

**PRAVARA MEDICAL TRUST, LONI**  
**Standard Operating Procedure - Electrical Department**

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## **Introduction**

Power shut-down including scheduled & unscheduled is a known phenomenon in the rural sector of Maharashtra. However, the nature of services that are being rendered by Pravara Medical Trust to the rural people can ill afford such power shut-down. Electric support has been generated both with the co-operation of power providers and by generating electricity.

The MSEB provides Express Feeder so that minimum power shut down is affected for the health & patient care in Pravara Rural Hospital Notwithstanding, such a provision of scheduled power shut down, an inescapable need exists for electric support for power availability in the hospital and the institutes'. Generating station of 4000 KVA has been commissioned in the campus.

The woes of management are not limited to only hospital & institute, it encompasses the provision of water as well i.e. pumping water at various places and pumping water from the tube wells, running of Softener Plant, Recycling Plants, Washing Machine, etc. Again the rigors of medical subjects demand that power is available in the hostels as well as residential areas where approximately 400 to 600 families stay.

## **Electrical Maintenance Policy**

### **1 Duty/ work Allotment**

A set of responsibilities will be allotted to each technician for a year. The responsibilities include the maintenance done through the electrical department or some specific electric equipment. Every day technicians will visit the respective departments and the maintenance works will be done. The details of Job Responsibility of Electrical Staff are given in the report.

### **2 Maintenance**

The technician carries a round book in which he enters the details of complaint from some particular departments like ICU, CCU, Maternity Ward, Pediatric and OT (New & Old Hospital). In these departments the complaints will be checked & identified by the technician himself. Other departments process a complaint through the online register, mail or a duplicate maintenance entry book.

The staff or members of those respective departments will identify the electrical problems in these departments. These problems will be noted in their department's complaint register. In daily visit, the technician will check this complaint register and solves those problems. The details of this maintenance will be entered in the department's online maintenance entry book or send this complaint through e-mail. A copy of this entry will be collected by the technician and will be kept in the electric department. In the Electric Department, the details of maintenance will be entered in

online campus automation software through registration number, by seeing the details from the round book and duplicate copy. The details include Date, Technician's Name, Department, Complainer Name, etc.

In case, if some equipment has to require outside for maintenance through A.R.C., then the sanction is required for that. The sanction from Electrical HOD with gate pass will be in sanction through the departmental sub- store & billed through Account dept. as per annual rate contracts sanction order.

Some specific equipment i.e. Lifts, H.V.A.C. equipment having AMC/CMC order approved by management, which equipment was monthly/quarterly follow-up & checked by vendor jointly with the technician and serviced as per its schedule & breakdown period. Also, preventive maintenance is done by the department's technician regularly. The Main Panel, D.B.'s, Ceiling Fan, Window, Split Air conditioner will be observed/checked bio-monthly.

### **3 Complaint Handling Mechanism during office Hours.**

- Users should log in the maintenance complaints through Electrical Maintenance software/email/reports.
- Every complaint logged will be allotted a Complaint number immediately. Users should record the complaint number for future reference.
- Where ever computer is not available in the department, the user should send a written complaint. The complaint so received will be entered/logged in the software by the electrical department.
- The complaints logged will be subsequently analyzed by the supervisor/ engineer and allotted to the electrical technician.
- Technician will examine the nature of the complaint and will carry out maintenance on-site or else if not possible then advise the user to shift the equipment to the maintenance workshop.
- If require requisite spare will be used from workshop stock to rectify the complaint.
- On the resolution of the problem and after consent of the user the complaint is closed and recorded in online software.

### **Complaint handling Mechanism after office Hours:**

- Four technicians will be detailed on rotation basis for night duty /holidays.
- If any equipment is reported for malfunctioning, the end-user immediately calls the electrical department for rectification. The complaints so, logged through telephone, will be recorded in software and completed subsequently.
- In case of major failure, the technician on call seeks the help of a supervisor or electrical Engineer.

