



Government of Jammu & Kashmir
State Health Agency
Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana
Registered under J&K Societies Registration Act VI (1941 A.D)
(Reg. No.: D18C/7188-RS/916)



Swasthya Bhawan, Bemina, Srinagar/Director Stationery & Office Supplies Rail Head Jammu

Kareem Ansari,
3-4-142/6-Barkatpura
Hyderabad- 500027

No: SHA/AB-PMJAY/JK/2024-25/ 6308

Dated: 22/04/2024

Subject: Reply to your RTI Application under RTI Act 2005.

This is in reference to the above-cited subject regarding your RTI application seeking information under RTI Act, 2005. As per the application received, the information sought is produced below:

S. No.	Query	Reply
	Shift from SHA payroll to Outsourcing: Explanation and documents that led to the decision of moving DIU employees from being on SHA payrolls to outsourcing their position, particularly when initial advertisements and communications suggested otherwise.	The decision regarding the payroll management has been taken by Health & Medical Education department and same has been communicated Vide file No. SHA-AB/PMJAY/JK/2021-22/214. Annexure 'A'
2	Detailed Records of Correspondence: Please provide detailed information, including dates and contents, of all the representations and letters sent by the District Implementation Units (including DPCs, DISMs, and DGNOs of (Specify District) if applicable to the CEO of the State Health Agency over the last two years. This should include, but not be limited to, communications regarding contracts with SHA, requests for Travel Allowance/Dearness Allowance (TA/DA), salary hikes, and infrastructural support.	Annexure 'B'
3	Status and Reasons for Non-Disbursement of TA'DA: Specific details regarding the reasons for the non-disbursement of TA/DA to the DIU members for over two years, despite repeated requests.	TA/DA of DIUs for the period of April, 2022 to April 2023 is pending with the higher authorities and the file is currently under process.
4	Decisions Regarding Salary and infrastructure: information on the decision-making process related to the absence of salary hikes and lack of infrastructural development at the district level for DIU members, despite repeated representations.	As per guidelines of NHA, there is no mention of salary hike of DIUs. Moreover, DIUs are supposed to be placed in the Office of CMO. SHA has not received any complaint from any CMO regarding the lack of infrastructure to the DIUs. Salary for the month of January 2024 has not been released yet as hiring agency SPC Management Services has sent a voucher to all DIUs



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		for submission to the Agency. Besides the Salary for the month of February,2024 has been released and Salary for the month of March 2024 will be released once the documents will be submitted by DIUs to M/s Tiranga Security & Manpower Solutions as mail has been sent to all DIUs by M/s Tiranga Security & Manpower Solutions to do the same.
5	Contractual Engagement with Tiranga: Comprehensive details on the process and criteria used for hiring Trianga, including the rationale behind choosing this agency despite its reported unfavourable reputation. This should also include any assessments or evaluations that were conducted prior to their selection.	SHA J&K vide RFP no: GEM/2024/B/4465560 dated: 12/01/2024 invited technical and financial quotes from the bidders for hiring of HRMA. M/s Tiranga Security & Manpower Solutions was selected by the committee after evaluating the technical & financial bid.
6	Responses to Previous Communications: A detailed report on why there has been no response to the ten or more letters previously sent to your office regarding these critical issues.	The information sought by the applicant is vague as there are no copies of such letters that have not been answered annexed with the RTI application.

In case you are not satisfied with the information provided, you may file an appeal to the First Appellate Authority within 30 days from the date of receipt of this letter as per provision in Section 19 of the RTI Act, 2005.

Yours Faithfully,

Muneer Hussain, JKAS

Public Information Officer (PIO)

Ayushman Bharat, State Health Agency, J&K

File No. _____

SHA-ABPMJAY JK 2021-22/214

Name PAYROLL MANAGEMENT

Title AT DIU'S.

From _____ To _____

Phone _____ Mobile _____

E-mail SHA - JK.

