

Dr. S.R. Chandrasekhar Institute of Speech and Hearing Hennur Main Road, Bangalore – 560 084, (A unit of Bangalore Speech and Hearing Trust) (Aided by Lions Club of Bangalore East)



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Maintenance Policies

Preamble

Dr. S.R Chandrasekhar Institute of Speech and Hearing owns and operates an extensive infrastructure to deliver its clinical, teaching, learning and research programmes. The IQAC Team of Dr. S.R Chandrasekhar Institute of Speech and Hearing has prepared the Standard Operating Procedure in line with the Institution policy for Quality Monitoring and Quality Improvement. This document provides a management framework and an outline on the allocation of responsibilities to ensure effective use and maintenance of existing infrastructure facilities.

SCOPE

This document describes the SOP for maintenance of all facilities located in the campus of Dr. S.R Chandrasekhar Institute of Speech and Hearing, Bangalore

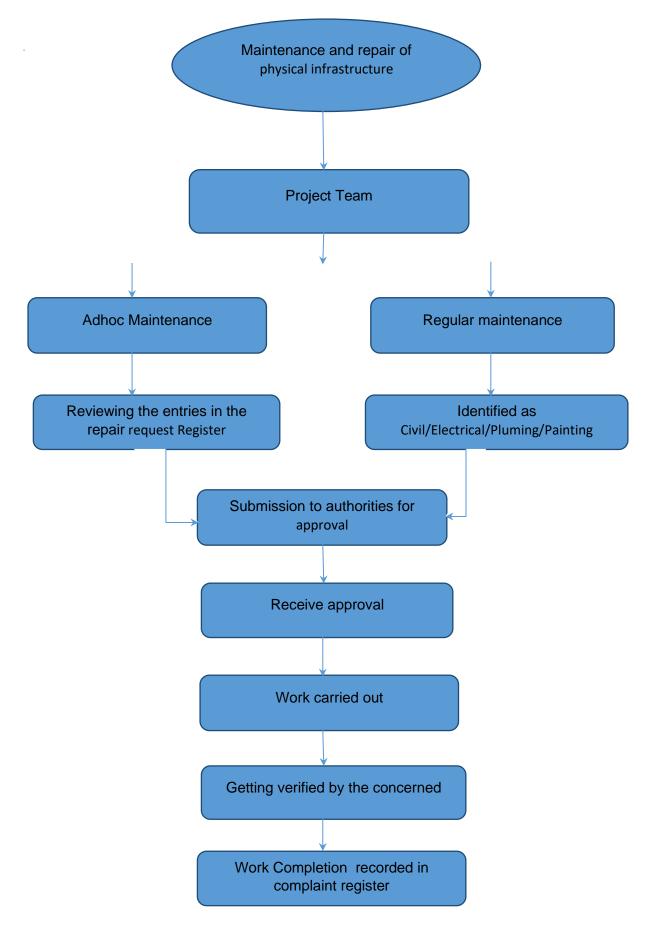
1. Maintenance of Physical Facilities

The Physical facilities shall be maintained by the institution's Administrator section comprising Administrator/System Manager and Network Admin. The maintenance staffs comprises of Plumbers, Electricians, and housekeeping. They are available round the clock in the Campus. Administrator shall be responsible for the uninterrupted power supply and maintenance of equipment like generator sets, general lighting, power distribution system, solar panel etc. Maintenance of Water Plumbing Plants, Sewage and Drainage is undertaken by support staff.

The Administrator with a team of members shall monitor the maintenance and Cleanliness of the buildings, classrooms, labs, furniture, campus ground, sports facilities, staff lounge, students amenity areas, cafeteria and hostel buildings, Housekeeping services shall be made available during day time in all days.

Transport facilities shall be monitored and maintained by the Transport I/C and the support staff. Annual maintenance of all vehicles shall be done promptly at the end of the academic year. Computer Analysts are also part of administration department and are available during work hours and offline hours, whenever needed.

Flow chart of work process:

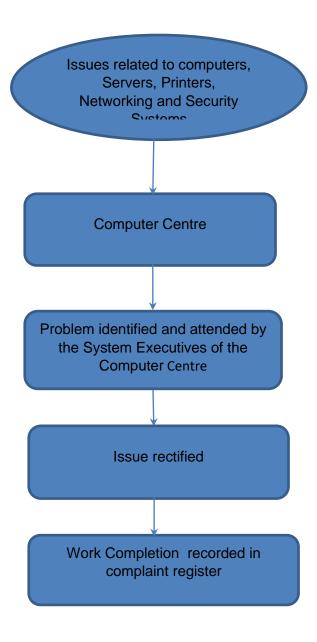


2. Maintenance of Computers/UPS

The following procedures shall be adapted for maintenance of computer facilities.

- An agreement has been made with central IT department, Dr. S.R Chandrasekhar
 Institute of Speech and Hearing, to maintain the IT infrastructure of the campus
- The Internal Service Provider (ISP) will deploy one full-time person in the campus to check all the equipment's and take necessary actions
- The Internal Service Provider (ISP) will ensure timely replacement of any parts as necessary

Flow chart of the process:



3. Maintenance of classrooms

- DR. S.R Chandrasekhar Institute of Speech and Hearing housekeeping department shall be responsible for cleaning of classrooms on daily basis
- The cleanliness shall be supervised by cleaning supervisor
- Classrooms with furniture, teaching aids are checked routinely by the maintenance staff and reported to the administrator.
- Any problem in the class room shall be reported to the Principal & Administrator
- Institution Administrator shall report to the Management Committee of the Institute for appropriate measures to be taken to correct the problem.
- Students shall optimally utilize all classroom during the daylong working hours and shall be mentored to upkeep the furniture.
- Practical are conducted at the clinical facility of the respective departments and supervised by the respective Head of the Department. The department faculty, clinical supervisors shall take care of equipment in their respective department.

The Heads of Department shall report to the administration periodically for all the maintenance works. troubleshooting and daily checks are carried out by student clinicians and clinical supervisors. Minor repairs are registered in a ledger maintained in the office and must be attended on priority basis.

4.Maintenance and utilisation of Library and Library Resources

The library staff shall be instructed in the care and handling of library documents, particularly during processing, shelving and conveyance of documents. The following steps need to be taken:

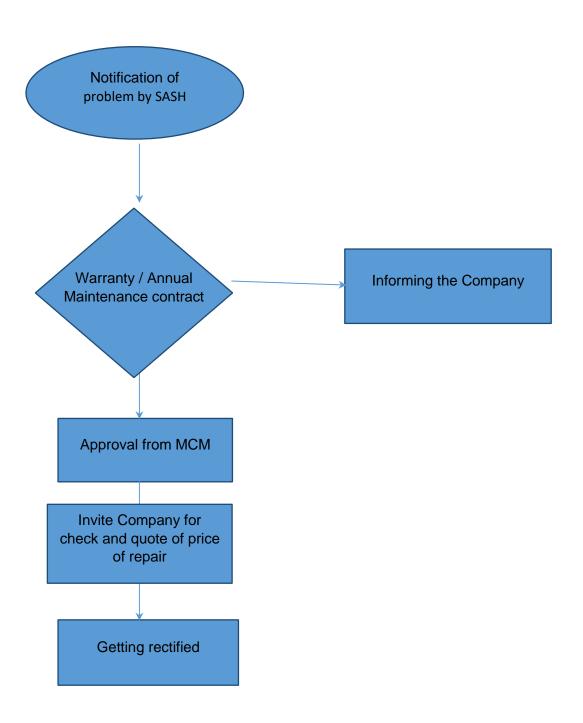
- Bound volumes are not to be sorted out from their fore edges, as this process weakens the binding.
- Shelves should not be fully packed. Huge volumes need to be kept flat.
- Dust should not be allowed to deposit on the documents because the collection of dust causes staining of documents and promote chemical and biological problems.
- Cleaning and using vacuum should be done regularly and carefully.

- Magnetic disc or documents containing disc(s) should not be kept open or near any
 magnetic or electric equipment, therefore, tape recorders, air-conditioners, etc. Such
 materials should be kept in a dust-free, temperature and humidity controlled room.
- Proper pest management must be done to minimize the problems caused by insects.
 Borax or common salt must be used to prevent cockroaches. Sodium fluoride must be applied to bound volumes to save them from silverfishes. Proper cleaning, fumigation and exposure to sunlight to the documents shall be done to reduce the effect of insects in the library.
- Repellents shall be used to save materials from rats.

5. Maintenance of indoor sports

- The indoor sports shall be maintained by the sports committee/SASH committee
 of the institute monitored by the Institute sports committee.
- Interim maintenance must be performed as and when required.
- The purchase requests shall be forwarded to the Principal, Administrator and Management committee of the Institution, upon approval purchase takes place.
- The condemned sports equipment's must be discarded after the inspection from the committee.

Flow chart of the process:



6. Maintenance of restrooms

- The institute classrooms on daily basic must be done by the sweepers and cleaning staff appointed by the Dr. S.R Chandrasekhar Institute of Speech and Hearing
- The Administrator and the cleaning supervisor of the institution shall supervise and review the status of the cleanliness.
- Any breakage of the restroom fitting must be reported to the Administrator for the replacement.
- Appropriate boards must be displayed for proper usage of the restroom facilities and to maintain cleanliness.

7. Maintenance of Electrical Facilities

- Electrical facilities shall be maintained by maintenance department of Dr. S.R
 Chandrasekhar Institute of Speech and Hearing
- The details are as follows: Control room. Dr. S.R Chandrasekhar Institute of Speech and Hearing, Bangalore.

Role & Responsibilities of Electrician

Position Overview

Electricians must install Wires, fuses and several other electrical components in offices, departments, hostels. They also must install voice, data and video wiring depending on their individual work settings.

Job Description for Electrician

- Answer calls for electrical repairing work and enquire into nature of the problem.
- Take notes so that the problem can be understood properly.
- Ask questions to determine severity of electrical problem.

