

Government of West Bengal  
Health & Family Welfare Department  
National Health Mission

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Memo No: HFW/NHM-154/2021/1801

Date: 11-05-2026

ORDER


In continuation to the communications issued vide Memo No. SHFWS/ESTD-578/2012/1979 dated 25-03-2026, Memo No. SHFWS/ESTD-578/2012/1977(4) dated 25-03-2026 and Memo No. SHFWS/ESTD-578/2012/1978(27) dated 25-03-2026, regarding Annual Performance Report (APR), for assessment of performance of the employees under National Health Mission (NHM), the Standard Operating Procedure (SOP) for APR to be followed for FY 25-26 is being enclosed with this letter.

2. Submission of APR for FY 2025-26 is mandatory for all level of contractual employees under NHM. All concerned should follow the instructions laid down in the SOP for FY 2025-26 and complete the process as per timeline mentioned.

3. The Assessing Authorities (Reporting, Reviewing and Accepting Officers) will ensure timely submission and assessment of the APR as renewal of contract beyond June 2025 and annual increment of all employees under NHM for FY 2026-27 will be linked with individual performance.

4. All concerned are being informed for compliance

Encl: Copy of SOP for FY 2025-26.

 11.5.2026

Mission Director NHM & Secretary  
Health & FW Department  
Govt. of West Bengal


Memo No: HFW/NHM-154/2021/1801/1(31)

Date: 11-05-2026

Copy forwarded for information & necessary action to:

1. Director of Health Services, Dept of H & FW, Govt of West Bengal
2. Director of Medical Education, Dept of H & FW, Govt of West Bengal
3. Director, Family Welfare, Dept. of H & FW, Govt. of WB.
4. Director, Public Health, Dept. of H & FW, Govt. of WB.
5. OSD & E.O. Sr. Special Secretary, Dept. of H & FW, Govt. of WB.
6. Special Secretary & AMD, NHM, Dept. of H & FW, Govt. of WB
7. Director (IPGME&R/ CMS/ BIN/ STM / IBTM/ STDC/ IHTM / B.C. Roy PGIPS)
8. Special Municipal Commissioner, KMC
9. Additional Mission Director – NHM, Dept. of H & FW, Govt. of WB
10. Municipal Commissioner (Howrah / Bidhannagar / Chandannagore / Asansol / Durgapur / Siliguri) MC
11. Principal, Nil Ratan Sirkar MCH / IPGMER Kolkata / RG Kar MCH / North Bengal MCH / Bankura Sammilani MCH / Medinipur MCH / Burdwan MCH / Kolkata MCH / I.D. & B. G.

12. Programme Officer-I, NHM, & Sr. Dy. Secy. Dept. of H & FW, Govt. of WB
13. Programme Officer-II, NHM, & Jt. Secy. Dept. of H & FW, Govt. of WB
14. Director Finance, State FMG
15. Financial Advisor, WBSH&FWS
16. MSVP of all Medical Colleges & Hospital and Medical Colleges
17. Jt. DHS FW, Dept. of H & FW, Govt. of WB
18. Jt. DHS, PH&CD, Dept. of H & FW, Govt. of WB
19. Jt. DHS, NCD, Dept. of H & FW, Govt. of WB
20. STO, Dept. of H & FW, Govt. of WB
21. SLO, Dept. of H & FW, Govt. of WB
22. Senior Accounts Officer, NHM
23. State Programme Officers ( All)
24. State Nodal Officer – NUHM, Dept. of H & FW, Govt. of WB
25. Chief Medical Officer of Health (All Districts including Health Districts)
26. CMHO, Kolkata Municipal Corporation
27. Superintendent (IDBG Hospital/SN Pandit/Lady Dufferin Hospital/Abinash Dutta Maternity Home/  
Chittaranjan Seva Sadan /Ramrik Hospital/ Garden Reach State General Hospital / B.C. Roy PGIPS)
28. DFWO, Kolkata
29. CTO, NTEP Kolkata
30. IT Cell, Swasthya Bhavan. For uploading in the website.
31. HR Cell, State HQ

 11.5.2026

**Mission Director NHM & Secretary  
Health & FW Department  
Govt. of West Bengal**

## Standard Operating Procedure (SOP) for Annual Performance Review of contractual employees under NHM for FY 25-26

The system of Annual Performance Review for all contractual employees under NHM was initiated during FY 20-21 in a trial mode. The said system has successfully appraised the performance of around 19,000+ employees in FY 21-22, 22-23 and 23-24 subsequently across the state and given increment based on gradation. With further suggestions and experiences the Standard Operating Procedure (SOP) for APR assessment of FY 25-26 is being issued afresh for implementation at all levels.

