

GOVERNMENT OF ANDHRA PRADESH
O/o Director Department of Gram Volunteers / Ward Volunteers &
Village Secretariats / Ward Secretariats, Plot No.11 & 12, Nirman Bhavan,
APIIC Colony, Autonagar, Vijayawada.

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| From Sri S.Shan Mohan, I.A.S., Director, GVWV & VSWS Department VIJAYAWADA. | To, All Joint Collectors (VWS&D) in the State. |
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Lr.RC. No: 110/ GSWS-IT Hardware/2021 Dated: -09-2021

Sir/Madam,

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| Sub | Department of GVWV & VSWS – Mobiles to Volunteers – Service campaign by the Vendor M/s.Celkon Impex Private Limited from 15 th to 17 th Sept, 2021 & 22 nd to 24 th Sept-2021 at 40 Xiaomi Service Centres– Regarding. |
| Ref | Instructions of the GVWV & VSWS Department authorities. |

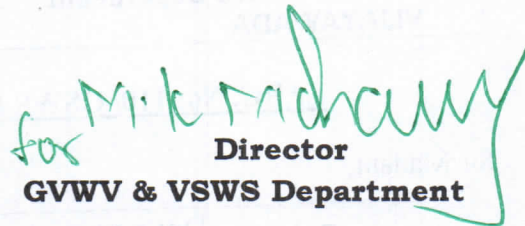
It is to inform that the Government supplied 2,96,624 Mobiles to each volunteer & 1 per secretariat for smooth delivery of welfare programs through Village/Ward Secretariats. These Mobiles are covered with 1 year warranty and additional 2 years Annual Maintenance contract (AMC). As per the AMC, the Vendor has to provide service to these mobiles at the 40 Xiaomi Service centres throughout the state as per the list enclosed. The vendor also established a call centre 9052345678 to follow up service requests. In addition to attending the service requests at the service centres, the Vendor M/s.Celkon Impex Private Limited submitted proposal to organise State-wide Priority Service Campaign at 40 Xiaomi MI service centres Wednesday to Friday for 2 weeks in the month of September,2021. The campaign is scheduled from 15th to 17th September-2021 & from 22nd to 24th September -2021.

The camps will be held at Xiaomi service centres and the service campaign is conducted by the Vendor and in these service camps, the Vendor will also supply the C-Type to Micro Usb connector Free of Cost (FoC). Xiaomi will provide the below services for Out of warranty devices on FOC.

- a.) No Service charges for out of warranty devices.
- b.) Discount on spare parts.
- c.) Discount on accessory purchase.

Hence, All Joint Collectors (VWS&D) in the State are requested to instruct all MPDOs and Municipal commissioners (Rural & Urban) to inform all secretariats & volunteers to utilise the above service camps of Government supplied Mobiles without fail at the Xiaomi service centres as per enclosed list.

Encl: List

for 
Director
GVWV & VSWS Department

14/9/2021
Supdr

Copy to

All the Chief Executive Officers of ZPP and District Panchayat Officers in the state for information and necessary action.

All the District Coordinators, Assistant District Coordinators & Town Coordinators of GSWS to follow up.

All the Divisional development officers to instruct MPDOs and MCs in their jurisdiction to utilise the service camp without fail.

M/s.Celkon Impex Private Limited with a request to provide the service on priority and conduct the service campaign for taking necessary action in the matter