

OFFICE OF THE COLLECTOR & DISTRICT MAGISTRATE, MALKANGIRI, ODISHA.



(Social Welfare Section)

E.mail id-malkangiri.missionshakti@gmail.com

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Letter No 206 /WCDMS/2026

Date-26/05/2026

Notice for the activity "Management of Rest Shed" for Patient Attendants at DHH & SDHs and Management of Help Desk at DHH & SDHs under H& FW Department.

Expression of Interest for interested SHGs /SHG Federations having willingness and aptitude for the activity titled

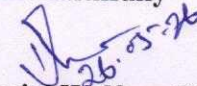
- 1) **Management of Rest Shed for Patient Attendants at DHH Malkangiri & SDH Chittrakonda and SDH Mathili.**
- 2) **Activity titled Management of Help Desk at DHH Malkangiri & SDH Chittrakonda and SDH Mathili.**

is invited to submit their application before the concern CDPO, in the mentioned below format within 15 (Fifteen) days of this notice i.e. by **10.06.2026** towards **Management of Rest Shed for Patient Attendants at DHH Malkangiri & SDH Chittrakonda and SDH Mathili and Management of Help Desk at DHH Malkangiri & SDH Chittrakonda and SDH Mathili.**

SHG should be from the same Block where they propose to take up the activity.

Yours faithfully


Enclosure: SHG Selection Criteria and Scheme guidelines.


District Social Welfare Officer
Malkangiri

Date-26/05/2026

Memo. No 207/2026

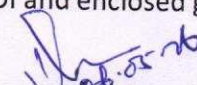
Copy submitted to BDO and CDPO, Malkangiri, Mathili and Chittrakonda and Executive Officer, Municipality Malkangiri to display the advertisement in your notice board.


District Social Welfare Officer
Malkangiri

Date-26/05/2026

Memo. No 208/2026

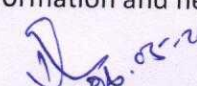
Copy submitted to DeGM, Collectorate, Malkangiri for Uploading EOI and enclosed guideline for wide publicity.


District Social Welfare Officer
Malkangiri

Date-26/05/2026

Memo. No 209/2026

Copy submitted to the CDO-Cum-Eo, ZP, Malkangiri for your kind information and necessary action.


District Social Welfare Officer
Malkangiri

APPLICATION FORMAT

1. Name of the SHG:
2. SHG Address: Village/Ward
GP/ULB
Post Office
Block
District
PIN
3. Year of Formation of the SHG:
4. No of livelihood activities undertaken and mention name of activity :
1. _____ 2. _____ 3. _____
5. Name of village/Ward where the livelihood activities have been taken up:
6. Whether the SHG has Active Bank Account (Yes/ No):
if yes, mention the A/C No.
7. Bank and Branch Name:
8. IFSC Code:
9. Funds available in the Savings Bank Account:
 - (a) Regular Saving (Yes/ No)
 - (b) Amount of savings (in Rs.):
 - (c) Whether Loan taken (Yes/No), if yes, mention the number of times loan
Availed from the Bank :
 - (d) Mode of loan repayment (Regular/irregular):
 - (e) Meeting Register maintained (Yes/No):
 - (f) Cash Book maintained (Yes/No):
10. In case of supply of hospital diet activity - If SHG is registered under Food
Safety Act, copy of the said certificate to be enclosed.
 - (a) Moreover, Latest experience Certificate more than 1(One) year or
above in food service management to be enclosed.
11. No of Years Experience in supply food activities : _____
12. Contact No of SHG (President/Secretary):
13. Resolution of the SHG to take up the activity is enclosed (Yes / No):

Name & Signature of the Authorised Person of the SHG
Date



**OFFICE OF THE CHIEF DISTRICT MEDICAL OFFICER-
CUM-DISTRICT MISSION DIRECTOR
DISTRICT PROGRAMME MANAGEMENT SUPPORT UNIT
NATIONAL HEALTH MISSION, MALKANGIRI
ZILLA SWASTHYA SAMITI, MALKANGIRI**



571
20/05/26

Mail cdm@k@gmail.com

Phone/Fax: 06861-231543

Letter No. 5614 /2026

Date: 19/05/2026

TO

The CDO- Cum- EO, Zilla Parishad, Malkangiri

C
DPM

- Sub- 1. Management of Rest Shed for Patient Attendants at DHH & SDHs
2. Management of Help Desks at DHH & SDHs
- Ref - Letter no- 6745/11.06.2024 of Mission Director NHM, Odisha
Order no- 30953/18.11.2021 of Government of Odisha

Sir,

In inviting a reference to the subject cited above, I am directed to enclose herewith a copy of the Letter no- 6745/11.06.2024 of Mission Director NHM, Odisha along with the guideline for your information and taking action.

The selection of SHGs for management of Attendant "Rest Shed" and Help Desk will be done by the Block and District level selection committee as per guidance issued vide Order No-30953 dated 18.11.2021 of Government of Odisha.

Therefore, you are requested to select the suitable WSHG to manage the Rest Shed for Patient Attendants & Help Desk of following institutions as per the above guideline.

1. DHH Malkangiri
2. SDH Chitrakounda
3. SDH Mathili

This is for your kind information & necessary action.

Yours faithfully,

[Signature]
19/05/26
CDM&PHO – Cum – District Mission Director
Malkangiri

Memo no- 5615/Date- 19/05/2026
Copy submitted to PA to Collector & DM, Malkangiri for kind information of the Collector & DM, Malkangiri.