ABPMJAY - SEHAT.

1
5

Deluxe Quality Laminated Record File

No. 2

Subject: Management of Payrolls of the professional to be hired in District Implementation Units (DIUs)

1. The SHA J&K is in process of placing the professionals at the District Implementation Units (DIUs). SHA through a tendering process, vide Tender Notice No. SHA/ABPMJAY/JK/2020-21/4819 has selected Strategic Alliance Management Service (SAMS) for undertaking of various positions approved for placement at DIUs.
2. The selected agency vide Ref. No.: SHA/AB PM-JAY/JK/2021-22/5921, Dated 24/10/2021 issued an advertisement notice for various approved posts at District Level and which is still in process.
3. The RFB was floated for the selection of the empanelled agency with scope of work limited to the facilitation in hiring of the professionals at district level. The management of payroll is yet to be decided and it is pertinent to mention here that payroll management on contract basis by SHA/Government have following challenges:
 - A. Hired professionals can increase the financial liability on Government
 - B. Hired Professionals may claim Permanent employment in future
 - C. Non-performing hired professionals may impact the overall performance of the scheme.
 - D. SHA J&K, at present does not have sufficient manpower to manage the contracting and remuneration to the professionals at DIUs
4. In order to overcome the above-mentioned challenges, task of payrolls management can be given to an HR agency for better and sustainable Human Resource handling at DIU level. We may explicitly define terms with agency (to be hired) that it must take the ownership of professionals hired through SAMS during the entire contract period of SHA with SAMS.
5. As such it is proposed that:
 - a. We may seek financial proposal from HR agencies empanelled with Ministry of Health and Family Welfare/NHSRC, Govt. of India.
 - b. Approval of draft RFB (Annexure A) may be given for floating of the same for the selection of the HR Management Agency.

State/Nodal Officer
SHA/J&K

W. Khan
18.11.21
State Consultant
SHA, J&K

May approve the proposed course of action at N.P. 5

18/11/21

CEO

Sir, May kindly approve in light of our discussion regarding the same.

ACS (HME)
M. J. Khan

18/11/21

*193-HME
23-11-2021*

NYB NMM / CEO SHA

Pls float tender online.

[Signature]
7/30/11/21

st
Tender upload/sent to the emp/related agencies via email.

[Faint handwritten notes]

SHAWNY
Statewide Office

[Faint handwritten notes]

[Faint handwritten notes]

Annexure - B

State Grievance Nodal Officer

Date: 11-03-2024

Subject: Representation on Outstanding Issues and Progress - AB-PMJAY SEHAT Implementation.

Respected Sir,

We the **District Implementing Units (DIUs) Of SHA** of AB-PMJAY SEHAT Scheme in the Union Territory of Jammu and Kashmir, would like to bring your esteemed attention towards the progress and certain outstanding issues regarding the implementation of the scheme in our respective districts. We have been diligently working towards the successful execution of AB-PMJAY SEHAT Scheme since our induction in April 2022, with dedicated personnel, District Programme Coordinator, District Grievance Manager, District Information System Manager(with Additional Charge as DGNO) for each district.

Outstanding Issues:

State Health Agency has issued a notification for Recruitment of DIU's Vide **Ref.No: SHA/AB PMJAY/JK/2021-22/5921 Dated 27/7/2021**. In pursuance of that Notification we had applied for same posts & were hired by State Health Agency. However via **Circular No:25 Of SHA 2022 Dated:02/05/2022** we came to know that we are On-roll on SHA but our Payroll is Managed Through an Outsourced Agency i.e SPC Management Services Pvt.Ltd who issued notification for Recruitment Of SIU's Vide **No:DIP/J-571-P/22 Dated:11th May 2022 & DIP K-NB-77-22 Dated:12th May 2022**.