- Choose an array of tool and materials according to the repair work that needs to be done.
- Read and interpret blueprints and building schematics to understand how an electrical issue needs to be dealt with.
- Follow architectural drawings to determine installation of wiring systems.
- Perform a number of duties to ensure proper maintenance and testing of wiring systems.
- Replace faulty wires and parts and ensure that the new ones are tested and confirmed it to be fault free.
- Inspect electrical systems and components to determine condition and identify needed repairs.
- Ensure that both preventive and general maintenance tasks are carried out.
- Install a variety of electrical system components such as lighting, alarms, switches, circuits and street signs.
- Identify hazards or defects in electrical system by performing periodic inspections.

Types of AC using in Institute:

- 1. Duct able AC
- 2. Split AC

Below mentioned work are done by out sourced Operator and Mechanic:

- Monthly once will clean the filter, AC grill and Cooling coil.
- will clean the condenser coil through Air blower.
- Cheek the wiring lines on every month.
- Checking AC gas through manifold gauge.
- Applying the grease to motor & other parts regularly.
- Maintaining all AC temperature at 24 degrees except Dept. Of Hearing Studies and Dept. Of Speech Language Studies
- Dept of Hearing studies AC temperature will be at 20 to 22 degree
- All the AC parts cleaning through water pump on once in three month
- Yearly 12 times filter service and 4 times water service

- Painting work yearly once for rustproof AC parts
- will check the serviced AC AMPS performance through Digital meter
- Dept. Of Hearing studies and Dept. Of Speech Language studies lab validation will be done once in six months and certificated.

Safety equipment's & procedure:

- Operators and mechanic must be wearing safety dress
- Safety belt should be worn by operators when doing outdoor unit service work
- Operators and mechanic should use safety shoe while working on motor/ generator
- Handle the safety equipment carefully
- Gloves wearing are must
- Must be wearing only off hand shirt
- Avoid wearing Jewells while working on motor/ generator or electrical work
- Safety glass shield for face should be worn on necessity
- Should use ear protector to avoid exposure to loud sounds when working with generator.

8. Maintenance of UPS facilities

- The equipment are outsourced to External Service provider (ESP)
- They will do periodical check-up of all UPS systems used in every department
- They will also ensure no break downs of UPS during working hours.

9. Maintenance of Diesel Generator facilities

Maintenance of DG sets are outsourced to External Service Provider (ESP)

Diesel Generator Maintenance work:

- 1. Diesel Generator and surround area must be in clean.
- 2. We should keep away the materials which will catch fire easily
- 3. Engine oil and Filter must be changed every 300 hours of usage
- 4. Change Air filter once in 1000 hours of usage
- 5. Yearly once service the engine

- 6. Remove and clean the Radiator yearly once
- 7. Check the Engine Silence daily

DG Operator rules:

- 1. DG operator duty assigned to maintenance staff on rotation.
- 2. All the operators should use safety equipment
- 3. When going on leave, inform the supervisor/ admin beforehand and handover work to next person.
- 4. Check the generator battery condition on every day
- 5. Check the sink or wire and cable daily
- 6. Check the lubrication oil measures
- 7. Check the belt quality
- 8. Check diesel hose valve daily
- 9. Air filter must be maintaining without any problem
- 10. Check the battery charger any time

10. Maintenance of water management system

- The water management system is maintained by maintenance department of Dr.S.R. Chandrasekhar Institute of Speech and Hearing
- The maintenance staff will be check periodically water sump, water tank and pump function in a day.
- adequate water supply to clinical services, student's hostel and college buildings are ensured.
- Administrative office staff will alert the administrator of any changes in Bangalore city water supply schedule or interruption.
- Administrator will take appropriate action like, purchase of water from private water distributors to meet the requirement.

11. Maintenance of RO plants

- The RO plant is maintained by Dr.S.R. R Chandrasekhar Institute of Speech and Hearing
- There is a big RO plant at top of Institute main building to take care of hygienic water facilities to patients, attendees and staff of Dr.S.R. Chandrasekhar Institute of Speech and Hearing
- In addition, there are multiple number of small RO units in every department for their water needs

12. Herbal Garden &Landscape

- Herbal Garden and Landscape are maintained by maintenance department of Dr.S.R.
 Chandrasekhar Institute of Speech and Hearing
- There are herbal plants maintained by maintenance department of Dr.S.R.
 Chandrasekhar Institute of Speech and Hearing since 2017

13. Solid waste management

 Solid Waste management is outsourced to External Service Provider(ESP) recognized by BBMP.

14. Maintenance of Elevator Facilities

Maintenance of Elevator facilities by Dr.S.R. Chandrasekhar Institute of Speech and Hearing, Bangalore.

Every elevator will put in to an AMC directly to the Original Equipment Manufacturer (OME), However, the following safety norms and other procedures are trained by staff on duty

- Safety Guidelines for servicing, Maintenance and use of Lifts
- These guidelines are applicable to installation, commissioning, examination, maintenance, repair
- Original equipment manufacturer (OEM) or a Contractor Authorized by OEM, only trained qualified and skilled persons shall be allowed to carry out lift maintenance.

- Prior to carrying out any lift maintenance works, proper risk assessment shall be conducted by OME/ESP
- The specific safety practices and recommendations made by manufacturer of the lift strictly adhered
- Works tasks shall only be commenced when all the safety precautions are in place.
 The status of the work and the effectiveness of the safety precautions shall be closely monitored and regularly reviewed. During any lift maintenance works, no passengers will be allowed to stay in the lift
- Adequate lighting for the works shall be provided to workers working in a lift shaft
- Emergency lighting or a battery torch shall be provided or made available to workers for use in the event of power failure or sudden failure of the normal lighting
- It is required to attend to the failure of any emergency device of a lift within 4 hours from the time when it has knowledge of the failure. Till that time power of the lift must be switched off and it must be kept out of operation
- A guideline for safe lift operation and use should be provided inside the lift cabin/car help the users
- All lifts shall be inspected and certified by life inspector and competent persons under the inspector of factories act and relevant state rules as per the defined frequency.
- Periodic inspection of lift shall be done by competent persons as per manufacturer guidelines
- Safety accessories should be provided and maintained inside a lift cabin/car a.Telephone for emergency call b. Emergency light c. Telephone numbers to contact during emergency d. certificate provided by lift inspector/Institute inspector e. carrying capacity in KGs/No. of passenger
- Safe Operating Procedure (SOP) given by the OME Shall be followed for taking control of lift

15. Maintenance of ICT Facilities

 Maintenance of audio and Visual Services, CCTV cameras and tele communications is managed by System Manager Dr.S.R Chandrasekhar Institute of Speech and Hearing, Bangalore In institute the computer centre and its support staff maintain the ICT facilities including computers and servers and the Institute has computer Infrastructure Maintenance Cell (CIMC). The annual maintenance includes the required software installation, antivirus and up gradation. To minimise e-waste, electronic gadgets like projectors, Printers, photocopiers are serviced and reused. Campus WI-FI is maintained by computer Infrastructure Maintenance Cell (CIMC).

16. Maintenance of Security

Security is outsourced to a security agency

17. Maintenance of Fire Extinguishing Equipment

- The equipment maintenance is outsourced to External Service Provider (ESP)
- Fire safety norms and procedures are circulated to staff of Dr.S.R Chandrasekhar
 Institute of Speech and Hearing for preparedness
- Information Booklet on fire safety and hygiene is enclosed

18.Reprographic service

- Reprographic facility is provided in the library
- Maintenance of the reprographic machine is provided by manufacturer of the facility

19. Pest control

Pest control is conducted on a regular basis, in collaboration with an external agency

20. Dry and wet waste management

- The Institution has placed separate bins to collect dry and wet waste in different parts
 of the Institute.
- The Institution has appointed BBMP to collect the dry wet waste from the bins located in the campus and dump the waste in Municipal bins, on a daily basis.

Disposal of used mask.

- Remove the mask by using appropriate technique (i.e. do not touch the front but remove the lace from behind).
- After removal clean hands by using an alcohol-based hand rub or soap and water.
- Replace masks with a new clean, dry mask as soon as they become humid
- Do not re-use single-use masks;
- Discard single-use masks after each use and dispose of them immediately upon removal.
- Bins for used masks are provided at all floors.

21. E- Waste Management

- The Institution has a designated storage space for temporarily storing all electronic waste
- The Institution has appointed BBMP to collect the e-waste, quarterly.

22. Sports facilities and Gym

Sports ground, and Gym in the Institute is maintained and supervised by the Administrator and also by maintenance department of Dr.S.R Chandrasekhar Institute of Speech and Hearing

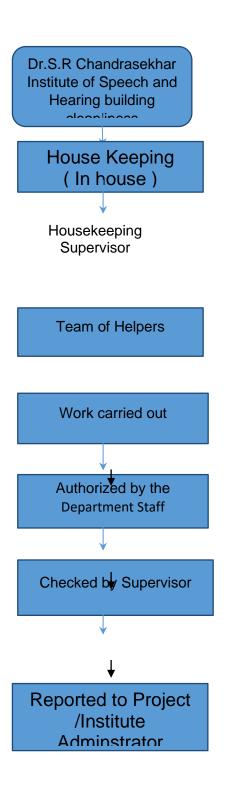
The sports equipment, fitness equipment, ground and various courts in main of the Institute and Off campus of the Institute are supervised and maintained by the Administrator.

Expensive equipment in the fitness lab are maintained through annual maintenance contract. Ground level maintenance is done annually during vacation in addition to the seasonal maintenance done in once in every three months. Grounds men, vendors of sports goods and students of physical education jointly maintain the sport equipment. Seasonal maintenance of all equipment and ground are carried out regularly by the physical education students as a part of their curriculum. Gymnasium and playground are supervised and maintained by Administrator.

23. Maintenance and utilisation of seminar halls and auditorium

Seminar halls and auditoria are under the purview of the system admin and the cleanliness is taken care of by the housekeeping team. Effective utilisation of seminar halls and auditorium for organising academic meeting ,seminars ,conferences and cultural events is made for accessing the facilities, the organising faculty/staff members submits a from available with Administrator through HOD and the date of event is registered and the halls are accessed on priority basis.

