

PART- II
Management of Urban HWC under PPP

1. Introduction

The concerned District/ City to take a decision regarding number of Urban HWC to be managed under PPP. In this context, the district/city to adhere the norms mentioned in the operational guidelines for management of the UHWC. The concerned ULB (Municipal Corporation/ Municipality/ NAC) may issue advertisement for partnering with the Private agency/NGO as per the RFP. The advertisement may be issued in two English and two Odia dailies. The selected agency agrees to undertake/implement all National/States Health Programmes/ Health interventions/activities including outreach activities mandated as per the guidelines.

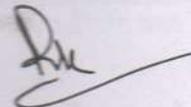
2. Duration of the Project

The duration of the contract will be initially for **One year**. However, the contract may be extended further up to a maximum period of four years (renewal on bi-annual basis) subject to the fund provision approved under XV-FC/PM-ABHIM grant and satisfactory performance of the selected bidder in UHWC operation and management.

Selection process of the agency

3. Eligible criteria for making partnership of this project

1. It must be registered under Society Registration Act/Indian Trust Act/Company Act/Clinical Establishment Act
 - (a) If it is a NGO registered under Society Registration Act [In case of other than home district (tender inviting authority), they must have Society Registration before the Registrar of Society cum IGR of respective State to work beyond one district], it must have the provision of health services, health care, primary healthcare, and any other health related services in its memorandum of association.
 - (b) If it is a Trust, it is to be supported with the relevant trust deed to provide health services, health care, primary health care or any other health related services.
 - (c) In case of company, it must be in Section 8 of Companies under the companies Act 2013 (erstwhile Sector 25 Companies under Companies Act 1956) with provision of healthcare as one of the businesses in the memorandum of association.
2. One person Firm is not eligible to apply.
3. To be eligible to apply, the bidder must be in existence for at least 5 years as on 31st March 2021. Organizations established/registered after 1st April 2016 are not eligible to apply.
4. The bidder must have minimum 5 years of experience in Health Programmes/ running Hospitals/ Social Development Sectors with Govt. / Private sector/ Own funding as on 31st March 2021.
5. The bidder in case of NGO/Trust must have Unique ID Number through the portal NGO-DARPAN of NITI Aayog.



6. The bidder should have an annual turnover of at least Rs 100 lakhs per each year in the last three financial year i.e 2018-19, 2019-20 & 2020-21.
7. The bidder in case of NGO/Trust should have been registered under 12-A of Income Tax exemption.
8. The bidder must not have been "blacklisted"/ "debarred" from participating in any tendering process by any State Govt./Central Govt. Institutions. An original affidavit in a stamp paper to this effect is to be submitted.
9. The bidder or any of its office bearers must not have been convicted/case pending against them by any court of law in India or Abroad for any civil/criminal offences. An original affidavit in a stamp paper to this effect is to be submitted.
10. In case the services of any bidder have been discontinued on the basis of the conduct of any financial irregularities, the said bidder shall not be allowed to apply. An original affidavit in a stamp paper to this effect is to be submitted.
11. The bidder must submit an undertaking for the willingness to sign the service level agreement towards the implementation of the project.
12. The bidder must submit a declaration that (i) it has not undertaken more than 10 Urban HWC (UHWC) projects in the State of Odisha and also not undertaken more than 5 UHWC projects in the District (ii) if selected shall not implement/undertake more than 10 projects in the State and not more than 5 projects in the applied districts with the XV-FC Grant/ PM-ABHIM Grant.
13. The bidder must submit original affidavit that any project of the bidder has not been terminated/ discontinued on the basis of the conduct of any financial irregularities in past.
14. The bidder or his/her authorized person has to sign all pages of the documents and all the mandatory documents.
15. EMD has to be submitted along with the application.

4. Selection Process

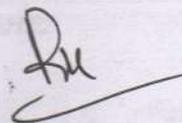
- (a) After receipts of the application with required documents and EMD, the Desk Appraisal Committee at ULB (*Municipal Corporation/ Municipality/ NAC*) level will conduct screening process of the proposals received within the due date. The Committee will verify whether copies of all the required documents as per the advertisement have been submitted along with each proposal. If at all, any deficiency in document submission pertaining to the eligibility criteria is found out in any of the proposal, the same proposal shall be rejected.
- (b) The Desk Appraisal Committee to be constituted at the level of respective ULB (*Municipal Corporation/ Municipality/ NAC*) level. The Desk appraisal committee of the ULBs are ;
 - i. **The members of Desk Appraisal committee of Corporation city – ULB are :**
 1. Nominated officer by Municipal Commissioner(Not below rank of Dy Commissioner)- Chairperson
 2. ADUPHO
 3. City Health Officer of Corporation city

4. Representative of CDM & PHO
5. Accounts officer of the ULB (to be nominated by Commissioner)
6. CPM-UH –Member Secretary
7. CAM/APM- UH
8. PPP Co-ordinator, NHM of the District
- ii. **The member of Appraisal committee for other ULB town(Municipality/NAC)**
 1. Executive officer of the ULB – Chairperson
 2. District Public Health Officer(DPHO) of the district
 3. Health officer of the ULB
 4. Accounts officer of the ULB (To be nominated by EO)
 5. DPM, NHM – Member Secretary
 6. District Accounts Manager, NHM
 7. APM- UH
 8. PPP Co-ordinator, NHM of the District

- (c) As per the decision of the Desk Appraisal Committee, the shortlisted Agencies shall be finally called to the office of ULB (Municipal Corporation/Municipality/NAC) for necessary verification of their original documents vis-à-vis documents submitted in the application. The Desk Appraisal Committee shall verify the documents. Lateral entry of any documents by the Agency shall not be entertained.
- (d) After verification of the original documents vis-à-vis documents submitted with original application, the Desk Appraisal Committee will **award marks** in the prescribed score sheet. No field appraisal process shall be conducted for selection.
- (e) The merit list will be prepared those have secured **minimum 50%** marks in the score sheet in order to be eligible for merit. In case of more than one agency get equal score, the bidder having **highest total turnover** as per the audited statement shall get preference.
- (f) The entire selection process will be approved in the District level Committee formed for XV-FC. Detailed process shall be recorded in the minutes of the meeting and the agency in top of the merit list shall be recommended and communicated to concerned ULB (Municipal Corporation/Municipality/NAC) for signing of the MoU for operation and management of the UHWC.
- (g) In case the selected agency shall not sign the MOU or not take up the project within the stipulated time, then the award will be offered to next bidder in the merit list for management of the UHWC.

5. **Maximum ceiling limit of Projects:**

A maximum number of 10 UHWC projects can be sanctioned to a particular Agency in the State and maximum 5 UHWC project in a District out of XV-FC/PM- ABHIM grant. In this context, the agency should submit a declaration in the application for the same.

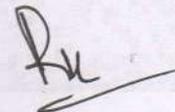


6. Post Selection Procedure:

- i. After approval of the District level Committee, the district will send the list of the selected bidder along with the order of merit list to the concerned ULB (Municipal Corporation/ Municipality/ NAC).
- ii. The concerned ULB(Municipal Corporation/ Municipality/ NAC) shall issue the letter of award to the selected agency for operation and management of Urban Health & Wellness Centre (UHWC).
- iii. Within 30 days of the issue of the letter of award, the selected bidder will be required to inform the concerned ULB(Municipal Corporation/ Municipality/ NAC) in writing of its acceptance of the award and start the services as per the norms, failing which, the award will be offered to next order of merit bidder for management of the UHWC.
- iv. On completion of these formalities, the ULB(Municipal Corporation/ Municipality/ NAC) will inform the selected Agency regarding date of signing of the service level agreement/MoU.
- v. After signing of the MOU, the agency to submit the list of the manpower and security money to the concerned ULB (Municipal Corporation/ Municipality/ NAC).