### **Procedure for the Preventive Maintenance:**

- In the case of Equipment under AMC/CMC the periodic preventive maintenance schedule/follow-up will be done by the Sr.Supervisor. The Sr. Supervisor is responsible to follow the schedule and follow-up.
- In case of Non-AMC/CMC Equipment: The respective supervisor or Sr. Supervisor designated will carry out preventive maintenance of equipment twice a year.

## **4 Generating Station/ Power House**

At present there are three types of HT Electrical energy connection is used in the PMT campus. The Electricity comes through the HT Express feeder from the government (MSEDCL). Electricity generated from PMT's Generator is used during MSEDCL power cut, the total generating capacity is 4000 KVA. Different types of connections are present, Industrial, Residential, PSU-Medical College and Agricultural connections are those.

Industrial connection is connected for commercial purposes like hospital, OPD's and other industrial departments. Residential connection is connected for quarters. PSU- Medical College connection connected for New & old Medical College, Lecture halls. For agricultural purposes, some agricultural connection is used which has less charge.

The diesel generators fuel coming through central store after given indent. The mechanics top up the fuel of these generators & maintain records with consumption with hour & unit generation basis.

The Generator & transformer have a scheduled maintenance policy and it will be checked with its schedule as well as manufactures recommendations.

**Also there are solar power generation plant installed in PMT PIMS Campus for Hospital and Medical college electrical HT Connection. The 600 kwp solar Photo voltaic roof top plant connected to hospital Electrical connection and 400kwp solar Photo voltaic roof top plant connected to Medical College Electrical connection. It is used to minimize the day time electrical power requirement of Hospital & medical College.**

## **5 Material Stock**

There is a sub store for the electric department under observation of Central Store. The department gets the all items, diesel from the central store by giving store indent. The sub store maintains a stock & consumption record of all indented electrical items as well as P.L.L. items. For every item, the department maintains stock in a stock register which contains the details like Online

Complaint register number, Technician's Name, Quantity issued, Amount, Balance old material deposited details etc.

A material demand list is required to show the items which are less than normal quantity or frequently required for maintenance. Also new material requirements will be placed through projected works serve or shorted materials need for maintenance. The regular/ urgent material requirement should be placed through approval of management with account budget sanction & approved requirement submitted to purchase department for further material purchase procedure.

### **Electricity Bill**

At present there are two types of energy is used in PMT, Electricity from M.S.E.D.C.L. and electricity generated from PMT's Generator. The electricity meter is given to each and every unit including quarters, hostels etc. Every month meter reader checks these meters and notes down the values in online campus automation software. The monthly unit is calculated by subtracting past reading from present reading. Electricity generated from the generator (D.G. Unit) is a part of this total unit.

The rate of this D.G. unit is different. There is a multiplication factor used to multiply with the total unit to get the D.G. Unit. This Multiplication factor may vary each month based on generators energy generation. If the meter has some complaint, the average of the last 3 months is considered. A grouping is there in the report of electricity charges. For example, multiple quarters are grouped under a head called Staff Quarters. All the campus electricity bill is generated as well as directly posted to account department through online software only.

### **Tender & Quotation**

For big electrification works tender will be published with the details regarding the work and user's requirement, the quantity of the required electrical/tender item etc. Reputed contractors who want to do the work will get a tender book after sanction of management, which contains the details of work in detail. They should have to submit their quotation along with the tender book. The Quotation should contain the rates of the works they can do. The electric department will consolidate the quotations of different contractors and create a comparison statement.

By putting a comparison statement in a works committee meeting, they will select the appropriate quotation and will give the work order to that selected contractor. After work execution/work completion joint measurement will be taken and R.A./Final Measurement Book – Report will be prepared with excess and savings statement for executed work.

The details of these excess & saving with the discount will be put in the final chart through online software only. All reports and tender documents will be submitted to the accounts for final payments.

