



Govt. of West Bengal
Office of the Superintendent
Baruipur Sub-Divisional Hospital, South 24 Parganas, Pin-700144
☎ - 8100820174, email-baruipursd.ssh2017@gmail.com

Memo No- BSDH/ 754

Date- 8-3-25

NOTICE INVITING EXPRESSION OF INTEREST
FOR ROGI SHAYATA KENDRA

EOI is hereby invited form eligible Non-Government Organization (NGO) [preferably within the South 24 Parganas District] to run “Rogi Sahayata Kendra” at Baruipur SD & SS Hospital, South24 Parganas for one year which may be extended up to 3 (years) based upon satisfactory performance at end of each completed year. The contract period shall commence from the date of notification of contract to the selected bidder. Interest parties may please visit website: <https://wbenders.gov.in> for any further assistance please visit the Office of the Superintendent, Baruipur SD & SS Hospital, South 24 Parganas during Office Hours.

Dated & Information:-

SL No	Particulars	Publishing Dates
01	EOI Submission Start Date	10.03.2025
02	EOI Submission Closing Date	24.03.2025 upto 1 pm
03	BID Opening Date	24.03.2025 upto 4 pm

Name:-

The information Centre would be called “Rogi Shayata Kendra(RSK)”The personnel working in the *RSKs would be designated as “Rogi Sahayaks”*

Objective of Programme:-

- To set up information center at hospital.
- Provide accurate information about service available in the hospital to all clients and stake holders.
- Disseminate all patient related information to patient and relative on real time basis so that they may access the available services fully and without delay.
- Assists the service providers of the health facility by appropriately guiding the patient/ visitors.

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.
- 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.
- Take other necessary steps to ensure optimum functioning of Rogi Sahayata Kendra.
- Maintaining the checklist for Doctor-Party meet.
- To provide knowledge on different NRHM schemes to the mothers on JSSK.
- Statutory announcement from time to time in Public Address System.
- Swasthya Sathi / RSBY registration, reception & processing.

Counter Attendance:-

Two Persons in each shift Monday to Saturday and one person per shift on Sunday for 24 x 7 operation (10 persons will be engaged) in two kiosk.

- 1st Kiosk Under (NHM) – 5 person (EPF eligible)
- 2nd Kiosk Under(Samiti) – 5 person (will be eligible only after necessary Government Order)

Selection Criteria:-

Score will be prepared as per following points on the basis documents submitted by the NGOs along with application form.

- Experience of work of similar nature / interpersonal awareness generation activities in the district, preferably in respective District.
- Number of years of work experience in the health sector in the district.
- Number of years of work experience in the health sector in the district.
- Number of years of work experience in the other development sectors related education, Sanitation nutrition, and mother & child welfare.
- Application must have relevant certificate mentioning years of experience form the appropriate authority.

The decision of the selection committee in this regards is final.

Cancellation Replacement, Suspension, and Termination

- RKS will decided upon authorized 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 time lines in duty , any misbehavior, with the clients, engaging with any kind of business of activity contrary to the objective as laid down above or any third party including media.
- In such cases the NGO will have to replace the said Rogi Sahayaks with one month of time from the panel selected at the beginning. The replacement should be acceptable to the RKS
- 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.
- From the receipt of notice given in accordance with the earlier clause, the RKS, may at its sole discretion suspend or terminate the contract forthwith.
- 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 given the reasons for such suspension or termination.

- The RKS may notify the NGO of the suspension or termination of this contract (with default of NGO) where the service or any part of them are not provided to the satisfaction of the RKS giving the reason for such dissatisfaction and the time within which it must be completed.

Sell
Superintendent
Baruipur S.D. & S.S Hospital
South 24 Parganas

Memo No- BSDH/ 754/1(12)

Date- 08.03.2025

Copy forwarded for information to:-

1. The Honorable Chairperson, RKS, Baruipur SD & SS Hospital, South 24 Parganas.
2. The District Magistrate, South 24 Parganas.
3. The Chief Medical Officer of Health, South 24 Parganas.
4. The Dy. Chief Medical Officer of Health-I, South 24 Parganas.
5. The SDO & Executive Chairperson, RKS, Baruipur Sub- Division Hospital, South 24 Parganas.
6. The Chairman of Baruipur Municipality, South 24 Parganas.
7. The Asst. Chief Medical Officer of Health, Baruipur Sub-Division, South 24 Parganas.
8. The Nursing Superintendent, Baruipur SD & SS Hospital, South 24 Parganas.
9. The Asst. Superintendent, Baruipur SD & SS Hospital, South 24 Parganas.
10. IT Cell, Swasthya Bhavan with request to upload the notice www.wbhealth.gov.in website.
11. DSM, South 24 Parganas with request to upload the notice spghealth.gov.in website.
12. Office copy.

08-03-2025
Superintendent
Baruipur S.D. & S.S Hospital
South 24 Parganas

Annexure -I

Application format for Rogi Sahayata Kendra for Baruipur SD & SS Hospital, South 24 Parganas.

1. Name of the Work :-
2. EOI Notice No & Date :-
3. Name of the institution tendered for :-
4. Name of the NGO in block letter :-
5. Address of the Registered office of NGO :-
6. Contact Number :-
7. Registration No of the NGO :-
8. Authority with whom registered :-
9. PAN No / TAN No :-
10. GST No :-
11. Black Listed by Any Govt. Authority Yes / No :-
12. Have the NGO,s Employees been convicted in :-
Or
Have any court case / vigilance matter pending ?
If yes provide details
13. Has any Litigation against the NGO or its :-
Members if yes provided details
14. Any Other Information wish to submit :-

*****I do hereby declare that the particulars furnished above correct.***

Date :-

Place :-

**Full Signature of the
Secretary / President
with Date & Seal**

Note: - The Application to be written / printed on the official letter head of the NGO.
All point are to be filled up no places are to be kept vacant. For statutory clearances/ any information not applicable mention NOT Applicable or NA instead of keeping blank.