7. Performance Monitoring and Standard of Services

- The performance of the Agency will be monitored largely on the basis of output based indicators specified in the key deliverables. These indicators and performance standards can be suitably expanded and/ or modified in the interest of better service delivery to the general public.
- The indicators of health service delivery expected from the Agency are of the minimum standard. The Agency would be encouraged to serve as a role model and to provide services at a much higher standard.
- State shall use other mechanisms such as Health Management Information System (HMIS), and external monitoring process to assess performance on key indicators.
- Review meeting will be held and attended by appropriate levels of officials of the Government and from the selected agency to review the performance, the anticipated outcome as per the agreement and future service developments and changes.
- At the State level, NHM/ Health & Family Welfare Department and Housing & Urban Development Department will monitor, review and evaluate the programme. Various inputs/suggestion shall be given for improvement and mid-course correction and address the difficulties faced by the Agency in running of the UHWC.
- The ULB (Municipal Corporation/Municipality/NAC)//District will make assessment of the project in every six months of operation of the project. However, concurrent monitoring shall be conducted by ULB(Municipal Corporation/ Municipality/ NAC)/ District/City officials as when required and submit the report to appropriate authority
- Annual assessment will be conducted by the District & ULB (Municipal Corporation/ Municipality/NAC) to assesses the performance of UFWC by using a standard format



and submit the report/recommendation for continuation /discontinuation of the project based on the performance.

- Evaluation of the project will be conducted by an Independent External Agencies after two years of completion of project period.

8. General terms & conditions

The agency will have to open a separate saving bank account for this grant-in –aid in any Nationalized Bank. The account will be opened in the name of the project, which shall be operated jointly by at least two office bearers authorized for the purpose by the management committee of the Agency.

The agency has to submit the monthly progress report on the functioning UHWC to ULB(Municipal Corporation/Municipality/NAC)/CDM & PHO at district level/ADUPHO at the Corporation city level /NHM, Odisha/Housing & Urban Development Department at State level in the prescribed format.

The amount of grant should be utilized only for the purpose for which it is sanctioned and the unspent balance of the grants shall be refunded/ adjusted after the close of the financial year.

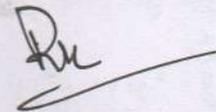
The agency will submit monthly statement of expenditure to the ULB (Municipal Corporation/ Municipality/NAC)/District/City with a copy to NHM/Housing & Urban Development Department. At the end of the project year, the selected bidder shall furnish annual report of the project along with the audited reports.

On evaluation of proposals and decision thereon, the selected bidder shall have to execute a bi-partite agreement with the ULB within 15 days from the date of acceptance of their bid is communicated to them. This Request for Proposal along with documents and information provided by the bidder shall be deemed to be integral part of the agreement. Before execution of the agreement, the bidder shall have to deposit performance security as per norm.

The agency shall commence the service within **30 days** from the date of issue of award of contract. If they fails to commence the service as specified herein, the ULB (Municipal Corporation/Municipality/NAC)/ may, unless it consents to the extension of time thereof may cancel the agreement and forfeit the Performance Security.

9. Withdrawal of partnership

- Either party may terminate this agreement by giving not less than one month notice in writing to the other. This notice shall include reasons as to why the agreement is proposed to be terminated.
- The ULB (Municipal Corporation/Municipality/NAC) may terminate the agreement, or terminate the provision of any part of the Services, by written notice to the Agency with immediate effect if the Agency is in default of any obligation under the agreement, where the default is capable of remedy but the Agency has not remedied the default to the satisfaction of the Government within 30 days of at least two written advice after serving of written notice specifying the default Cine requiring it to be remedied; or



- the default is not capable of remedy; or
- the default is a fundamental breach of the agreement
- If the ULB (Municipal Corporation/Municipality/NAC) terminates the agreement and then makes other arrangements for the provision of the Services, it shall be entitled to recover from the Agency any loss that had to be incurred due to such sudden termination of agreement.
- Both the parties agree that no further payment would be made to the Agency, even if due till settlement of anticipated loss as a result of premature termination of the agreement.
- The ULB (Municipal Corporation/Municipality/NAC) reserves the right to terminate the agreement without assigning any reason if services of the Agency create serious adverse publicity in media and prima facie evidence emerges showing negligence of the Agency.
- At the time of termination, the Agency agrees to hand over all moveable and immovable assets to the authorized representative of the State Government on a mutually agreed date on "as is where is" basis.
- The Agency agrees that no asset will be moved out of the premises or destroyed other than consumables used during the normal course of operation of the facilities, at any time during the period from the effective date to the date of termination without the prior written approval of the State Government.
- The concessionaire agrees that the date of handing over will not be more than 15 calendar days from the date of termination.

10. Redressal of Grievance

The grievance related to the "Operation and Management of UHWC under PPP" is to be redressed at the level of Urban Local Body (Municipal Corporation/Municipality/NAC).

11. Payment

- Grant-in-Aid for the project shall be released to the selected Agency on the basis of budget provision made in the XV-FC/PMABHIM.
- The disbursement/release of funds by ULB (Municipal Corporation/Municipality/NAC)/ to the Agency would be in three installments i.e. 30%, 35% and 35% in advance of total project cost.
- The 1st installment i.e. 30% will be released after signing of the MoU and submission of the performance security. The 2nd installment, i.e. 35% will be released on 4th month after receipt of the utilization certificate for 75% of 1st installment. The 3rd installment i.e. 35% will be released after receipt of the utilization certificate for 75% of 2nd installment on 9th month of annual project period.
- The team based Incentive under HWC to staff shall be released on monthly basis as per the norms.
- The annual budget of the project may be revised time to time on the basis of approval in XV-FC/PM-ABHIM.

12. Submission of Proposal

As per the advertisement, the interested agency to submit the proposal with required documents to concerned ULB (Municipal Corporation/Municipality/NAC) .

13. **Supporting documents to be submitted**

The following supporting documents required to submit during submission of application by the agency in the appropriate locations, failing which the submission may not be accepted.