However, Sir with due respect, we would like to highlight certain grievances that need urgent attention:

Salary & TA/DA Disbursement: Despite SIU's being Recruited by Outsourcing Agency i.e SPC Management Services Pvt.Ltd whose Payroll is Managed by SHA Itself whereas DIU's being employed by the State Health Agency whose payroll is Managed by a third party, SPC Management Services Pvt.Ltd., which has consistently failed to credit our salaries & TA/DA on time, causing financial strain and directly impacting the efficiency of our work in the district. In light of the above, we humbly With Folded Hands request your kind intervention to Address these certain issues and resolve these , particularly the request for the payroll of the STATE HEALTH AGENCY J&K and Annual increment as Like SIU's as per NHM Norms,so that this matter can be Easily promptly and effectively resolved.

Non-Receipt of TA/DA: Despite being eligible for Travel Allowance/Dearness Allowance as per NHM rules (**Ref.No:SHA/JK/0422 Dated:21/04/2022**) the same has not been credited yet to our accounts.

Non-Transfer of Revolving Fund: As per PMJAY guidelines, a revolving fund of one lakh rupees is to be transferred to district accounts; however, this transfer has not been executed to date.

Non-Execution of Office Expenses for Furniture Purchase: The order issued by SHA (**Circular Number 25 of SHA 2022**) for suitable office expenses for furniture purchase, directed through respected CMOs, has not been actioned as yet.

In light of the above, we humbly request your kind intervention to address and resolve these grievances. Our commitment to the successful implementation of AB-PMJAY SEHAT remains unwavering, and we believe that your support will further strengthen our efforts towards providing comprehensive healthcare to the residents of Jammu and Kashmir.

Progress:

Beneficiary Registration: Since our joining, we are pleased to report a significant increase in the family and individual percentages of beneficiaries enrolled in AB-PMJAY SEHAT. Family coverage has surged from 45% to over 90%, and individual coverage has seen a commendable rise from 40% to 83%. This was achieved through the organization of camps at the Panchayat level under various programs like Back to Village, My Town My Pride, Ayushman Bhav, and Viksit Bharat Sankalp Yatra.

District Grievance Redressal Committee (DGRC): A DGRC has been formed vide Government order No:1630-GAD Of Dated:12/11/2018 and the inaugural meeting has been successfully conducted. We intend to continue conducting these meetings in the future for effective grievance resolution.

Grievance Resolution at Panchayat Level: PMJAY grievances have been efficiently resolved at the Panchayat level, ensuring prompt redressal and enhancing the trust of beneficiaries in the system.

Claim Audit/Hospital Audit/Beneficiary Audit: Rigorous audits have been conducted to ensure the accuracy and legitimacy of claims, hospital facilities, and beneficiary information.

Anti-fraud Activities: Proactive measures have been taken to identify and prevent fraudulent activities within the system, ensuring the integrity of AB-PMJAY SEHAT.

Hospital Empanelment: The process of hospital empanelment has been carried out meticulously, considering the quality of hospitals to enhance the overall healthcare experience for beneficiaries.

Quality of Hospitals: Ongoing efforts are directed towards maintaining and improving the quality of empanelled hospitals to meet the healthcare needs of the beneficiaries.

Establishment of Kiosks at Empanelled Hospitals: The establishment of 100% kiosks at every empanelled hospital across Jammu and Kashmir. This initiative aims to provide a seamless and accessible interface for beneficiaries to access information, register, and avail themselves of the benefits under AB-PMJAY SEHAT. These kiosks will serve as information hubs, facilitating easy navigation through the program, and ensuring that beneficiaries can make informed decisions about their healthcare.









