



GOVERNMENT OF WEST BENGAL
DEPARTMENT OF HEALTH & FAMILY WELFARE
OFFICE OF THE SUPERINTENDENT

MAL S.D. HOSPITAL

& Secretary, Mal S.D. Hospital Rogi Kalyan Samiti

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Memo No.- 62

Dated- 24.01.2014

**NOTICE INVITING EXPRESSION OF INTEREST FOR THE PROJECT OF
OPERATIONALIZATION OF THE ROGI SAHAYATA KENDRA ["MAY I HELP
YOU" COUNTER] FROM INTERESTED NGOs AT MAL SUB DIVISION
HOSPITAL, P.O: MALBAZAR, DISTRICT: JALPAIGURI**

Introduction:

Rogi Kalyan Samiti, Mal, SDH, Jalpaiguri invites 'Expression of Interest' from well accomplished credible NGOs for operationalization of the ROGI SAHAYATA KENDRA: instituting a system of disseminating necessary information to patients and relatives. It will serve to help the patients and to increase the credibility of the health facility. The Rogi Sahayata Kendra (RSK) will provide easy access to information about all the service and their details in order to reduce the problem of touts. Decreasing the communication gap it will ease the strain in Doctors-patient relationship and move towards better work environment within the system constraints and ever increasing demand. This small action may lead to a much greater rise in patient satisfaction.

Objectives:

The main objectives of the project are:

- To provide accurate information about the services available in the health facility to all clients and stakeholders.
- To disseminate all patient related information to patients and relatives on a real time basis so that they may access the available services fully and without delay and.
- To assist the services providers of the health facility by appropriately guiding the patients/visitors.

Name:

The information center would be called "***Rogi Sahayata Kendra (RSK)***". This name has to be publicized in and around the hospital campus. The personnel working in the RSKs would be designated as "***Rogi Sahayaks***"

Responsibilities of the Rogi Sahayaks:

- To provide information sought for by the visitors in a friendly manner.
- To Guide visitors / patients.
- To maintain and update the information database.
- To receive complaints / Grievances / suggestions, record them in appropriate registers. issue a receipt, and forward the complaints/ grievances / suggestions to the Superintendent at the end of each shift.
- Maintain and update list of high risk/serious patients.
- To take other necessary step to ensure optimum functioning of Rogi Sahayata Kendra

Eligibility Criteria:

1. Valid registration under Societies act of 1961 or similar act. [Proof of Registration to be submitted]
2. Annual Return; submitted to the Registrar of societies for FY 2010-2011; FY 2011-2012 and FY 2012-2013 [Copy of receipts to be submitted]
3. Last three years external audit done [Copy of executive summary of audit reports to be submitted]
4. Work experience in Health or other Departmental sector [Copy of credential to be submitted]
5. Registered office situated in the District. [Proof of office address to be submitted; one office address needs to be established by the selected NGO, in the same town where the hospital is located within one month of being selected].

Selection of NGO:

Selection Committee members – 1. SDO, Mal Sub-division, Executive Chairman, RKS; 2. Superintendent, Mal S.D Hospital, Member Secretary, RKS , 3. The ACMOH, Mal Sub-division 4. Chairman, Mal Municipality and 5. Representative of CMOH, Jalpaiguri

Operationalizing the Information Centre:

1. Time of functioning from 8 A.M to 8 A.M (Next Day) i.e. 24 hours in three shifts: seven days a week X 365 days.

2. Counter attendants

a) Number: Eight persons in total. Duties will be as following manner:

Area	OPD and Indoor Counter				Remarks
	8.00 am to 2.00 pm *	200.pm to 8.00 pm	8.00 pm to 8.00 am	Weekly Day Off	
Monday	2	2	1	1	
Tuesday	2	2	1	1	
Wednesday	2	2	1	1	
Thursday	2	2	1	1	
Friday	2	2	1	1	
Saturday	2	2	1	1	
Sunday	2	2	1	2	

*One will also look after the OPD services

b) Dress: Generally the Rogi Sahayaks will wear sky color apron with black- white color Name plate. Uniform with monogram of the agency and ID card issued by Hospital authority

c) Qualification:-

1. Must hold a Bachelor degree [preference may be given to health management diploma holders]
2. Good communication and interpersonal skill
3. Must possess basic computer skill such as working on MS Office, Tally etc.
4. Resident of the town where the Hospital is Located
5. Preferably Female.
6. Must be conversant in Bengali and Hindi [preference may be given to those conversant in Nepali].
7. Past experience of working in Health or other developmental sector would be given preference.

d) Selection process of Rogi Sahayaks: The selected NGO would conduct a written test for screening. Thus they will do a short listing of twenty four (24) provisionally selected candidates, who will in turn be subjected to an interview and one panel would be prepared, through which the NGO will make the final appointment. The interview will be taken by the same panel engaged in selecting the NGO along with one designated member of the NGO.

e) Remuneration: Rs. 4,500/ (Four thousand five hundreds) only per month consolidated per Rogi Sahayak. Rs 1,000/- (One thousand only) per month is allowed as NGO administrative cost.