Sl. No	Particulars
1	Application form
2	Copy of the Registration Certificate of the Agency (Appropriate registration under Society Registration Act/Indian Trust Act/Company Act./Clinical Establishment Act.
3	In case of NGO/ Trust Unique ID under the portal NGO Darpan of NITI Aayog to be submitted
4	Photo copy of the Memorandum of Association / By-Law / Deed of the Agency
5	Contract/MoU/Sanction order/Approval documents pertaining to the Agency work experience where duration of the projects has been mentioned.
6	Annual Financial Statements of last 3 years duly audited by a qualified CA.
7	12A Registration certificate (In case of NGO/ Trust).
8	Photocopy of PAN Card.
9	Photocopy of the Bank Pass Book.
10	An undertaking in the form of original Affidavit on stamp paper that the office bearer of the Agency has not been convicted by any court of law for any criminal offence
11	An undertaking in the form of original Affidavit on stamp paper certifying that Agency is not blacklisted
12	An undertaking that the Agency is willing to sign the service level agreement
13	A declaration regarding not undertaken more than UHWC in the State & 5 UHWC in the district
14	Declaration regarding submission of original copy of annual report and audit report
15	Proposal format
16	An undertaking in the form of original Affidavit on stamp paper that any project of the bidder has not been terminated/discontinued on the basis of the conduct of any financial irregularities in past.
17	List of Mandatory documents

All the documents should be signed by the authorized person of the bidder with seal and all documents must be clearly visible and readable. The bidder must show the same original documents during physical verification of documents before the Desk appraisal Committee. In case the bidder fails to submit any supporting documents during the submission of application, further consideration of the same document shall not be entertained during physical verification of documents.



**APPLICATION FORM
OPERATION & MANAGEMENT OF URBAN HWC UNDER PPP**

Name of the City _____ Name of the District _____

1	Name of the Agency .	
2	Registered Office address with phone, email ID, website. Contact office address with phone, and email ID	
3	Name of the Chief Functionary with Mobile number	
4	a. Date & year of society registration under Society Registration Act / Indian Trust Act/ Company Act/ Clinical establishment Act (Attach copy)	
	b. Act under which registered	
5	Year of 12 A registration (Attach copy)	
6	Bank details (account number and address & attach photocopy)	
7	PAN Number (Attach photocopy)	
8	Memorandum and bye law of the agency (Attach photocopy)	
9	Annual report (attach copy of the annual report (2018-19, 2019-20, 2020-21)	
10	Copy of Unique ID no under the portal NGO Darpan of NITI Aayog (In case of NGO/Trust)	

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11. Financial turn over

Year	Turnover in Lakhs (Rs.)
2018-19	
2019-20	
2020-21	
Total	

(Attached documents)

12. Experience in implementing projects in any social development sector/ Health Programmes/ running Hospitals out of any Government Funding support.

Name of the program	Grant support by	Project duration (from-to)	Operational area	Project cost	Remark

(Attach copy of the Agreement/MoU/Authenticated sanction letter with fund released letter).

The project duration less than one year will not be considered as experience for scoring

13. Experience in implementing projects in any social development sector/Health Programmes/ running hospitals out of any Private Agency Funding support.

Name of the program	Supported by	Project duration (from-to)	Operational area	Project cost	Remark

(Attach copy of the Agreement/MoU/Authenticated sanctioned with fund released letter).

The project duration less than one year will not be considered as experience for scoring)

14. Experience in respective district applied for grant (in any social development sector/Health Programmes/ running Hospitals).

Name of the program	Supported by	Project duration (from-to)	Project cost	Remark

(Attach copy of the Agreement/ MoU/ Authenticated sanction with fund released letter).

The project duration less than one year will not be considered as experience for scoring)

15. Agency having Multi-State experience in implementation of similar kind of projects (Hospital operation/management) out of any Govt. Funding support.

Name of the	Supported by	Project	Operational	Project	Remark

program		duration(from-to)	area	cost	

Attach copy of the Agreement/MoU/Authenticated sanctioned with fund released letter).

The project duration less than one year will not be considered as experience for scoring)

16. **Project proposal for UHWC operation & management** – Attach the detailed proposal.

17. Undertaking of the Agency that; any office bearer on behalf of the organization has not been convicted by any court of law in India or abroad for any criminal offence

18. Affidavit for undertaking certifying that Agency is not blacklisted by any Government (State or Central) Department or Agency in India

19. Willingness and consent letter

20. Declaration regarding more than 10 UHWCs

21. Declaration regarding availability of original annual report and audit report

22. An undertaking in the form of original Affidavit on stamp paper that any project of the Agency has not been terminated/ discontinued on the basis of the conduct of any financial irregularities in past.

23. Any other information:

Declaration:

I hereby certify that, I have read the rules and regulation of the Scheme/Project and the above information furnished is true to the best of my knowledge and belief.

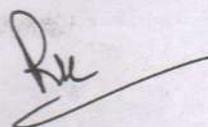
Signature of chief functionary of the Agency with seal

Name of the Chief Functionary_____

N. B: All the pages of the documents attached in the application should be signed by the chief functionary of the agency or his/her authorized person, otherwise the application is liable for rejection.

MONTHLY REPORTING FORMAT OF UHWC

State: Odisha		City/Town:	Name of the UHWC:		
General Information					
Address of UHWC :					
Email/ Phone No :					
Reporting Month :		Slums population covered under UHWC:			
Timing of OPD (UHWC):		No. of AWC under UHWC Area:			
Name of the MO / CHO:		No. of ANMs under UHWC			
Contact No. of MO /CHO:		No. of WKS under UHWC			
No. of Ward Covered with Ward No.		No. of ASHAs under UHWC:			
Total no. of households covered:		No. of MAS under UHWC:			
Population covered:		No. of UHND Session under UHWC:			
No. of slums under UHWC:		No. of FID Session under UHWC:			
Managed under (Dept. /PPP):		If under PPP (Name of the agency):			
1	OPD HWC	No of Patient received services			
A	OPD	Male	Female	Total	
i	Care in pregnancy and child birth			0	
ii	Neonatal and infant Health			0	
iii	Childhood and Adolescent health care services including immunization			0	
iv	Family planning, contraceptive services and other reproductive care services			0	
v	Management of Communicable diseases: National Health Programmes (Tuberculosis, Leprosy, Hepatitis, HIV- AIDS, Malaria, Kala-azar, Filariasis and Other vector borne diseases)			0	
vi	Management of Communicable diseases and General Outpatient care for acute simple illness and minor ailments			0	
vii	Prevention, Screening and Management of Non-Communicable diseases			0	
viii	Care for Common Ophthalmic and ENT problems			0	
ix	Basic oral health care			0	
x	Elderly and palliative health care services			0	
xi	Emergency Medical Services, including for Trauma and Burns			0	
xii	Screening and Basic management of Mental health ailments			0	
	Total (i to xii)	0	0	0	
B	Screen and Referral	Male	Female	Total	
i	No of 30+ year population screened in OPD			0	
ii	No of 0 to 1 year patients referred to higher facilities			0	
iii	No of 60+ year patients referred to higher facilities			0	
iv	Other age group patient referred to higher facilities			0	
	Total Referral (ii+iii+iv)	0	0	0	
2	DDC	Male	Female	Total	
i	No of patient provided drugs			0	
ii	No of patient provided NCD drugs			0	
iii	No of essential drugs available	Put (In Nos.)			
iv	No of NCD drugs available	Put (In Nos.)			
v	Stock out of any drugs	Put (Yes/No)			