[Signature]
18/05/26
CDM&PHO – Cum – District Mission Director
Malkangiri

DPM OLM
Prepare a separate file

[Signature]



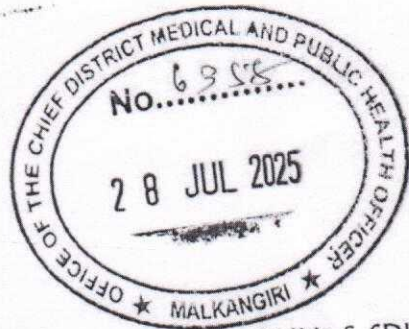
Mission Directorate
National Health Mission, Odisha
Department of Health & Family Welfare,
Government of Odisha

NHM Odisha
28/7/25
4000 (40)
Yeenu
25/7/25
6/1/25

Letter No: OSH&FWS/ 6745

Date: 11.06.24

From
Dr. Brundha D, IAS
Mission Director, NHM, Odisha



To
All CDM&PHOs -cum- DMDs, Odisha

Sub: Guidance Note & Budget on:
(1) Management of Rest Sheds for Patient Attendants at DHHs & SDHs
(2) Management of Help Desks at DHHs & SDHs

Madam/ Sir,

In inviting a reference to the subject cited above, please find attached herewith the Guidance Note on Management of Rest Sheds for Patient Attendants (FMR - HSS-7, Sl. No 183.7) & Management of Help Desks at DHHs & SDHs (FMR - HSS-7, Sl. No 178.1.4). You are requested to rollout the activities following the guidance notes.

This is for information & necessary action.

Enclosure:

- 2 Guidance Notes as stated above.

DA
Rest shed bil
Df on
28.07.2024

Yours faithfully,

[Signature]
Mission Director,
NHM, Odisha.

Memo No. 6746

Date: 11.06.24

Copy forwarded to DHS, Odisha for information and necessary action.

[Signature]
Mission Director,
NHM, Odisha

Memo No. 6747

Date: 11.06.24

Copy forwarded to all DPMs for information and necessary action.

[Signature]
Mission Director,
NHM, Odisha

Guidance Note on Management of Rest Shed for Patient Attendants

Sl No	Particulars	Description
1	Component	HSS
2	Name of Activity	Management of Rest Shed for Patient Attendants
3	Nature of Proposal: New proposal/Innovation	New proposal
4	Justification/ Rationale	<p>Background: The Government of Odisha, over the period of years, with the vision of achieving Universal Health Coverage (UHC) for its population, is making continuous efforts for enhancement of investment for Health System Strengthening. In recent years, the Govt of Odisha focused on strengthening the primary healthcare system, resulting in increase of footfall in the Primary Healthcare system and hence it is expected that more and more acute and chronic health conditions will be diagnosed and referred to the Secondary level health facilities for advanced treatment and care, which may require hospitalization (IPD Care).</p> <p>Under the State specific scheme "Ama Hospital" Initiatives, all Health Care Facilities (PHC, UPHC, CHC, UCHC, SDH, DHH) will be strengthened and transformed to State-of-the-art facilities for better patient care and service experience. The major components of focus under "Ama Hospital" initiatives are, refurbishing of Physical Health Infrastructure, Strengthening Basic Patient Amenities, Improving Service Delivery and Quality Certification of the Public Health Facilities.</p> <p>Under the "Ama Hospital" initiative, "Rest Shed" have been established for the night stay of the attendants accompanying patients for indoor services at DHHs & SDHs. The "Rest Shed at DHH are equipped with 100-120 beds and the "Rest Shed" of SDH are of 30-50 bedded. This will not only improve the experience of the common man on public health facilities but also decrease the OOP(Out of Pocket) Expenditure occurring due to Hotel/Lodge stay of patient attendants.</p> <p>Proposed initiative: Since the Govt. of Odisha have taken the initiative of improving the experience of hospital stay of patient attendants by establishing "Rest Shed" from the State Budget, the management support for the "Rest Shed" is proposed under NHM PIP 2024-26.</p>

Sl No	Particulars	Description
5	Implementation modalities	<p data-bbox="641 420 998 451"><u>Modalities of implementation:</u></p> <ul style="list-style-type: none"> <li data-bbox="690 493 1421 577">• The management of Rest Shed for Patient Attendants shall be done through outsourced mode. <li data-bbox="690 577 1421 661">• The first priority will be given to the Women SHGs(Self Help Groups) for managing the Rest Shed for Patient Attendants <li data-bbox="690 661 1421 745">• If suitable SHG is not found, then it will be outsourced to other agencies on case-to-case basis. <li data-bbox="690 745 1421 850">• The following guideline will be followed for Selection of Women SHGs to manage the Rest Shed for Patient Attendants. <ul style="list-style-type: none"> <li data-bbox="690 850 1421 997">○ The selection of SHGs for management of Attendant "Rest Shed" will be done by the Block and District level selection committee as per guidance issued vide Order No-30953 dated 18.11.2021 of Government of Odisha. <li data-bbox="690 997 1421 1081">○ The CDM&PHO will send a letter of request in this regard to the Chairperson, District Level Committee (PD-DRDA) <li data-bbox="690 1081 1421 1228">○ Based on the requirement, the District Mission Shakti wing will invite Expression of interest from the suitable Women SHGs in the prescribed format as mentioned in the above guideline. <li data-bbox="690 1228 1421 1543">○ The Women SHG applying for this activity must have <ol style="list-style-type: none"> <li data-bbox="820 1270 1096 1312">1. A Joint Bank Account <li data-bbox="820 1312 1339 1354">2. Having regular Saving and credit activities <li data-bbox="820 1354 1421 1438">3. Having regular SHG meeting and updated meeting proceeding register <li data-bbox="820 1438 1307 1480">4. Updated Cash Book of the Women SHG <li data-bbox="820 1480 1421 1543">5. The Women SHG must not a defaulter in repayment of Loan from Bank <li data-bbox="690 1543 1421 1648">○ The Women Group having earlier experience in health Programmes especially management of similar facility level activities shall be given preference. <li data-bbox="690 1648 1421 1732">○ The decision of the District level Selection committee under the chairperson of the PD-DRDA shall be taken as final. <li data-bbox="690 1732 1421 1967">○ Based on the recommendation of the District level selection committee, the CDM&PHO will issue the work order to the selected Women SHGs for undertaking the management of Rest Shed for Patient Attendants and the copy of the same to be circulated to the respective DHH/ SDH for necessary action.

