**GUIDELINES FOR THE OPERATION OF ACTIVE TRACKER PROJECT**

* Engineer recruited have to submit the 10th Mark Sheet in original to the office.
* That we are working for the Implementation of the PCPNDT Act and we may have to give evidence before the Police or Court to prove the guilt of the accused.
* There are four day off for the employee (Sundays) except declared holidays. Any emergency call if allocated on holidays has to be attended.
* Never Disclose your Salary to your Colleagues.
* In case of illness or otherwise if day off is required than **one day prior** (24 hrs) permission has to be taken from the immediate reporting officer.
* Any demands/ requirements should be made in written through mail keeping in cc to immediate reporting officers.
* As soon as the call is completed the Engineer has to report to his reporting officer through Daily Work Done Sheet. (Remark column should be filled properly whether hardware problem or software problem and what action taken). Along with the Daily Work Done Sheet the advance settlement sheet also have to be submitted necessarily.
* Engineers operating from home are expected to call their reporting officer at least two times daily except when on tour. Engineers have to ensure their connectivity to the head office (keeping the mobile charged). Seeing the missed call, immediately contact should be made. Excuse that mobile is damages is not expected.
* Engineer should be prepared to follow the directions given to them, if any query, that may be discussed.
* Engineers are expected to check their mails two times daily, morning and evening and follow the directions given to them. Should keep pen drive of about 8 GB space, of their own.
* Whenever the Center Owner/Doctor calls the Engineer for complaint he should be pursued to get the complaint registered in the Jaipur Office first. Same complaint has to be reported by the engineer to the reporting officer immediately so as to get it registered.
* When you receive any complaint/call from any doctor/centre owner pursue him to register the complaint online on [www.hamaribeti.org](http://www.hamaribeti.org/) so that database is updated with us and a unique ID is availed by him for further reference. Do not entertain direct calls; calls should be routed through Jaipur office.
* Whenever there is a call you have to report as soon as you finish the call and before leaving the centre.
* Daily work done should be reported in the sheet provided by next day morning.
* Engineers have to maintain an Excel Sheet of the material received by them and where it is utilized, like they are maintaining the Advance Settlement Sheet of the funds allotted to them and its utilization.
* Maintain the Stock register and report fortnightly.
* Service Report has to be submitted immediately to the office when it is full.
* Engineers are allowed for dining (food) charges of up to Rs. 100/- each time and lodging (Lodge) up to Rs. 300/- per day. (In special circumstances it may be relaxed)
* Engineer should SMS the name and phone number of the Hotel / Dharamshala where he stays during Service Visits.
* Do not give any false assurance or misleading directions/facts to the Center owners.
* During the visit to the Centers our emphasis should be that one of their employees should be with us during the service so that they do not blame us for any cause.
* Never On / Off the Sonography Machine on your own. Tell the center representative to start / off the Sonography Machine.
* As per the contract with the Centers any material found faulty due to external damage it is not covered in the AMC and the Center Owner has to pay for the faulty material (eg. Burnt, damaged by rat, high voltage, water, Tea, Cockroaches etc). Shifting etc. is also not included in AMC.
* Care is to be taken to see that the seals on the Mother Board, RAM, TV Tuner are not damaged. During visit if the seals are damaged you do not have to touch the Active Tracker, the owner has to be called and tell him to talk to the head office/reporting office. While giving the service report Engineer has to mention that “Sealing is OK”.
* If the SEAL is broken under no circumstances the Tracker is to be touched. Contact the Jaipur Office for directions.
* RAM and TV Tuner Cards should be rubbed with rubber on the copper lining before discarding because the copper oxide will be rubbed and the RAM or TV Tuner Card will become OK.
* Check the SIMOS Battery with the tongue. If it is discharged change it immediately.
* Mother Boards need to start manually by short circuit need the change of SIMOS Battery.
* Data Card has to be connected outside the Active Tracker.
* While taking the payment our emphasis should be for Cheque, we should avoid taking cash; name of the center should be endorsed behind the cheque. Cheque should be taken in the name of “**Magnum Opus IT Consulting Pvt. Ltd.**”
* We should avoid taking the Cheques of Co-perative Banks as they do not have net Banking and it is very hard to en-cash those cheques.
* You have to be accountable for amount received from Pune or from the Centers. We should insist the Centers not to pay in cash. Cheques/NEFT/RTGS is preferable. Cash can only be taken after the permission of the reporting officer.
* During the Process of changing the Data Card – complete excel sheet has to be filled and mailed to sahdevsinghranawat@magnumopusindia.in & nitin.kamble@magnumopusindia.in
* Sr. No of the Trackers to be reviewed.
* Serial number of Hard Disk Should be noted.
* During packing the material proper care should be taken that there is no breakage during transportation. (Faulty material while being sent to either Jaipur or Nasik should be packed properly as if OK/ Proper material)
* During new installation, the centre owner is to be contacted prior to departure and number of the service provider of the sonography machine is to be taken and confirmation about video output port is to be ensured (**BNC, RC**, **S-video,** VGA, DVI, HDMI). If we do not have the required connecting lane money has to be demanded from the centre owner to bring the lane or ask him to avail the required lane.(HDMI to VGA to PAL to RC) (DVI to VGA to PAL to RC).
* Rate Card is shared (will be updated time to time which will be shared accordingly).
* Service book has to be maintained efficiently one copy to the centre owner, two copies with us. Previous Service Books to be submitted in the Jaipur Office.
* In case we go to any center and we are not able to check the Active Tracker due to any cause, we should write down the facts in the Service book, though the sign of the owner of the center would not be there. Record of your visit has to be documented and preserved.
* Engineer should block all the outlets of the Active Tracker with Tape so that Rat, Lizard or other Rodents do not enter the inside Tracker.
* Not to install data card where range of idea network is not there. Note down in the remark column of the master sheet which all networks are available at that Center.
* Our accountability and sincerity would take the Company far.
* For the benefit of the company and Magnum Family, Engineers should plan their tours in such a way that in minimum nights stay maximum centers are covered.
* Have patience while interacting with the Center Owners, our conduct should not be such as to lower the reputation of our (Magnum) Family.
* Increment is decided at competent level according to your overall performance, attitude, commitment and way of presentation to your reporting authorities and to the center owners.
* Rs 300.00/per month for the Mobile charges would be provided by the company plus the Roaming charges if the Engineer has to travel out of the State for Service/installation.
* Often it is observed that the phone of the Engineers remain switched off. The SIM has been provided by the company and need not to remain switched off. Under any circumstances the Phone should not be switched off. If the engineer is away from the Cell, he should revert to the Authorities of the Center owner as soon as he observes the calls.
* Every Engineer has to keep a fresh mobile to remain connected. We cannot afford to lose connectivity. During “on leave” the Engineers are bound to attend the phone and reply appropriately.
* Instead of making mobile phone out of reach engineer should convey any emergency to the reporting officer for not able to reach the call in time.
* Hard copies of the bills preserved during the tour for service call have to be submitted to the Jaipur Office every monthly through Courier or with the faulty material being sent.
* Engineer Operating from home needs to call the Jaipur office every morning and evening. Engineer at Jaipur needs to report office at 10.AM if they are not assigned any calls.
* Taking money/Calls directly from the Center Owner without informing the Reporting Officer/ Head Office would not be tolerated at any cost.
* Engineers are advised to write the Devise Serial Number on the Tracker by adhering Paper Tape on the Tracker.
* As per the company Norms in condition of leaving the Job, one month prior notice have to be served to the Company through mail or written to your immediate officer and Head Office.
* For taking leave 24 hours prior permission has to be taken from immediate reporting officer. In case of accident, illness or family emergency this does not apply.
* Center Owner or the employee there would try to corrupt you; we have to remain faithful to the company who is your employer.
* Ensure that the printer is connected to a BNC – T, where there is a common output for printer and tracker.
* Ensure that the Video is properly working and the files are being formed properly and stored in the HDD of Active Tracker. Even if the Active Tracker is working OK and the videos are not stored than it is of no use.
* The Engineer would be liable for any breakage or damage caused to any material/ equipment provided by the company for service.
* Average 5 centers have to be completed in a day.
* If there is any physical damage in Company Accessories (Laptop, Hard disk VGA To PAL, etc) that is provided to you, the amount will deducted from your salary
* Engineer has to send the name and phone number of Hotel in which he halts/stays.
* Engineers have to keep their identity with themselves like Voter ID / Driving License / Aadhar Card etc during tour.
* Qualification for Engineer: - Course in Computer Hardware Networking: Engineer should pursue this course.