24. Maintenances of Institute Cleanliness: Cleaning of the Institute area in both Institute including the Academic and Administrative building is performed daily in the morning before the regular classes begin with the help of the outsourced housekeeping team. Toilets are cleaned thrice every day. The whole campus area is maintained by the housekeeping supervisor who will be reporting the completion of work to the Administrator.



25.COVID-19 Precautionary measures

STANDARD OPERATING PROCEDURE

As per Government orders, children below 10 years and adults above 60 years will not be seen till further orders from the Government.

Clinical services will be available from 10.00 am to 4.00 pm (Monday to Saturday)

All clients will be seen on appointment basis only

GATE

Vehicles to be parked outside the gate Thermal Scanner to check temperature. Only persons with mask will be allowed inside With one client only one care taker will be allowed Clients have to get their own water bottles and edibles as needed.

Registration desk

Use of Alcohol Based Sanitizer

Only two clients will be allowed near the registration desk for the same at one time. Along with registration, clients need to fill a self declaration form regarding their contact details, place of residence, travel history and any contact with COVID-19.

Waiting area

Seating Arrangement to be followed as per Social distancing norms

Respective Departments

Respective Department SOPs to be followed for Assessment and Management

Consultants and Feedback

Clients will meet the consultants for the final counselling. Feedback will be collected by the PRO

Department of Hearing Studies - Standard Operating Procedure

- A) All to follow the below points strictly:
- 1. Social distancing
- 2. Mask
- 3. Sanitization.
- 4. Thermal screening at the entrance.
- B) Mask to be worn at all times and measures of sanitization to be done at fixed intervals of time along with thermal screening can be strictly implemented and monitored for staff, patients as well as their accompanying persons.
- C) Steps to be followed at the instrument level:
- After each patient is tested in the audiometric rooms, a minimum of 15 minutes gap needs to be given and the room to be ventilated fully.
- After each test, sanitization of ear phones and other ear related accessories/toys should be well sanitised. No lacunae in this are tolerated.
- ACs can be switched on for fixed intervals of time at an optimum temperature of 24-30 degree Celsius however not during patient test. As this will limit the patients being tested for longer time, only minimal tests should be used to aid clinical diagnosis.
- All hearing aids needs to be cleaned (sanitise) after each trial/ UV sanitization.
- Disposable hand gloves needs to be used with each patient
- D) Research or academic interest tests can be done only in interesting patients on staggered basis.
- E) Appointment scheduling:
- All audiological services will be provided only on appointment basis.
- Case history (Maximum details to be taken over call)
- F) An announcement along with text can be displayed in the TV near the waiting room to clients on the importance of Social distancing, need for frequent hand wash and importance of wearing Masks.
- G) Postpone infant screening at different hospitals for some time till the hospital is open to do so.

<u>Department of Speech and Language Studies</u> - Standard Operating Procedure

- A) All to follow the below points strictly:
- 1. Social distancing
- 2. Mask
- 3. Sanitization.
- 4. Thermal screening at the entrance.
- B) Mask to be worn at all times and measures of sanitization to be done at fixed intervals of time along with thermal screening can be strictly implemented and monitored for staff, patients as well as their accompanying persons.

C) Speech Diagnostics

- Cases will be called for assessment on appointment basis to avoid overcrowding.
- Seating arrangements are to be made to ascertain social distancing.
- In order to minimize contact time with clients, Parents will be asked to get video records of their interaction with the child.
- Reports will be made short & given immediately to avoid waiting time or will be sent by email.
- Toys & materials will be sanitized after every use.
- Only 1 parent will be allowed to accompany the child for assessment.

D) Speech therapy

- No waiting of parents /care takers within therapy area.
- Only 1 therapist will be permitted within the room. Any observers will view from outside through observation window.
- Clients will not be made to wait for therapy session, next session will resume only after the 1st client and the caretaker have left the department.
- Toys & materials will be sanitized after every use.

- 1) All staff and patients follow strictly
 - Social distancing
 - wearing of mask
 - Sanitization
- 2) Assessments are done on appointment;
- 3) Only parent or primary caregiver to accompany the client.
- 4) Disposable hand gloves will be used with each patient
- 5) All stationery will be sanitized pre and post assessment.
- 6) All rooms, tables, chairs, tables wiped with spirit after each assessment.
- 7) Online Therapy is conducted for children.
- 8) Physiotherapy room and instruments will be sanitized after each assessment, doors will be kept open.

<u>Psychology Department/Physiotherapy-</u>Standard Operating Procedures

- 1) All staff and patients follow strictly
 - Social distancing
 - wearing of mask
 - Sanitization
- 2) Assessments are done on appointment;
- 3) Only parent or primary caregiver to accompany the client.
- 4) Disposable hand gloves will be used with each patient
- 5) All stationery will be sanitized pre and post assessment.
- 6) All rooms, tables, chairs, tables wiped with spirit after each assessment.
- 7) Therapy will resume for children below 10 years of age.
- 8) Physiotherapy room and instruments will be sanitized after each assessment, doors will be kept open.

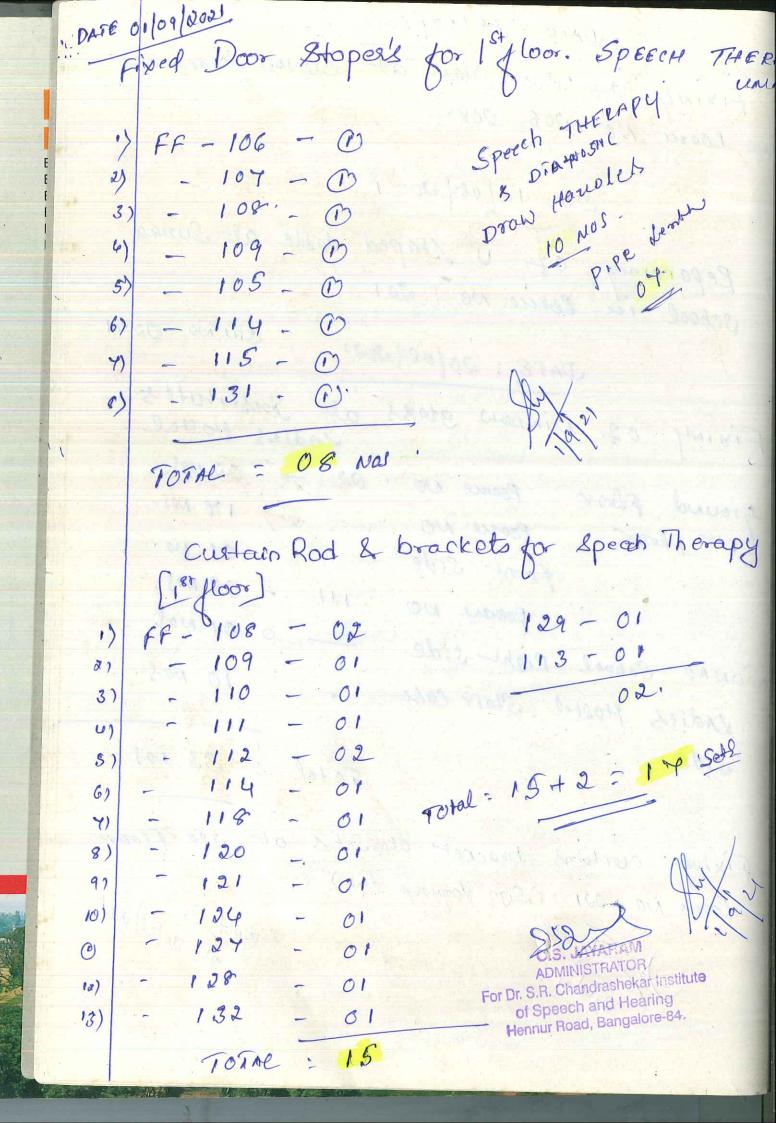
Support staff - Housekeeping & Maintenance

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1	Ms. Mary J	Cleaning supervisor				
2	Ms. Shanthamma	Maid servant				
3	Ms. Komala. T	Maid servant				
4	Ms. Sarala	Maid servant				
5	Ms.Khadar Bi	Maid servant				
6	Ms. Ranjani	Maid servant				
7	Ms. Lakshmi.C	Maid servant				
8	Ms. Priya	Maid servant				
9	Ms. Suguna	Maid servant				
10	Ms. Bisna	Maid servant				
11	Ms.Priya Bilage	Maid servant				
12	Mr.Prakash	Attender				
13	Mr.Manoj kumar	Attender				
14	Mr. Mani Vasu	Attender				
15	Mr.Pundalik	Attender				
16	Mr.Mubarak	attender cum carpenter				
17	Ms.Shakeela	attender				
18	Ms.Lakshmi M	attender				
19	Ms.Manjula	attender				
20	Ms.Lokanath	Attender				

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ADMINISTRATOR

For Dr. S.R. Chandrashalar For Dr. S.R. Chandrashekar Institute of Speech and Hearing Hennur Road, Bangalore-84.



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ADMINISTRATOR

For Dr. S.R. Chandrashekar Institute of Speech and Hearing Hennur Road, Bangalore-84.

