 31 May 2024 at 11:21, Abilal S [_DI Kollam_] <abilalcyrix@gmail.com> wrote:
Dear LG Service Provider,

A complaint regarding refrigerator, in UPHC karunagappally, Registered in your tollfree number on 24-05-2024 complaint id : RNP240524036957, and the refrigerator attended on 25-05-2024 , and reported heater module is complaint need to replace kindly replace the spare & provide the Service Estimate / Quotation for the service

Kindly reply with estimated delivery date of spare

Make : LG
Model : GL-T502FASN

Thanks and Regards

ABILAL .S
District incharge
CYRIX HEALTHCARE Pvt. Ltd
Kollam - 691002
Ph:+91 7593847161

Thanks and Regards

ABILAL .S
District incharge
CYRIX HEALTHCARE Pvt. Ltd
Kollam - 691002
Ph:+91 7593847161

Thanks and Regards

ABILAL .S
District incharge
CYRIX HEALTHCARE Pvt. Ltd
Kollam - 691002
Ph:+91 7593847161

Thanks and Regards

ABILAL .S
District incharge
CYRIX HEALTHCARE Pvt. Ltd
Kollam - 691002
Ph:+91 7593847161



no sign
sm

The Medical Officer
Urban Primary Health Centre
Karunagappally

Re: Service for refrigerator in Uphc karunagappally -0251710-#112982

Carelive Ig <carelivelg@gmail.com>

2 August 2024 at 14:03

To: "Abilal S [DI Kollam]" <abilalcyrix@gmail.com>

Cc: Afsal ZM new mail <zm1.klbemp@cyrix.in>, Abijith A DM Cyrix South <abijithacyrix@gmail.com>

Dear sir,

Refrigerator Not repairable. So we can process the depreciation policy. Details attached below. Kindly confirm and replay.

Head	Details
Customer Name	UPHC KARUNAGAPPALLY
Customer Model suffix (As per bill copy)	GL-T502FASN.EASZEBN
Date of Purchase	15-08-2020
Old Model Sr No	008PRFG011835
RNP No	RNP240524036957
AMC Date (If under AMC / EWC)	NO
Reason for return	Defect due to plate heater Grounding issue (irreparable)
New Model Name	GL-T502CPZR.DPZZEBN
Final amount to be paid by customer	30000

Thanks & Regards,

Carelive Service
LG Electronics ASC
Kollam
PH : +919778346855

On Wed, 24 Jul 2024 at 15:56, Abilal S [DI Kollam] <abilalcyrix@gmail.com> wrote:

Dear LG Service Provider,

we have received the Invoice from OEM (ORDER NO.:- M-607/2019-2020 DATE: 30.07.2020) , as the proof of invoice 7 nos of refrigerator purchased. per unit cost is 46866.95/- rs I am attaching the Invoice for your Reference

On Wed, 24 Jul 2024 at 15:52, Abilal S [DI Kollam] <abilalcyrix@gmail.com> wrote:

Madam,

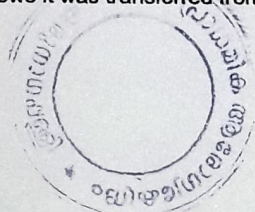
we have received the Invoice from OEM (ORDER NO.:- M-607/2019-2020 DATE: 30.07.2020) , as the proof of invoice 7 nos of refrigerator purchased. per unit cost is 46866.95/- rs I am attaching the Invoice for your Reference

On Mon, 15 Jul 2024 at 15:35, Abilal S [DI Kollam] <abilalcyrix@gmail.com> wrote:

Dear Amritha madam,

A complaint regarding a refrigerator at UPHC Karunagappally was registered in the IVRS on 24-05-2024, and subsequently with LG's toll-free number (Complaint ID: RNP240524036957). The OEM attended to the complaint on 25-05-2024 and identified that the heater module needed replacement. They later verbally stated that the heater module couldn't be replaced and requested an invoice for further proceedings. Upon receiving the invoice, they provided a letter detailing the unit's depreciation policy and value. However, the invoice is not available at the hospital, only the stock detail, which shows it was transferred from CFLTC. Kindly assist with the next steps.

Thanks and Regards
ABILAL S
District incharge



The Medical Officer
Urban Primary Health Centre
Karunagappally

DR. VANJI BABU