vi	Any local purchase done during the month	Put (Yes/No)		
		Male	Female	Total
3	Diagnostic Services			0
i	No of patient received services	Put (In Nos.)		
ii	No of Blood test conducted	Put (In Nos.)		
iii	No of Urine test conducted	Put (In Nos.)		
iv	No of Stool test conducted	Put (In Nos.)		
v	No.of days visited by the Pathologist	Put (In Nos.)		
vi	No of test available	Put (In Nos.)		
vii	No of test conducted out of available test	Put (In Nos.)		
4	Tele-Consultation Services	Male	Female	Total
i	No of days Tele-consultation held	Put (In Nos.)		
ii	No of Patient attended			0
5	Physiotherapy Services	Male	Female	Total
i	No of session held	Put (In Nos.)		
ii	No of patient received services in OPD			0
iii	No of 60+ years patient received services			0
iv	No of days Community visit held	Put (In Nos.)		
v	No of patient received services at community level			0
	Total No.of patient received Physiotherapy Services (ii+v)	0	0	0
6	Yoga Services	Male	Female	Total
i	No of Yoga session held	Put (In Nos.)		
ii	No of person 30-59 age group attended the session			0
iii	No of person 60+ age group attended the session			0
iv	No of the person from other age group attended the session			0
	Total No.of patient received Yoga Services (ii + iii + iv)	0	0	0
7	Outreach session / Community mobilization			
i	No of UHND session held	Put (In Nos.)		
ii	No of person received the services from UHND session	Put (In Nos.)		
iii	No of FID session held	Put (In Nos.)		
iv	No of person received the services from FID session	Put (In Nos.)		
v	No of other outreach session held	Put (In Nos.)		
vi	No of person received services from other outreach session	Put (In Nos.)		
vii	No of meeting held with MAS	Put (In Nos.)		
viii	No of FGD held	Put (In Nos.)		
ix	No of meeting held with RWA	Put (In Nos.)		
8	Disease Surveillance			
i	Any outbreak reported	Put (Yes/No)		
ii	Whether all the format/report under IDSP submitted	Put (Yes/No)		
9	Wellness & IEC / BCC	Male	Female	Total
i	No of weekly sessions of Nutrition specialist held	Put (In Nos.)		
ii	No of persons received services			0
iii	No of health day/ event/ campaign/wellness program held	Put (In Nos.)		
iv	No of persons received services/attended			0
10	Human Resources			
i	MO/ CHO	Put (In Nos.)		
ii	Staff Nurse	Put (In Nos.)		
iii	Lab Tech	Put (In Nos.)		
iv	Pharmacist	Put (In Nos.)		
v	HW(M)	Put (In Nos.)		
vi	HW(F) if approved	Put (In Nos.)		
vii	Centre Co-ordinator	Put (In Nos.)		
viii	Support Staff	Put (In Nos.)		
ix	Cleaning Staff	Put (In Nos.)		
x	Security Staff	Put (In Nos.)		

xi	Any other	Put (In Nos.)	
11	Facility Readyness		
i	Availability of Suggestion / complaint box	Put (Yes/No)	
ii	Availability of adequate working space	Put (Yes/No)	
iii	Availability of safe drinking water	Put (Yes/No)	
iv	Availability of hand wash with soap facility	Put (Yes/No)	
v	Availability of Telephone and Internet	Put (Yes/No)	
vi	Availability of Computer / Laptop/printer	Put (Yes/No)	
vii	Installation of Fire Extinguisher & sand bucket	Put (Yes/No)	
viii	Separate space for Drug Distribution Centre(DDC)	Put (Yes/No)	
ix	Availability of separate Toilet (male/female) for staff	Put (Yes/No)	
x	Availability of separate Toilet (male/female) for Patient/ attendant	Put (Yes/No)	
xi	Availability of alternative power supply(invertor/generator)	Put (Yes/No)	
xii	All the Equipments / instruments / furniture are available at all units as per the guideline	Put (Yes/No)	
xiii	Availability of colour coded bins at point of waste	Put (Yes/No)	
xiv	Availability of functional needle cutter	Put (Yes/No)	
12	IEC		
i	Prominent display boards in local language / Charter of Patient Rights	Put (Yes/No)	
ii	EDL Displayed	Put (Yes/No)	
iii	OPD scheduled displayed	Put (Yes/No)	
iv	Pathology Services displayed	Put (Yes/No)	
v	Availability of directional signage from main road to UHWC	Put (Yes/No)	
vi	UHWC area of operation displayed	Put (Yes/No)	
vii	Staff list and their telephone number displayed	Put (Yes/No)	
viii	Important emergency telephone number displayed	Put (Yes/No)	
13	Finance		
i	Weather separate A/c. opened	Put (Yes/No)	
ii	Opening balance beginning of the month	Amount	
iii	Funds received from ULB during the month	Amount	
iv	Interest earned end of the month	Amount	
v	Amount utilised during the month	Amount	
vi	Closing Balance	Amount	
vii	Wheather SOE / UC submitted to ULB	Put (Yes/No)	
14	Others		
i	No of days visit by MO to the field/outreach area	Put (In Nos.)	
ii	No of monthly review meeting/ other meeting held	Put (In Nos.)	
iii	No of UHWC managing committee meeting held	Put (In Nos.)	

Signature of the MO (I/C) and seal

TOR and Job description of Staff

Job Description/ToR of Medical Officer (I/C) , UHWC

Reporting authority: MO (I/C) of UPHC/ Designated health institution

Job Description & ToR:

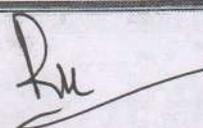
- Diagnosis and treatment of patients coming to OPD.
- Ensure 12 services under the UHWC.
- To conduct minor surgery, ANC, PNC etc in the UHWC.
- In case of any complication, immediate referral to the higher health institutions.
- Prescription of medicines from the available essential drug list.
- Supervision of day to day hospital activities & management so as to ensure quality assurance and client satisfaction care of the patients.
- Supervision on proper maintenance and update of records and reports.
- General administration of the urban HWC & staff management etc.
- Ensure achievement of quality standard & other achievement.
- Supervise out-reach activities/community mobilization under the jurisdiction of the urban HWC.
- Keep close coordination with reporting health institutions. City / District/ ULB and other key line departments for smooth operation of the facility and regularly participation in the district/ city level monthly meetings.
- Verify reports & returns generated every month and their analysis before submission to City/District.
- Conduct verification/ audit of the stock allotted/procured for Hospital and forward the indent to CHS/DHS for supply of medicine from time to time.
- Ensure proper use and management of bio-medical waste.
- Any other tasks assigned by District/City/ ULB from time to time

Job Description/ ToR of Staff Nurse

Reporting authority: MO (I/C) UHWC

Job Description & ToR:

- Counseling on RMNCH+A services to the patients.
- Conduct ANC, PNC and family planning services.
- Assist to the Medical Officer(I/C)
- To counsel the couples of reproductive age for use of contraceptives and Tubectomy / vasectomy.
- Administer injection to the patients as per the prescription by MO.
- Assist to Pharmacist to prepare reports & returns
- Dressing to injured patients, administration of injection etc.
- Ensure Bio-waste management in the hospital



- Follow up NCD activities and UHWC mandated services
- Involve in the quality process.
- Participation in staff education and training
- Assist in the Immunization program
- Assist in all other National Program
- Support in the PMSMA activities
- Prepare records/registers related to her assignment
- Any other tasks assigned by the MO I/c or competent authority from time to time.