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For Dr. S.R. Chandrashekar Institute
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15	15/06/2022		02	15	Spob In		_	da		Steel 8 Crict 15 Non @ Re 13 each.
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26	21/02/2022		01	25	Library, Loknoth	12-	Z	dage	200	tern with	475, 162	- Langt RANGE	8.9
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Se NO.	DATE.	Department	Complant	STAFF.	Acmen	Deffered to	Statues Ct.	nanc
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25	24/2/21	AVT unit	lights are not working in	Loregde.	J. J.	12-45M	Replaced OINOLES	
			the hall and one of the room		Q.		rus light & OINO	
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26	25/2/2021	School	GFO2 Room No. Stylet et 35 De	RA	150	RYEGY	eplaced or vo	
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27	26.2.21	0.6.0	GF22 2nd certain		A555	, RIYZSM	Replaced or NO KED)
			Bulbs is not working	Up.	V		Bulbs	
9					7 1			<u>, </u>
28	01/3/21	class	TF 309 (MSLP class)			1012	, , , , , , , , , , , , , , , , , , ,	
			3 fans are not working			R. Year	workering Done	,
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	¥*	1	desks		almarian &	Link der Langel	1	_
			Ac not working			V		
<u> </u>		-	Ú.			1	3/4/221	2
29	a 3 21	Hostel (Civis)	3rd floor toilet flush is not.	.00/		R. YESY	LOOR DONE -	
			everking also bathroom	//		· s		
			lock is damaged.	E PATRO =	1667 Feb.	with the fall w	29 / 6 / 2021 Farmfold	S)
			Ne Sylan I and I all	T y	Drawi 15.	4110 44	1,	
May -	NE COERCE	r ballad	Coulson.	= 200 cd		Real No.		
30	04/3/2021	CANFEEN.	Agaaga and Tap Leaveye	Dul		Ryen	Worreiner Dane	
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31	5 3 21	· MASLP class	AC one not working	0				
		1,	Fan rejulation are working.	Bells		0.11-011		
	-		properly.	+ 19 co x	100 P 10	RLYZEM	Dork done.	À
			only 2 bulbs are working		Marchel Kar	astitute	3	
1. Horas	"VX s.	part contract	3 desks one damaged.			Lingsrajapuran	0	
A	· us and	100 (100 m)				Lingarajapuran Bangalore	ec.	
32	16 3 2021	girl (Boste)	3 Floor SLATE By Ty & Enfan	RA	200	.R . S . 60084	and	
		12	skie so se	216 000	1-0-1/4 KK010	4.2 * Entre	29/6/2031 [331-1-4.	۵
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	our	DATE.	Department	Coneplant	1.12	STAFF	Aoirei	Reffered to Stort	Status chance	ora's
5		24/3/2021	AND DESCRIPTION OF THE PERSON NAMED IN COLUMN 1	FF-108 (1) 25 300 00 (0) (0) 1 5 300 00 (0)	Look	RA	3 × 1	Ryces	Replaced or No Switch.	oul -
	34	1/4/221	The box	FF-108 WGS 9 15 50 ye		RA	25	RYESI	Replaced o INO Swike.	io real
	35,	6/4/21	Sheech	Cusicle light is	Jan	20-	Jan	R.YESI	peplored OINO TUB	ord.
	35		Speech	grishoas 1			and the		Ofght asiric	12.0
	36	6/4/2	KAOSES	groken.	P	- And	, ,	R.4884	Replaced or NO NOSH.	SNU ,
	34	16 4 2	decemplo	reception reguland. Line phone is notworky		lue.	e TAIR (Vite)	.R. yesu	not working some.	@ecf
	38			Intercom Not Working		anj.	38 GAZ 31	R. yesu	fored vie fisse	roup
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	-1			LED BULLS NOT WOTES	banes	Jones	25	Rayeen	Repland 02 Nes	1
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			NB 120.	work & g.	102		a pudias	Lingarajapuram Bungalore 560084		
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	SLNO	Spil	Defortant	Complant	SEAFF	Apirei	Peffer of to	Stateurs chande	Ta's July
	42		Audiology	corerrdor oano LED Sulb 3 Net wereing	ont,	25	R-Yess	Replaced Ox NO SED Bulds.	29/6/21
	43	29/6/21	CASH COUNTED	OINO LEO Sulp NOT	LOW	A	n.yam	Replaced ou NO SED Seilbs Cash Countiel	A6 29/6/best
	44	2/4/24	8pthx unit	Bluebis not working an poom no 4,5 and & inside the lab.	2/7/2021	Jan G	Riyey	Replaced ad the bulbo	2/2021
	- 45	2/4/21	Indikeke	3015 Not working	ONY	251	R-Y-sy	ge pland or NO KED sulp get plan nomedror.	02/7/2/
	46	2/7/21	ENSTITUTE.	Main gate 02 No KBO Buls NOT WORKING	nonel	011	R. Yesu	peplaced or No LED Bulbd main gate, 80/20	1021-121
	47	Sels born	MARTIC STATES	Coredor of LED Sub Not	ON ONL	0.000	R. Yesy	Peplaced OINO LED Sulb Coredow "N. E.C.	Rodne BSELT
	48	2/4/21	Facklitecte	CAMEREEN Front Size 01 LED Bells NOT WOINIG.	10 mg	100/100	R.YESU	18 N OINO LED BULB Fixed CANTEEN Front SiDE	'polyler
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	5)	26/7/2021	Institute	Gr. Sloor Boys Toilet	7.		RXYESL	Worke DONE-	Long
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SL-No	DATE	DEPARTMENT	1COMPLAINT	MARC	Anany	PEAR . TO STAPPA	-STATUS	an Cra's
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60.	16821	BOYS MOST 82	WIFI NOT DOKKING	Air	20	PA YESM	work done	coep
<u></u>			J		U			1000
51	16/8/21	Board Room	Sink loute age top	Trans		Ryzy,	work done	Loup
62	20/00/21	Ground floor	Toilet Compound			Ryegy	Fined the Essue	out !
	3010812	Director Room	Cover broken	THON	9	12.9-39	FINITY CAS 175WE	, /-
	1,3,27 %		Cook, Dioken	JA-MCK	to Areard or say			
63	15/09/21	Pudiplo 8y	(BULBS)	1-12-1	that it moules	Hat - Land TV6	4	(BE
		Department	CF-11-02 Carpide		9×1	Royessi	Fixed 02 Nos	
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	1/	1)	GF-13-01 (inside)	20		R-454	Fixed 02 mes 1	15/9/21
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64.	21/9/2011	Anchology Dept			964	Ry=SU	fixed we	roup
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DRSRCISH PROTOCOL FOR CALIBRATION OF AUDIOMETER

Format No.	AUD CAL				
Issue No.	01				
Rev. No.	00				

PROTOCOL FOR CALIBRATION OF AUDIOMETER

Calibration of Audiometer can be divided into two:

- 1. Subjective calibration
- 2. Objective calibration

Subjective calibration includes daily checks of the audiometers and biological check.

Check list for daily and weekly examination of Audiometers

- Clear the equipment and examine for damage.
- > Switch on, allow warm-up (1-2 minutes), and adjust according to manual.
- Earphone serial numbers tally with equipment.
- > Switch knobs are secure; Switches operate smoothly
- Lamps and indicators function correctly. Attenuators are silent and attenuate over proper range Headbands are in good condition and tension is correct
- Test for distortion:- At high intensity level, listen for a change in the quality of tone. An earphone which is distorting will frequently be detected by human ears at high levels where as such distortion may be inaudible at lower levels of
- Test for overshoot of the tone:- listen to the pure tone at moderate level and below the threshold level. Interrupt the tone for several times and listen for a 'click', or 'splat' sound. If a click sound is heard, there is a possibility of undesirable overshoot due to the short-rise time of the signal and the audiometer
- Test for Attenuator Linearity:- Set the Intensity dial at minimal level and increase it up to the maximum level in 5dB step. Check for the uniform increment in the loudness each time the intensity is raised. There is no need of checking the linearity for more frequencies or more than one earphone.
- > Check for the crosstalk. Set the dial to 60 dB HL and disconnect the transducer and listen in the other transducer. For example, if you are testing the Right head phone root the stimulus through the right transducer and disconnect the right transducer form the jack. Listen to auditable stimulus through left transducer. If any audible stimulus is heard then check the jacks and connection if still the

problem persists then a technical attention is required before using the instrument.

- > Threshold levels are subjectively correct for
 - a) Air conduction
 - b) Bone conduction

Reset all controls to normal operating positions for commencement of patient testing.

Calibration of Head Phones TDH 50 P- Pure Tone

Materials Required for Calibration

- 1. Sound Level Meter (SLM)
- 2. Sound Level Calibrator/ Piston Phone.
- 3. Pressure Microphone
- 4. Preamplifier
- 5. Artificial Ear with 6 CC Coupler
- 6. Screw driver set
- 7. Batteries

Preparation of SLM

- 1. Load the SLM batteries.
- 2. Connect the SLM to the preamplifier
- 3. Connect the Artificial Ear to the preamplifier.
- 4. Mount the Microphone to the artificial ear
- 5. Load the sound level calibrator with batteries

Checking the calibration of the SLM

- Switch on the SLM to the battery mode. The needle will deflect. See that the needle remain on the white part of the dial on to the right of the red mark. If not change the batteries and then proceed.
- Turn the knob to the Slow Weighting network and the dial below it to the External filter.
- 3. Set the octane filter to 1000 HZ(if using B&K Acoustical Calibrator Type 4231).
- Set the intensity range dial to 90 dB SPL(if using B&K Acoustical Calibrator Type 4231).
- Place the sound level calibrator on the microphone and switch on the sound level calibrator.
- 6. See for the reading. If the sound level meter is reading 94 dB SPL (if using B&K Acoustical Calibrator Type 4231)
- 7. If not adjust the microphone gain trimmer till it reads 94 dB SPL. If the target is not achieved do not continue the calibration.

Setting up the Audiometer for Calibration

4. Once the calibration of one transducer (Left/ Right) is done, calibration has to be done with the next transducer (Left/ Right).

Calibration of Head Phones TDH 50 P- Speech

Materials Required for Calibration

- 1. Sound Level Meter (SLM)
- 2. Sound Level Calibrator/ Piston Phone.
- 3. Pressure Microphone
- 4. Preamplifier
- 5. Artificial Ear with 6 CC Coupler
- 6. Screw driver set
- 7. Batteries

Preparation of SLM

- 1. Load the SLM batteries.
- 2. Connect the SLM to the preamplifier
- 3. Connect the Artificial Ear to the preamplifier.
- 4. Mount the Microphone to the artificial ear
- 5. Load the sound level calibrator with batteries

Checking the calibration of the SLM

- Switch on the SLM to the battery mode. The needle will deflect. See that the needle remain on the white part of the dial on to the right of the red mark. If change the batteries and then proceed.
- Turn the knob to the Slow Weighting network and the dial below it to the External filter.
- 3. Set the octave filter to 1000 Hz (if using B&K Acoustical Calibrator Type 4231).
- Set the intensity range dial to 90 dB SPL (if using B&K Acoustical Calibrator Type 4231).
- Place the sound level calibrator on the microphone and switch on the sound level calibrator.
- See for the reading. If the sound level meter is reading 94 dB SPL (if using B&K Acoustical Calibrator Type 4231)
- 7. If not adjust the microphone gain trimmer till it reads 94 dB SPL. If the target is not achieved do not continue the calibration.

