

# West Bengal State AIDS Prevention & Control Society

(A Society Promoted by Ministry of Health & Family Welfare, Government of India  
and Department of Health & Family Welfare, Government of West Bengal)  
(Care, Support and Treatment Division)

Memo No.ACS/3D-001-2010/83

Date: 28-04-2014

## Minutes of the Meeting of State Level Grievance Redressal Committee

The meeting of State Level Grievance Redressal Committee held on 03.04.2014 at 3.00 p.m. at the Conference Hall of WBSAP&CS, Swasthya Bhawan, Wing - B, 1<sup>st</sup> Floor, Kolkata 700 091. The meeting was chaired by Shri Malay Kumar Dey, Principal Secretary, Department of Health & Family Welfare, Govt. of West Bengal.

### **The following members were present in the meeting:**

1. Shri Malay Kumar Dey, Principal Secretary, Dept. of H&FW, Govt. of West Bengal
2. Shri Biswaranjan Satpati, Director of Health Services, Swasthya Bhawan
3. Shri Sushanta Bandyopadhyay, Director of Medical Education, Swasthya Bhawan
4. Shri Goutam Ghosh, Project Director, WBSAP&CS
5. Dr. Sukamal Bisoi, Jt. Director (CST), WBSAP&CS
6. Ms. P. Dastidar, Assistant Director (Nursing), WBSAP&CS
7. Shri Jagadish Jana, GIPA Co-ordinator, WBSAP&CS
8. Dr. S. Dasmahapatra, Regional Co-ordinator (CST), NACO
9. Dr. S. K. Guha, Programme Director, COE, STM, Kolkata
10. Dr. Swapna Chakraborty, Programme Director, pCOE, MCH, Kolkata
11. Dr. Rupali Ganguly, SMO, SSKM
12. Dr. P. Saha, SMO, MCH
13. Dr. Debjani Banerjee, SMO, RGKMCH
14. Dr. Ramprosad Debnath, SMO, STM, Kolkata
15. Dr. Bappaditya Mondal, SMO, M R Bangur ARTC
16. Dr. B. Basu Majumder, SMO, NBMCH
17. Dr. S. K. Dutta, SMO, Burdwan ARTC
18. Shri Dhruvatar Naskar, Counsellor, WBSAP&CS
19. Mrs. Sagarika Ghosh, Divisional Assistant, CST, WBSAP&CS.
20. Shri Bimal Kumar Jana, Computer Literate Steno (Blood Safety ), WBSAP&CS
21. Mr. Kishore Kr. Shaw, President, BNP+
22. Mr. Samir Biswas, Secretary, NNP+, Hooghly
23. Mr. Sanjib Deb, President, NDP+
24. Mr. Khitish Mondal, BNP+ SNP+

**The proceedings of the last meeting, held on 20.05.2013, were confirmed by the members of the Committee. The action taken at the last meeting was discussed and following resolutions adopted:**

### **1) Issue of recruitment of staff at ART Centres/Link ART Centre Plus:**

- i) There is no Medical Officer in Burdwan MCH ARTC at present. The existing Medical Officer joined in duty has already been resigned and it came to know that 2<sup>nd</sup> candidate of the existing panel would express his desire to work as MO



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in BMCH ARTC. So, it is decided that taking up an approval from the Election Commission, appointment letter may be issued.