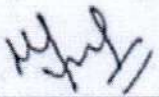
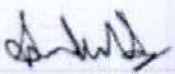
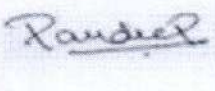




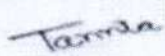




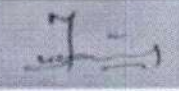
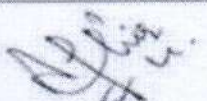
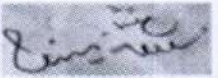
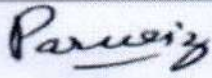



THANK YOU, SIR,

Yours Faithfully




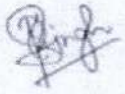
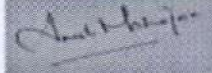

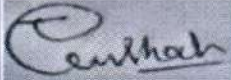




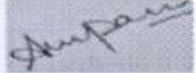
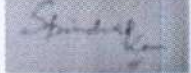
All DIU Units

SHA J&K

Name & Signature of all DIU's

Name of Dist.	DISM Name	DISM Signature	DPC Name	DPC Signature	DGM Name	DGM Signature
Anantnag	Malik Jahangir		Dr. Fehad Ishaq			
Badgam	Abid Qadir		Dr. Beenish Rather			
Bandipora	Altaf Hussain Bhat		DR MIDHAG HAFIZ			
Baramula	UMAR ALI MIR		Dr. Tawseef			
Doda	Mahrukh Iqbal		Dr. Aadil Farooq Malik			
Ganderbal	Pardeep Singh Sodhi		Dr. Syed Waqeeel			
Jammu	Preeti Rajput		Dr. Shivangi Sangotra		Alok Chatta	
kathua	Tannia		Dr. Tarun Gupta			
Kishtwar	Aftab Khan		Dr. MoinShouket			
Kulgam	Ishfaq Nazir		Dr. Muzammil			
Kupawara	Tahir Ahmad Rather		Dr. Hafsa Shafi			
Poonch	Parvez Ahmad Malik		Dr. Tanveer			
Pulwama	Raja Vaseem Hassan		Dr. Shawkat Ahmad Bhat			

Name & Signature of all DIU's

Rajori			Dr. Kunal Sudan			
Ramban	Manjeet Singh		Dr Nadeem			
Reasi	INDER PAL SINGH					
Samba	Amit Mahajan		Dr Priya			
Shopian	JAWAID MANZOOR		Dr Sibgat			
Srinagar	Irfan Qayoom		Dr. Gurmeet Singh		Ishrat Yousuf Wani	
Udhampur	ANUPAM		Er Spinder kaur			

The Chief Executive Officer
State Health Agency
J&K

Date: 23 January 2024

FM (Sardar)
Put up in file

Bochraraj (AO)
Jagdish (AAO)

Please take n/a up

22-01-2024

Sub: Representation on behalf of DIU's seeking redressal of their grievances.

Esteemed Sir,

With profound respect and regard, the DIU's of J&K would like to draw your respectful attention to the following facts:

We, the District Implementation Units (DIUs) under the State Health Agency (SHA), Jammu & Kashmir, extend our utmost respect and humbly request your

kind intervention regarding critical issues affecting our employment and the need for recognition of our extensive work. We approach you with the sincerest of intentions to bring to your attention the challenges we have been facing.

With all due respect, the initial job advertisements, as issued by SHA, did not mention changes in payroll management, but subsequent alterations have significantly deviated from these terms.

For over two years, we have tirelessly worked, diligently fulfilling various roles to

support the Ayushman Bharat Pradhan Mantri Jan Arogya Yojana and ensuring the welfare of our community. These roles include:






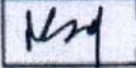


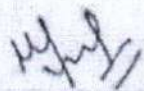
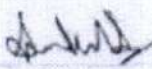
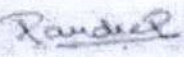




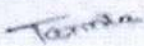











1. District Program Coordinators (DPCs):

- o Claim auditing.
- o PMJAY quality certification.
- o Fraud detection.
- o Assisting hospitals with PMJAY-related issues.