Setting up the Audiometer for Calibration

- Push on the audiometer to the calibration mode. Refer to the manual for the same.
- 2. Set the reference levels in HL, the values will be displayed automatically.
- 3. Choose the transducer (For example Phone)
- 4. Root the transducer (Right / Left)

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same.

2. Set the reference levels in HL (70 dB HL in case of GSI instruments)

3. Choose the transducer (For example Phone)

- 4. Root the transducer (Right / Left)
- 5. Note the target SPL for the reference HL level (In case of GSI and Madson the target SPL will be displayed on the left side corner of the LCD screen). Refer to calibration chart:

6. Choose the frequency to be calibrated.

7. Press the interrupter to present the steady pure tone.

Setting the head phone on the artificial ear

1. Remove the transducer from the head band.

2. Place the 6CC coupler

- 3. Place the transducer on the artificial ear.
- 4. See that the cushion of the transducer is parallel to the floor of the artificial ear.
- 5. Now slowly tilt the head phone and find the place that gives the maximum deflection on the SLM.
- 6. Now place the clamping mechanism on the head phone and adjust the clamping mechanism to 0.5 Kg, this is to simulate the head band tension. A weight of 0.5 Kg can also be used instead of the clamping mechanism.

Taking the reading from SLM

1)Set the intensity range

2)set the frequency to be measures on octave filter

Once the above steps are complete the set up is ready for taking reading. (Note: that the reading should be taken from the top view in to the meter gage).

Calibrating the instrument

- 1. Note down the target value given in the calibration chart or the instrument LCD display panel.
- 2. Find if the particular target SPL is read on the SLM.
 - If yes then the particular frequency is in calibration- you can move on to the next frequency with out making any change.
 - If No. Then turn the channel 1 attenuator dial clock wise to increase the dB SPL out put and turn the dial anti clock wise to reduce the intensity. Once the target is achieved on the SLM press the save/ data transfer Button on the control panel to finalize the calibration at that frequency.(In case of GSI-61, if calibrating any other audiometer refer
- 3. The same procedure (step 1&2) has to be repeated for all the frequency- 125, 250, 750, 1000, 1500, 2000, 3000, 4000, 6000, 8000, and 12000 Hz.

Calibration of Bone Vibrator B71

Materials Required for Calibration

- 1. Sound Level Meter (SLM)
- 2. Preamplifier
- 3. Artificial mastoid
- 4. Spring balance/500g weight
- 5. Screw driver set
- 6. Batteries
- 7. Connecting cord

Setting up the Audiometer for Calibration

- 1. Push on the audiometer to the calibration mode. Refer to the manual for the same.
- 2. Set the reference levels in HL
- 3. Choose the transducer- Bone vibrator
- 4. Note the target SPL for the reference HL level (In case of GSI and Madson the target SPL will be displayed on the left side corner of the LCD screen).
- 5. Choose the frequency to be calibrated.
- 6. Press the interrupter to present the steady pure tone.

Setting the bone vibrator on the artificial Mastoid

- Connect the preamplifier to the SLM and then the Connecting cord to the artificial mastoid.
- Remove the transducer from the head band.
- Place the transducer on center of the rubber surface on the artificial mastoid.
- 4. Place the loading arm. Place the level indicator on the floor of the mastoid with its cut away part to the steel disc on the floor of the steel disc. Adjust the height of the black disc of the indicator until it in level with the loading arm. Rise the arm and remove the bone vibrator. Fix the spring balance on the arm in the small screw hole given on the top. Pull balance upwards until the loading arm is once again in line with the line indicator. Now set the static load to the 550gms by adjusting the static level adjustment. Level of the loading arm can also be adjusted by using the level adjustment.

Taking the reading from SLM

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Once the above steps are complete the set up is ready for taking reading. (Note: that the reading should be taken from the top view in to the meter gage).

Calibrating the instrument

Note down the target value given in the calibration chart or the instrument LCD display panel.

Find if the particular target SPL is read on the SLM.

- the reference HL level (In case of GSI and Madson the target SPL will be displayed on the left side corner of the LCD screen).
- 6. Choose mic as input transducer or input stimulus.
- 7. Press the interrupter.

Setting the head phone on the artificial ear

- 1. Remove the transducer from the headband.
- 2. Place the transducer on the artificial ear.
- 3. See that the cushion of the transducer is parallel to the floor of the artificial ear.
 - 4. Now slowly tilt the headphone and find the place that gives the maximum
- 5. Now place the clamping mechanism on the headphone and adjust the clamping mechanism to 0.5 Kg, this is to simulate the headband tension. A weight of 0.5 Kg can also be used instead of the clamping mechanism.

Taking the reading from SLM

- 1. set the intensity range.
- 2. set the time weighting network to slow
- 3. Frequency weighting network to linear.

Once the above steps are complete the set up is ready for taking reading. To take the reading Chose the input transducer as mic and then phonate 'aaa......' See that the VU meter does not cross 0 mark. Note: that the reading should be taken from the top

Calibrating the instrument

- 1. Note down the target value given in the calibration chart or the instrument LCD
- 2. Find if the particular target SPL is read on the SLM.

If yes then the particular frequency is in calibration- you can move on to the next . frequency with out making any change.

If No. Then turn the channel 1 attenuator dial clock wise to increase the dB SPL out put and turn the dial anti clock wise to reduce the intensity. Once the target is achieved on the SLM press the save/ data transfer Button on the control panel to

3. Once the calibration of one transducer (Left/ Right) is done, calibration has to be done with the next transducer (Left/ Right).

- If yes then the particular frequency is in calibration- you can move on to the next frequency with out making any change.
- If No. Then turn the channel 1 attenuator dial clock wise to increase
 the dB SPL out put and turn the dial anti clock wise to reduce the
 intensity. Once the target is achieved on the SLM press the save/ data
 transfer Button on the control panel to finalize the calibration at that
 frequency.

The same procedure (step 1&2) has to be repeated for all the frequency- 125, 250, 750, 1000, 1500, 2000, 3000, 4000, 6000Hz.

Calibration of Free field-Pure Tone

Materials Required for Calibration

- 1. Sound Level Meter (SLM)
- 2. Sound Level Calibrator/ Piston Phone.
- 3. Field Condenser Microphone
- 4. Preamplifier
- Screw driver set
- 6. Tripod stand
- 7. Measuring tape
- 8. Batteries

Preparation of SLM

- 1. Load the SLM batteries.
- 2. Connect the SLM to the preamplifier
- 3. Mount the Microphone to the preamplifier
- Mount the SLM on the tripod stand and should be placed one meter away from the speaker (this is supposed to be the passion of the patient).
- 5. Load the sound level calibrator with batteries
- Mount the octave filter with battery.

Checking the calibration of the SLM

- Set the SLM to the Slow Weighting network and the dial below it to the External filter.
- 2. Set the octave filter to 1000 HZ(if using B&K Acoustical Calibrator Type 4231).
- 3. Set the FSD dial to 110 dB SPL(if using B&K Acoustical Calibrator Type 4231).
- Place the sound level calibrator on the microphone and switch on the sound level calibrator.
- See for the reading. If the sound level meter is reading 94 dB SPL (if using B&K Acoustical Calibrator Type 4231)
- 6. If not adjust the microphone gain trimmer till it reads 94 dB SPL. If the target is not achieved do not continue the calibration.

Setting up the Audiometer for Calibration

- Push on the audiometer to the calibration mode. Refer to the manual for the same.
- 2. Set the reference levels in HL
- 3. Choose the transducer (free field speaker)
- Set the stimulus out put to FM/ Warble. Do not use pure tones steady because it can cause standing waves which can effect the measurement.
- 5. Root the transducer (Right / Left)
- Note the target SPL for the reference HL level (In case of GSI and Madson the target SPL will be displayed on the left side corner of the LCD screen).
- 7. Choose the frequency to be calibrated.
- 8. Press the interrupter to present the warble/FM tone.

Calibrating the instrument

 Note down the target value given in the calibration chart or the instrument LCD display panel.

Find if the particular target SPL is read on the SLM.

If yes then the particular frequency is in calibration- you can move on to the next frequency with out making any change.

If No. Then turn the channel 1 attenuator dial clock wise to increase the dB SPL out put and turn the dial anti clock wise to reduce the intensity. Once the target is achieved on the SLM press the save/ data transfer Button on the control panel to finalize the calibration at that frequency.

- 2. The same procedure (step 1&2) has to be repeated for all the frequency- 125, 250, 750, 1000, 1500, 2000, 3000, 4000, 6000, 8000, and 12000 Hz.
- 3. Once the calibration of one transducer (Left/ Right) is done, calibration has to be done with the next transducer (Left/ Right).

Calibration of Free filed- Speech

Materials Required for Calibration

- 1. Sound Level Meter (SLM)
- 2. Sound Level Calibrator/ Piston Phone.
- 3. Field Condenser Microphone
- 4. Preamplifier
- 5. Screw driver set
- 6. Tripod stand

- Note down the target value given in the calibration chart or the instrument LCD display panel.
- 2) Find if the particular target SPL is read on the SLM.

If yes then the particular frequency is in calibration- you can move on to the next frequency with out making any change.

If No. Then turn the channel 1 attenuator dial clock wise to increase the dB SPL out put and turn the dial anti clock wise to reduce the intensity. Once the target is achieved on the SLM press the save/ data transfer Button on the control panel to finalize the calibration.

3) Once the calibration of one transducer (Left/ Right) is done, calibration has to be done with the next transducer (Left/ Right).

Calibration of Impedance Audiometer.

Daily calibration of Immittance meter can be administered using a Test cavity.

(2000-1035 for GSI tympstar.) . This test cavity will be provided with the instrument.