In this context, it is again being reiterated that Annual Performance Report (APR) will be the basic and vital input for assessing the performance of the employees under NHM as well as to achieve the goals of the Mission. It is being envisaged as a tool for human resource development rather than a mere judgmental exercise or fault-finding process.

### Objectives:

Main objectives of the performance appraisal system continue to be as follows:

- To measure and improve the performance of employees and increase their future potential and value to the Mission.
- To set the standard performance requirements from employees under NHM.
- To evaluate the performance of the employee by the Reporting Officer, review by the Reviewing Officer and finally appraise by the Accepting Officer on the basis of target achieved and to plan for better performance in future.
- To give the employees an idea of their strengths and weaknesses and address the same through planned and systematic capacity building process.

### 1. Period of Assessment:

**1.1:** The assessment period in FY 2025-26 will be from 1st April 2025 till 31st March 2026 for all existing employees with Employee Code generated through HRMIS including those engaged under XV-FC. [However, this will exclude Medical Officer (Part Time), Specialist (Part Time), Peer Educators and Retired Government Officials]. All existing employees, who have joined within 31<sup>st</sup> December 2025, will be assessed for FY 2025-26.

**1.2:** No APR will be required to be submitted for employees who have joined after 31<sup>st</sup> December 2025.

**2. Assessment Format:** Each employee will submit details of her/his performance through earmarked assessment format. The two structured format i.e. APR-1 and APR-2 which has already been used for submission of performance by the concerned employee will remain the same and available online.

**3. Submission of Performance:** APR will have to be submitted online by the employee in Human Resource Management Information System (HRMIS) portal using her/his login credential.

### 4. Assessment Flow:

**4.1:** APR submitted by the concerned employee will primarily be assessed by the concerned "Reporting Officer", reviewed by the "Reviewing Officer" and finally approved by the "Accepting Officer". **Assessment of performance of the employee will be graded finally by the concerned "Accepting Officer"**. Designation wise hierarchy of "Reporting Officer", "Reviewing Officer" and "Accepting Officer" for each programme under NHM has been mapped and will be shared soon.

## 4.2: Reporting Officer of ULBs under NUHM

**4.2.1: Service Delivery HR:** The Health Officers of most of the Urban Local Bodies (ULBs) have been designated as Nodal Officer, NUHM. As per HRMIS portal, the Nodal Officer of ULB is the Reporting Officer of all Service Delivery HR attached to their respective U-PHCs. He/she shall assess the APR of all HR of U-PHCs based on their performance. Where the post of Health Officer is vacant, the Executive Officer of the respective ULBs will assess the performance as Reporting Officer.

**4.2.2: Programme Management HR:** As per HRMIS portal the performance of the PM HR at ULBs will be assessed by the District Nodal Officer, NUHM of the respective District based on the feedback from the Nodal Officer of the respective ULB in offline mode.

**4.2.3:** For KMC, APRs submitted by employees under Service Delivery will be assessed by Executive Health Officer at Borough level as Reporting Officer, Nodal Officer NUHM as Reviewing Officer and CMHO will be the Accepting Officer.

## 5. Scoring System:

**5.1:** Performance score of each employee will be assessed by the "Reporting Officer" considering 12 (Twelve) attributes as mentioned in APR-1 and 08 (Eight) attributes as mentioned in APR-2 in a scale of 01 to 05 and gradation will be done in the following manner:

Format	Total Performance Score	Gradation
APR-1	54 & above	Excellent
	45 to 53	Very Good
	36 to 44	Good
	27 to 35	Average
	Below 27	Poor
APR-2	36 & above	Excellent
	30 to 35	Very Good
	24 to 29	Good
	18 to 23	Average
	Below 18	Poor

*Note: Renewal of contract is subject to approval of post in RoP of the concerned FY*

6. **Role of APR Cell at State HQ:** APR Cell at State HQ will follow up and monitor all APR related issues and will be responsible for coordinating and completion of the entire process of appraisal for all employees.
7. **Timeline:** Entire process of assessment of employees is to be completed as per following schedule:

Actions	To be completed within
Submission of online APR format by the employee	05 <sup>th</sup> June 2026
Completion of assessment by the Reporting Officer	20 <sup>th</sup> June 2026
Completion of Review by the Reviewing Officer	30 <sup>th</sup> June 2026
Completion of the final gradation by the Accepting Officer	7 <sup>th</sup> July 2026

## **Technical Features:**

**8.1: Creation of State and District Admin:** State and District Admin has been created to enlist and manage the end point users for APR. Programme Officer - In Charge of HR will act as State Admin and Dy. CMOH in charge of HR of the concerned District will act as District Admin.

**8.2: Mapping of APR Format:** APR-1 and APR-2 format will be mapped with concerned designation as designated in the respective APR format.

**8.3: Creation of Reporting, Reviewing & Accepting Officer:** State and District Admin will enlist the Reporting, Reviewing and Accepting Officers for APR and map individual employee with their respective Assessing Authority. Officers listed by the State and District Admin needs to be assigned according to their roles as Reporting, Reviewing or Accepting Officer.

**8.4: Mapping of individual employee with Reporting, Reviewing and Accepting Officer:** All employees in position as on 31<sup>st</sup> December 2025, will have to be mapped with concerned Reporting, Reviewing and Accepting Officer for APR as detailed in the schedule for FY 2025-26 which will be shared soon.

## **9. Transfer/Detailment/Mutual Repositioning of Employee:**

**9.1:** If the employee has been transferred/detailed during the period of assessment, then the current Reporting Officer in her/his present place of posting will assess the performance of the concerned employee.

**9.2:** In case of inter district mutual repositioning, the current Reporting Officer in her/his present place of posting will assess the performance of the concerned employee.

**10. Absence of any Assessing Authority:** In case of absence of any Assessing Authority, the person in-charge in the said post will be responsible for assessment of the concerned employee.

**11. Transfer of any Assessing Authority:** In case of transfer of any Assessing Authority, existing Assessing Authority in the same capacity will assess the concerned employee based on her/his experience of working with the employee during the period of assessment.

## **12. Grievance Redressal:**

During the process of APR completion any employee having any genuine concern or complaint related to work, working environment, working relationships, APR gradation may send a written application addressed to Mission Director, NHM and forwarded to e-mail id [aprcellone@gmail.com](mailto:aprcellone@gmail.com). The complaints and issues will be examined by State APR Cell and necessary action will be taken to address and resolve the same.

## **13. General instructions for filling up the APR Format**

**13.1:** Assessment should be confined to the employee's performance during the period of assessment only. It should be the endeavour of each employee to present the truest possible picture in regard to her/his performance, conduct, behaviour and potential. Also, they should not shy away from reporting shortcomings in performance, attitude or overall personality. Any attempt to fill the report in a casual or superficial manner will be easily discernible to the higher authorities.

**13.2:** Individual employee will login to the portal by using the following path:

**[www.wbhealth.gov.in](http://www.wbhealth.gov.in) ⇔ HRMIS ⇔ Employee login**

OR employee can directly go to the link: "<http://14.139.216.50/publiclogin>"

**13.3:** Each employee can login to the portal using "Employee Code" as user ID and PAN as password.

**13.4:** All required information such as attendance, leave, unauthorized absence etc should be filled up with due care and attention as per available official record and approvals.

**14. Filling up of APR format by the employee:** Each employee has to fill up Part IA and Part IB of the APR format on his own.

**14.1: Personal Data:** After logging into the portal, employee will see her/his auto generated personal data, derived from the information approved in the portal. Designation wise APR format (APR-1 / APR-2) will be visible to each employee.

**14.2: Part IA-1-“Working Days”:**

There will be 3 types of "working days" based on place of posting and nature of job. An employee is allowed to choose the type of working days applicable for the employee. For the FY 2024-25 three types of working days are as follows:

1. 218 days for employees who generally enjoy all calendar holidays.
2. 287 days for service delivery employees who enjoy only notified holidays.
3. 270 days for employees who have Saturdays as working days.

**14.3: Part IA-2- “Leave”:** Entitlement of leave will be applicable as per order vide Memo No: HFW/NHM-466/2020/Pt-I/520 dated 14-09-2022.

