



GOVERNMENT OF ODISHA
HEALTH & FAMILY WELFARE DEPARTMENT

ORDER

File No. HFW-SCH-MISC-0009-2021 12884 /H

Dated

29.04.2021

As part of the 5T charter of the Government of Odisha, several reforms measures have been undertaken in health sector to achieve universal health coverage. The prime objective is to improve patient satisfaction through bringing teamwork, technology, transparency to act together in time, bringing about a transformation in the healthcare service delivery system. As health issues are not the responsibility of the health sector alone, it is imperative to involve all allied sectors dealing with sanitation, nutrition, and safe drinking water including socio-economic development of population to achieve the goal of overall health and well-being.

In view of the above, to ensure effective delivery of health services, the district administration at every level needs to be organically linked and integrated with the health system. Through key officials of the district are part of District Health Societies and Rogi Kalyan Samitis at each facility up to PHC level, there is need for further engagement through active involvement of all line departments by utilising the existing administrative structure at each level to bring vibrancy to the health system.

The key officials to be entrusted with the responsibility of mentoring and monitoring health facilities at different levels, along with their major roles and responsibilities are outlined below:

Level	Key Officials to be involved	Major Roles & Responsibilities
MCHs & DHHs	1. Collector & District Magistrate 2. Superintendent of Police	i. Regular visit to hospitals along with all related line Department Officers to review, monitor and ensure improvement in following key areas of hospital functioning: <ul style="list-style-type: none">• Implementation major schemes such as Free Drugs, Free Diagnostic Services, Free Dialysis Services, BSKY etc.• Disbursement of Cash Incentive under different schemes to beneficiaries.• Provision of major ancillary services such as House Keeping & Cleanliness
SDHs	1. Sub-Collector 2. Sub-divisional Police Officer	

Level	Key Officials to be involved	Major Roles & Responsibilities
CHCs/ UHCs	1. BDO 2. IIC	<p>Services, Linen & Laundry Services, Security Services, Diet, ambulance Services etc.</p> <ul style="list-style-type: none"> • Assess Progress of quality certification such as Kayakalpa, LaQshya, NQAS etc. • Infrastructural need & progress of ongoing works • Availability of expanded range of specialist services (DHH-17 types, SDH-8 types ,CHC-4 types) • Patient Satisfaction Level, Grievance redressal & MO SARKAR feedback. • Conduct regular meetings of District Health Society/ZSS, RKS etc. <p>ii. Mobilisation of resources from any district level funds available over and above fund provided under NHM & State Budget to address critical gaps.</p> <p>iii. Management of Law & order situation at health facilities</p> <p>iv. Mentoring and monitoring the health facilities for achieving maximum score as per Facility Ranking criteria issued by Health & Family Welfare Department, Govt. Of Odisha.</p>

It is therefore directed that all concerned officers are to actively engage with the respective health institutions and ensure that the roles and responsibilities entrusted to them are taken up with due diligence in the greater interest of patients attending public health facilities and in adherence to the 5T principles.


 28.4.2021
 Additional Chief Secretary,
 Home Department

By order of the Governor,


 25/04/2021
 Additional Chief Secretary,
 H & F W Department

Memo No. 12885

Date. 29.04.2021

Copy forwarded to MD,NHM, Odisha for information and necessary action.


 29.4.2021
 Deputy Secretary to Government

Memo No. 12886

Date. 29.04.2021

Copy forwarded to All Directors of H & FW Department for information and necessary action.

Recd 29-4-2021
Deputy Secretary to Government

Memo No. 12887

Date. 29.04.2021

Copy forwarded to all RDCs, Odisha for information and necessary action.

Recd 29-4-2021
Deputy Secretary to Government

Memo No. 12888

Date. 29.04.2021

Copy forwarded to all Collectors/Municipal Commissioners/SPs for information and necessary action.

Recd 29-4-2021
Deputy Secretary to Government

Memo No. 12889

Date. 29.04.2021

Copy forwarded to Director, Capital Hospital, Bhubaneswar / RGH, Rourkela/ All Dean-cum-Principals/Superintendents of Govt. Medical Colleges & Hospitals/ All CDM&PHOs-cum-District Mission Directors, Odisha for information and necessary action.

Recd 29-4-2021
Deputy Secretary to Government