3. Management: Suitable NGO will be selected and one agreement is to be made on stamp paper of Rs.50/ (in duplicate) between the NGO and Superintendent, Sub Division Hospital, Mal , as prescribed in Government Order. The initial appointment contract shall be for a period of twelve months. The progress of the NGO in managing the RSK shall be periodically assessed by the RKS as well as by the District / Sub Divisional level health officials.

4. Terms of Reference:

- i. The NGO would select and provide Rogi sahayaks as per the eligibility criteria to the hospital
- ii. It would be responsible for the punctuality, attendance and performance of the Rogi sahayaks
- iii. All necessary furniture and documents for smooth operation as well as drinking water & toilet facility, would be provided by the hospital authority.
- iv. NGO would fix one person from their organization for supervision of the work of the Rogi sahayata Kendra and liaison with the hospital authority.
- v. The persons will work for the Rogi sahayata Kendra only and no other job from the hospital or NGO should be entrusted on them during their working hours in the counter.

5. Capacity Building of the Rogi Sahayaks: will be carried out by the Hospital and district health administration in collaboration with the NGO as per Govt. order.

6. Cancellation, Replacement, Suspension and Termination:

- i. RKS will authorize the Superintendent to have sole right to ask the selected NGO to cancel any particular Rogi Sahayaks for any of the following reason: Absence or lack of timeliness in duty, any misbehavior with the clients, engaging with any kind of business or activity contrary to the objective as laid down above or any conflict of interest as deems fit by the hospital authority, any kind of confidential disclosure to any third party.
- ii. In such cases the NGO will have to replace the said Rogi Sahayak(s) within one month of time from the panel selected at the beginning. The replacement should be acceptable to the RKS.
- iii. Where the performance by the NGO of their obligations under this contract is delayed, hindered or prevented by an event or events beyond the reasonable control of the NGO and against which the NGO could not reasonably have been expected to take precautions, the NGO shall promptly notify the RKS in writing, specifying the nature of the *force majeure* event and stating the anticipated problem in performance of this contract.
- iv. From the date of receipt of notice given in accordance with the earlier clause, the RKS may, at its sole discretion, either suspend the contract or terminate the contract forthwith.
- v. The RKS may at its sole discretion, suspend or terminate the contract (**without default of NGO**) with the NGO at any time by so notifying the NGO and giving the reason(s) for such suspension or termination.
- vi. The RKS may notify the NGO of the suspension or termination of this contract (**with default of NGO**) where the services or any part of them are not provided to the satisfaction of the RKS, giving the reasons for such dissatisfaction and, in the case of suspension, the action required by the NGO to remedy that dissatisfaction and the time within which it must be completed.

ALL THE WILLING NGO ARE REQUESTED TO SUBMIT THE PRAYER ON OWN LETTER HEAD PAD WITH ALL VALID DOCUMENTS AS MENTIONED ABOVE IN ONE SEALED COVER ENVELOP ADDRESSING “TO THE SUPERINTENDENT CUM MEMBER SECRETARY, RKS, MAL SDH, JALPAIGURI”, SUPERSCRIBED WITH ‘EXPRESSION OF INTEREST FOR SELECTION OF NGO FOR RSK AT MAL SD HOSPITAL’.

WITHOUT VALID DOCUMENTS, THE PRAYER WILL BE TREATED AS CANCELLED.

LAST DATE OF SUBMISSION OF THE PRAYER IS FIXED ON 15.02.2014 UP TO 2.00 PM AT THE OFFICE OF THE UNDER SIGNED AND SELECTION OF THE NGO WILL BE PUBLISHED ON 18.02.2014 AT 3.00 PM AT THE www.jalpaigurihealth.com AND AT THE NOTICE BOARD OF THE DH & FWS, JALPAIGURI AND NOTICE BOARD OF THE OFFICE OF THE SUPERINTENDENT, MAL S.D HOSPITAL.