

Government of West Bengal
Department of Health & Family Welfare
PPP cell
Swasthya Bhavan, GN-29, Sector-V
Salt Lake City, Kolkata – 700 091

HFV-14015(13)/03/2019-SPSRC SEC-Dept of H&FW/PPP/1240

Dated 20-02-2020.

Minutes of Hearing in relation to proposal for Termination of Private Partners for irregularity & violation of SOP in Dialysis service at MR Bangur DH

Ref:- HFV-14015(13)/03/2019-SPSRC SEC-Dept of H&FW/PPP/1213 Dated 15-01-2013

Venue – 4th Floor, Chamber of DHS, Swasthya Bhavan, Sec-V, Salt Lake, Kolkata- 91

Date – 24.01.2020; 2:00 PM

Present:


- i. Director of Health Services-- *Chairman*
- ii. Mr Amitabha Das, Senior Law Officer.
- iii. Dr. Soumendra Nath Ari, Technical Officer, SPSRC.
- iv. Hospital Superintendent & their representatives.
- v. Representatives of Private Partner- Eskag Sanjeevani Pvt. Ltd.
- vi. Consultants PMU

1. Director of Health Services chaired the meeting and welcomed all the members.
2. A brief background was presented by TO, SPSRC that Dialysis service (5 Bed Dialysis) in MR Bangur DH is currently being provided by Eskag Sanjeevani Pvt. Ltd., since 2014 on O&M model. Their present agreement had already expired long back and Hospital authority has proposed for discontinuation of services of the partner.
3. The basis for such decision is that the services provided are irregular, partner is violating the SOP, they are not paying the Concession Fees and electricity bill timely as per agreement norms, and even the deployed manpower including round the clock Doctor & fortnightly visit by Nephrologists are not regular.
4. Also corrupt practices were conducted by the partner and his men and agents regarding selling of Erythropoetin inj were discovered during visits by State Team.
5. Chairman instructed the parties (Hospital Superintendent & their representatives and Partner's) to present their problems/statements and following representation and decision was observed during the meeting:

Hospital's Representation	Partner's Representation	Authority's Decision
Superintendent representative, MR Bangur DH expressed that the major irregularities in services are- <ul style="list-style-type: none">• Absence of monitoring round the clock by Doctors. Nephrologists visits	<ul style="list-style-type: none">• Partner (Eskag Sanjeevani Pvt. Ltd.) admitted all the non compliances from there end and requested the authority to give them one more chance to	<ul style="list-style-type: none">• Authority instructed Partner to pay the pending Concession fee, CMC charges, electricity, and all

Hospital's Representation	Partner's Representation	Authority's Decision
<p>are also not conducted regularly, neither the hospital authorities are intimated beforehand of such visits. Therefore the patients don't get benefitted.</p> <ul style="list-style-type: none"> • Non Payment of Concession fees timely throughout the period of agreement. Currently approx 2 lacs due which is a loss to government. • Poor performance of the Private Player by violating SOP by conducting Dialysis for shorter period of time than for standard required time and not serving bills to the patients. • Electricity bills due. • Negligence of maintenance of the unit which is responsibility of the partner. • Hospital also highlighted that in the RKS meeting held in July, The Honorable Chairperson of RKS has decided that no renewal to be granted to this partner due to such repeated irregularities which were not complied even after multiple notices. • PPP CELL also expressed similar opinion as the as monitoring physician were physically absent during visits. 	<p>regulate the services.</p> <ul style="list-style-type: none"> • They admitted that they did not intimated superintendent regarding Nephrologists visits in time. • Regarding corrupt practices being conducted, they said it was done by one of their technicians for which action has been taken and the technician has been terminated. 	<p>other dues.</p> <ul style="list-style-type: none"> • Regarding service they will have to provide round the clock services and Medical officer should be present round the clock which will be certified by the superintendent. • Protocols as per the SOP have to be strictly followed.

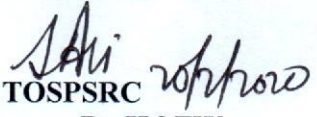
- Further, as it has been recommended by RKS not to grant any further renewal to the private partner, based on repeat defaults and recurrence of same even after official intimation to rectify, it was suggested that the matter needs to be taken up with RKS of the Hospital before any final decision.
- However till then the private partner should comply with all exiting norms of SOP and agreement strictly and send weekly compliances report to hospital for further verification.
- The Hearing ended with a vote of thanks.


20/11/2020

**Director of Health Services,
Department of Health & Family Welfare
Government of West Bengal**

Copy forwarded for necessary information

1. Director of Health Service, Govt. of West Bengal.
2. Director of Medical Education Govt. of West Bengal.
3. Secretary, PPP, H&FW GoWB.
4. MD WBMSCL, H& FW Govt. of West Bengal.
5. Additional Secretary, H&FW GoWB.
6. Special Secretary MERT, H& FW Govt. of West Bengal
7. Additional DHS Hospital Administration H& FW Govt. of West Bengal
8. CMOH –South 24 parganas.
9. Dy. CMOH-I & District Nodal Officer PPP – South 24 parganas
10. Superintendent MR Bangur DH
11. Eskag Sanjeevani Pvt Ltd
12. Co-ordinator IT with a request for web posting in Notice section and PPP section of the departmental website.


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