- > Plug the probe to the 2CC cavity provided in the cavity box.
- > Place the probe unit as well as the calibration cavity separately to avoid vibrations that can contaminate the measurements.
- > Run a single test by pressing the start button.
- > Verify the ear canal volume and the graph .If the ear canal volume is 2CC and the graph is flat without peaks then the instrument is in calibration.
- > If it is not, a probe calibration has to be done.

Probe calibration

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- Press Special and then Return key.
- Select Altitude Calibration with the soft key.
- > Press data transfer and all the probe tone frequencies will be displayed on the screen.
- > Select the 226Hz probe frequency to activate 226Hz circuitry. A message will be displayed on the right extreme corner of the screen of the instrument.
- > Then the instrument will give the instruction to put the probe in the respective cavity (Instruction will be displayed on the screen).
- > Press the data transfer to start calibration and it would take few minutes to finish the calibration.
- ➤ Similar procedure has to be followed for 678Hz, 1 kHz and multiple hertz (Follow instruction given by the instrument).

- 7. Measuring tape
- 8. Batteries

Preparation of SLM

- 1. Load the SLM batteries.
- 2. Connect the SLM to the preamplifier
- 3. Mount the Microphone to the preamplifier
- 4. Mount the SLM on the tripod stand and should be placed one meter away from the speaker (this is supposed to be the passion of the patient).
- 5. Load the sound level calibrator with batteries

Checking the calibration of the SLM

- 1. Set the SLM to the Slow Weighting network and switch octave filter in.
- 2. Set the octane filter to 1000 Hz(if using B&K Acoustical Calibrator Type 4231).
- Set the intensity range dial to 90 dB SPL(if using B&K Acoustical Calibrator Type 4231).
- 4. Place the sound level calibrator on the microphone and switch on the sound level calibrator.
- 5. See for the reading. If the sound level meter is reading 94 dB SPL (if using B&K Acoustical Calibrator Type 4231)
- 6. If not adjust the microphone gain trimmer till it reads 94 dB SPL. If the target is not achieved do not continue the calibration.

Setting up the Audiometer for Calibration

- Push on the audiometer to the calibration mode. Refer to the manual for the same.
- 2. Set the reference levels in HL
- 3. Choose the transducer (free field transducer)
- 4. Set the stimulus out put to mic.
- 5. Root the transducer (Right / Left)
- Note the target SPL for the reference HL level (In case of GSI and Madson the target SPL will be displayed on the left side corner of the LCD screen).
- 7. Press the interrupter

Taking the reading from SLM

- 1. Set the SLM to the linear mode
- 2. Set the SLM to slow weighting network.

Once the above steps are complete the set up is ready for taking reading. To take the reading Chose the input transducer as mic and then phonate 'aaa......' See that the VU meter does not cross 0 mark. Note: that the reading should be taken from the top view in to the meter gage).

Calibrating the instrument

REM CALIBRATION

- ✓ Switch on the instrument before starting the calibration.
- ✓ Select the software (PC Probe Mic), which is on the computer monitor.
- ✓ Select the measuring screen and go to task.
- ✓ Probe calibration and full calibration are given in the task menu and full Calibration can be selected.
- ✓ In full calibration, initially the reference microphone calibration is done.
- ✓ The assertive device for this calibration is sound level meter (SLM).
- ✓ Hold the microphone of the probe microphone and the sound pressure level meter at the same time distance from loudspeaker front, facing each other.
- ✓ Press Start to start the signal.
- ✓ Keep the set still to adjust the offset until the SPL meter reading is 80dBSPL.
- ✓ Press Stop, when the reading is correct, and OK to save and continue to probe tube microphone calibration.

Probe Microphone Calibration:

- ✓ For probe tube microphone calibration, the assistive listening device used is probe reference microphone.
- ✓ Hold the probe tube tip closely in front of the reference microphone.
- ✓ Press Calibrate to start calibration.
- ✓ Keep the set still during the calibration.
- ✓ Press OK, to save the full calibration, when the calibration procedure has Been finalized.

OAE calibration

- 1. Open the OAE software and go to test menu on the task bar.
- 2. In the test menu, select instrument check.
- Insert the probe tip to the test cavity and keep it separately on a different chair. This is to avoid mechanical vibration contaminating the measurement.
- 4. Make sure that the test environment is quiet
- 5. Verify the values for speaker 1(F1) and speaker 2 (F2) are coming with in the normal range.
- If the instrument check shows pass for F1- speaker 1, F2 speaker 2, microphone and seal check and the instrument status shows all the points are within tolerance then it can be considered that the instrument is in calibration.
- 7. If not the probe must be changed.

OAE calibration

- 1. Open the OAE software and go to test menu on the task bar.
- 2. In the test menu, select instrument check.
- Insert the probe tip to the test cavity and keep it separately on a different chair. This is to avoid mechanical vibration contaminating the measurement.
- 4. Make sure that the test environment is quiet
- 5. Verify the values for speaker 1(F1) and speaker 2 (F2) are coming with in the normal range.
- 6. If the instrument check shows pass for F1- speaker 1, F2 speaker 2, microphone and seal check and the instrument status shows all the points are within tolerance then it can be considered that the instrument is in calibration.
- 7. If not the probe must be changed.

Protocol for hearing aid Trial

Step-1

Assessment

Comprehensive audiological assessment include case history, otoscopic examination, Audiometric evaluation, impedance audiometry and the other tests like OAE, AEPs if needed.

Determine physical, psychological, sociolological, financial and communication status.

Provision of audiometric results and recommendations through appropriate counseling.

Determination of candidacy and motivation for auditory rehabilitation.

Determination of medical clearance.

Step-2

Treatment planning

Audiologist, patient or family members review the results of assessment to identify areas of difficulty and need. It is important for the patient and family members to understand the realistic benefits and the limitations of the hearing aid.

Step-3

Hearing aid selection

Here the characteristics of the hearing aids are determined.

Analog/ digital
Binaural/ Monaural
Hearing aid type (Body worn, BTE, ITE, ITC, CROS, Bone conduction hearing aid,
Middle ear implant etc.,)
Programmable options (telecoil, FM, signal processing strategies)

The electro acoustic characteristic of the hearing aid is also determined including frequency gain characteristics, maximum output and input-output characteristics.

Based on all the above-mentioned characteristics 4 or 3 hearing aids from different companies will be selected for the verification procedure. And these hearing aids will be programmed using appropriate software's according to the comprehensive audiological evaluation for a first fit.

The client will be informed about the type of earmould needed and will be referred to the ear mould department to get the appropriate ear mould.

Step 4

Verification

Verification procedure includes Functional gain, speech audiometry (formal and informal) and real ear measurements.

Functional Gain:

 The difference between unaided and aided thresholds for pure tones will be analyzed.

 The hearing with good aided thresholds (within the speech spectrum) compared to the other hearing aids will be selected.

Speech audiometry:

 Speech awareness level, speech recognition score at 60dBHL will be determined for all the hearing aids.

For adults, an initial informal hearing aid trial with all the hearing aids in auditory
or auditory-visual modality will be done. This informal trial would include
questions or answers (10), spondees repetition (5), awareness, 7 sound test,
noisiness, tolerance in different distances.

 Helen test can also be used to assess client's ability to discriminate meaningful sentences and this test constitutes 4 lists of 20 simple questions. One list is for practice in audio-visual mode and the remaining three lists can be presented in visual, auditory and audio visual mode.

Ling test with best hearing aid will be done to find out the awareness of Ling 6 sound.

Speech intelligibility measurement can be done to find out the performance in quiet and in noise using HINT (Hearing In Noise Test) test using the PEST procedure.

REAL EAR MEASUREMENT (REM):

Real ear measurement can eliminate problems with functional gain measurement and this is more useful with children who are not cooperative for the functional measurement.

This measurement includes:

Real ear unoccluded response

Real ear occluded response

Real ear aided response

Real ear insertion response

Real ear unoccluded response (REUR):

- Equalize sound field and calibrate probe tube.
- Place probe tube in ear canal 25-30mm past the tragal notch.
- Select stimulus type and intensity, 65dBSPL is acceptable.
- Conduct measurement

Real ear occluded response (REOR):

- Keep probe tube at same location in ear canal as was used for open ear response.
- · Place the ear mould on the patient.
- · Select same stimulus and intensity as used in the above measurement.
- Conduct measurement.

Real ear aided response (REAR):

- Keep probe tube at same location in ear canal as was used for open ear response.
- Keep hearing aid on the patient and adjust volume control to desired position.
- Select same stimulus and intensity as used in the above measurement.
- Conduct measurement.

Real ear insertion response (REIR):

- After the completion of the test, REIR should be conducted.
- REIR is automatically displayed by subtracting the real ear occluded response from the real ear aided response.
- Repeat measurements until best match to target real ear insertion gain values is obtained.
- This determines acceptability of hearing aid gain and frequency response.

Step 5

Orientation

Audiologist counsels the audiogram and degree of hearing loss and the sounds that may or may not be heard relative to that individual's hearing loss. The anatomy and physiology of the ear, as it relates to hearing aid performance, is reviewed. During counseling, discuss strategies for effective communication and realistic hearing

expectations in difficult listening situations, such as background noise and reverberant rooms.

Key topics that should be covered

- ✓ Battery management
- ✓ Instrument feature and landmarks
- ✓ Use and routine maintenance hearing aid and ear mould
- ✓ Working knowledge of the components
- ✓ ALD coupling
- ✓ Storage
- ✓ Usage patterns
- ✓ Hearing aids should improve, but not perfect communication.
- ✓ Expect more benefit in quiet than in noise

FOLLOW-UP HEARING AID ASSESSMENT

Audiologist will recommend that the client have to return approximately 2 weeks after the initial fitting. At this time he/she has to discuss progress and adjustment to the hearing aids. Programming adjustments can be made to the hearing aids if necessary.

Step 6

Validation

Self-assessment scales can be used to determine if the hearing disability or handicap nat been reduced. Measures of speech recognition can be obtained using objective or subjective methods.

