 cpclb	CENTRAL LABORATORY, DELHI	DOC: CB/CL/SOP/6.6/1
	STANDARD OPERATING PROCEDURE	Issue No. : 04
	PROCEDURE FOR APPROVAL AND AWARD OF WORK TO OUTSIDE AGENCIES FOR SERVICING, MAINTENANCE AND CALIBRATION OF EQUIPMENT	Issue Date :16.08.2023
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1.0 PURPOSE AND SCOPE

- 1.1 To adopt a uniform practice for identifying specialized agencies to whom the work of servicing, maintenance, calibration, etc. is awarded with the objective of keeping the testing equipment in proper working condition for optimum utilization.
- 1.2 This procedure covers the technical aspects of annual service/maintenance and calibration contract for identified equipment, both testing and supporting services.

2.0 RESPONSIBILITY

- 2.1 In-Charge laboratory identifies the equipment, which required servicing, preventive maintenance and calibration and got it approved. In case it is within the limit of prescribed under delegation of power, it is to be approved following financial procedure by authorized In-Charge.
- 2.2 In case the proposal is beyond the limit under the delegation of power, the proposal to be forwarded to competent authority for approval or if envisaged then forward it to the Purchase Committee for necessary action. The concerned laboratory In-Charge shall be responsible for evaluation of the quality of service and keep administrative section informed.
- 2.3 Administration Section examines, identifies the appropriate agency and process the case for obtaining approval of sanctioning authority and arranging the work.

3.0 PROCEDURE

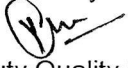
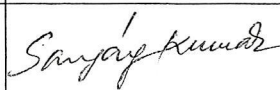
The following procedure is followed:


3.1 Responsibilities

- (i) Identification of equipment which require service maintenance and/or calibration. - Laboratory In-Charge.
- (ii) Preparation of a proposal for making such arrangement - Laboratory In-Charge.
- (iii) Scrutiny and approval of the proposal – Technical manager.
- (iv) Identification of competent agency(ies) already approved for service- laboratory In-Charge/Technical manager.
- (iv) Award of Contract - Administration Section.

3.2 Approval of agencies for servicing, etc.

- 3.2.1 A list of specialized agencies is built up through information collected from various reliable sources like equipment manufacturer and/or supplier, expert from other laboratories, technical publications, professional journals, and where necessary through open advertisements.

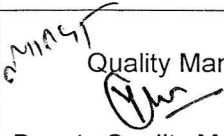
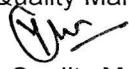
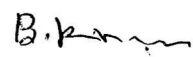
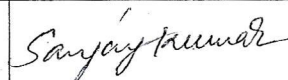
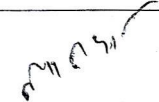
Amendment No.00	Amendment Date :		
Prepared by	Reviewed & Recommended by	Approved By	Issued By
 Quality Manager  Deputy Quality Manager	 Deputy Technical Manager	 Technical Manager	 Quality Manager

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- 3.2.2 For sophisticated and imported equipment, preference shall be given to the Indian supplier provided the latter is capable of providing necessary supporting services failing which consultation with experts in field is resorted for identifying an appropriate agency.
- 3.2.3 The following criteria generally apply for approving an agency for a particular service.
- The agency provides evidence of sufficient experience in servicing/maintenance of similar equipment in other laboratories to the satisfaction of the user.
 - The agency has a permanent office with normal communication facilities
 - The agency has personnel who have necessary academic qualifications and training, preferably by the parent manufacturer.
- 3.2.4 For calibration work, is awarded shall be awarded as far as possible to NABL accredited laboratory with valid accreditation for the parameter and provide traceability.
- 3.2.5 While deciding on a particular agency for a particular service/calibration the previous experience of Central Board Laboratory is a major consideration.
- 3.2.6 Where locating a suitable agency by following the procedure already described do not succeed, tenders either open or limited is invited as per the normal procedure. The responsibility for that action is with Administrative Section.
- 3.2.7 When the user laboratory justify that the need is urgent, then limited tenders is preferred to avoid test or infrastructure equipment downtime and affect the quality of test and analysis.
- 3.2.8 When the source of service (proprietary nature of equipment and/or particular calibration) are definitely known and no new agency can be located by tender inquiry, the need for tender shall be dispensed with.
- 3.2.9 On receipt of the financial sanction from the competent authority, the agency shall be informed for execution of the work, which shall be verified by the concerned laboratory In-Charge/Technical Manager. At the end of the work, a report that the service provided was as per the specification shall be made by the concerned laboratory In-Charge, endorsed by the Technical manager.

4.0 RECORDS

All relevant records like date/duration of service, nature of service/calibration is maintained by the laboratory equipment-wise.

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