

GOVERNMENT OF KARNATAKA

No. RD 14 MRR 2002

Karnataka Government Secretariat,
M.S. Building,
Bangalore, dated: 21st April 2003.

99

CIRCULAR

Sub: Appointment of Facility Managers for Bhoomi project in Karnataka

To take care of problems of maintenance of computers and supply of consumable in the Bhoomi project, a Facility Manager has been appointed who would take care of infrastructure in all Bhoomi centers and computers in the office of Assistant Commissioners. He would also supply consumables to the Bhoomi centres.

The following are the highlights of this arrangement:

1. The infrastructure has been divided into two categories a) Minimum Expected Configuration (MEC) and b) Non Minimum Expected Configuration (non MEC). The minimum expected configuration consists of such items that any one of them getting out of order would result in Bhoomi centre not being functional. In respect of such items Facility Managers would have to undertake repairs and maintenance within one day from the day of reporting. In case any of the components covered in the minimum expected configuration is not serviced within one day, a "site down penalty" of Rs.1500 would be charged. Other components which are not critical in nature i.e. non MEC items, there would be only limited item wise penalty as shown in the Tender Document (enclosed with this Circular) on page 8-9 and also shown at **Annexure A**
2. For the purpose of maintenance of the computers and other peripherals service centres of HCL Infosystems Ltd. directly manned by their officials would be opened in every district. The details of the Service Centres already opened are enclosed to this Circular as **Annexure B**
3. The mechanism for making complaints of Facility Managers would be as follows:
 - The taluk staff will have to lodge the complaint to the centralized call board.

98

The help desk numbers of call board are:

1. 98450-66556
2. 94480-37833
3. 080-5595640

- HCL would give a docket number for having registered the complaint and inform their officials in the concerned service centre to attend to the complaint.
- Please note that the complaints should be lodged at the centralized call board numbers only.

4. You would notice that the essence of Facility Management lies in timely maintenance of the centres and therefore the time on which complaint is given by you and the time at which complaint is attended to should be noticed in a register to be maintained as per the format annexed to the circular as **Annexure C**.

5. Please note that the systems in Bhoomi centres and Assistant Commissioners offices will have to be maintained by the Facility Managers. The equipment details can be seen at **Annexure D**.

6. Also note that Facility Managers would not cover those components, which were defective to start with till they are set right. Letter has been written to all Deputy Commissioners vide No. RD 14 MRR 2002 dated 15th March 2003 to immediately repair these items. It is in our interest to get them repaired or otherwise it would be difficult to fix responsibility on Facility Managers in case site goes down because of these components.

7. All the consumables have been covered in the contract. As per tender conditions they have to supply consumables as follows:

- a) Ribbon Cartridges – 132 col for LX 1050/QX255
- b) Ribbon refills – 132 col. For LX 1050/QX255
- c) 1.44 MB Floppy boxes of 10 numbers each
- d) Plain stationery 80 col.
- e) RTC Form with logo
- f) 4/8 GB Tape for SCSI Drive
- g) Print heads for Wipro LQ 1050+
- h) DAT cleaning kits
- i) CD cleaning kits
- j) Floppy cleaning kits
- k) Blank CDs

97

8. As the requirement of individual taluks was not known to the Facility Managers or to the Government at this point of time, Government has directed Facility Managers vide letter No. RD 14 MRR 2002 dated 15th March 2003 to supply the materials as follows:

1. 1.44 Floppy diskette	2 boxes (10 Floppies in each box)
2. DAT Cleaning Kit	1 No
3. CD Drive Cleaning Kit	1 No
4. 1.44 Mini-Floppy Cleaning Kit	1 No
5. Blank CD	2 boxes (10 CDs in each box)
6. 4/8 DAT Tapes	10 tapes
7. Ribbon Cartridges for LQ 1050	2 Nos. per month
8. Ribbon Cartridges refill for LQ 1050	2 Nos. per months
9. RTC forms	6000 Nos
10. 80 column	3000 Nos

9. Please note that the items from 1 to 6 above will be supplied in one shot as it is felt that these items would be required in bulk quantity right from day one. Also note that they have been asked not to supply printer heads for the purpose of safety and also keeping in mind that these items are not required on daily basis and can always be asked from the Facility Managers as and when required.

10. While All the infrastructure items and consumables have been covered as detailed above, batteries are not within the purview of the Facility Managers although UPS is covered. Batteries will have to be purchased by Deputy Commissioners as and when required. The rates shall be finalised by Government and the same will be communicated to all the Deputy Commissioners.

11. The payment to Facility Management will have to be made quarterly by Deputy Commissioners out of user charges. No separate permission would be required for making such payments.

12. Rates per Bhoomi centre and per Assistant Commissioner office are as shown at **Annexure E**

96

13. If there is delay in servicing of the Bhoomi centres, then there would be penalty in the payment to be made. The example shown in Annexure F would clearly explain the payment to be made to Facility Management.

14. As far as consumables are concerned payment will have to be done even if there has been delay in maintenance of computers and peripherals. In other words there shall be no deduction in payment for consumables supplied unless and until there has been delay in supply of consumables itself

This Circular is also available at the Revenue Department Internet site <http://www.revdept.kar.nic.in>.

(RAJEEV CHAWLA)
Special Secretary to Government
Revenue Department (Bhoomi)

To,
All Deputy Commissioners.

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