Sl No	Particulars	Description
		<ul style="list-style-type: none"> o On monthly basis, the Women SHG will submit bills and payment to be made to the SHG through the Bank account. o The hiring manpower by Women SHGs shall be governed as per labour law. o District shall write to the State for guideline if suitable SHGs are not found to manage the activity in the district.
6	Scope of Implementation (Area of coverage)	All 30 districts (DHHs & SDHs)
7	Expected deliverables	<ol style="list-style-type: none"> 1. Better experience of stay in hospital by a common man (Attendant of a patient). 2. Reduced Out Of Pocket (OOP) expenditure due to Hotel/Lodge stay. 3. Contributing for "Ease of living" of the beneficiary coming to Govt Hospital. 4. Increased footfall in government run tertiary care hospitals 5. Improved bonding and trust with the Govt Health System.
8	Time Line	The Rest Shed for Patient Attendants shall be operational by Sept,2024.
9	Approved Budget	<p>Total Budget Requirement</p> <ul style="list-style-type: none"> • Per DHH per Annum: Rs.14.73 lakhs • Per SDH per Annum: Rs. 8.46 Lakhs <p>Approved under FMR HSS-7, SI No. 183.7 of NHM PIP 2024-26</p> <p>Detail at Annexure -1</p>

Budget Requirement for Management of Rest Shed for Patient Attendants

1. For DHH					
Sl No	Particulars	Category	No. Of Positions	Remuneration PM	Total Per Annum (Rs. In lakhs)
1	Rest Shed Manager Educational Qualification: Minimum 12 th Pass	Skilled	1	22800*	2.73
2	Caretaker (Shift-2:1:1) Educational Qualification: Minimum 10 th Pass	Semi Skilled	4	20700*	9.93
3	Sweeper to be mobilized from Existing Pool of HR under Nirmal Scheme		1		0
4	Contingency, Consumables & House Keeping for Managing Rest Sheds	Lump sum Per Month	1	6000	0.72
5	Management cost to the Organisation (if out sourced)	10% of the project cost	1	134000	1.34
Total Budget requirement per DHH					14.73
Total Budget requirement for 32 DHHs					471.40

2. For SDH					
Sl No	Particulars	Category	No. Of Positions	Remuneration PM	Total Per Annum (Rs. In lakhs)
2	Caretaker (Shift-1:1:1) Educational Qualification: Minimum 10 th Pass	Semi Skilled	3	20700*	7.45
3	Sweeper to be mobilized from Existing Pool of HR under Nirmal Scheme		1		0
4	Contingency, Consumables & House Keeping for Managing Rest Sheds	Lump sum Per Month	1	2000	0.24
5	Management cost to the Organisation (if out sourced)	10% of the project cost	1	76900	0.77
Total Budget requirement per SDH					8.46
Total Budget requirement for 32 SDHs					270.75

Total Budget Requirement per year (Rs. In lakhs)	742.15
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NB: 1. No fund proposed for CHCs & PHCs

3. * Wage calculation is made as per resolution 2348/ESI dated 14th Mar 2024 of Labor & ESI Deptt. Govt. of Odisha

Guidance Note on Management of Help Desk at DHHs & SDHs

1. Background

Hospitals are critical places at the best of times and more so for disadvantaged groups due to lack of awareness and sometimes for presence of un-scrupulous elements. So the Govt. of Odisha has planned to set up "Citizens Help desk" at all major hospitals in the State which shall look after the special needs of these disadvantaged groups, and provides individual attention and personalized services. It will also empower the public with information and guidance for exercising their rights & duties. All services rendered by the Help Desk will be given free of Cost to the public.

2. Objectives of Citizens Help Desk

- To facilitate patients and their relatives in getting due services & entitlements.
- To provide escort/attendant support to orphan patients/patients admitted without family support.
- To create awareness amongst patients about their rights and responsibilities during their stay at the hospital
- To conduct patient satisfaction study and submit monthly reports.
- To support in management of local grievance redressal especially by periodic collection and recording of grievances and disseminating it to appropriate authority.
- To manage IEC/Demonstration corners at Hospitals under the supervision of Hospital Authorities.
- To coordinate with 102/108 services for smooth admission at appropriate wing.
- To register and facilitate provisioning of desired services to the referral cases especially BSKY/OSTF/RBSK etc.
- Facilitate pre booking of beds for High risk women
- To improve coverage of beneficiaries under different insurance schemes.

3. Coverage (No. of Facilities where Help Desk is proposed)

Category	Total
DHH FRU	32
SDH FRU	32
Total	64

4. Working Schedule: It will offer seamless, end-to-end facilitation services and 24X7 assistance, round the year.

5. Infrastructure for Citizen Help Desk

- a) Establishment of "May I help You Desk": The Help desk shall be established at strategic location near the OPD for easy accessibility of patients in need.
- b) Furniture/Fixtures: The following furniture would be provided at Help Desk for its smooth operation
 - Help desk cubicle with chair and arrangement to keep a computer.
 - Telephone/ Help Line.
 - Computer/ Desktop
 - Cupboard for storage
 - IEC Corner: An audio visual Aid (Electronic) with health related messages will be supplied to the help desk corner and it would be the responsibility of the agency to ensure its effective use during hospital hours.

- Suggestion Box for fixing at strategic locations
- Hospital maps & other sinages

6. **Implementation Modality:** The scheme will run under the Partnership model. The competent SHGs shall be engaged on priority for the said task as per the guidelines issued vide Order No-30953 dated 18.11.2021 of Government of Odisha. If any agency (Other than SHG) is already in contract for management of Help Desk then it may continue till the end of contract.

7. **HR for the Help Desk:** The agency shall provide necessary HR for management of help desk. The Help desk will have the following 2 categories of the staff.

- Help Desk Manager
- Help Desk Volunteers

SI No.	Level of facility	Proposed HR		
		Help Desk Manager	Total	Lady Volunteer(Min)
1	SDH	1	4	1
2	DHH	1	6	2

The required HR for management of Help Desk shall be taken from the selected SHG or selected SHG may hire required HR from Market and engage.