**Job Responsibility of Staff:**

**ELECTRICAL ENGINEER:**

1. Overall In-charge of the department.
2. Ensure availability of power supply from all available resources.
3. Liaison with Govt. Official i.e. P.W.D., M.S.E.D.C.L. for service, billing, new installation etc.
4. Responsible to write an individual SOP for all equipment, which defines all the maintenance requirements (eg. Preventive, Breakdown and calibration) regardless of whether carried out by an external Service Provider (eg. Authorized Service Franchisee or OEM),
5. To prepare preventive maintenance Schedule to be carried out by the in-house or by the external service provider, in consultation with the Supervisors.
6. To prepare the technical specifications for new electrical equipment in consultation with user HOD and discussion with management and submit to the Purchase department as & when required,
7. Evaluate the performance of the installed equipment, calibrate whenever necessary.
8. To supervise day-to-day major breakdown complaints of all the equipment installed in the campus,
9. To carry out the installation of new equipment by OEM or in-house.
10. To raise the requirement of spares required for the maintenance of various equipment,
11. To recommend the AMC and CMC of equipment to the Management and documentation thereof.
12. Any other work assigned by higher authority.

**SR. SUPERVISOR:**

1. Overall supervision
2. Supervise and follow-up preventive maintenance Schedule in consultation with the supervisors.
3. To help, electrical engineer, to prepare the technical SOP, specifications for new electrical equipment, spares etc.
4. Evaluate the performance of the installed equipment, calibrate whenever necessary.
5. To supervise day-to-day breakdown, complaints of all the equipment installed in the campus.
6. To supervise the installation of new equipment by OEM or in-house.
7. To raise the requirement of spares required for the maintenance of various equipment.
8. The AMC and CMC documentation & follow-up for service visits.

9. To submit a daily report to the Electrical Engineer.

10. Key Responsibility :-

- a) All H.T. Power Substation & Express Feeder, Billing & P.F. etc.
- b) All Elevators.
- c) All type of Solar Generation & Water Solar Systems.
- d) Diesel Gen-sets with Indent/consumption records.
- e) Departmental Sub-Store & dept. PLL Items.
- f) Shevgaon Campus Maintenance.

11. Any other work assigned by head of the department.

#### **SUPERVISORS:-**

- To carry out the Preventive/Routine maintenance of Equipment and attend to reported Breakdown of equipment with the help of allotted technicians,
- Put up requirement for spares and monitor the spare stocks availability,
- Enter all the maintenance events in the software,
- To guide/train the technicians.
- Any other work assigned by Sr. Supervisor or Electrical Engineer.
- To submit Daily Report to Electrical Engineer through concern area or Sr. Supervisor.
- Key Responsibility :-

#### **1. SUPERVISOR - SUBSTATION.**

- a) All H.T. Power Substation & Express Feeder.
- b) Internal & External M.V. Cabling & Panel Maintenance work.
- c) Day to Day readings.
- d) To check all earthings once in six month & All L.A. once in a year.

#### **2. SUPERVISOR - MAINTENANCE – Hospital, OPD & Collage Area.**

- a) Old & New Hospital, S.P.R. C.S.S.D,
- b) New C.O.P.T., O.P.D. – I & II
- c) Old & New R.M.C.
- d) Lecture Halls & surrounding area.
- e) Check all internal wirings & earthings once in six month

#### **3. SUPERVISOR - MAINTENANCE**

- a) Pravara Farms
- b) Campus energy meter reading.
- c) New water supply lake.
- d) Check all internal wirings & earthings once in six month

#### **4. SUPERVISOR - PROJECT & MAINTENANCE:**

- a) Electrical & Mechanical installation with in-house team.
- b) All Residential Area.
- c) All Ladies Hostel & Boys Hostel Campus.
- d) All outdoor OPD's, RHC/PHC's, IT Centers.
- e) Utility Center, PIRENS Campus & Statue at Loni.
- f) Check all internal wirings & earthings once in six month

#### **5. SUPERVISOR - H.V.A.C. MAINTENANCE:**

- a) Refrigeration & Air Conditioning installation with in-house team.
- b) Follow up for C.M.C./A.M.C visits along with software records.