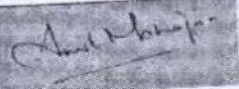
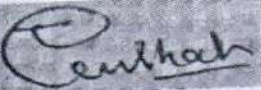




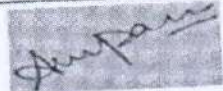
To put up -
A/23/1

Jawad
Sardar
Tawana
Amit Mahajan
Kuldeep
Mishra
Sardar
Mishra
Mishra













Name & Signature of all DIU's

Name of Dist.	DISM Name	DISM Signature	DPC Name	DPC Signature	DGM Name	DGM Signature
Anantnag	Malik Jahangir		Dr. Fehad Ishaq			
Badgam	Abid Qadir		Dr. Beenish Rather			
Bandipora	Altaf Hussain Bhat		Dr. Midhat			
Baramula	UMAR ALI MIR		Dr. Tawseef			
Doda	Mahrukh Iqbal		Dr. Aadil Farooq Malik			
Ganderbal	Pardeep Singh Sodhi		Dr. Syed Waqeeel			
Jammu	Preeti Rajput		Dr. Shivangi Sangotra		Alok Chatta	
kathua	Tannia		Dr. Tarun Gupta			
Kishtwar	Aftab khan		Dr. Moin Shouket			
Kulgam	Ishfaq Nazir		Dr. Muzammil			
Kupawara	Tahir Ahmad Rather		Dr. Hafsa Hafi			
Poonch	Parvez Ahmad Malik		Dr. Tanveer			
Pulwama	Raja Vaseem Hassan		Dr. Shawkat Ahmad Bhat			

Signature of all DIU's

		Dr. Kunal Sudan			
igh		Dr Nadeem			
AL		MIDHAT HAFIZ			
ajan					
D OR		Dr.spinder			
oom		Dr. Gurmeet Singh		Ishrat Yousuf Wani	
AM					

Name & Signature of all DIU's

Rajori			Dr. Kunal Sudan			
Ramban	Manjeet Singh		Dr Nadeem			
Reasi	INDER PAL SINGH		MIDHAT HAFIZ			
Samba	Amit Mahajan					
Shopian	JAWAID MANZOOR		Dr.spinder			
Srinagar	Irfan Qayoom		Dr. Gurmeet Singh			
Udhampur	ANUPAM					

Chief Executive Officer,
State Health Agency J&K.

Dated:-24-05-2022

Sub:- Request for modification in the offer letter/Contracts issued to newly recruited DPC/DISM/DGM for implementation of AB-PMJAY (SEHAT) scheme in the UT OF J&K- Thereof.

Respected Madam,

With humble submission and due reverence, We would like to draw your sympathetic attention towards the below mentioned facts:-

1. That your office has advertised the above mentioned posts in the Month of November 2021 for implementation of AB-PMJAY Scheme in the UT of J&K.
2. That we were selected on the above mentioned through proper procedure of selection as mentioned by the authorities of JKSHA.
3. That it have been enlisted in the advertisement that the selected candidates will be given offer letters from JKSHA (Letter enclosed), however all the candidates have received the same from third party agency i.e., SPC Pvt. Limited.
4. That as per the Circular No:- 25 of SHA 2022 Dated 02-05-2022 (Circular Enclosed), it is clearly mentioned that only payrolls of said staff will be managed through Outsourced agency however as per the contract received by us explicitly determines that we are wholly managed and monitored by the SPC Pvt. Ltd.
5. That as per the advertisement it was published that the candidates will be given remuneration of Rs 40,000 and Rs 30,000 for DPCs and DISMs/DGMs respectively however the salary breakup has unnecessary deductions (Statutory bonus) and provident fund is also deducted from our salary.

It is as such humbly requested to have a sympathetic look on the above mentioned facts that will be your most kindness.

At last we all the JK DIUs congratulate your good self for being appointed as CEO JKSHA and wish you a successful time ahead. It is our honor to work under your guidance and leadership.

