



**GOVERNMENT OF WEST BENGAL**

Office of the Medical Superintendent cum Vice Principal  
MJN Medical College & Hospital  
M.J.N. HOSPITAL, Silver Jubilee Road  
COOCHBEHAR- 736101

**Memo No.1879**

**Date : 03-08-2021**

**NOTICE**

Interests are hereby invited from eligible Non Government Organization (NGO) to run 'ROGI SAHAYATA KENDRA' at MJN **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 ( 16 persons will be engaged) in two kiosks.

### **Eligibility Criteria for NGO**

- Valid Registration under Societies Registration Act 1961 or similar act.
- Annual return submitted to Registrar of Societies for FY 2020-2021 (Copy)
- Last three years external audit report.
- Work experience in health or other development sector at least 03 years.
- Registered office address situated in the district.

### **Selection Criteria for NGO**

Performance credit 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 DH/SDH.
- Number of years of work experience in the health sector in the DH/SDH.
- 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 pad 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 be enclosed. Envelope A and B must be submitted together in one separate sealed envelope superscripted "EOI FOR RUNNING ROGI SAHAYATA KENDRA AT MJN 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.

Interest is to be submitted to the M.S.V.P., MJN Medical College and Hospital, MJN Hospital), Cooch Behar through Register Post/ Currier within 11-08-2021 by 2 p.m. Opening date of application 12-08-2021 3 p.m. at M.S.V.P Chamber, MJNMC&H, (MJN Hospital), Cooch Behar Representative of NGOs may present at time opening of application.

**Sd/-**

Medical Superintendent cum vice Principal  
MJN Medical College and Hospital Coochbehar.

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

- 1) The Sabhadipathi, Coochbehar Zilla Parisad, Coochbehar.
- 2) The District Magistrate, Cooch Behar.
- 3) Principal, MJNMCH, Cooch Behar
- 4) The Sub-Divisional Officer, Cooch Behar Sadar.
- 5) The Chief Medical Officer of Health, Cooch Behar.
- 6) District Informatics Officer, NIC, Cooch Behar, with request to publish in the district website.
- 7) Notice Board of this Office.



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