#### **6 DEPARTMENTAL TECHNICAL ASSIT:**

- a) Documentation.
- b) To receive Online/manual reports if any in prescribed format from the end user and enter into Software.
- c) Issue Job Cards & collect the same with completion data entry in software.
- d) Generate pending complaints report and submit to the electrical engineer.
- e) Keep all installed equipment s record through software.
- f) Local Liaison work.
- g) Duties assigned by Electrical Engineer.

#### **7 STOREKEEPER:**

- a) Issue spares as per Job Cards with records.
- b) Handle all transactions related to sub-Store with the record as guided by Central store.
- c) Material In/Out repair, billing, gate passes through Central Stores with software record.
- d) Preparation of requirements as per required material to technicians/in-house work.
- e) Preparation of old unserviceable material disposal with the record as guided by Central store.
- f) Safety & record of P.L.L. Material, also old serviceable material.
- g) Daily Work reporting to Supervisor /Electrical In charge as well as Central store officer.

#### **8 CHARGE MAN GENSET MAINTENANCE:**

- a) Day-to-day maintenance/service logbooks of Individual D.G. sets internal & external & their control panels including Industrial, Residential and RMC Panels etc.
- b) Consumption Check & Control of Diesel use etc. logbooks with Record.
- c) Diesel record with diesel bringing, filling with as per shutdown requirement etc. as guided by Central store & Daily Report to Electrical Engineer through concern area or Sr. Supervisor.

#### **9 TECHNICIANS:**

- Electrical installation & equipment preventive/routine maintenance including all main & sub-main panel, distribution board, passage & street light self-checking and maintenance repair work with record of daily work under the supervision of supervisors.
- Responsibility for attending all electrical maintenance Complaint/ call & Daily Report to Electrical Engineer through concern area or Sr. Supervisor.

Electrical Engineer



**Annexure-A**  
**MANAGEMENT INFORMATION CENTRE**  
(FORMERLY KNOWN AS COMPUTER DEPARTMENT)

**Scope of Department :-**

The Computer department is responsible for providing services / support for department in the campus and off campus (RHC , IT Center) for following areas...

- 1) Central Procurement & Maintenance of computer desktop, laptop, PACS Thin Client , Scanners, Printers, servers,
- 2) Establishment & Maintenance of Wired, Wireless, WiFi Network across the campus.
- 3) Procurement, installation and maintenance of application & system softwares .
- 4) Procurement, installation and support for customized software , ERP etc.
- 5) Management and support to the Village IT Project & its activities.
- 6) Design, development and updation of official website of University [www.pravara.com](http://www.pravara.com).
- 7) Maintenance & support to University email services (pmtpims.org).
- 8) Technical Guidance for IT services & infrastructure of Shevgaon Ayurved College

**Procurement of New computer peripherals (Printer/Desktop/Scanner)**

The budgetary provision for all the computer peripherals to be procured in institute is made centrally by Computer department. The user department intimate the future requirement to computer department so as to allocate budget for them.

Computer department make provision for additional upcoming requirement as well. This will enable to accommodate non planned requirement of department.

Normally computer desktop, Printers , PACS terminals are procured in bulk and kept as store stock in central store.

**Inspection of New Device (Printer/Desktop/Scanner)**

On receipt of new device, In-charge central stores sends intimation to the Computer department. The maintenance Engineer of computer department inspects the equipment for- a. Completeness. b. Performance. & sign the acceptance protocol.

The computer department assign Equipment serial number to the devices for distinctive identity; the number which will be used by the user and maintenance department both in addition to central stores for any further communication.

The device is registered in software of computer department alongwith history of procurement (name of supplier, brand name , model no , date of purchase, warrantee details) and technical specifications.