Job Description/ToR of Pharmacist

Reporting authority: MO (I/C) UHWC

Job Description & ToR:

- Dispensing of medicines to patients as per the prescription of Medical Officer.
- Maintain physical stock relating to equipments, assets, drugs, consumables and stationeries etc and their records.
- Responsible for indenting of stocks from time to time.
- To assist the Medical Officer in OT for minor surgeries etc.
- To support in organizing of health camps in the operational area of project and assist Medical Officer in camp activities.
- Support in quality improvement, process of the hospital.
- Prepare reports & returns as per mandate of UHWC/Govt. .
- Any other tasks assigned by the MO I/c or competent authority from time to time

Job Description/ ToR of Lab Technician

Reporting authority: MO (I/C) UHWC

Job Description & ToR:

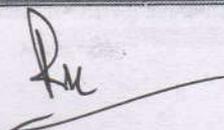
- Examination of all kind of general pathological tests as per the prescription of Medical Officer.
- Lab test mandated under UHWC and timely submission of the report to the patients
- Functional of DMC
- Microscopic examination of malaria slides of the catchment area brought by field workers.
- To assist in organizing of health camps in the operational area of project and assist Medical Officer in camp activities.
- Support in quality improvement, process of the hospital.
- Related records and stocks shall be maintained properly and will assist in preparation of periodical reports & returns.
- Any other tasks assigned by the MO I/c or competent authority from time to time.

Job Description/ ToR of Physiotherapist

Reporting authority: MO (I/C), UHWC

Job Description & ToR:

- Available in the UHWC during the OPD hours
- Provide the services as per the protocols



- Formulating treatment plans to address the conditions and needs of patients.
- Conducting complex mobilization techniques.
- Making assessments of patients' physical conditions.
- Conducting complex mobilization techniques.
- Educating patients, family members, and the community on how to prevent injuries and live a healthy lifestyle.
- Referring patients to doctors and other medical practitioners as per requirement.
- Planning and organizing physiotherapy and fitness programs.
- Maintenance of the Separate OPD register
- Visit to the community(once in a week) as per the plan
- Ensure available of maintenance of the equipment/instruments under the department.

Job Description/ ToR of Centre Coordinator

Reporting authority: MO (I/C), UHWC

Job Description & ToR:

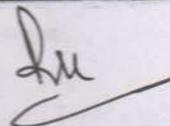
- To provide support to the MO (I/c) for effective planning and monitoring of the programmes.
- To support MO (I/c) in day to day updating & up-keep of the data/information on program and finance.
- To ensure collection, compilation & reporting of all data related to HMIS, MCTS, HR & infrastructure of UPHC/UHC, etc.
- To prepare the disease burden data/report
- Co-ordination with the reporting institutions, City/District/ULB
- To collect & validate data provided by ANMs.
- To maintain all records and registers of UHWC.
- To support and organise payment of incentives to the staff
- To maintain store records related to fixed assets.
- To maintain all physical & financial data in the form of MIS.
- Provide handholding support to MAS, WKS in maintenance of records & utilisation of untied fund if any.
- To ensure BMW guidelines and fire safety measure
- To support MO (I/c) during the organisation of monthly/quarterly meetings, workshop, consultation, training, etc.
- Any other tasks assigned by the MO (I/C) or competent authority from time to time.

Job description/TOR of HW (M)-UHWC

Reporting authority: MO (I/C), UHWC

- The Health Worker (Male) will mainly focus on activities which are related to disease control programs, detection and control of epidemic outbreaks, environmental sanitation, safe drinking water, first aid in emergencies like accidents, injuries, burns etc., treatment of common/ minor illnesses, communication and counselling, life style diseases and logistics and supply management at operational areas of UHWC.

He will also facilitate ANM in MCH, Family Welfare and Nutrition related activities.



MEMORANDUM OF UNDERSTANDING (MOU)

Between

_____ (Name of the ULB- Municipal Corporation/
Municipality/NAC) and _____ (Agency) for
Management of Urban HWC(UHWC) under PPP

1. Preamble

Where as in order to further improve the health services in the urban areas under XV-FC /PM-ABHIM grant, it has decided to contract out Urban Health & Wellness Centre (UHWC) in _____ city/town in _____ District which will be managed and operated by _____ (name of the Agency) in Partnership mode.

And whereas, following invitation of the Request For Proposal (RFP) from Agencies on dated _____ and subsequent approval of the District Level Committee on _____, the said agency has been selected through open advertisement for management of following Urban HWC(UHWC) in _____ city _____ district.

Sl. No	Name of the Urban HWC(UHWC)	Name of the City/Town

Now, therefore, this Memorandum of Understanding (MoU) is signed between _____ Municipal Corporation/ Municipality/ NAC (Name of the ULB) on dt. _____ represented by the Commissioner/ Executive Officer of the ULB (which expression shall include his successors, assigns and administrators) on the one part and _____ (name of the Agency) (herein after referred to as "Agencies") represented by their President/Secretary/Director (Which expression shall include its assigns, successors and administrators) on the other.

2. Number and location of Urban PHC(UPHC)

The "Agency" will operate & manage the Urban HWC (UHWC) as per details given above. Upon selection, the agency shall be required to enter into an MoU with the Commissioner/Executive Officer of the ULB (Municipal Corporation/Municipality/NAC) for implementation of the project. The agency will cooperate and collaborate for effective implementation of all the services mandated under UHWC & other mandated services in the jurisdiction areas.

3. Modalities of Implementation

3.1 The ULB (Municipal Corporation/Municipality/NAC) shall provide physical infrastructure of the Urban HWC to the Agency or agency may hire the building along with the existing equipments, furniture, etc for management of the facility. The agency will maintain the

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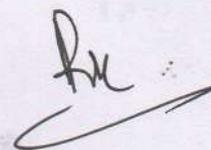

said building/equipments with due care as would be reasonably expected. In case of UHWC to run in rental accommodation, the agency to take the rental accommodation as per the UHWC guidelines/norms.

3.2 The _____ (Name of the Agency)_____ shall provide all the clinical services and other Public Healthcare services, as normally expected from any Urban Health & Wellness Centre (UHWC), to the local population residing in the geographical area under the jurisdiction of the said UHWC. The Agency will engage its own medical/paramedical/other staff for providing these services and will ensure that these personnel are available during emergency. The personnel would also reside locally. In case of leave or absence of any personnel, the Agency would be duty bound to provide an alternative so that the UHWC does not, at any point in time, become non-functional due to the lack of the required personnel.

3.3 The Urban Health & Wellness Centre (UHWC) will be the basic unit of service delivery. It encompasses the services listed below of preventive, primitive and curative actions; which are broadly categorized into the following groups.

- Management of Common Communicable Diseases and General Outpatient care for acute simple illnesses and minor ailments.
- Management of Communicable Diseases.
- Screening and Management of Non- Communicable Diseases including promotion of healthy life style.
- Care in pregnancy and child-birth.
- Neonatal and infant health care services including Immunization.
- Childhood & Adolescent health care services.
- Family Planning, Contraceptive services and other Reproductive Health Care services.
- Screening and Basic Management of Mental Health ailments.
- Care for Common Ophthalmic and ENT problems.
- Basic Dental Health Care Service.
- Geriatric and palliative health care services.
- Emergency Medical services.
- Physiotherapy Services
- Yoga Services
- Outreach Services

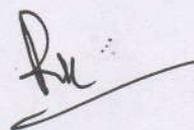
All the service delivery should be as per the UHWC guidelines. The Agency may mobilize additional resources, infrastructure and manpower for better functioning of the Urban HWC (UHWC).



3.4 List of Services to be provided at the UHWC level are given below which is an indicative list and not an exhaustive list.

