

Government of West Bengal
Department of Health & Family Welfare
PPP Cell
Swasthya Bhawan, GN-29, Sector-V
Salt Lake City, Kolkata – 700 091

No. HFW-46013(99)/9/2022-MCSEC Dept of H&FW/PPP/1671

Date: 19/04/2022

ORDER

Subject: Matter related to repair / replacement of break down MRI at Coochbehar GMCH PPP (O&M) model

The MRI machine at Coochbehar GMCH in PPP (O&M), model is in break down mode since December 2021, where due to damage of a part, the MRI Brain Services have stopped. BMRC are the O&M partners and PHILIPS are the OEM and CAMC service provider.

Whereas, based on the official intimation from MSVP Coochbehar GMCH, the department conducted all Stake holders meeting on 15.03.2022, and accordingly PHILIPS was directed to repair and restore the damaged part on as before 31st March 2022.

And whereas, the representative of PHILIPS, went for removal of the entire Base Coil of MRI machine for repair and it was learnt that during this period MRI Spine examination will also be stopped.

And whereas, the PPP cell of the department officially communicated to PHILIPS for further details which were received vide mail dated 9th April 2022.

And whereas, PHILIPS mentioned that they don't have any substitute for the damaged parts. Also that they will send the Base Coil for Repair / Renovation to factory and will return the part within 10 working days to unit whether fully repaired or not, so that Spinal MRI may resume.

And whereas, PHILIPS also mentioned that if the part could not be repaired, they will arrange for replacement for which delivery time will be fully dependent on availability of spares, which is yet to be known clearly from their end.

Based on the above submission by PHILIPS and considering the urgency of the matter, the following directions are hereby being issued:-

1. PHILIPS (OEM and CAMC provider) is hereby directed to collect the base coil from the unit and get it repaired / restored urgently as per committed time schedule.
2. The proposal to replace with new spare as an alternate option, if the earlier option fails needs to be planned well in advance to prevent any further time loss, considering that MRI Brain services have been seriously hampered.
3. PHILIPS will provide progress status-on daily basis to the hospital with copy to PPP Cell, along with movement track of machine parts intended for repair.
4. MSVP Coochbehar GMCH is requested to kindly instruct PPP partner, BMRC and hospital units prescribing MRI, accordingly. The Brain and Spine MRI meanwhile may be referred to the PPP unit at NBMCH (AMRI) on case to case and urgency basis as decided by Hospital Authority. There should be pre intimation to NBMCH. This will be a temporary measure and all referral records maintained.

5. MSVP NBMCH is kindly requested to accommodate the temporary referral case from MRI unit of Coochbehar GMCH. Payment for such cases will be done by NBMCH authority as per existing mechanism.
6. BME Coochbehar will monitor the whole process of repair / restoration / replacement by PHILIPS and report them time to time.

This is issued in interest of emergency Patient Services.

This has approval of competent authorities of the department.

Secretary PPP
Dept. of Health & Family Welfare
Govt. of West Bengal

No. HFW-46013(99)/9/2022-MCSEC Dept of H&FW/PPP/ 1671/1(14) Date: 19/04/2022

Copy forwarded for information and necessary action to:-

1. Director of Medical Education, Dept. of Health & Family Welfare, Govt. of West Bengal.
2. Senior Special Secretary and MD WBMSCL.
3. Principal Coochbehar GMCH.
4. MSVP Coochbehar GMCH.
5. MSVP North Bengal MCH.
6. CMOH Coochbehar.
7. GM WBMSCL
8. Jt DHS NCD and Procurement In-charge WBMSCL.
9. TO SPSRC, PPP Cell.
10. BME WBMSCL.
11. BME Coochbehar.
12. PHILIPS (OEM & Service Provider) for immediate action.
13. AMRI Hospital Pvt Ltd.
14. Senior coordinator IT for web posting of this order.

Secretary PPP
Dept. of Health & Family Welfare
Govt. of West Bengal