- ii) There were two Medical Officer in Malda MCH ARTC, but one has resigned and 2<sup>nd</sup> MO would also be resigned because MSVP of the Malda MCH has issued an order for emergency duty. The matter was discussed and DHS & DME will take proper action to resolve this issue, so that 2<sup>nd</sup> MO can do his normal duty in Malda MCH ARTC.
- iii) There is no Medical Officer in Islampur SDH ARTC. The matter was discussed and it was decided that DHS will depute an MO.
- iv) In MCH ARTC, one post of Medical Officer is reserved for SC candidate. It was discussed that advertisement has already been published but no MO has applied for the same. Principal Secretary advised that the post will be filled up by appointing MO from general category if no reserved candidate applied even after two advertisements.
- v) At STM ARTC, 3 doctors should be present at a time, but at present 2 doctors is working and other one post of Medical Officer is reserved for SC candidate. Even after 2 advertisements no SC candidates applied for the post, so it is lying vacant. A lot of PLHIV patients have to wait for treatment for a long time. It was discussed that advertisement has already been published two times but no MO has applied for the same. Principal Secretary advised that the post will be filled up by appointing MO from general category in consultation with SC/ST Commissioner.
- vi) There is no Staff Nurse in Islampur & Medinipur MCH ARTC and in Asansol and Barasat LAC Plus Centre. The matter was discussed and Principal Secretary advised that State Govt. is going to appoint 2500 Staff Nurse, so, as and when required, Staff Nurse will be deputed from the Institution.
- vii) There is no Counsellor appointed by ICTC due to recruitment process by maintaining 100 point roster in Basirhat LAC & Kalyani LAC so, the LAC is not yet opened. The matter was discussed and Principal Secretary suggested that if no SC candidate is found the vacant post should be filled up from general category after taking necessary permission from SC/ST Commissioner.
- viii) As pointed out by the positive network people in Malda MCH ARTC, doctor is not attend properly, so PLHIV patients have to wait for a long time. The matter was discussed and it is informed that the doctor of ARTC, Malda MCH has put his resignation because he has to engage for shifting duty in hospital. The matter to be discussed with the Principal and MSVP of Malda MCH and necessary action to be taken for resolving the problem immediately.

## 2) Regarding the involvement of Institution in daily activities of ART Centres:

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- i) In spite of sending the letter, no Nodal Officer is present in this meeting. The matter was discussed and it is decided that DHS/DME will take necessary action.
- ii) In general, the involvement of Institution in daily activities of ARTC is very poor in Medinipur MCH ARTC and Islampur SDH ARTC. The matter was discussed and it is decided that DHS/DME will take appropriate action.

### 3) Deputation posting of Medical Officer at ART Centre:

The matter was discussed and it is decided that Jt. Director (CST) will put up a file with a list of required Medical Officer to DHS. The DHS will take proper action for posting of Medical Officer from the hospital side as and when required.

### 4) Extension of space or building at different ART Centres in West Bengal:

- i) Regarding ART Centre at M. R. Bangur Hospital at present around 800 sq. ft. area is available but 1500 sq. ft. is required and a proposal already given by PWD. The matter was discussed and Sr. Medical Officer is requested to place a sketch for the New ART Centre to DHS. The DHS suggested that he will provide space for the same opposite to fair price medicine shop at M. R. Bangur Hospital, where there is proposed building to be constructed.

It is also discussed that on the basis of patient load the testing capacity of CD4 machine of STM ART Centre is hampered.

It is informed that one CD4 machine for M. R. Bangur Hospital ARTC and one CD4 machine for Darjeeling DH ARTC will be provided by NACO according to their AAP 2013-14 shortly.

- ii) Regarding ART Centre at Islampur SDH, the issue was discussed and DHS informed that a new building is under ready condition, around 1 ½ to 2 months it will be completed, then the space problem will be solved.
- iii) Regarding ART Centre at Burdwan MCH, it was informed earlier that the fund of Rs.58,000/- will be released from RKS, but MSVP is not releasing the fund. In consultation with DHS & DME, Principal Secretary advised to JD (CST) to write to MSVP, Burdwan MCH through proper channel to release the fund for the same and inform accordingly.

### 5) Opening of new ART Centre and Link ART Centres as approved in AAP 2013-14.

- i) Out of 5 ART Centres in AAP 2013-14, 4 ART Centres are now functioning i.e. Ghatal SDH ARTC, Chinsura SDH ARTC, Darjeeling DH ARTC and Coochbehar (MJN) DH.



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Remaining 1 ARTC at Murshidabad MCH (Baharampur DH) is yet to be functioned. Interview for the applied candidates to be held after completion of Lok Sabha Election.