There are different Self-assessment scales available to measure the haring aid benefit and success. These scales consist of questions and the patients have to rate their performance. Some of these measures can be utilized in the assessment procedure. The available questionnaires are:

- Hearing Handicap Inventory for the elderly screening (HHIE-S): This has 10 statements and the patient has to respond by marking yes/no/sometimes.
- Hearing Difficulty Questionnaire: This test consists of different listening situations and the patient has to rate his performance from poor to normal on a 5point scale.
- 3. Client Oriented Scale Of Improvement (COSI): This is to measure the success of hearing aid fitting and the client has to list 5 improvements using the hearing aid.
- 4. Abbreviated Profile of Hearing Aid Benefit (APHAB)
- 5. International Outcome Inventory-Hearing Aids (IOI-HA)
- 6. NAL Hearing Skills questionnaire

- Switch on the instrument before starting the calibration.
- Select the software (PC Probe Mic), which is on the computer monitor.
- Select the measuring screen and go to task.
- Probe calibration and full calibration are given in the task menu and full Calibration can be selected.
- ✓ In full calibration, initially the reference microphone calibration is done.
- ✓ The assertive device for this calibration is sound level meter (SLM).
- Hold the microphone of the probe microphone and the sound pressure level meter at the same time distance from loudspeaker front, facing each other.
- Press Start to start the signal.
- Keep the set still to adjust the offset until the SPL meter reading is 80dBSPL.
- Press Stop, when the reading is correct, and OK to save and continue to probe tube microphone calibration.

Probe Microphone Calibration:

- ✓ For probe tube microphone calibration, the assistive listening device used is probe reference microphone.
- Hold the probe tube tip closely in front of the reference microphone.
- Press Calibrate to start calibration.
- Keep the set still during the calibration.
- Press OK, to save the full calibration, when the calibration procedure has Been finalized.

Head of the Department
Department of Hearing Studies
Dr S.R. Chandrasekhar Institute
of Speech & Hearing
Hennur Road, Bangalore-560084

DAILY CALIBRATION CHART

Format: NO: AUD CAL.2F Name of Machine damage to audiometer, transducers or the cords wid peripherals are connected to the audiometer and are working Y/N rking properly rct and are working smoothly rot and are working smoothly on through the transducers Tyn YNN Tyn Tyn Tyn Tyn Tyn Tyn Tyn T	Format NO- AUD CAL 25				Any observable damage to audiometer, transducers or the cords All transducers and peripherals are connected to the audiometer and are working when stimulated Displays are working properly All dials are intact and are working smoothly Audible Cross Talk Audible distortion through the transducers Any Audible humming through the transducers Y/N Any Audible humming through the transducers
damage to audiometer, transducers or and peripherals are connected to the a rking properly ict and are working smoothly alk on through the transducers mming through the transducers		Name of the Instrument	Machine No: AUD AM	Calibrated By:	and are working Y/N Y/N Y/N Y/N Y/N Y/N Y/N
	Date:/ Forma	Name of the Instrument:	Machine No: AUD AM	Calibrated By:	Any observable damage to audiometer, transducers or the ca All transducers and peripherals are connected to the audiom when stimulated Displays are working properly All dials are intact and are working smoothly Audible Cross Talk Audible distortion through the transducers Any Audible humming through the transducers

Left	Frequency	P.	AC	BC	Speakers	kers
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2000Hz 4000Hz 8000Hz 8000Hz 500Hz 250Hz Remarks:	1000Hz					
4000Hz 8000Hz 500Hz 250Hz Remarks:	2000Hz					
8000Hz 500Hz 250Hz Remarks:	4000Hz	_				
S00Hz 250Hz Remarks:	8000Hz	_				
250Hz Remarks:	500Hz	_				
Remarks:	250Hz					
	Remarks:					

Left

Right

Left

Right

1000Hz 2000Hz 4000Hz 8000Hz 500Hz 250Hz

Remarks:

DAILY CALIBRATION - OAE

C

(IDI

			NO YES										
DAILY CALIBRATION - OAE	Machine number:	Calibration done by:	X	Any observable damage to instrument/transducers/cords:	All transducers and peripherals are connected to the instrument and are working when stimulated:	roperly:	Audible distortions/humming through the second	Is there adequate cotton:		ll][I with wax:	propriate material:
DAILY	Date:	Name of the instrument:	S	Any observable damage	All transducers and peripherals are connected instrument and are working when stimulated:	Displays are working properly:	All dials and buttons are Audible distortions/hure	Is there adequate cotton:	of the state of the A	Is the sold like the cleaned;	Is there a kidney tray:	Is the probe tip blocked with wax:	was it cleaned with appropriate material:
DAILI CALIBRATION - CAL	Machine number:	Calibration done by:	NO YES	Any observable damage to instrument/transducers/cords:	hen stimulated:	t and working smoothly:	through the transducers:				wax:	te material:	
DAIL CAL		Name of the instrument:		Any observable damage to instrument/transducers/c	instrument and are working when stimulated:	All dials and buttons are intact and working smoothly:	Audible distortions/humming through the transducers:	Is there adequate cotton:	Are the probe tips cleaned:	Is there a kidney tray:	Is the probe tip blocked with wax:	Was it cleaned with appropriate material:	Passed probe cavity check:

V CALIBRATION - IMMITTANCE

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DAILY CALIBE	DAILY CALIBRATION - IMMITTANCE	DAILY CALIBR	DAILY CALIBRATION - IMMITTANCE
Date:	Machine number:	Date:	Machine number:
Name of the instrument:	Calibration done by:	Name of the instrument:	Calibration done by:

NO YES		
N _C		
	Any observable damage to instrument/transducers/cords: [All transducers and peripherals are connected to the instrument and are working when stimulated: Displays are working properly: All dials and buttons are intact and working smoothly: Audible distortions/humming through the transducers: Is there adequate cotton: Are the probe tips cleaned: Is there a kidney tray: Is the probe tip blocked with wax: Was it cleaned with appropriate material:	
	• • • • • • • • •	
NO YES		
	Any observable damage to instrument/transducers/cords: All transducers and peripherals are connected to the instrument and are working when stimulated: Displays are working properly: All dials and buttons are intact and working smoothly: Audible distortions/humming through the transducers: Is there adequate cotton: Are the probe tips cleaned: Is there a kidney tray: Is there a kidney tray: Is the probe tip blocked with wax: Was it cleaned with appropriate material:	

RESULTS		Ipsilateral	Contralateral			
TESTS CARRIED OUT	Tympanogram	Reflexometry		B&G	Multi Hertz Tympanometry	

RESULTS

TESTS CARRIED OUT

Tympanogram Reflexometry

Contralateral Ipsilateral

Sign of Supervisor

Department of Hearing Studies of Spot Survival HenniSign of Survival Supervisely

Head of the Department

Multi Hertz Tympanometry

B&G



SERVICE CONTRACT AGREEMENT

Customer Name

: Dr. S.R.Chandrasekhar Institute of Speech & Hearing

Customer Address

: Hennur Main Road, Kariyana palaya, Lingarajapuram, , Bangalore.

Karnataka - 560084

Period for which Agreement Valid

: 01 February 2022 to 31 January 2023

Amount Payable by Customer

: Rs. $1.50.000.00 + 27.000.00 \text{ IGST} \approx 18\%$ = Rs. 1.77.000.00

Agreement No. & Date

: KN/SCA/GSI/SRCISH/2021149 & dated on 10-01-2022

No of PM & BD Calls

. 2 & 4

NO OF PIVE & BD Calls	: 2 & 4
Serial No.	Equipment Model(s)
GS0057496	GSI AudioStarPro
GS0083052	GSI TYMPSTAR PRO
GS0083051	GSI TYMPSTAR PRO
GS0083047	GSI TYMPSTAR PRO
G11004316	GSI CORTI (DPOAE) DIAGNOSTIC UNIT
GS0058097	GSI AUDERA (BERA)
GS0071681	GS1 TympStar Pro
GS0061072	GSJ TympStar Pro

This agreement is entered into by Alliance Biomedica Private Limited having their Registered Office at Flat 15. Ashirwad, New No. 30 (Old No.12), Puliyur I Lane, Trustpuram, Chennai - 600 024, hereinafter known as ABPL and the CUSTOMER named above.

1. NATURE OF THE CONTRACT

The CUSTOMER has installed the above mentioned equipment at its premises. ABPL as the exclusive distributors of the manufacturer in Southern, Eastern and Western region of India shall provide maintenance services to CUSTOMER for the equipment(s) detailed above on the basis of terms and conditions given hereunder.

2. SCOPE OF THE CONTRACT

- 2.1 Under this Agreement ABPL shall provide preventive maintenance as well as breakdown maintenance to keep the CUSTOMER'S equipment in good working order. Under this Agreement, we also undertake to do One Calibration during Preventive Maintenance (PM) visit for GSI equipment.
- 2.2 For preventive maintenance APBL shall make the above mentioned number of visit(s) of one day(s) per visit inclusive of travel time on date mutually convenient to CUSTOMER and ABPL. During these preventive maintenance calls, ABPL may also undertake break down maintenance works break down call shall cover rectification of the faults subject to availability of spareparts with the CUSTOMER.
- 2.3 ABPL will depute their Service Engineer for break down call within reasonable time from receipt of the call from CUSTOMER. ABPL shall not be responsible for delay in servicing due to non-availability of spares or due to any reasons beyond its control.
- 2.4 ABPL's service will be provided during normal working hours i.e. from 9 A.M. to 5.30 P.M. from Monday through Friday, excluding holidays Working hours will be reckoned from the time the Service Engineer leaves ABPL until he returns to headquarters. Service work not covered under this contract will be charged at ABPL's standard existing rates plus the travel expenses at actuals.
- 2.5 Any defects in the electrical installation and/or wiring outside the equipment(s) or power supply fluctuation will be rectified by CUSTOMER at his own cost.
- 2.6 It would be CUSTOMER's obligation to provide proper environmental conditions for the equipment(s). ABPL shall not be responsible for any damage, loss or malfunctioning of the equipment due to non-availability of proper environmental conditions.
- 2.7 ABPL will not be responsible to carry out repairs where

Alliance Biomedica Pvt. Ltd.