Help Desk Manager:

- Qualification : Minimum +2 Pass
- Age : <= 45 yrs
- Gender : Male / Female

Help Desk Volunteer

- Qualification : Min. 10th Pass
- Age : <= 40 yrs
- Gender : Male / Female

8. Budget for Management of Help Desk (FMR HSS-7, SI No. 178.1.4) of NHM PIP 2024-26

Budget Estimates for establishment of Help Desks at DHH & SDH level						
SI No.	Activity/Item	Unit No.	Unit Cost	Budget Estimates (Rs. In Lakhs)		Remarks
				SDH	DHH	
Recurring						
1	Remuneration of Help Desk Manager @ Rs.22800 per month (including ESI, EPF & other statutory dues)					Revised as per L.No. 2348/LESI dtd. 14-3-24 of L&ESI Deptt
1.1	DHH (1 per Institution)	1	22800	0.00	2.73	
1.2	SDH (1 per Institution)	1	22800	2.73	0.00	
2	Hiring of Help Desk Volunteers @ Rs. 20700 per Volunteer per month (including ESI, EPF & other statutory dues)					Revised as per L.No. 2348/LESI dtd. 14-3-24 of L&ESI Deptt
2.1	DHH (6 per Institution)	6	20700	0.00	14.90	
2.2	SDH (4 per Institution)	4	20700	9.93	0.00	
3	Stationary, Contingency & Dress allowances					
3.1	DHH	1	29000	0.00	0.29	
3.2	SDH	1	18000	0.18	0.00	
4	Management cost to the Organisation/ Agency			1.28	1.79	10% of the project cost
	Budget Requirement (per Institution)			14.12	19.71	
	Total Budget Requirement Per year			Rs. 14.12 Lakhs x 32 = Rs.451.84 Lakhs	Rs. 19.71 Lakhs x 32 = Rs. 630.72 Lakhs	

Total Per Annum: Rs. 1082.56 lakhs

Annexure-1

Wage Rate Calculation

(Revised as per L.No. 2348/LESI dated 14th Mar 2024 of Labor & ESI Deptt.)

Class of Employment	Minimum daily wage (in Rs)	Remuneration for 30 days (in Rs)	EPF (Employer's share 12%)	ESI (Employer's Share 4.75%)	Service Charges (May Vary Agency to Agency)	Total per Person/ Per month (Excluding GST)	GST @18%	Total Amount (in Rs.)	Say
Skilled	550	16500	1980	784	1	19265	3468	22733	2280 0
Semi Skilled	500	15000	1800	713	1	17514	3153	20667	2070 0

GOVERNMENT OF ODISHA



No. 30953 / ,
HFW-COOD-MIS-0010-2017

Dt. 18.11.2021

From

Smt. Sujata R. Karthikeyan, IAS
Commissioner-cum-Secretary,
Department of Mission Shakti

Shri Raj Kumar Sharma, IAS
Additional Chief Secretary to Govt,
H & FW Department

To

All Collectors

Madam/ Sir,

Self-Help Groups under Mission Shakti today undertake a wide range of economic activities and generate substantial incomes, enabling financial stability and empowerment of lakhs of women in the State. The health sector holds tremendous prospects for SHGs to take up micro enterprise activities including providing support services and ancillary services in public health facilities.

As per the Cabinet decision to make provisioning of Government services & procurement of goods worth Rs.5000 Crore through Mission Shakti SHGs in five years, the Health & Family Welfare Department has collaborated with Mission Shakti to provide livelihood opportunity to SHGs in different health sector activities. Accordingly, various ongoing health sector activities have been identified for SHGs by the Health & Family Welfare Department in coordination with the Mission Shakti Department, which aims to cover at least 8,000 SHGs over the next 3 years.

The activities which have been identified by the Health & Family Welfare Department for preferable implementation through SHGs during the FY 2021-22 are detailed at **Annexure-I**. Number of SHGs targeted against each activity is the minimum number and more number of SHGs can be linked to these activities, basing on feasibility.

Hence, it is of utmost importance that the field functionaries of the Department of Mission Shakti shall identify suitable SHGs for the identified activities and sponsor their list to the district officials of the H & FW Department, so that these projects can be grounded. The following criteria and process may be ensured for selection of SHGs.

A. Allocation of Block wise target:

The Chief District Medical & Public Health Officer (CDM& PHO), in consultation with the PD, DRDA and DSWO will allocate the block wise targets under each Health sector activities basing on the number of SHGs and feasibility of implementation of projects in concerned blocks.

B. Process for selection of SHGs:

1. The selection of SHGs will be made for the following activities under Health sector: -
 - a. Housekeeping & Cleanliness Services at Sub-Centre level HWCs.

- b. Observation of selected Health days at village level at SC/PHC level HWCs.
- c. Sample transportation (provision of volunteers) from PHC level HWCs to nearest referral facilities (CHC/SDH/DHH) for diagnostic tests.
- d. Alternative vaccine delivery (provision of volunteers) for transportation of vaccine carrier from ILR points session sites on immunisation day).
- e. Sputum transportation (provision of volunteers) to Designated Microscopic Centres.
- f. Supply of Hospital Diet at bedded hospitals.
- g. Management of Help Desk at DHHs & SDHs.
- h. Supply of masks at the village level out of GKS funds
- i. Supply of sanitary pads at public health facilities for use of MTP and delivery cases out of RKS funds.
- j. Management of Dead Body Carrier (Mahaprayan Vehicle).
- k. Management of Attendant Rest Shed at DHH & SDH level through RKS
- l. Operationalisation of vending Kiosks/ Canteens etc. through RKS
- m. Management of Garden at SDH & below level institutions through RKS

Brief description of activities with expected number of SHGs to be involved and expected outlay per annum is attached at **Annexure-I**.

2. The Block Development Officer and CDPO along with Block Public Health Officer (BPHO)/ Medical Officer (MO)I/C and Block Programme Manager (BPM-NHM) shall give wide publicity and awareness among the SHGs on the various activities & their benefits. Mission Shakti field functionaries will facilitate awareness among the SHGs in coordination with the field functionaries of H & FW Department.
3. Notice for engagement of SHGs under health sector activities shall be invited by the DSWO basing on the block wise target & activity details to be communicated by CDM & PHO. Copy of notice will also be communicated to the CDM & PHO.
4. The Notice shall be published at the offices of the DSWO, CDPOs, BDOs, AWCs and BLF for a period of 15 days. The format for application of SHGs is enclosed herewith as **Annexure II**.
5. Block Level Selection Committee: The Block Level Selection Committee comprising of following officials is formed to examine the received application of SHGs and select the eligible SHGs following the SHG Selection Criteria. The format is annexed as **Annexure III**.
 - i. Block Development Officer (BDO) - Chairperson
 - ii. Child Development Project Officer (CDPO) - Convener
 - iii. Block Public Health Officer (BPHO) /Medical Officer (MO) I/C - Member
 - iv. Block Programme Manager (BPM-NHM) - Member

- v. Block Project Coordinator & Block Project Manager, Mission Shakti – Members

6. Common Criteria for identification and selection of SHGs / SHG Federations:

- i. SHGs for these proposed interventions include SHG Federations.
- ii. SHG must have completed one year from the date of formation.
- iii. SHG should belong to the same block where they propose to take up the activity.
- iv. SHG must have an active Bank account.
- v. SHG must not be a bank loan defaulter.
- vi. SHG must have undertaken regular and systematic book keeping including maintenance of meeting register, cash book, updated pass book among others.