Thanking you in anticipation,

Yours Faithfully

All DPCs/DISMs/DGMs
JKSHA- (AB-PMJAY)

sent as per the scheduled interview date and time.

(D) Personal Interview:

- (a) Personal interviews shall be organized as per the scheduled date and time in consultation with SHA.
- (b) Personal Interviews of candidates shortlisted as above shall be conducted by a Panel of **SHA Officials/ Experts**.
- (c) Suitability of eligible candidates for appointment shall be determined by the **SHA J&K Panel**, based on the performance of candidates during Personal Interview. Decision of the **SHA J&K Panel** on selection and waitlisting of interviewed candidates shall be final.

Candidates must score the 33% cut-off marks in the personal interviews for preparation of merit list for final selection

Note:

In case of a tie in between the two candidates, preference shall be given as per the details mentioned below in descending order.

- (i) Preference shall be given to an elder candidate;
- (ii) Even if tie persist in the case of date of birth of the candidates, the candidate obtaining the highest mark in 12th/ Higher Secondary shall be given preference

(E) Preparation of Result and Location Allocation:

Location shall be allocated based on the location preferences of the candidate and marks obtained in the personal interview.

(F) Preparation of Waiting List:

An attempt shall be made to keep a merit list of the suitable candidates attaining above the cut-off marks in Personal Interviews. The cut off marks are mentioned in point (D) of the Selection Process Note.

(G) Declaration of the Result:

The interview result shall be declared on **SHA, J&K and SAMS** website and the offer letter shall be issued to the selected candidates by **SHA, J&K**. **SAMS** shall coordinate with selected candidates for the joining process.



Government of Jammu & Kashmir

State Health Agency

Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana /AB PMJAY - SEHAT

Registered under J&K Societies Registration Act VI (1941 A.D)

(Reg. No.: D18C/7188-RS/916)

Swasth Bhawan Bemina Srinagar/Director Stationery & Office Supplies Rail Head Jammu

Circular: 2-5 of SHA 2022

Dated: 02/05/2022

Subject: Engagement of Contractual Staff at District Implementation Units.

State Health Agency (SHA) J&K successfully completed the hiring process of contractual manpower at District Implementation Units (DIUs) in entire UT of J&K. SHA J&K hired District Programme Coordinators (DPCs), District Information System Managers (DISMs) and District Grievance Managers (DGMs) whose payrolls shall be managed through an outsourced agency i.e. SPC Management Services Pvt. Ltd. The detailed ToR of these positions is attached herewith this circular at Annexure 'A'.

By virtue of this circular, all Chief Medical Officers/Medical Superintendents/Nodal Officers/Additional Nodal Officers/BMOs/Hospital Administrators of all the empaneled Government and Private Hospitals are hereby informed that DPCs, DISMs and DGMs shall be responsible for supporting district level administration in the implementation of AB PMJAY and shall also be the first point of contact for all the operational aspects of the scheme as per the attached ToR.

All Chief Medical Officers are also requested to identify office space within their office building premises for establishing a dedicated office for DIU. SHA J&K shall release suitable administrative expenses in the designated accounts of DIUs for the purchase of suitable furniture by respective CMOs.

(Yasin M. Choudhary), IAS
Chief Executive Officer

Copy to:

1. Additional Chief Secretary, Health & Medical Education Department Civil Secretariat Jammu for favor of information.
2. Deputy Commissioners (All) for favor of information.
3. Director SKIMS Soura, for information.
4. Principal Government Medical College, Jammu, Srinagar, Kathua, Doda, Rajouri, Anantnag, Baramulla for Information.
5. Director Health Services, Jammu/Kashmir for information.
6. Medical Superintendents/Nodal Officers (All), Public Empaneled Health Care Providers for information and necessary action.
7. Chief Medical Officers (All) for information and necessary action.
8. Administrators Private Empaneled Hospitals (All) for information and necessary action.
9. IFFCO Tokio General Insurance Company for information and necessary action.
10. Office file.