



GOVERNMENT OF WEST BENGAL

Office of the Medical Superintendent cum Vice Principal
Cooch Behar Government Medical College & Hospital
M.J.N. HOSPITAL, Silver Jubilee Road
COOCH BEHAR- 736101

Memo No.: 1280

Date : 01-07-19

NOTICE

Applications are hereby invited from eligible Non Government Organization (NGO) to run 'ROGI SAHAYATA KENDRA' at Cooch Behar Govt. Medical College and Hospital, (MJN Hospital), Cooch Behar for one year and extension for further period may be done subject to satisfactory performance.

Objective of Programme :

- To set up information centre 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.

Role & Responsibilities :

- Provide information sought for by the visitors in friendly manner.
- Provide guidance to the visitors/patients.
- Maintain and updated the information database.
- Receive complaints/grievances/ suggestion, record them in appropriate registers, issue a receipt, and forward the complaints/grievances/ suggestion to the MSVP at the end each shift.
- Maintain and update list of high-risk/serious patient.
- Maintain check list for Doctor-Party meet.
- Swasthya Sathi / RSBY registration , reception & processing
- Provide knowledge on different NRHM scheme to the mothers on JSSK, JSY etc.
- Any other activity proposed by hospital authority.

Counter Attendance

- Two persons in each shift Monday to Saturday and one person per shift on Sunday for 24X7 operation (8 persons will be engaged)

Eligibility Criteria for NGO

- Valid Registration under Societies Act 1961 or similar act.
- Annual return submitted to Registrar of Societies for FY 2018-19
- Last three year external audit done
- Work experience in health or other development sector
- Register office situated in the district

Selection Criteria for NGO

Score may be allocated on the following points to the applicant NGOs to prepare a merit list for selection

- Experience of work of similar nature / interpersonal awareness generation activities in the district
- Number of years of work experience in the health sector in the district.
- Number of years of work experience in other development sectors related to health education, Sanitation, Nutrition, Mother & child welfare etc.

Submission of Expression of Interest:

The intending NGO apply EOI on their letter head and submit as follows

1) **Envelope A:** Separate Technical Bid in Sealed envelope containing all required document (Photo copy of PAN along with all other documents as mentioned in Eligibility criteria should be submitted (Serially numbered).

2) **Envelope B:** Sealed cover which contains EOI of the particular NGO, a brief note on their Experience in the same field and other if any and supportive document for the same from Competent authority need to enclosed. Envelope A and B must be submitted together in one separate sealed envelope superscripted "EOI FOR RUNNING ROGI SAHAYATA KENDRA AT Cooch Behar Govt. Medical College and Hospital (M.J.N HOSPITAL), EOI NOTICE NO & DATED..... (In bold capital letters) and addressed to the Medical Superintendent Cum Vice Principal, (M.J.N Hospital), Cooch Behar, Silver Jubilee Road, P.O- Cooch Behar, PIN-736101. The name, full address and phone no. of the N.G.O must be written on the cover in bold letters. Quotations submitted are to be written clearly correction if any must be signed by the person signing the EOI documents.

Applications sent to MSVP, CGMC&H, MJN Hospital, Cooch Behar through Register Post/ Courier within 18-07-19 by 2 p.m.

Opening date of application 18-07-2019 3 p.m. at MSVP Chamber, CGMC&H, (MJN Hospital), Cooch Behar Representative of NGOs may present at time opening of application.

Sd/-

**Medical Superintendent cum vice Principal
Govt. Medical College and Hospital Cooch Behar**

Memo No.: 1280/1(8)

Date : 01-07-19

Copy forwarded for information & necessary action with a request for wide circulation to:

- 1) Principal, CGMC&H, Cooch Behar.
- 2) The District Magistrate, Cooch Behar.
- 3) The Sub-Divisional Officer, Cooch Behar Sadar.
- 4) The Chief Medical Officer of Health, Cooch Behar.
- 5) The Dy. Superintendent, CGMC&H, Cooch Behar.
- 6) The Dy-CMOH-I, Cooch Behar
- 7) District Informatics Officer, NIC, Cooch Behar, with request to publish in the district website.
- 8) Notice Board of this Office.

Sd/-

**Medical Superintendent cum vice Principal
Govt. Medical College and Hospital Cooch Behar**