#### **Allotment of computer peripherals (Printer/Desktop/Scanner)**

The user department need to raise their requirement to Computer department specifying detailed justification. The said application is analysed by computer department and put up to management for final approval. On approval, the required device is issued to user department by central store on intimation from computer department.

#### **Installation of New Device (Printer/Desktop/Scanner)**

Once device is issued to user by central store. Based on requirement of user the device is installed by Computer maintenance engineer in user department.

#### **Standard Operating Procedure-SOP for the computer Peripheral Maintenance,**

##### **Scope of Work:-**

This procedure applies to the maintenance of all computer peripherals within the Campus and off Campus,

- All Computer devices in the Campus, (eg. OPD Buildings, RMC, Hospital, College of Physiotherapy, College of Bio-Technology, College of Nursing and Bsc Nursing & Dental College)
- All the equipments installed in RHCs and IT Centres
- Maintenance of Wireless Network of RHC & IT center
- WiFi Network
- Local Area Network (Wired LAN).

## **Job Responsibility of staff:**

### **Manager IT -**

- To Report, Day- to-day maintenance activities to the Management (TS),
- It is the responsibility of Manager IT to write an individual SOP for all equipments which defines all the maintenance requirements (ie. Preventive , Breakdown) regardless of whether carried out by an external Service Provider (eg. Authorized Service Franchisee or OEM),
- To prepare preventive maintenance Schedule to be carried out by the in-house or by external service provider, in consultation with the Junior Engineers, and as per guidance of Management (TS/JS),
- To prepare the technical specifications for new equipment and discussion with TS and submit to the Purchase department as & when required,
- Evaluate the performance of the installed equipment.
- Overall Supervision
- Activities related to IT centers/Telemedicine project (network/software design and maintenance)
- Web designing/ development. (pravara.com, Telemedicine)
- Server Maintenance & administration (HMS server / Email server/ PACS server/ Telemedicine server, Antivirus Server, Vspace Server)
- PIMS Examination section CET software maintenance/ processing
- Network design, planning & development work (administration of firewall, bandwidth manager , Cyberoam)
- Wireless /WiFi network related activities.
- Internet Services related activities.
- Preparation of various maintenance contract papers .
- Any other work assigned by higher authorities.

### **Sr. Computer programmer**

- Overall software support.
- Software maintenance and support for Campus Automation software modules of Account, Stores, Purchase, MRD, CCL, ICU, OT, OPD , Pathology, Microbiology, Radiology, HRD & Payroll Department
- Support to software modules of RHC (Rural Health Centers)
- New Software development related activities
- Support to Library Management Software
- Work of Computer Programmer in his absence.
- Any other departmental work assigned by authorities.

## **Computer programmer**

- Software maintenance and support for TCS iON software modules of Academics (RMC/RDC), Hostel..
- Software maintenance & support of projects.
- PACS image Archiving related work.
- Short term Software application development for projects
- Support to Biometric Punching Machine.
- To Assist Sr. Programmer for software support.
- Work of Sr. Programmer in his absence.
- Any other departmental work assigned by authority.

## **I/c Hardware & Network**

- Overall Supervision/Co-ordination of Computer maintenance.
- Maintain record and correspondence regarding inventory of computer.
- New installation/maintenance of computer systems of Basement of OPD Building .
- Daily Backup of PACS Server.
- Support to systems software /Application Software
- Maintain record and correspondence regarding AMC/ Warrantee/ Network/Preventive Maintenance.
- Network (Wired/Wireless/WiFi) maintenance and installation.
- Problems regarding email/internet /network connectivity.
- To Assist Manager IT in server administration
- Work of Jr.Maintenance Engineer in his absence.
- Any other departmental work assigned by authorities.