Sl. No	Services	Brief Description
1.	General OPD Service	The OPD working hour would be 8 AM to 11 AM and 5 PM to 8 PM. However, it may be changed basing on the notifications issued by Govt. time to time. Services to be provided in OPD are; Diagnosis and screening of patients attending Allopathic OPD, prescription of free drugs, referral of complicated cases. In case of emergency, the UHWC Staff shall attend the patient even it is beyond the general working hour.
2.	Care in pregnancy and Maternal health	<ul style="list-style-type: none"> • Early registration of pregnancy and Antenatal check-up. • Identifying HRP, GDM • Post Natal Cases, counseling etc.
3.	Neonatal and infant health care services	<ul style="list-style-type: none"> • Identification and management of high risk newborn. • Management of BA, ARI, Diarrhoea. • Identification & referral for congenital anomalies and AEFI. • Complete Immunization, Vit. A Supplementation
4.	Childhood & adolescent health care services	<ul style="list-style-type: none"> • Identification and management of vaccine preventable diseases. • Early detection & referral for abnormalities, delay and disability. • Prompt Management of ARI, acute Diarrhoea and detection of SAM • Adolescent Health counseling.
5.	Reproductive health and Contraceptive Service	<ul style="list-style-type: none"> • Provision of condoms, OCP, ECP and insertion & removal of IUCD. • Identification and management of RTIs/STIs • Counseling for Family Planning, access to spacing methods and treatment of hormonal & menstrual disorders track infection etc.
6.	Management of communicable diseases including NHP	<ul style="list-style-type: none"> • Diagnosis and management of VBDs • Provision of DOTS for TB and MDT for leprosy • HIV Screening
7.	Management of Common communicable diseases and acute simple illnesses	<ul style="list-style-type: none"> • Identification, management and referral of common fevers, ARIs, diarrhoea, skin infections, cholera, dysentery, typhoid, hepatitis, rabies and helminthiasis. • Management of common aches, joint pains, and common skin conditions, (rash/urticaria)
8.	Screening & comprehensive management of NCDs	<ul style="list-style-type: none"> • Screening, treatment and referral for Hypertension and Diabetes. • Cancer – screening for oral, breast and cervical cancer and referral for suspected cases of other cancers • Screening and follow up care for occupational diseases, fluorosis,

Sl. No	Services	Brief Description
		respiratory disorders (COPD and asthma) and epilepsy
9.	Basic ophthalmic and ENT care services	<ul style="list-style-type: none"> • Identification and treatment of common eye problems • Management of common colds, ASOM, injuries, pharyngitis, laryngitis, rhinitis, URI, sinusitis, epistaxis • Manage common throat complaints and removal of foreign body.
10.	Basic dental health care	<ul style="list-style-type: none"> • Screening and basic management for common oral health conditions. • Oral health education about dental caries, periodontal diseases, malocclusion and oral cancers.
11.	Basic geriatric health care services	<ul style="list-style-type: none"> • Management of common geriatric ailments; counselling, supportive treatment • Pain Management and provision of palliative care with support of ASHA
12.	Emergency Medical Services	<ul style="list-style-type: none"> • Stabilization care and first aid before referral in common conditions. • Identify and refer cases for surgical correction cysts / lipoma/ haemangioma/ ganglion and other conditions.
13.	Screening & basic management of mental health ailments	<ul style="list-style-type: none"> • Detection, referral and follow up of patients with severe mental disorders • Dispense follow up medication as prescribed by the Medical officer at UPHC/ UCHC or by the Psychiatrist at DH.
14.	Drug Distribution Centre(DDC)	<ul style="list-style-type: none"> • DDC branding as per "Niramaya" guidelines • Available drugs as per the EDL • Local purchase of drugs
15.	Diagnostic services	<ul style="list-style-type: none"> • 50 types of tests to be conducted at UHWCs. • Testing and collection point of sputum through installing cough collection box etc. • Refer to referral institutions for any other tests not prescribed at UHWC level. • Calibration of equipment/instruments shall be done on regular basis with the support of technical agency.
16.	Health Promotion / Wellness activities	<ul style="list-style-type: none"> • Conducting yoga sessions • Organizing other wellness activities/sessions • Organizing wellness activities as per Fit India Movement.
17.	Tele-consultation Services	UHWC is responsible for facilitating conduction of tele-consultation services.



Sl. No	Services	Brief Description
18.	Physiotherapy Services	<ul style="list-style-type: none"> The services will be made available at both facility & community level. This facility based physiotherapy services will be opened for 5 days in a week for general patients and one day in a week at community level for identified home bound cases those are unable to rotate.
19.	Outreach services	<ul style="list-style-type: none"> Facilitate UHND / immunization session within the UHWC areas Facilitate ASHA/ MAS/ WKS activities Facilitate/ organize the special outreach sessions/ camps Vulnerability assessment of the slums within the operational area of UHWC to be conducted/ updated on yearly basis

3.5 To provide the services as described in Para 3.4 above, the minimum staff deployed would be as under. Any changes in the above pattern would be effected with approval of the ULB (Municipal Corporation/ Municipality/ NAC) Committee.

Sl. No.	Category of Staff (to be selected as per Govt. eligibility norms)	No of post.	Eligibility Qualification
1.	Medical Officer (Allopathic)	1	<ul style="list-style-type: none"> Age- S/he must have attained the age 21-70 years. MBBS degree from an institute recognized by Medical Council of India. Must have valid registration from the Odisha Council of Medical Registration.
2.	Pharmacist	1	<ul style="list-style-type: none"> Age- The age should be between 21-50 years for fresher and upto 65 years for retired person. Minimum Qualification- Degree/Diploma in Pharmacy from a Govt./Govt. recognized Institution. Minimum 1 year Experience in managing a drug store in a reputed hospital/health center
3.	Staff Nurse	1	<ul style="list-style-type: none"> Age- The age should be between 21-50 years for fresher and upto 65 years for retired person Minimum Qualification-The candidates must have passed the +2 Science examination & shall have completed GNM course from institution recognized by Govt. and approved INC and must have registered in the Odisha Nursing Council.
4.	Lab Technician	1	<ul style="list-style-type: none"> Age- The age should be between 21-50 years for fresher and upto 65 years for retired person Minimum Qualification-The candidates must have passed in Diploma in Medical laboratory Technology from AICTE/ AICTE approved institutions/State Govt. recognized institutions.