List of the Materials –

* Laptop with Charger
* USB TV Tuner Card
* VGA to PAL
* Bootable Pen-drive (min 4 GB)
* LAN Cable
* Key-Board
* Screwdriver / toolkit
* Nose-Player
* Cutter
* Laptop Bag - Big
* Seal Stiker
* Salo-tape
* Rubber / Eraser
* Two Way Tape to attach data-card
* BNC-connector, RC connector, BNC-T, S-Video to video, PS2 to USB Connector, DVI to VGA,
* Service Book with carbon paper, Pen.
* Different screws used in the Tracker.
* WD 40
* Acetone (IP)

Check List: -

* Ask the center owner to send an assistant; the Tracker should never be accessed alone.
* See the Seal of the Active Tracker.
* Check the Tracker for the Problem / service.
* Tag should be applied to the cables.
* If the ultrasound needs to be switched on/off it should be done by the representative of the Center. Under no circumstances we will touch the sonography machine except to seal the power cable.
* Tracker should be sealed properly as instructed, seal – panel, opening for LAN panel, power box, video cable attached to the ultrasound, power cable of ultrasound.
* Call the Jaipur office if the Tracker is online or not.
* Check the Serial number on the Tracker and in the Excel Sheet provided.
* Service Report should be filled completely as directed. No information should be left vacant.
* Fill the register provided by the Centre Owner.
* Call is only completed when headquarter says that the tracker is online.