## **Maintenance Supervisor**

- Supervision of Computer maintenance.
- New installation/maintenance of computer systems of RMC Building.
- Support to systems software /Application Software
- Network (Wired/Wireless/WiFi) maintenance and installation.
- Problems regarding email/internet /network connectivity.
- To Assist I/c Hardware & Network for hardware /network support.
- Work of Jr.Maintenance Engineer in his absence.
- Any other departmental work assigned by authorities.

### **Junior Maint. Engineer (Printers)**

- Maintain record and correspondence regarding inventory of Printers & New installations
- New installation/maintenance of computer systems of RHC, IT Centre, Hostels, Civil, Garrage, Animal House, India Kitchen, Electronics, Electrical Building.
- In-house Printer Maintenance of all printers.
- Support to systems software /Application Software
- Problems regarding email/internet /network connectivity.
- Network (Wired/Wireless/WiFi) maintenance and installation.
- To Assist Manager IT in server administration
- Any other departmental work assigned by authorities.

### **Hardware Assistant**

- Maintain record and correspondence regarding inventory of Printers & New installations
- Software maintenance and support for TCS iON software modules of Academics (CPT/CBT/CSM/CON).
- New installation/maintenance of computer systems of Third Floor of OPD Building and Nursing college, CSM.
- In-house Printer Maintenance of all printers.
- Support to systems software /Application Software
- Problems regarding email/internet /network connectivity.
- Printer Maintenance Work of Jr Engineer (Printers) in his absence.
- Any other departmental work assigned by authorities.

### **Multimedia Operator**

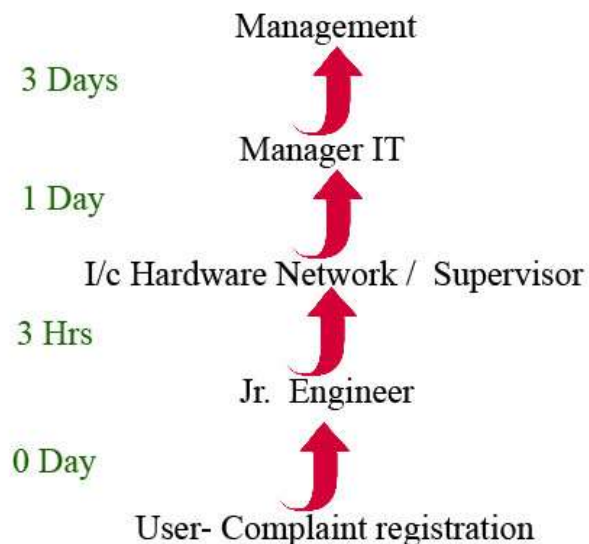
- Clerical work of department (filing/Typing)
- Activities related to “Namaskar Doctor Program”
- Activities related to PMTPIMS WiFi services ( new users/renewal/problems, record maintenance)
- DTP work as and when required.
- Checking Official Email of Institute and forwarding to concern..
- Any other departmental work assigned by authorities

### **Junior Maint. Engineer (Desktop)**

- New installation/maintenance of computer systems of hospital building+ Ground, First & Second Floor of OPD Building.
- Support to systems software/Application Software
- Work of Maintenance supervisor in his absence.

### **Hardware Complaint Handling Mechanism during office Hours.**

- users should log in the maintenance complaints on local online portal of computer department <http://192.168.1.5> .
- Every complaint logged will be allotted Complaint number immediately. Users should record the complaint number for future reference.
- Using complaint number user can check present status of complaint at any time in due course of time.
- Where ever only one computer is available in department and same has undergone a problem, the complaint can be logged over telephone Ext: 1482/1423. The person receiving call will log your complaint on your behalf.
- The complaints logged will be subsequently attended by respective engineer designated for that area. He will examine the nature of complaint and will carry out maintenance, on site or else if not possible then advise the user to shift the equipment to the Computer maintenance workshop.
- If require requisite spare will be used from workshop stock to rectify the complaint.
- On resolution of problem and after consent of user the complaint is closed and recorded in online software.
- In case complaint is not attended or repairs is delayed the users can escalate the complaint as per following escalation matrix.