7. The Block Level Selection Committee shall select suitable SHGs as per criteria. An authenticated empanelled list of SHGs shall be prepared by the BLSC. The Convener of the Committee cum CDPO shall share the empanelled list of selected SHGs with the District Level Selection Committee for issue of final list of selected SHGs except for hospital diet . In case of hospital diet all applications with attached documents shall be submitted to the DSWO for scrutiny and placing before the district level committee.

8. District Level Selection Committee: The District Level Selection Committee comprising of following officials is formed to select the eligible SHGs following the SHG Selection Criteria.

- i. PD, DRDA - Chairperson
- ii. District Social Welfare Officer (DSWO) - Convener
- iii. District Public Health Officer (DPHO) - Member
- iv. District Programme Manager (DPM-NHM) - Member
- v. District Project Coordinator & District Project Manager, Mission Shakti – Members

9. The District Level Selection Committee shall nominate the list of SHGs / Federations to the Chief District Medical & Public Health Officer (CDM & PHO) for required approval and engagement subject to submission of the mandatory certificates as applicable. The Work Order shall be issued as per the panel list for all activities including hospital diets.

10. A copy of the finally selected list of SHGs / SHG Federations should also be submitted to the DSWO, PD, DRDA & Collector of the district for information and review of progress.

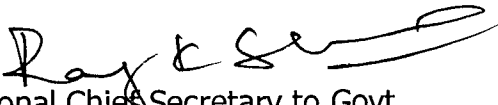
C. Monitoring:

1. After issue of the go-ahead letter, the SHG will take up the activity and other infrastructure as the case may be under direct supervision and guidance of the Block Public Health Officer (BPHO) / Block Programme Manager (BPM-NHM).
2. The Block Public Health Officer (BPHO) / Block Programme Manager (BPM-NHM) will regularly inspect the activities of the SHGs. Payment to SHGs for all activities will be made by respective institutions where SHGs have been assigned the activities except payment towards alternative vaccine delivery and Mahaprayan vehicle. Payment towards alternative vaccine delivery will be made at BPMU level and management cost towards Mahaprayan vehicle will be made at district level. District shall specify detailed payment mechanism in Work Order.
3. As all the identified activities are ongoing schemes, detailed guidelines of each scheme are already available with districts. However, for the identified activities, if eligible SHGs are available, they will be given first preference for award of work. Due care may be taken for selection of SHGs and only in exceptional circumstances, where no suitable SHG is available, then other agencies can be considered for the task. For SHGs, there is a relaxation in eligibility criteria as detailed in **Annexure-1A**. The relevant existing guideline are being modified accordingly.

It is therefore requested that the matter regarding the selection of suitable SHGs, and issue of Work Order to the SHGs, may be periodically reviewed with PD, DRDA, DSWO and Chief District Medical & Public Health Officer (CDM & PHO). A monthly Report on the activities of the H&FW Department entrusted to SHGs should be submitted to H&FW Department with a copy to Mission Shakti Department by the 7th of every month in the format enclosed at **Annexure-IV**.

Yours faithfully,


Commissioner-cum-Secretary to Govt.,
Department of Mission Shakti


Additional Chief Secretary to Govt.,
Health & FW Department

Annexure: I

Name of the selected activities of Health & Family Welfare Department for participation of SHGs

Department Name: **Health & Family Welfare**

Sl.No	Name of the Scheme	Description	Maximum No. of Units	Unit Cost (In Rs.)	FY 2021-22 (for 4 months)			FY 2022-23			FY 2023-24		
					Minimum No. of units to be managed by SHGs	No. of SHGs involved	Financial Outlay (Rs. in Cr)	Minimum No. of units to be managed by SHGs	No. of SHGs to be involved	Financial Outlay (Rs. in Cr)	Minimum No. of units to be managed by SHGs	No. of SHGs to be involved	Financial Outlay (Rs. in Cr)
1	Housekeeping & Cleanliness Services at Sub-Centre level HWCs	Provision of 1 part time manpower per SC HWC @ Rs. 2000/PM (1 HWC per SHG)	5400 SC-HWC	2000	1000	1000	0.80	1000	1000	2.40	1500	1500	3.60
2	Observation of selected Health days at village level of SC/PHC level HWCs	5 events out of 24 health days observed at the village level of 5400 SC HWCs and 1288 PHC-HWCs @ Rs. 800/- per health days (5 event per SHG per year)	160512 health days	800	5000	1000	0.40	6000	1200	0.48	7500	1500	0.60
3	Sample transportation from PHC HWCs to nearest referral facilities (CHC/SDH/DHH) for diagnostic tests	Periodicity of sample transportation - Minimum twice in a week @Rs. 50/- per sample and at least 8 sample per day (1 HWC per SHG)	1378 PHC level HWCs	50	100	100	0.13	120	120	0.50	300	300	1.25
4	Alternative vaccine delivery (provision of volunteers for transportation of vaccine carrier from ILR points to session sites on immunisation day)	Normal areas – 265742 per year @ Rs. 90/- per sessions (8 sessions per SHG per month)	265742 sessions	90	20000	625	0.18	60000	625	0.54	60000	625	0.54
		Hard to reach – 69932 session per year @ Rs. 200/-per session (2 sessions per SHG per month)	69932 sessions	200	4000	500	0.08	12000	500	0.24	19200	800	0.38
		Very hard to reach area- 13986 sessions per year @ Rs. 450/- per session (1 sessions per SHG per month)	13986 sessions	450	600	150	0.03	1800	150	0.08	3000	250	0.14
5	Sputum transportation to Designated Microscopic Centres	Sputum collection and transportation from Non DMC PHIs to DMC or DTC/ DMC/ Collection Centre to Molecular Lab (CBNAAT)/Culture &DST lab by nonsalaried Community Volunteer within the district @ Rs. 400/- per sample or as per actual (4 samples per SHG in a month)	250000 sputum sample	400	12800	800	0.51	38400	800	1.54	48000	1000	1.92

