



GOVERNMENT OF WEST BENGAL
PUBLIC HEALTH ENGINEERING DEPARTMENT
WATER & SANITATION SUPPORT ORGANIZATION (WSSO)
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Memo No.: PHE/WSSO/112 (Pt.-IX)/1556

Date: 26/07/2017

To
The Executive Engineers

Division

PHE Directorate
Govt. of West Bengal

Sub: Registering of fault of instruments & computers (under AMC) through fault booking system

He may be aware that, the Department has a fault booking system [Ph. Nos. 1800-345-1001 (Toll Free) / 033-65010154] for registering faults of the laboratory instruments, computers and printers under centralized annual maintenance contract.

It was learnt in the review meeting, on Water Quality Monitoring & Surveillance programme of the State, held on 18.07.2017, that the fault booking system is not updated on a regular basis, especially with respect to the faulty computers and accessories. As a result of which, proper action could not be taken for repairing and maintenance by the entrusted agency.

Therefore, he is requested to look into the matter and arrange to register the left out faults, if any, within 08.08.2017 positively, for taking onward action from this end.


Director, WSSO
PHE Department

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Date: 26/07/2017

Copy forward for information to:

1. Dy. Superintending Engineer-I (Monitoring Cell), PHE Dte., Govt. of West Bengal
2. Ms. Viji John, Consultant, Water Safety & Security, UNICEF
3. Mr. Tuhin Ghosh, System Manager, SLSMU, WSSO, PHED, Govt. of West Bengal


Director, WSSO
PHE Department