5	Health Worker (Male)		<ul style="list-style-type: none"> • Age- The age should be between 21-50 years for fresher and upto 65 years for retired person • Minimum Qualification- Degree/Diploma in Pharmacy from a Govt./Govt. recognized Institution. • He/She should have passes odia language in M.E standard.
6	Physiotherapist – Part time		<ul style="list-style-type: none"> • Age –The age should be between 21-50 years by the date of advertisement • Eligibility: The Candidate must have passed Bachelor degree in Physiotherapy from a recognized university or institution. The Degree must be 4 years and 6 months of full time course including 6 months of compulsory internship.
7	Yoga Teacher- Part time		<ul style="list-style-type: none"> • Age – The age should be between 21-50 years by the date of advertisement • Eligibility: The candidate must be an M.A. in Yogic Science/ M.A. in Human Consciousness and Yogic Science/ PG Diploma in Yoga/ 1yr Diploma in Yoga from an Institution / College affiliated from a recognized University of "the State/ LO + 2 pass who have obtained yoga Wellness Instructor Certificate from Yoga Certification Board. He should belong to the same District where the HWC is situated. He should be able to read, write and speak odia <p>Female: The candidate must have passed to +2/ Intermediate Examination recognized by Central/ State Board and She should belong to the same Ward. In case of non availability of in same she should belong from same district. She should be able to read, write and speak Odia. She should be of sound Physical and Mental Health and devoid of any Physical Infirmary/ deformity which may create hindrance for discharging the above responsibility.</p>
8.	Centre Co-ordinator	1	<ul style="list-style-type: none"> • Age- The age should be between 21-45 years by the date of advertisement • Qualification : The candidate must have master degree in Hospital administration/Public Health management/Business Administration
9.	Support staff	1	<ul style="list-style-type: none"> • Age- S/he must have attained the age 21 years. • Minimum Qualification- Minimum 8th Standard.
10	Cleaning Staff	1	<ul style="list-style-type: none"> • Age- S/he must have attained the age 21 years. • Minimum Qualification- Minimum 8th Standard.
11	Security Guard	1	<ul style="list-style-type: none"> • Age- S/he must have attained the age 21 years. • Minimum Qualification- Minimum 8th Standard



3.6 The personnel engaged by the Agency could be paid higher honorarium by the Agency out of its own resources. However, the quality should not be compromised in management of such Urban HWC by the Agency. Further on each such occasion the concerned ULB(Municipal Corporation/Municipality/NAC) must be kept informed on selection of such manpower by the Agency for their verification/assessment. The personnel should also be suitably trained for the job they are selected for. Personnel engaged by the Agency will be the sole responsibility of the Agency and would have no claim at any time whatsoever, by virtue of their contract with the Agency or for any other reason, for being absorbed into Government service at a later date. The agency to ensure timely payment of the remuneration to the staff.

3.7 The Agency will provide all designated services in free of cost to the patients at the UHWC. No charges will be collected from patients for availing of any diagnostic test and treatments, drugs, registration on OPD, Physiotherapy etc.

3.8 Key deliverables in Urban PHC Management Project:

Sl. No	Activities	Deliverables
1.	All prescribed manpower are in position.	There is no vacancy of maximum 60 days of any position in the UHWC throughout the year.
2.	OPD Service (Allopathic)	Min. Avg. OPD 40/day
3.	Laboratory Services	All 50 tests are available as per the standard list under free diagnostic services for UHWC
4.	ANC/PNC Clinic	9 th of every month UHWC conducted Pradhan Mantri Surakshita Matrutya Abhiyan (PMSMA) as per the guideline. ANC/PNC check up to be conducted
5.	12 HWC services	All the services under the UHWC should be rendered in the facility
6.	NCD Clinic/Screening	Daily- OPD and services to the NCD patients.
7.	Functional Designated Microscopy Center (DMC)	Functional Designated Microscopy Centre
8.	Functional Physiotherapy Centre	Five days Physiotherapy Services at the facility and one day at community level
9.	Health Promotion and disease prevention (U HWC)	Conducting/observation of Health Days as per wellness calendar and yoga sessions as per the approved budget
10.	UHWC managing committee	Meeting of the UHWC managing committee as per the mandate
11.	Maintaining Quality	All the standard norms under BMW/fire safety and other

Sl. No	Activities	Deliverables
	Standard and other statutory norms	statutory norms to be adhered in the facility
12.	Outreach services	Must oversee/monitor the effective implementation of the community services program i.e MAS,ASHA, WKS activities and UHND sessions, Immunization, special health camps, screening camp for sanitary workers, NCD camps etc.
13.	Yoga Services	Six days in week at the facility or other places as per the decision of the ULB

4. Funding:

4.1 The Agency will receive support in funds under XV-FC/PMABHIM towards meeting the operation & management cost as per budget provision made under UHWC from time to time.

4.2 Budget:

For management of Urban HWC, the budget will be released to the Agency as per the approved amount from the ULB(Municipal Corporation/Municipality/NAC). The cost of project is attached at Annexure-A. The annual budget of UHWC Management project may be revised in time to time on the basis of approval by the Govt/ULB(Municipal Corporation/Municipality/NAC) under XV-FC /PMABHIM grant.

The Agency on acceptance of offer must deposit a Bank Guarantee of Rs. 1, 00, 000/- (Rupees one lakh only) per project in the name of _____ (Municipal Corporation/ Municipality/ NAC) _____ from a Nationalized Bank with valid period of minimum one year as performance security. It will be the responsibility of the Agency to renew the Bank Guarantee before expiry and ensure its validity as per the contract period extended time to time.

4.2.1. Financial assistance for the project will have two components namely "Personnel Cost" & "Operational expenses". The disbursement /release of funds by the ULB (Municipal Corporation/ Municipality/ NAC) to the Agency would be in three installments i.e. 30%, 35% and 35%. The First installments of the project cost i.e. 30% will be paid after signing of the MoU and submission of the performance security (Bank Guarantee), the 2nd installment i.e. 35% will be released on 4th month after receipt of the utilization certificate for 75% of installment, the 3rd installment i.e. 35% will be released after receipt of installments utilization certificate for 75% of 2nd installments in 9th month of the annual project period.

4.2.2. There will be mid-term assessment by the ULB/District after six months completion of project period. Annual assessment of the project will be done after completion of one year by the District/ City/ State. The external evaluation by third party shall be conducted in each two years of project operation.

4.2.3. Performance Incentive to staff of UHWC shall be released on annual basis. It will be in proportionate to the performance of the Agency as per their annual performance assessment based on the norms prescribed as mentioned below:

- If the UHWC scores from <60%, the performance is to be considered as Poor. In this case each staff will get any PI.
- If the UHWC scores from 70% to 79%, the performance is to be considered Very Good, each staff will get 20% PI on their base remuneration.
- If the UHWC scores 80% & above, the performance is to be considered Outstanding, in this instance, each staff will get 25% PI on their base salary.

5. Audit and Accounting:

- 5.1 Each Urban HWC will be treated as an independent and separate entity for accounting purposes. Accordingly, separate Accounts will be maintained for each UHWC. A Statement of Expenditure (SOE) and Utilization Certificate (UC) duly certified by Chartered Accountant will be furnished by the Agency to the ULB (Municipal Corporation/ Municipality/ NAC) on half yearly basis. In addition, annual audit of the UHWC accounts would be undertaken through a qualified Chartered Accountant and the audit report and accounts for the year would be furnished to the Government by 31st May of the succeeding year. An authenticated bank statement of the monthly salary payment released to the employee of Agency managed projects in PPP mode should be attached to the SoE.
- 5.2 The State Government/District reserves its right to get a special audit conducted of the accounts of the UHWC after giving at least 30 days notice to the Agency. Further, Auditor General of Odisha, can as per their discretion, conduct an audit of the accounts of the UHWC.

6. Project commencement, duration & termination:

The duration of the project will be for _____ year/months, starting from _____ to _____. The project may be extended subject to the fund provision under XV-FC/PMABHIM grant and further recommendation of the ULB/DLC and satisfactory performance of the implementing Agency as well as mutual consent. However, in case the State Government/District/ULB or the Agency desires to terminate the project before the expiry of the said period, a notice period of 30 days will be given to the other party. The period of contract will be calculated from the date of physically handing over of the UHWC to the Agency or from the last day of last MoU signed.