6	Supply of Hospital Diet	Provision of diet for patients at DHHs and below level public health facilities in the State @ Rs. 85/- for general / liquid diet , Rs. 95 /- for high protine diet / Rs. 75/- for padiatric / dry diet per day. For calculation of pateints diets, average cost of Rs. 85/- has been taken per patients per day and average length of stay is taken as 3 days per patient.	72,00,000 patients diets (24,00,000 Patients)	85	200000	100	1.70	600000	112	6.00	780000	130	7.80
7	Management of Help Desk at DHH & SDH level institutions	SDH level – 6 Volunteers & 1 Help Desk Manager @ Rs. 4.98 lakhs per year.	32 SDHs	498000	4	4	0.05	6	6	0.30	10	10	0.50
		DHH Level - 10 Volunteers & 1 Help Desk Manager @ Rs. 7.49 lakhs per year	32 DHHs	749000	4	4	0.07	6	4	0.45	8	8	0.60
8	Supply of masks at the village level out of GKS funds	Mask can be purchased out of Gaon Kalyan Samiti Fund for distribution among villagers as per need @ Rs. 1000/- per GKS per year	46,064 GKSs	1,000	10000	20	1.00	8000	20	0.80	5000	20	0.50
9	Supply of sanitary pads at public health facilities for use of MTP and delivery cases out of RKS Funds	Sanitary pads can be purchased by respective Hospitals for use of delivery & MTP cases out of RKS fund (36 pieces per cases) @ Rs. 8 /- per piece	5,00,000 cases	8	20000	8	0.02	35000	14	1.01	50000	20	1.44
10	Management of Dead Body Carrier (Mahaprayan Vehicle)	Entire management by SHGs. Epxpected income to SHG @ Rs. 7500/- per vehicle per month.	104 vehicles	7500	6	6	0.02	10	10	0.09	10	10	0.09
11	Management of Attendant Rest Shed at DHH & SDH level through RKS	Management of Attendant Rest Shed at DHH & SDH level. Expected income to SHG @ Rs. 5,000/- per month per Attendant Rest Shed	64 Attendant Rest-sheds	5000	8	8	0.016	8	8	0.05	12	12	0.07
12	Operationalisation of vending Kiosks/ Canteens etc. thourgh RKS	Operationalisation of vending Kiosks/ Canteens etc. Expected income to SHG @ Rs. 5,000/- per month per vending kiosk /canteen	32 DHHs.	5000	4	4	0.01	6	6	0.04	8	8	0.05
13	Management of Garden at SDH & Below level though RKS.	Part time Manpower for Management of Garden at SDH & Below. Expected income to SHG @ Rs. 5,000/- per month per management of garden	416 Public Health Facilities	5000	150	150	0.30	150	150	0.90	175	175	1.05
Total						4479	5.31		4725	15.41		6368	20.52

Annexure: I.A

Specific Eligibility Criteria for SHGs:

Sl. No	Name of the Activities	Eligibility criteria for other than SHG	Eligibility criteria for SHGs
1	Housekeeping & Cleanliness Services at Sub-Centre level HWCs	<p>SC-HWC has to initiate process for engagement of individual/ organization through transparent selection procedure for housekeeping selection through following ways:</p> <ul style="list-style-type: none"> ● Sensitize ASHAs in sector meeting regarding scope of housekeeping services at SC-HWC & selection process. ● ASHA has to collect application from interested individuals / organization for the task. ● Due processing of the application will be done at SC level in presence of JAS / GKS of SC head quarter. ● Factor like distance of proposed service providers / individual from SC-HWC, willingness to work, similar work experience, good conduct etc. has to be taken into consideration while selecting individual/ organization for the task. 	<ul style="list-style-type: none"> ● SHGs may be selected by the block level selection committee constituted for selection of SHGs for engagement under health sector activities.
2	Observation of selected Health days at village level at SC/PHC level HWCs.	<ul style="list-style-type: none"> ● Implemented directly by respective public health facilities 	<ul style="list-style-type: none"> ● SHGs may be selected by the block level selection committee constituted for selection of SHGs for engagement under health sector activities.
3	Sample transportation from PHC HWCs to nearest referral facilities (CHC/ SDH/ DHH) for diagnostic tests.	<ul style="list-style-type: none"> ● Implemented by the respective facilities through providing incentives to existing staff or mobilizing volunteers. 	<ul style="list-style-type: none"> ● SHGs may be selected by the block level selection committee constituted for selection of SHGs for engagement under health sector activities.
4	Alternative vaccine delivery (provision of volunteers for transportation of vaccine carrier from ILR points to session sites on immunisation day).	<ul style="list-style-type: none"> ● Mobilization of local volunteers NGOs/SHGs having own transport system /transport agencies/local autos/taxi are entrusted task by the Block CHC. 	<ul style="list-style-type: none"> ● SHGs may be selected by the block level selection committee constituted for selection of SHGs for engagement under health sector activities.
5	Sputum transportation to Designated Microscopic Centres.	<ul style="list-style-type: none"> ● Mobilization of local volunteers who are willing and having own transport system are entrusted task by the Block CHC. ● Carriers services 	<ul style="list-style-type: none"> ● SHGs may be selected by the block level selection committee constituted for selection of SHGs for engagement under health sector activities.
6	Supply of hospital diet	<ul style="list-style-type: none"> ● The bidder must be registered in India as a Company / Firm / Society / Trust OR SHG / SHG Federation and must have registration certificate under relevant Act / Rule of the State or Central Government. ● The bidder must have a registered / operating office in Odisha. ● The bidder must have minimum 3 years experience in diet preparation, supply& management of diet services in Government or Pvt. Health Institutions / Other Govt. Institutions. The bidder shall furnish the details of the past performance in the required format (Form T5) supported with the work order / contract copies. ● For DHH / SDH : The bidder applying for 	<ul style="list-style-type: none"> ● Notice shall be invited from SHGs / Federations for Hospital Diet Management with wide publication. <p>1. The Hospital diet management will be assigned to most suitable SHG/Federation nominated by the district level Committee headed by the Collector of the district.</p> <p>2. While nominating the SHGs/Federation, the district level Committee shall give due regard to the fulfilment of eligibility requirement and the suitability &</p>