- In case of in-house repair is not possible then service call be given to the service centre or device is sent for repair to service center. However standby be provided by Computer Department.

- If equipment is under AMC, call is logged by computer maintenance engineer to concern company to carry out corrective maintenance.
- If any device required to send to service center for further repairs, Computer Maintenance will prepare gate pass and arrange to send equipment to the service centre,

#### **Procedure for the Preventive Maintenance:**

- In case of Equipment under AMC/CMC the periodic preventive maintenance schedule/followup will be done by computer department. The i/c Hardware network is responsible to follow the schedule and followup.
- In case of Non-AMC/CMC Equipment: The respective engineer designated for are will carry out preventive maintenance of equipment twice a year.

#### **Hardware Complaint handling Mechanism after office Hours:**

- If any equipment is reported for malfunctioning, the end user immediately calls the telephone operator, who inturn informs the engineer on call.
- The Duty engineer will examine the device at site and take corrective action.

#### **Software Complaint Handling Mechanism.**

- Users should contact on telephone (intercom or mobile) to report the software complaints.
- Incase Campus automation software the complaints be intimated to Sr. Programmer.
- Incase EduKares ERP solution the complaints be reported to computer programmer or company resident engineer.
- Any changes desired in software be submitted in designated form duly signed by HOD of respective department.
- The changes pertaining to policy change be accompanied with concern circular or approval of management to that effect.
- The complaints not resolved in time be brought to notice of Manager It.

#### **Network/Wifi/ wireless Network / Internet Services Complaint Handling Mechanism**

- During office hours Users should contact on ext: 1423 to report the complaints.

- Network /WiFi / Wireless Network complaint be reported to I/c Hardware Network or Maintenance supervisor.
- The complaint regarding Internet Service be reported to I/c Hardware Network or Manager It.
- During non office hours complaint be reported to engineer on call through Telephone operator.

#### **Pmtpims - Email services**

- University mail server related complaints be to I/c Hardware Network or Head Admin.
- New email id creation be done on approval from concern HOE/Registrar or vice chancellor.
- Any employee can create and use personal email id on university email server. The application with employee Id photocopy be submitted to computer department.

#### **University website [www.pravara.com](http://www.pravara.com) updation.**

##### **SOP for Web publication of documents**

- University website is designed , maintained and updated by computer Department.
- The contents to be updated on website about department, activity, events can be sent to Manager It for updation through HOE/Register/Vice Chancellor / Trustee & Secretary only.
- All photos should be submitted in.jpg format and include a brief description of each photo., Photos should not be sent as Word documents, PowerPoint presentations, etc.
- The following routine content can be directly uploaded by webmaster without approval .
  1. Information regarding CME/events/workshop and guest lectures.
  2. Information regarding awards and honours.
  3. Information regarding PIMS Admission (after approval from registrar examinations/Controller of examinations)
  4. Latest news



## WiFi Services of Pmtpims

- Wifi facility is made available in All the buildings (RMc,RDc,OPd building, CON,CSM, CPT and all hostels.)
- WiFi is made available on dual authentication method. i.e. login id password and device registration.
- All the staff and student who desirous to avail facility should register with the Computer Department. The device on which users desires to use WiFi need to register (MAC) in WiFi registry.
- Users need to submit Photo ID i.e. Student i-card,employee card etc along with registration form. Foreign students need to submit photocopy of passport.
- In order to avoid misuse of the system & proper utilization of the internet bandwidth , the facility is given on minimal charges.
- Users can register two devices (mobile/laptop /tab etc). the additional devices can be registered on request. However users need to subscribe higher value recharge.
- If users do not renew the facility or non usage of facility for consecutive three months will lead to automatic cancellation of registration. Users need to re-register to avail facility again.
- As a policy WiFi services are not available in hospital premises, laboratory , examination hall.