Regd. Office: Flat 15, Ashirwad, 12 (New # 30), Puliyur I Lane, II Main Road, Trustpuram, Chennai - 600 024, India. Phone: +91-44-24803704 / 23725299 Fax: +91-44-23725810 e-mail: info@alliancebiomedica.com

Website: www.alliancebiomedica.com/CIN: U51397TN1999PTC041883



i) Repairs and/or modifications are required due to applications/usages other than those for which the equipment is designed

ii) The equipment is opened serviced repaired or modified by any unauthorized agency/personnel

in The equipment has been disabled by accidents, explosion, tampering, neglect or misuse, failure of electrical power, air-conditioning, humidity control or causes other than ordinary use.

iv) Natural wear and tear has taken its toll.

- v) Necessary parts are not available.
- vi In ABPL's opinion equipment is irreparable.
- 2.8 ABPL shall not be liable for any loss, direct or indirect due to faulty operation, application of the equipment(s). ABPL will also not be responsible for any consequential loss or damage
- 2.9 This agreement will be entered into by ABPL after checking the equipment for its satisfactory working. If any repairs are considered necessary to bring the equipment(s) in good working condition before taking over for service contract purposes, such repairs will be charged for separately. This clause will not apply if the Agreement is entered immediately after the expiry of warranty period or at the time of renewal of an existing Agreement with
- 2.10 CUSTOMER will give ABPL representative full accesses to the equipment(s) to enable him provide maintenance service. CUSTOMER will provide to ABPL service engineer all necessary operating and service manuals for the equipment(s) covered by this contract. Also assistance by CUSTOMER's staff working on the system and familiar with the programmes will be extended to ABPL engineer as and when required.
- 2.11 In case repairs are not possible at site, the equipment may be brought to ABPL's workshop for repairs. In such a case all transportation and insurance charges will be to CUSTOMER's account. The equipment will remain at ABPL's premises at CUSTOMER's risk. However, if the CUSTOMER's desires. ABPL shall arrange an insurance cover at CUSTOMER's cost.

ASSIGNMENT

The CUSTOMER shall not assign this agreement or any part thereof or any benefit there under to any third party without ABPL's written consent. In the event of change of ownership this agreement stands terminated and no refund of any amount shall be made to the CUSTOMER.

4. MOVEMENT OF SYSTEM TO A NEW LOCATION

No equipment or part thereof shall be moved from the location mentioned in this agreement without written consent of ABPL. In case of change in location. ABPL shall have the right to terminate this agreement and/or revise the maintenance charges. All charges and expenses for movement of the equipment to the new location and charges for dismantling, reinstallation, checking and commissioning shall be payable by the CUSTOMER. Transit Insurance also will be the responsibility of the CUSTOMER.

5. SPARE PARTS

- 5.1 If material or parts are required to be imported such imports shall be CUSTOMER's responsibility
- 5.2. This Agreement does not cover supply of any spare parts by ABPL. Adequate Inventory of spare parts shall have to be made available to ABPL engineers for quick and efficient maintenance. ABPL shall assist CUSTOMER in making inventory of spare parts to be maintained by CUSTOMER.

6. PAYMENT TERMS

The amount payable for services to be rendered under this agreement (Note: Service Tax is as per the Central Government Service Tax tariff at the time of acceptance of AMC). A bill for the amount shall be submitted by ABPL to CUSTOMER immediately after signing the Agreement and shall be payable by CUSTOMER in full within 30 days of the date of the Agreement,

The first visit under this contract will generally be made after payment is received by ABPL. If the payment is not received by ABPL within 30 days as specified above. ABPL shall be at liberty to terminate this Agreement without prejudice to their rights and recover charges for services if any rendered at their standard ruling per rates.

7. ARBITRATION

- 7 1 Disputes if any arising out of this Agreement will be settled by arbitration and the decision of the arbitrator shall be final and binding on both the Barthence also will be the responsibility of the CUSTOMER.
- 7.2 This Agreement shall be governed by the Indian Laws.

FOR ALLIANCE BIOMEDICA PVT, LTD.

FOR DR. S.R.CHANDRASEKHAR INSTITUTE OF SPEECH & HEARING

NAME

: R. Vinoth Kumar

NAME

Alliance Biomedica Pvt. Ltd.

Regd. Office: Flat 15, Ashirwad, 12 (New # 30), Puliyur I Lane, II Main Road, Trustpuram, Chennai - 600.024, India. Phone : +91-44-24803704 / 23725299 Fax : + 91-44-23725810 e-mail : info@alliancebiomedica.com

Website: www.alliancebiomedica.com / CIN: U51397TN1999PTC041883



DESIGNATION: Manager - All India Customer Support

DESIGNATION

SIGNATURE:

SIGNATURE

Head of the Department

Department of Hearing Studies Dr S.R. Chandrasekhar Institute of Speech & Hearing Hennur Road, Bangalore-560084

Date: 20-08-2021

Members attended

Mr.Nitish Ranjan patel Ms.Jinumole Mr.Ramamurthy

Sl.no.	Issue /agenda	Discussion	Resources required	Person responsible	Deadline
1 ,	complaint book and action taken on the same	The discussion was made about the complaint book register and whether action is taken on the same.	Materials and other items to purchase	Mr.Jayaram	24-08- 2021
		The committee members informed that general complaints related to generator etc were checked by the concerned staff and rectified the same.			

M) Jayaram C.S. Chairperson

Infrastructure and Maintenance committee

Date: 20-11-2021

Members attended

Mr.Nitish Ranjan patel Ms.Jinumole Mr.Ramamurthy

Sl.no.	Issue /agenda	Discussion	Resources required	Person responsible	Deadline
1	complaint book and	The discussion was	Materials and	Mr.Jayaram	23-11-
	action taken on the	made about the	other items to		2021
	same	complaint book	purchase		
		register and whether			
		action is taken on the			
		same.			
		The committee			
		members informed	ĺ		
		that general			
		complaints related to	•		
		generator etc were			
		checked by the			
		concerned staff and			
		rectified the same.			

Mr. Jayaram C.S. Chairperson Infrastructure and Maintenance committee Chairperson

Date: 22-06-2022

Members attended

Mr.Nitish Ranjan patel Ms.Jinumole Mr.Ramamurthy

Sl.no.	Issue /agenda	Discussion	Resources required	Person responsible	Deadline
1	To purchase the	The discussion was	Materials and	Mr. Jayaram	30-06-
	materials and other	made to collect	other items to		2022
	items for repairing	quotation and take	purchase		
	RAY MARIE MA	approval from			
		management to			
		purchase the			
		materials .			
•		It was informed that			
		after the purchase of			
		the material, it should			
		be distributed to			
		concerned person and			
		maintain the records &			
		rectify the same.			

(Mr. Jayaram C.S. Chairperson

Infrastructure and Maintenance committee

Date: 12-10-2021

Members attended

Mr.Nitish Ranjan patel Ms.Jinumole Mr.Ramamurthy

Sl.no.	Issue /agenda	Discussion	Resources required	Person responsible	Deadline
1	complaint book and	The discussion was	Materials and	Mr. Jayaram	16-10-
	action taken on the	made about the	other items to		2021
	same	complaint book	purchase		į
		register and whether			
	1	action is taken on the			
	<u> </u>	same.	;		
		I			
		The committee			
		members informed	,		
		that general			
		complaints related to			
		lift work etc were			
		checked by the			
		concerned staff and		,	
		rectified the same.			

Mr. Tayaram C.S. Chairperson

Infrastructure and Maintenance committee

Date: 7-07-2022

Members attended

Mr.Nitish Ranjan patel Ms.Jinumole Mr.Ramamurthy

	Resources	Person	Deadline	
The discussion was made about the complaint book register and whether action is taken on the same. The committee members informed that general complaints related to lift work etc were checked by the concerned staff and	required Materials and other items to purchase	Person responsible Mr.Jayaram	Deadline 15-07- 2022	
	made about the complaint book register and whether action is taken on the same. The committee members informed that general complaints related to lift work etc were checked by the	made about the complaint book register and whether action is taken on the same. The committee members informed that general complaints related to lift work etc were checked by the concerned staff and	made about the complaint book register and whether action is taken on the same. The committee members informed that general complaints related to lift work etc were checked by the concerned staff and	made about the complaint book register and whether action is taken on the same. The committee members informed that general complaints related to lift work etc were checked by the concerned staff and

Mr. Jayaram C.S. Chairperson

Infrastructure and Maintenance committee

Date: 14-7-2021

Members attended

Mr.Nitish Ranjan patel Ms.Jinumole Mr.Ramamurthy

Sl.no.	Issue /agenda	Discussion	Resources	Person	Deadline
1	complaint book and action taken on the same	The discussion was made about the complaint book register and whether action is taken on the same. The committee members informed that general complaints related to AC etc were checked by the concerned staff and rectified the	required Materials and other items to purchase	responsible Mr.Jayaram	17-7-2021
		same.	····		

Mr. Jayaram C.S. Chairperson

Infrastructure and Maintenance committee

Date: 24-06-2022

Members attended

Mr.Nitish Ranjan patel Ms.Jinumole Mr.Ramamurthy

Sl.no.	Issue /agenda	Discussion	Resources	Poro	T
	complaint book and action taken on the same	The discussion was made about the complaint book register and whether action is taken on the same. The committee members informed that general complaints related to AC etc were checked by the concerned staff and rectified the same.	required Materials and other items to purchase	Person responsible Mr.Jayaram	Deadline 1028-6- 2022

Mr. Jayaram C.S. Chairperson

Infrastructure and Maintenance committee

Date: 3-11-2022

Members attended

Mr.Nitish Ranjan patel Ms.Jinumole Mr.Ramamurthy Sash sports secretary

Sl.no.	Issue /agenda	Discussion	Resources required	Person responsible	Deadline
1	Collect quotation and	The discussion was	1	Mr.Jayaram	10-11-
	to install the same	made to collect the			2022
		quotation for			
		installation of CCTV in			
		departments and			
		other places.			
		To finalize the			
		quotation and take			
		approval from			
		management to do			
		the needful			

Mr. Jayaram C.S. Chairperson

Infrastructure and Maintenance committee