7. Performance Monitoring and Standard of Service.

- 7.1 The performance of the Agency will be monitored largely on the basis of output based indicators specified in the key deliverables. These indicators and performance standards can be suitably expanded and/or modified after mutual consolidation and in the interest of better service delivery to the general public.
- 7.2 The indicators of health service delivery expected from the Agency are of the minimum standard. The Agency would be encouraged to serve as a role model and to provide services at a much higher standard.

8. Review and monitoring structure:

- 8.1 The existing UHWC management committee may review the performance of UHWC.
- 8.2 At the State level, Housing & Urban Development Department /Health & Family Welfare Department/ National Health Mission will monitor and evaluate the programme. NHM will review the work done at the UHWC, suggest suitable improvement and mid-course correction, and address the difficulties faced by the Agency in running of the UHWC

9. Concurrent monitoring

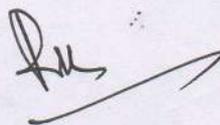
ULB (Municipal Corporation/ Municipality/ NAC) representatives along with the District Health Administration/City Administration officials will visit the UHWC and undertake monitoring on monthly/quarterly basis and as and when required and submit the report to appropriate authority. The DPMU/CPMU will monitor the progress and send monitoring report to NHM on a prescribed format. Primarily the APM- UH at the District level/City Program Manager- UH at the city level are responsible to coordinate the activities in the field.

10. Records & Reporting:

- 10.1 The Agency would be expected to maintain records and to furnish reports in time as are normally expected in the Government system. The periodicity of reports and the records to be maintained will be intimated to the Agency in writing by the Government. The existing records available with the UHWC will also be handed over to the Agency so as to maintain continuity. The Agency would preserve these records carefully and hand over the same to the ULB (Municipal Corporation/Municipality/NAC) /District/ State Government at the time of exit from the project. All such relevant records/report must be available at the UHWC.
- 10.2 The Agency will maintain a record of proceedings of the meetings of the UHWC organized from time to time. The Government may authorize officers to conduct inspection at the UHWC. The Agency should also maintain a Visitors Book where authorized Government functionaries can record their views and suggestions after conducting an inspection.

11. Standard of hygiene and health safety:

- 11.1 The Agency will maintain and run the UHWC in a hygienic manner conforming to the standard and norms of health safety. The hospital waste will be disposed in conformity with the recognized and acceptable norms from time to time as also the guidelines.



11.2 The Agency will be duty-bound to assist the Government for controlling any epidemic or medical emergency in the area.

12. Supply or Purchase of drugs and consumables:

Government approved and Government supply drugs will be provided to the UHWC by the District/City. Generic drugs may be procured as per the provision made in the budget under UHWC. Care should be taken by the Agency to use the drugs/consumables within the expiry dates.

13. Asset Creation:

Any assets created at the UHWC from the funds of this project or funds collected from any sources will be the property of the State Government and will be handed back to the Government, as such, after the project duration is over. Assets created by the Agency from its own funds will also remain the property of the Government.

14. Bank Account Operation:

A separate savings bank account in the name of the project will be opened & managed by the Agency. The account shall be operated jointly by at least two office bearers authorized for the purpose by the management committee of the Agency. In case of changes in the bank account operation, the ULB (Municipal Corporation/ Municipality/ NAC) should be kept informed.

15. National Programmes:

The Agency will be a part of the Health Delivery System of the State. Accordingly the various National Programmes of Health & Family Welfare in areas assigned to the Agency will be implemented by the Agency in coordination with the existing field staff specially appointed by the State Government for implementing such programmes. Any drugs/equipment/vaccine made available by the Central Government under any National Programme/State Govt. program for use at UHWC will also be given to the Agency run UHWC at par with other Government-run UHWC.

16. Specialized expensive treatment:

Patient requiring expensive and specialized treatment, not normally expected at the UHWC level, will be referred to the referral hospital through free referral transport facility provided by the Government.

17. Bio-data, Degree Certificates of Staffs:

The organization will submit the bio-data, attested photocopies of qualification certificates, any other council registration certificates along with photographs of all the staff of the UHWC to the ULB (Municipal Corporation/ Municipality/ NAC) for verification before their engagement. After the verification, the agency may engage the manpower for the UHWC

18. Evaluation:

The Government/District/ULB would evaluate the success of the project in providing improved health services to the people. Evaluation will also facilitate identification of intervention areas for removal of difficulties. For this purpose, external evaluating agency shall be



engaged for conducting evaluation during the project life. The Agency will also be encouraged to undertake internal evaluation.

19. Dispute Resolution and Court Jurisdiction:

19.1 Any dispute of differences of interpretation between the ULB and the Agency vis-à-vis this MoU will be taken up with the Commissioner of the ULB in case of Corporation city and Collector & Chairperson of DLC in case of other towns

19.2 For the purpose of this MoU, the jurisdiction will be local court and local laws as applicable in the State of Odisha.

20. Miscellaneous:

20.1 The Agency will not indulge in promotion or encouragement of any religious or political activities. The Agency should be sensitive to the local sensibilities and the tribal culture. It is presumed that the Agency will undertake only lawful activities.

20.2 The Agency is permitted to establish partnership with other agency /organization for performing full or in part any of the activities expected from the Agency as per this MoU.

20.3 The Government reserves its rights to give directions to the Agency in public interest regarding the management and operation of the UHWC or for any other matter related to the UHWC including the selection of personal.

20.4 Agency may mobilize additional resources for supplementary support to improve the service delivery and facility in the UHWC. The ULB (Municipal Corporation/ Municipality/ NAC) must be kept informed on such activity.

21. Other Information:

Any changes in any clauses (s) of this MoU can be carried out by the Government in public interest after due consultation with the Agency. Further, if any aspect of the arrangement between the Government and the Agency and the obligations of the Government /Agency has been left out in this MOU, the same can be included, in the due course, after mutual discussion between the Government and the Agency.

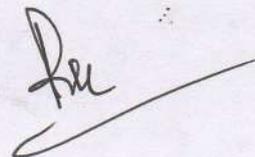
Commissioner/Executive Officer of the ULB

**Two Office Bearers of
The Agency**

In witness whereof, the parties hereto have signed this MOU on this _____ day of _____ at _____, Odisha, India.

Witness

1. Name :
Designation :
Address :
2. Name :
Designation :
Address :



Format for Affidavit
(On Non Judicial Stamp Paper)

Affidavit

I,..... (Sole Chief Functionary of the Organization), (the names and addresses of the registered organization) do hereby solemnly affirm and sincerely state that;

- a) I or any other office bearer on behalf of the organization has not been convicted by any court of law in India or abroad for any criminal offence.
- b) The organization has not been blacklisted by any Government (State or Central) Department or Agency in India, which is in force during the currency of the contract.

I further affirm that, in case of any such evidence in contradiction to above declaration come to the notice of the contracting authority any time during the currency of the contract then our partnership with _____ (ULB) under such contract shall be liable for termination in addition to other legal recourse available under the law of the land.

Dated thisDay of, 20.....

Name of the Applicant

.....
Signature of the Authorized Person

.....
Name of the Authorized Person

Note:

To be executed separately by all the Members in case of Consortium.