**14.4: Part IA-3- “percentage of attendance”:** It will be system generated. Maternity Leave has been excluded for calculation of percentage of attendance. Unauthorized absence will not be included in percentage of attendance. However, record of unauthorized absence will be taken into account during her/his assessment of performance.

**14.5: Part IA-4a- “Period of Unauthorized Absence”:** Unless the service of the employee, who was on unauthorized absence, has been regularized by the HR Advisory Committee, **Reporting Officer will keep the assessment of the concerned employee on hold.**

**14.6: Part IB-1- “Assignment of duties”:** Employee shall mention all the duties performed during the assessment period only.

**14.7: Part IB-2&3- “Additional Responsibility”:** Employee may hold additional charge / responsibility for a considerable period of time on the basis of order issued by the concerned authority. In such cases, she/he shall provide information relating to her/his additional charge in the appropriate portion of the APR format. While making assessment, the Reporting Officer will take into consideration her/his performance related to the post held in additional charge also.

**14.8: Part IB-4- “Extra-ordinary/Special Achievement”:** Employee will mention her/his extra-ordinary/special achievement during the period of assessment, if the employee feels that she/he has made exceptional contribution in her/ his area of operation. This may include successful completion of an extra ordinary challenging task or major systematic improvement resulting in significant benefit to the public and/or reduction in time and cost.

**14.9: Part IB-5- “Challenges/Constraints”:** Employee will specify any challenges or constraints, which affected her/his performance during period of assessment.

**14.10: Part IB-6- “Specialized training”:** Employee will mention any specialized training received during the period of assessment which has helped in enhancing knowledge and skills. Regular training received by the employee is not to be mentioned here.

**14.11: Part IB-7- “Requirement of capacity up gradation”:** Employee will indicate the areas, on which she/he feels up gradation of her/his capacity is required.

**15. Assessment by Reporting Officer:**

**15.1:** Concerned Reporting Officer will assess Part I of the APR submitted by the employee by filling up Part II of APR-1 or APR-2 as is applicable. This will be done using her/his log in credentials, developed by the District / State Admin.

**15.2: Clarification on "excellent" or "poor" score:** After assessment by the Reporting Officer, if the employee scores "poor grade", Reporting Officer will have to state **reason for which the employee has been given poor score.**

**15.3:** It may be noted that the reason for excellent score has been made optional. However, the **Assessing Authorities need to take into account the overall conduct, exceptional achievements or special contributions of the individual employee who have been accorded excellent score to rule out any personal bias.**

**15.4:** Also such score should not be given as a matter of favour by the Assessing Authority and not judged purely on personal qualities of the employees.

The Assessing Authority is expected to assess each employee with utmost professionalism and transparency.

**15.5: Part IIA - "Appraisal of Performance":** Performance Report submitted by the employee will be placed to the concerned "Reporting Officer" online. Considering submission by the employee in Part I, performance of the employee will be assessed indicating attributes (12 attributes in case of APR-1 and 08 attributes in case of APR-2) through scoring scale 01 to 05 (Poor-1/Average-2/ Good-3/ Very Good-4/Excellent-5) and total performance score of 60 in case of APR-1 and 40 in case of APR-2.

**15.6:** Once assessment is completed by the Reporting Officer in all attributes, total performance score and gradation of the employee as assessed by the Reporting Officer will be auto calculated as mentioned in "Scoring System" in "Grading" part.

**15.7: Part IIB -"Remarks of Reporting Officer":** In this part, Reporting Officer will comment on physical fitness and integrity of the employee and point out areas of improvement required for the employee.

**15.8: Part IIC-"Conduct of the employee":** Here, Reporting Officer will focus on the overall conduct of the employee in discharging her/his duties, attitude towards the duties assigned upon and her/his behavior with office colleagues, superior authorities and subordinates.

**16. Assessment by Reviewing Officer:** Concerned Reviewing Officer will assess Part I of the APR submitted by the employee along with Part II of APR assessed by the Reporting Officer by filling up Part III of APR-1 or APR-2 in the following manner. This will be done using her/his log in credentials, developed by the District / State Admin.

**16.1: Part IIIA:** In case Reviewing Officer agrees with the assessment made by the Reporting Officer, total performance score and gradation as assessed by the Reporting Officer will be forwarded to the Accepting Officer.

