



GOVERNMENT OF WEST BENGAL
DEPARTMENT OF HEALTH & FAMILY WELFARE
HEALTH SERVICES (MEDICAL ADMINISTRATION) BRANCH
SWASTHYA BHAWAN, SECTOR-V, GN-29,
SALT LAKE CITY, KOLKATA-700 091

No. HF/O/HS(MA)/181/HFW-25099/124/2022-MA

Dated, Kolkata the 03rd February, 2023

ORDER

Work distribution of the officers belonging to the tier of **Deputy Superintendent (Non Medical)** of WBSG cadre is described below.

1. The Deputy Superintendents (Non-Medical) will be under the administrative control of the Superintendent/ MSVP or the Head of the Institution wherever applicable. In the Hospital Management the following hierarchy may be followed:-
Assistant Superintendent (Non-Medical) under the Deputy Superintendent(Non-Medical) who in turn will be just below the Additional Medical Superintendent in case of Medical College Hospital/ Teaching Institution or just below the Superintendent in case of other Hospitals.
2. The Deputy Superintendent (Non-Medical) will remain on duty round-the-clock (as per Roster including night shifts) for exigency related to patient service and will also attend hospital duty on Government Holidays, when outpatient department remains open. Deputy Superintendent (Non-Medical) will attend duty on Government Holidays on rotation basis.
3. The Deputy Superintendent (Non-Medical) will inform his/her Superior Officers about the day to day developments of the hospital.
4. The Deputy Superintendent (Non-Medical) may take independent non medical decision in urgent necessity but must inform the Superior Officers immediately.
5. The Deputy Superintendent (Non-Medical) will accompany the Director/ Principal/ MSVP/ Superintendent / Additional Medical Superintendent of the hospital in routine hospital rounds.
6. The responsibility of the Deputy Superintendent (Non-Medical) will be to look after the overall maintenance of the hospital buildings and to get the work done by the appropriate authority determined for the purpose. They will also act as a liaison officer to supervise the civil and electrical works done by PWD and other agencies.
7. The security aspect of the Institution with arrangement for Guards will be controlled by the Deputy Superintendent (Non Medical).
8. The Deputy Superintendent (Non Medical) will assist the Director/ Principal/ MSVP/ Superintendent regarding "Personnel Management" including duty roster, working station in respect of the Group D, Karmabandhu Staffs.
9. To ensure proper functioning of Hospital Management Information System in the Institution right from planning, implementation, monitoring, evaluation and control of the system along with HMIS, KPI and other programme oriented activities. Where there is no MOIC/ MO Record Section, DS (NM) will also ensure proper functioning of Medical Record Section. DS(NM) will act as nodal person for HMIS application. Deputy

- Superintendent (Non-Medical) will assist the M.O., MRD (as designated by Super) to ensure proper functioning of MRD.
10. The Deputy Superintendent (Non Medical) will coordinate and monitor all Material Management activities facilitating purchase, maintenance and repair of equipments in the Institution in liaison with the store keepers.
 11. The Deputy Superintendent (Non Medical) will look after implementation and supervision of services contracted out like diet, Security, Scavenging, Laundry, Ambulance Services, Staff Canteen and Comprehensive Maintenance Service for proper upkeep and maintenance of instruments. They will also counter-sign the bills related to the above services after proper verification before placing them to the Higher Authority.
 12. The Deputy Superintendent (Non-Medical) will assist the appropriate authority for the Waste Management of the hospital as per Government Rules.
 13. The Deputy Superintendent (Non-Medical) will arrange for pest control of the Hospital & office building.
 14. The Deputy Superintendent (Non-Medical) will arrange for microbiological surveillance of OT, LR, CCU and SNCU by sending samples from these units to Microbiology department for culture sensitivity testing. Deputy Superintendent (Non-Medical) will supervise the procedure of sending samples for Microbiological Surveillance of OT, LR, CCU, SNCU.
 15. The Deputy Superintendent (Non-Medical) will arrange for sending of water samples from hospital to PHE Laboratories for physical and bacteriological examination on a regular basis. Deputy Superintendent (Non-Medical) will supervise the work of the Quality Manager.
 16. The Deputy Superintendent (Non-Medical) will complete of all safety requisites for radiological safety in their Radiology departments (TLD badges, lead shield, lead apron etc.) and completion of application for AERB (Atomic Energy Regulation Board) registration in eLORA (e-Licensing of Radiation Appliances) system. Deputy Superintendent (NM) will assist the RSO regarding TLD & AERB.
 17. The Deputy Superintendent (Non-Medical) will look into complaints/ grievances of the patients or their relatives, counsel them, address the situation and will assist the Director/ MSVP/ Superintendent for resolving the issue depending on the gravity of the situation. They will maintain liaison between the patient party and the attending doctor. In case of patient referral, they are accountable in maintaining the proper referral chain in and out as per referral order / norms in public set-up including the transportation and admission of the patient in the higher tier referral hospital and also should obtain the feedback from the patients or their relatives. Deputy Superintendent (Non-Medical) will assist the Nodal Officer, Grievance Cell regarding redressal of Grievances.
 18. The Deputy Superintendent (Non-Medical) will monitor the patient satisfaction score of hospitals.
 19. The Deputy Superintendent (Non-Medical) will support or sustain operations and running of Rogi Sahayata Kendra (RSK)/ Helpdesk.
 20. The Deputy Superintendent (Non-Medical) will arrange for proper rehabilitation of destitute and vagabonds (but otherwise fit) and abandoned children through Vagrant Homes and Child Welfare Committee through local police station and with the help of Social Welfare Department.
 21. The Deputy Superintendent (Non-Medical) will monitor compliance to different statutory guidelines issued from time to time like tobacco control, PCPNDT.
 22. The Deputy Superintendent (Non-Medical) will arrange to initiate and assist all procedures of Tender & Quotations under the supervision of higher authorities.
 23. The Deputy Superintendent (Non-Medical) will assist in verification of the Stores (Medical and other articles) yearly or in any other interval under the direction and consultation of the Superintendent/ MSVP and sign in the indent book.
 24. The Deputy Superintendent (Non-Medical) will remain vigilant for all sort of license expiry and renewal