		<p>DHH / SDH must have minimum average annual turnover of Rs.1 Crore per year during the last three financial years (2016-17, 2017-18, and 2018-19).</p> <ul style="list-style-type: none"> • For CHC: The bidder applying for CHC must have minimum average annual turnover of Rs.50 Lakhs per year during the last three financial years (2016-17, 2017-18, and 2018-19). • The bidder has to furnish the details of their annual turnover certified by a chartered accountant in the required format (Form T4) supported by audited Profit / Loss Statement. • The Bidder must have valid labour registration certificate. 	<p>competency of SHG/Federation.</p> <p>3.. Eligibility requirement should be considered by the District Level Committee while selecting SHGs/Federations:</p> <ul style="list-style-type: none"> • SHG should have been undertaken any economic activity at least for one year. • SHG should have registration certificate under Food Safety Act / obtain the registration certificate before commencing the activity, as per law • Prior experience in food related activity may be preferred. <p>4.The District Level Selection Committee shall decide and prepare the empanelled list of SHGs for District Headquarter Hospital, CHCs and PHCs based on the above criteria or any other criteria that the committee may decide at district level.</p> <p>5. The Committee shall nominate the list of SHGs / Federations to the Chief District Medical & Public Health Officer (CDM & PHO) for required approval and engagement subject to submission of the certificates which are mandatory to run this enterprise.</p> <p>6. The nominated SHG/Federation should adhere to norms relating to quality hygiene, rate and supervision in preparation of diet as per the guidelines of the hospital diet vide Notification No 5056 /H dtd 22.2.2021.</p> <p>7.In case suitable SHGs are not available, open tender may be invited by the CDM & PHO with prior written approval of the Collector and under intimation to Government.</p> <p>8.The relevant portions of the existing diet guideline shall be modified to the extent to facilitate engagement of more SHGs in the process.</p> <p>9.Tagging of more SHGs / Federations may also be considered by the Committee basing on the hospital wise number of patients and diet management.</p>
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7	Management of Help Desk at DHH & SDH level institutions	<ul style="list-style-type: none"> Should be registered in India as a Company, Firm, Society or a Trust Consortium is not allowed. Should not be blacklisted by any Government entity in India within the last three years Should have an average Annual Turnover of Rs. 20 Lakhs or more during the last three financial years Should have successfully implemented at least one project in the areas of call centre / helpdesk operation / BPO Services / Data Processing Services in last three years in Odisha. 	<ul style="list-style-type: none"> Willing and capable SHGs should be selected by the block level selection committee constituted for selection of SHGs for engagement under health sector activities .
8	Supply of masks at the village level out of GKS funds	<ul style="list-style-type: none"> Direct purchased by GKS from open market 	<ul style="list-style-type: none"> SHGs producing Masks may be selected by the block level selection committee constituted for selection of SHGs for engagement under health sector activities.
9	Supply of sanitary Pads at public health facilities for use of MTP and delivery cases out of RKS funds.	<ul style="list-style-type: none"> Supplied by OSMCL 	<ul style="list-style-type: none"> SHGs producing Sanitary Pads may be selected by the block level selection committee constituted for selection of SHGs for engagement under health sector activities.
10	Management of dead Body Carrier (Mahaprayan Vehicle)	<p>a) Model I: Government Mahaprayan Vehicles or any other Government Vehicles provided by the District Administration.</p> <ul style="list-style-type: none"> Open tender process: Lowest monthly fixed cost quoted by the bidder is selected as the service providers and price is inclusive of engagement of driver, maintenance and overheads, however fuel cost shall be paid as per actual KM travelled in month. <p>b) Model II: DBC vehicles to be provided by the Service Provider.</p> <ul style="list-style-type: none"> Open tender process: Lowest per KM price quoted by the bidder is selected as the service providers and price is inclusive of provision of vehicle with driver, fuel cost, overhead etc. 	<ul style="list-style-type: none"> To operate the scheme in an assured & reliable mode, the avenues for operating the DBCs through local SHGs / SHG Federations shall be explored first. The DBCs can be operated by SHGs / SHG Federations by using Government Mahaprayan Vehicles or any other Government Vehicles provided by the District Administration One or more SHGs / SHG Federations, as decided by the District Mahaprayan Committee, may be empanelled for providing DBC service in the district. The District Mahaprayan Committee shall finalize the Fixed Cost and the Variable Cost (Mileage of the Vehicles) within the maximum ceiling cost fixed by the GA & PG Department. The selection of SHGs / SHG Federations shall be made through a process to be defined by Mission Shakti, W & CD Department.
11	Management of Attendant Rest Shed at DHH & SDH level through RKS	<ul style="list-style-type: none"> Managed by respective RKS 	<ul style="list-style-type: none"> SHGs may be selected by the block level selection committee constituted for selection of SHGs for engagement under health sector activities.
12	Operationalisation of vending Kiosks/ Canteens etc. through RKS	<ul style="list-style-type: none"> Managed by respective RKS 	<ul style="list-style-type: none"> SHGs may be selected by the block level selection committee constituted for selection of SHGs for engagement under health sector activities.
13	Management of Garden at SDH & below level institutions through RKS	<ul style="list-style-type: none"> Managed by respective RKS 	<ul style="list-style-type: none"> SHGs may be selected by the block level selection committee constituted for selection of SHGs for engagement under health sector activities.

Annexure II
Office of the DSWO

Notice (indicative) for the activity '.....' Under H & FW Department

No: _____

Date: _____

Notice for the interested SHGs / SHG Federations having willingness and aptitude for the activity titled..... is invited to submit their application before the concerned CDPO in the mentioned below format within 15 (fifteen) days of this notice i.e. by _____ towards '.....' activity. SHGs should be from the same block where they propose to take up the activity.