In this year's Action Plan, 1 new ART Centre will be opened at Barasat DH and 3 Facility Based ARTC at Tamluk DH, Bankura MCH & Krishnanagar DH.

**Necessary follow up needs to be done.**

## 6) Issues regarding supply chain management :

The matter was discussed and it is decided that as the supply of drug/medicine (1<sup>st</sup> line & 2<sup>nd</sup> line) from NACO is very bad, so, Principal Secretary suggested whenever stock will decrease, the drug/medicine will be procured from state and if possible, the required fund will be provided by state fund.

Availability of PEP drugs at all Govt. Health Care Facilities where, there is ARTC, the fund will be provided from RKS fund where there is no ARTC, the matter was discussed and Principal Secretary advised that on emergency basis, the drug will be procured locally as per NACO authorised supplier and their approved rate and inform NACO accordingly for releasing of fund. If they not provide fund, it will be released from WBSAP&CS's bank interest fund.

Dr. Prosenjit Saha, Sr. MO of MCH ARTC said that only he is working in the ART Centre, there is a lack of 1 Counsellor and the supply of drug is very poor, some drugs are out of stock. The matter was discussed and he was requested to prepare a drug list and place to the Project Director, WBSAP&CS for CMS entry.

JD (CST) is advised to prepare a proposal for procurement of 7 new CD4 machine for different ART Centres. The necessary fund will be borne by State Govt. as suggested by the Principal Secretary.

## 7) Sanction of special leave for Health Care Provider who experienced occupational exposure:

The matter was discussed and DHS said that such type of order has already been circulated from MA Branch on 2012. Divisional Assistant, CST prayed for a copy of the same order and whenever will get it that will be re-circulated.

## 8) Miscellaneous:

Regarding the HIV testing report of Private Hospital, Principal Secretary advised that a circular is to be issued from the DHS to the Private Hospital under Clinical Establishment Cell, so that they send the monthly report to the CST Division, WBSAP&CS, Swasthya Bhawan.

Mr. Kishore Kumar Shaw, President, BNP+ said that a department has opened in STM namely, Centre of Excellence for HIV Care and it is mentioned on a sign board that is stigmatised for PLHIV patients because it may disclose their status.

JD (CST) said that M & E Officer is working as an additional charge of Store Officer of WBSAP&CS and there is no specific store for storage of ART medicine. There is minimum 2,500 sq.ft. area is needed for the store. The matter was discussed and

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Principal Secretary suggested to find out a place for the store in Salt Lake on rental basis and depute a retired pharmacist as store keeper.

The meeting concluded with vote of thanks to and from the chair.



Principal Secretary  
Health & Family Welfare Department  
Govt. of West Bengal

Memo No.ACS/3D-001-2010/ 83/1(13)

Date: ~~28-04-2013~~

28-04-2014

Copy forwarded for information and necessary action:-

1. The Director of Health Services, Govt. of W.B., Swasthya Bhawan.
2. The Director of Medical Education & E.O. Secretary, Govt. of W.B., Swasthya Bhawan.
3. The Joint Director (CST/ Finance), WBSAP&CS.
4. The Regional Coordinator (CST), NACO.
5. The Nodal Officers of all ART Centres in West Bengal.
6. The Programme Director, Centre of Excellence in HIV Care, STM, Kolkata & Paediatric Centre of Excellence in HIV Care, Medical College & Hospital.
7. The Sr. Medical Officer / Medical Officer of all ART Centres in West Bengal.
8. The Assistant Director (Nursing/ Finance), WBSAP&CS.
9. The G.I.P.A. Coordinator, WBSAP&CS.
10. Mr. Bimal Kumar Jana, Computer Literate Steno, WBSAP&CS.
11. Mrs. Sagarika Ghosh, D.A.(CST), WBSAP&CS.
12. The President, BNP +, 5, Bakrahat Road, Thakurpukur, Kolkata - 700 063.
13. Office copy.



(Dr. Sukamal Bisbi)  
Joint Director (CST)  
WBSAP&CS