



Government of West Bengal  
Department of Health & Family Welfare  
District Health & Family Welfare Samity, Jalpaiguri  
Jalpaiguri

Memo No. 272

dated, 2/3/14

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

**Introduction:**

District Health & Family Welfare Samity, 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. The move is as per GO No. HFW/NRHM-434/2010/2756 dated 22.11.2012 and HFW/NRHM-434/10/383 dated: 05.02.2013 and HFW/NRHM/HF/SPSRC/27/2008/763/08- 09 dated: 05.01.2009 and no. HF/O/RSBY-SNO/RSK/050/462 dated 26.02.14

**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 centre 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
- To operate & maintain "HELP DESK"/Counter for Rastriya Swasthya Bima Yojona (RSBY)
- Any other service related to hospital/patient service as directed by Superintendent.

**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 2011-2012; FY 2012-2013 and FY 2013-14 [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 the period from selection to execution of MOU, after being selected.]

**Selection of NGO:**

Will be done by following members - 1. The SDO as Chairperson 2. The Superintendent, S.G Hospital as convener, 3. The ACMOH, APD and 4. Representative of CMOH, Jalpaiguri

The selection will be on following criteria (relevant documents needs to be submitted along with the application in the format given below): 1. Experience of work on similar nature (interpersonal awareness generation activities) in the district, 2. Experience of work on Health Sector in the district, 3. Experience of work on other development sector e.g Education, Sanitation, Nutrition, Mother and child welfare in the district and 4. Financial Health of the NGO (as evident from the audit report and ITR submitted).

**Responsibility of the NGO**

The NGO will be the overall responsible for the performance of the RSK. They will ensure that:

1. The staffs provided are of good quality and motivated for the assignment
2. The staffs are punctual and ensure the counters are working during the desired hours
3. Adhere to the terms of contract
4. Submit monthly report
5. There is a nodal person identified from the NGO who will coordinate with the Hospital and the RKS on all issues.

**Operationalizing the Information Centre:**

1. Time of functioning from 8 A.M to 8 P.M i.e. 12 hours in two shifts: seven days a week

2. Counter attendants

a) Number: Five persons in total. Duties will be as following manner: An example is given below:-

<u>Area</u>	<u>OPD and RSBY Counter</u>		
<u>Time</u>	<u>8.00 am to 2.00 pm *</u>	<u>2.00pm to 8.00 pm</u>	<u>Weekly Day Off</u>
<b>Monday</b>	2	2	1
<b>Tuesday</b>	2	2	1
<b>Wednesday</b>	2	2	1
<b>Thursday</b>	2	2	1
<b>Friday</b>	2	2	1
<b>Saturday</b>	2	2	1
<b>Sunday</b>	2	2	1

\*One will also look after the OPD services

# Likely to be changed if required by the authority.

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 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 (20) provisionally selected candidates, who will in turn be subjected to an interview, through which the NGO will make the final appointment as well as prepare one panel from which the subsequent candidates may be recruited.

e) Remuneration: Rs. 6,500/ (Six thousand five hundreds) only per month consolidated per Rogi Sahayak/Sahayika. .

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, Sate General Hospital, Birpara 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 decide upon authorizing 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 including media.
- 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 CMOH CUM MEMBER SECRETARY, DH & FWS, JALPAIGURI", SUPERSCRIBED WITH 'EXPRESSION OF INTEREST FOR SELECTION OF NGO FOR RSK AT BIRPARA SG HOSPITAL'.

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

LAST DATE OF SUBMISSION OF THE PRAYER IS FIXED ON 28.07.2013 UP TO 2.00 PM AT THE OFFICE OF THE CMOH, JALPAIGURI IN THE DROP BOX. AND SELECTION OF THE NGO WILL BE PUBLISHED ON 08.08.2013 AT 3.00 PM AT THE [www.jalpaigurihealth.org/](http://www.jalpaigurihealth.org/) [www.wbhealth.gov.in/](http://www.wbhealth.gov.in/) AND AT THE NOTICE BOARD OF THE DH & FWS, JALPAIGURI AND NOTICE BOARD OF THE OFFICE OF THE SUPERINTENDENT, BIRPARA S.G. HOSPITAL.

**The following proforma is to be submitted by the willing NGOs in their own letter head pad**

To

The CMOH cum Member Secretary, DH & FWS, Jalpaiguri,  
Jalpaiguri

Sir,

In response to the Notice inviting Expression of Interest as desired by your office memo: \_\_\_\_\_ dated \_\_\_\_\_, our organization

namely \_\_\_\_\_

under \_\_\_\_\_ at \_\_\_\_\_, dated \_\_\_\_\_ registered on \_\_\_\_\_

\_\_\_\_\_ would like to express our Interest in participating the Project of Operationalization of the ROGI SAHAYATA KENDRA ["MAY I HELP YOU" COUNTER] at BIRPARA STATE GENERAL HOSPITAL, P.O: BIRPARA, DISTRICT: JALPAIGURI.

We confirm the following facts:

That our organization has

1. Experience of work on similar nature (interpersonal awareness generation activities) in the district for \_\_\_\_\_ years
2. Experience of work on Health Sector in the district for \_\_\_\_\_ years
3. Experience of work on other development sector e.g Education, Sanitation, Nutrition, Mother and child welfare in the district for \_\_\_\_\_ years

That our organization is hereby submitting the following documents:

1. Proof of registration under Societies act of 1961 or similar act.
2. Copy of receipts of Annual Return; submitted to the Registrar of societies for FY 2011-2012, FY 2012-2013 and 2013-2014.
3. Copy of executive summary of audit reports of last three years external audit done
4. Copy of credential / Work experience in Health or other Departmental sector
5. Proof of office address of registered office situated in the District. [In case of non availability of the same in the Birpara area, the following undertaking needs to be executed separately in their own letter head pad: We hereby confirm that our organization

will be in a position to submit the proof of office address at the Birpara GP-I area to your office before execution of MOU if gets selected for the assignment. The office address will be fully operational for the complete period as per contract.]

The our NGO will be overall responsible for the performance of the RSK and we will ensure that:

1. We will adhere to the terms of contract
2. We will submit monthly report
3. We will engage one nodal person who will coordinate with the Hospital and the RKS on all the issues.
4. We will abide by the Terms of Reference and
5. We will abide by the Cancellation, Replacement, Suspension and Termination clauses as laid down

Signature and seal

Date

SD/-

**CMOH cum Member Secretary, DH & FWS, Jalpaiguri,  
Jalpaiguri**

Memo No.

272/ DHPMS

dated,

2/2/14

Copy forwarded for information & taking necessary action please to:-

1. The MD, NRHM, Govt. of West Bengal, Swasthya Bhawan
2. The State Nodal Officer, RSBY Cell, Govt. of WB
3. The Addl. State Nodal Officer, RSBY Cell, Govt. of WB
4. The District Magistrate, Jalpaiguri
5. The SDO, Alipurduar
6. The ACMOH, Alipurduar
7. The Superintendent, Birpara S.G Hospital
8. The Hon'ble MLA, Madarihath-Birpara
9. The DPC, DH & FWS, Jalpaiguri
10. The DAM, DH & FWS, Jalpaiguri
11. The DSM, DH & FWS, Jalpaiguri with direction to upload the Notice to the [www.jalpaigurihealth.org](http://www.jalpaigurihealth.org) & [www.wbhealth.gov.in](http://www.wbhealth.gov.in)
12. Office Copy

**CMOH cum Member Secretary, DH & FWS, Jalpaiguri,  
Jalpaiguri**