Signature of the DSWO

Date:

Enclosure: SHG Selection Criteria and scheme guidelines

Format

Notice for the taking up the activity _____

1. Name of the SHG: _____
2. SHG Address: Village _____ Post Office _____
GP _____ Block _____,
District _____ PIN _____
ICDS Project _____
3. Year of Formation: _____
4. Present livelihood activities undertaking: _____
5. Name of village where the activity will be taken up: _____
6. Whether the SHG _____(Yes/ No):
If Yes, please mention the details:
7. Whether the SHG has _____(Yes/ No):
8. Bank and Branch Name: _____
9. Funds available in the Savings Bank Account: _____
 - (a) Regular Saving (Yes/ No)
 - (b) Amount of savings (in Rs.):
 - (c) Whether Loan taken (Yes/No), if yes, mention the number of times loan availed
 - (d) Mode of loan repayment (Regular/irregular):
 - (e) Meeting Register maintained (Yes/No):
 - (f) Cash Book maintained (Yes/No):
10. In case of supply of hospital diet activity - If SHG is registered under Food Safety Act, copy of the said certificate to be enclosed. Moreover, Prior experience in food service management to be indicated.
11. Details of tailoring unit/ Sanitary napkin making unit & experience shall be mentioned for supply of masks and sanitary napkins.
13. Contact No: _____
14. Resolution of the SHG to take up the activity is enclosed (Yes / No):

Name &Signature of the Authorised Person of the SHG
Date:

Acknowledgement

Received the application from _____ SHG, Village _____, on date
_____ for the activity '.....'.

Signature of the CDPO / Authorised Signatory

Date:

Annexure III

Recommendation of Block Level Selection Committee on SHGs / SHG Federations for the activity titled '.....'

Name of the SHG	Name of Block	Name of GP	Name of Village	Date of formation	Bank Name	Branch Name	Bank Account Number	Amount of savings in Rs.	Weather Loan taken (Yes/No)	Mode of loan repayment (Regular/irregular)	Maintaining meeting Register (Yes/No)	Cash Book maintained (Yes/No)	Whether SHG registered under food safety Act & prior experience in food service management (Y/N)	Whether the SHG involved in tailoring activities (Yes / No)	Whether SHG involved in producing sanitary pads (Y/N)
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

Block Public Health Officer/Medical Officer I/C

Block Program Manager (BPM-NHM)

Block Project Coordinator, MS

Block Project Manager, MS

Child Development Project Officer

Block Development Officer

Annexure IV

Monthly Progress Report of SHGs Engagement in Health Sectors Activities

Name of the District/ Corporation City :

Reporting Month :

Sl. No	Name of the Activities	Indicators	Physical Achievements (In Nos.)		Financial Achievements (Amount of funds paid to SHGs in Rs.)	
			During the month	Cumulative	During the month	Cumulative
1	Housekeeping & Cleanliness Services at Sub-Centre level HWCs	Number of SHGs engaged for Housekeeping & Cleanliness Services at Sub-Centre level HWCs				
2	Observation of selected Health days at village level of SC/PHC level HWCs	Number of SHGs engaged for organization of health days at village level of SC/PHC level HWCs				
		Number of health days organized by SHGs at village level of SC/PHC level HWCs				
3	Sample transportation from PHC HWCs to nearest referral facilities (CHC/SDH/DHH) for diagnostic tests	Number of SHGs engaged for sample transportation from PHC HWCs to nearest referral facilities (CHC/SDH/DHH) for diagnostic tests				
		Number of samples transported by SHGs from PHC HWCs to nearest referral facilities (CHC/SDH/DHH) for diagnostic tests				
4	Alternative vaccine delivery (provision of volunteers for transportation of vaccine carrier from ILR points to session sites on immunisation day)	Number of SHGs engaged for providing volunteers for AVD				
		Number of Immunization sessions held with AVDs provided by SHGs in normal areas				
		Number of Immunization sessions held with AVDs provided by SHGs in hard to reach areas				
		Number of Immunization sessions held with AVDs provided by SHGs in very hard to reach areas				
5	Sputum transportation to Designated Microscopic Centres	Number of SHGs engaged for Sputum transportation to Designated Microscopic Centres				
		Number of sputum transported by SHGs to Designated Microscopic Centres				
6	Supply of Hospital Diet	Number of SHGs engaged for supply of hospital diets				
		Number of patient diets supplied				

Sl. No	Name of the Activities	Indicators	Physical Achievements (In Nos.)		Financial Achievements (Amount of funds paid to SHGs in Rs.)	
			During the month	Cumulative	During the month	Cumulative
7	Management of Help Desk at DHH & SDH level institutions	Number of SHGs engaged for management of Help Desk at SDH level				
		Number of SHGs engaged for management of Help Desk at DHH level				
8	Supply of masks at the village level out of GKS funds	Number of SHGs engaged for supply of masks at the village level out of GKS funds				
		Number of masks supplied by SHGs at the village level out of GKS funds				
9	Supply of sanitary pads at public health facilities for use of MTP and delivery cases out of RKS Funds	Number of SHGs engaged for supply of sanitary pads at public health facilities for use of MTP and delivery cases out of RKS Funds				
		Number of SHGs engaged for supply of sanitary pads at public health facilities for use of MTP and delivery cases out of RKS Funds				
10	Management of Dead Body Carrier (Mahaprayan Vehicle)	No. of SHGs engaged for management of Dead Body Carrier (Mahaprayan Vehicle)				
11	Management of Attendant Rest Shed at DHH & SDH level through RKS	Number of SHGs engaged for management of Attendant Rest Shed at DHH & SDH level through RKS				
12	Operationalisation of vending Kiosks/ Canteens etc. through RKS	Number of SHGs engaged for operationalisation of vending Kiosks/ Canteens etc. through RKS				
13	Management of Garden at SDH & Below level through RKS.	Number of SHGs engaged for management of Garden at SDH & Below level through RKS.				
Total Number of SHGs engaged						
Total Amount Paid to SHGs						

Signature of DSWO

Signature of CDM&PHO-cum-DMD