**16.2: Part IIIB:** In case Reviewing Officer disagrees with the assessment made by the Reporting Officer, he / she will record revised score in the editable portion in column (4) specifically provided for the said purpose in Part-IIIB against such attributes for which she/he disagrees with the assessment of the Reporting Officer. Grading will be re-generated considering revised score given by the Reviewing Officer.

**16.3: Part IIIC: "Conduct of the employee":** Here, Reviewing Officer will focus on the overall conduct of the employee in discharging her/his duties, attitude towards the duties assigned upon and her/his behavior with office colleagues, superior authorities and subordinates.

**16.4: Part IIID: Clarification on "excellent" or "poor" score:** After assessment by the Reporting Officer, if the employee scores "poor grade", Reporting Officer will have to state **reason for which the employee has been given poor score.**

**16.5:** It may be noted that the reason for excellent score has been made optional. However, the **Assessing Authorities need to take into account the overall conduct, exceptional achievements or special contributions of the individual employee who have been accorded excellent score to rule out any personal bias.**

16.6: Also such score should not be given as a matter of favour by the Assessing Authority and not judged purely on personal qualities of the employees.

The Assessing Authority is expected to assess each employee with utmost professionalism and transparency.

**17. Acceptance of the APR by the Accepting Officer:**

17.1: Part III of the APR 1 and APR 2 of the employee is to be approved by the Accepting Officer. Total performance score and gradation of the employee will be shown in the relevant section in the account of the employee.


17.2: In case of disagreement with the score as assessed by the Reporting Officer and/or Reviewing Officer or the Accepting Officer does not agree with the overall grading given by Reporting Officer and/or Reviewing Officer, the Accepting Officer is entitled to keep the APR of the concerned employee on hold for re-assessment and final decision will be taken after resolution of the matter in consultation/discussion with concerned Reporting and/or Reviewing Officer.

**Important Points to Remember:**

1. **Linking of APR with Annual Increment of NHM Employees:** As per the resolution of the meeting of Executive Committee WBSH&FWS held on 20.01.2022 vide Memo No. SHFWS/Meetings &Matters-13/2012/Pt.II/1036 dated 02.02.2022 annual increment of NHM employees from FY 2025-26 will be as follows:
  - i. For employees assessed as "Poor", no annual increment will be allowed
  - ii. For employees assessed as "Average", 3% annual increment will be allowed
  - iii. For employees assessed as "Good" and above, 5% annual increment will be allowed.
2. All contractual employees completing 6 (six) months or above in their present position as on 1<sup>st</sup> day of April 2026 i.e having joined on or before 01-10-2025 are eligible for increment based on APR gradation. Contractual employees resigned/terminated on/after 01-04-2025 after completion of a service period of minimum 6 (six) months as on the 1<sup>st</sup> day of April 2026, are also eligible to get the benefit of enhancement w.e.f 01-04-2025 upto the period she/he was in position.
3. In case any employee is working under more than one Reporting Authority, hierarchy mapping will be done with the Reporting Authority under whom the employee is performing substantive part of her/his assignments.
4. In the SOP, Concerned Programme Officer of Health refers to officers' viz. Dy. CMOH I, II, III, IV, DMCHO, ZLO, DTO and other officers like ACMOH etc. who are in charge of different programmes at the district level. It is prerogative of the CMOH to decide regarding selection of "Concerned Programme Officer" to be mapped in the hierarchy of each employee.
5. For mapping of Assessing Authority it may be noted that for all new officers the concerned details will have to be newly entered in the HRMIS portal. In case of any change in existing Assessing Authority the same has to be remapped as per schedule which will be shared soon.
6. For such cases where the Reporting & Reviewing Officer is the same person, the role of Reviewing Officer will be dispensed with. However, the concerned Reporting Officer has to fill up the portion of Reviewing Officer from her/his Reporting Officer log in credential only so that the

APR is submitted automatically to the Accepting Officer. Hierarchy mapping in the portal has been created accordingly.

7. Reporting and Reviewing Officers are expected to assess the employee impartially without any personal prejudice and the entire process should be done by the concerned officer himself/herself by maintaining confidentiality.
8. Assessing Authorities must take up the process of APR for its staffs very cautiously and avoid any mistakes in completion of the process. There will be no provision of revision in the APR and no such requests will be entertained from this end.



17-5-20

**Mission Director NHM & Secretary  
Health & FW Department  
Govt. of West Bengal**