



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)/182/HFW-25099/124/2022-MA

Dated, Kolkata the 03rd February, 2023

ORDER

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

1. The Assistant 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 Hierarchy, 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 Assistant Superintendent (Non-Medical) will remain on duty round-the-clock (as per Roster including night shifts) related to patient service and will also attend hospital duty on Government Holidays when outpatient department remains open. Assistant Superintendent (Non-Medical) will attend duty on Government Holidays on rotation basis.
3. The Assistant Superintendent (Non-Medical) will inform his/her Superior Officers about the day to day developments of the hospital.
4. The Assistant Superintendent (Non-Medical) may take independent decision in urgent necessity but must inform the Superior Officers immediately.
5. The Assistant Superintendent (Non-Medical) will accompany the Director/ Principal/ MSVP/ Superintendent of the hospital in routine hospital rounds as well as in their assigned duty in individual work.
6. The responsibility of the Assistant 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.
7. The security aspect of the Institution with arrangement for Guards will be controlled by the Assistant Superintendent (Non Medical).
8. The Assistant Superintendent (Non Medical) will assist the MSVP/ Superintendent regarding "Personnel Management" in respect of the Group D, Karmabandhu Staffs and other contractual employees of the hospital.
9. To ensure proper functioning of Hospital Management Information System in the Institution right from planning, implementation, monitoring, evaluation and control of the system. Where there is no MOIC/ MO Record Section, AS (NM) will also ensure proper functioning of Medical Record Section. AS(NM) will act as nodal person for HMIS application. Assistant Superintendent (Non-Medical) will assist the M.O., MRD (as designated by Super) to ensure proper functioning of MRD.

10. The Assistant Superintendent (Non Medical) will coordinate and monitor all Material Management activities facilitating purchase, maintenance and repair of equipments in the Institution.
11. The Assistant 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 sign the bills related to the above services after proper verification before placing them to the Higher Authority.
12. The Assistant Superintendent (Non-Medical) will assist the appropriate authority for the Waste Management of the hospital as per Government Rules.
13. The Assistant Superintendent (Non-Medical) will arrange for pest control of the Hospital & office building.
14. The Assistant 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. Assistant Superintendent (Non-Medical) will supervise the procedure of sending samples for Microbiological Surveillance of OT, LR, CCU, SNCU.
15. The Assistant Superintendent (Non-Medical) will arrange for sending of water samples from hospital to PHE Laboratories for physical and bacteriological examination on a regular basis. Assistant Superintendent (Non-Medical) will supervise the work of the Quality Manager.
16. The Assistant 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. Assistant Superintendent (NM) will assist the RSO regarding TLD & AERB.
17. The Assistant 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 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. Assistant Superintendent (Non-Medical) will assist the Nodal Officer, Grievance Cell regarding redressal of Grievances.
18. The Assistant Superintendent (Non-Medical) will monitor the patient satisfaction score of hospitals.
19. The Assistant Superintendent (Non-Medical) will support or sustain operations and running of Rogi Sahayata Kendra (RSK)/ Helpdesk.
20. The Assistant 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 Assistant Superintendent (Non-Medical) will monitor compliance to different statutory guidelines issued from time to time like tobacco control, PCPNDT.
22. The Assistant Superintendent (Non-Medical) should supervise EQAS (external quality assurance system) of laboratories by tie up with CMC Vellore/AIIMS.
23. The Assistant Superintendent (Non-Medical) will arrange to initiate and supervise all procedures of Tender & Quotations.
24. The Assistant 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.
25. The Assistant Superintendent (Non-Medical) will remain vigilant for all sort of license expiry and renewal.

26. The Assistant Superintendent (Non Medical) will assist the Superintendent to monitor the performances of different P.P.P. initiatives of the Government. The Assistant Superintendent (Non-Medical) will act as Hospital Nodal Officer for projects under PPP mode; Fair Price Medicine Shop; Fair Price Diagnostic Centres (Dialysis, MRI, CT Scan).
27. The Assistant Superintendent (Non-Medical) will act as designated Hospital Nodal Officer of Rashtriya Swasthya Bima Yojana (RSBY) and joint authorized signatory of RSBY Account.
28. The Assistant Superintendent (Non-Medical) will act as designated Hospital Nodal Officer of Rashtriya Bal Swasthya Karyakram (RBSK).
29. The Assistant Superintendent (Non-Medical) will act as designated Hospital Nodal Officer of Matri Yaan Scheme (MYS).
30. The Assistant Superintendent (Non-Medical) will monitor Janani O' Sishu Suraksha Karyakram (JSSK), Sishu Sathi Prokolpo (SSP), All India Survey in Higher Education (AISHE) etc. They will look after the day to day operational aspects of the Nishchay Yan Scheme under JSSK.
31. The Assistant Superintendent (Non-Medical) will act as Liaison Officer- CCU.
32. The Assistant Superintendent (Non-Medical) will assist the MSVP/ Principal in allotment of seats and maintenance of Hostel Building.
33. The Assistant Superintendent (Non-Medical) will look after the Fire Safety issues of the Institution.
34. The Assistant Superintendent (Non-Medical) will look after the pending cases of Compassionate Recruitment of the Institution.
35. The Assistant Superintendent (Non-Medical) will follow-up the pending court cases of the Institution and they will maintain liaison with the Law cell of the Department regarding the preparation of Statement of Facts.
36. They will be responsible for vehicle maintenance and Generator service maintenance.
37. Any other duties as assigned by Principal/ MSVP/ Superintendent as the case may be.

This work distribution will come in force from the date of issuance of this order in suppression of all previous job chart.

This order is issued for the interest of public service.

Sd./=

Senior Special Secretary
to the Government of West Bengal

No. HF/O/HS(MA)/182/HFW-25099/124/2022-MA/1(21)

Dated, Kolkata the 03rd February, 2023

Copy forwarded for information & necessary action to the---

1. Principal Accountant General (A & E), West Bengal.
2. The Accountant General (A & E), West Bengal
3. The Accountant General (Local Bodies Audit), West Bengal, CGO Complex, Salt Lake City, Kolkata-700064
4. Director of Health Services, West Bengal.
5. Director of Medical Education, West Bengal.
6. Director, IPGMER/ BIN/ STM/ RIO, Kolkata
7. Principal, All Medical College & Hospital, and Decentralised teaching hospitals
8. MSVP, All Medical College & Hospital and Decentralised teaching hospitals
9. Jt. DHS (North Bengal Zone), West Bengal
10. Jt. DHS (Transport), West Bengal
11. Deputy Director of Health Services (Admn), West Bengal.
12. CMOH. All Districts and Health Districts
13. Superintendent of all DH/SDH/SGH/MSSH

