Government of Jammu and Kashmir
Health and Medical Education Department
Civil Secretariat, Jammu.


In order to review the Outsourcing & Operationalization of 102 & 108 Ambulance services in the State, a meeting was convened at JKMSCL Corporate Head Office Jammu under the Chairmanship of Principal Secretary to the Government, Health and Medical Education Department on 23.01.2018 at 11:00 AM. The meeting was attended by following officers:

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The Service provider M/s BVG India Ltd was also present who made a Power Point Presentation of the Action Plan for rolling out the 102 &108 Ambulance services in the State of J&K.

At the very outset Managing Director JKMSCL after welcoming the Chairman and the other participants gave an overview of the prestigious project which may prove game-changer as far as accessibility to health care is concerned.

M/s BVG India while making the detailed presentation familiarized the participants with anticipated timeline as per the PERT chart. During the course of intervening deliberations /discussions all stakeholders were instructed to take required steps in a coordinated manner so that
anticipated timelines are adhered to. MD, JKMSCL informed that LOI stands issued in conformity with the NIT requirements on 16-01-2019 & accordingly, the date of signing of MoU with M/s BVG India Ltd. is scheduled on 31st Jan, 2019 and thereafter the roll out schedule from 1st February, 2019 shall be followed. By 28th April, 2019, 102/108 services are expected to Go-Live. MD, JKMSCL also intimated that the draft MoU stands prepared and shared with Mission Director, NHM as well.

Keeping the timelines/urgency of patient care in view, following decisions were taken for strict adherence.

1. M/s BVG India Ltd. agreed to roll out all 416 Ambulances with different service parameters as tendered by JKMSCL, in one go in first year itself to compensate for delay the project had already suffered. This will include retrofitting of 50 ambulances for advanced life support (with all life saving protocols), 66 for Basic Life support & functional fleet of 300 JSSK ambulances for GPS devices.

   (Action by M/s BVG India Ltd.)

2. Accordingly, after signing of MoU, the Mission Director, NHM shall provide 50 units immediately to service provider for retrofitting followed by handing over of 33 units each by Director Health Services Jammu/Kashmir for the said purpose.

   (Action by MD NHM/DHSJ/DHSSK)

3. Director Health Services Jammu/Kashmir shall identify 150 functional Ambulances each, with all credentials including insurance papers for handing over them to Service Provider for retrofitting of GPS devices and further operation as per NIT clause. The utility of these 300 Ambulances with regard to the deployment shall be controlled by the service provider through ERC (call centre).

   (Action by DHS Jammu/Kashmir/ BVG)

4. Both the Directorates of Health will identify the base locations to station AL/BLS Ambulances besides preparing the list of drivers along with contact details for the 300 Ambulances. All such information shall be transmitted to M/s BVG India so that these vital details are integrated with the call centre to ensure prompt response/service.

   (Action by DHS Jammu/Kashmir and M/s BVG India Ltd.)

5. It was decided the draft agreement shall also be shared with Director Health Services Jammu/Kashmir for seeking their comments viz a viz their roles and responsibilities. The comments shall be submitted within 05 days i.e before 29.01.2019 by all the Directorates including Mission Director, NHM so that the suggestions if any could be considered for incorporation in consonance with NIT.
Pertinent to mention that the draft agreement/MoU for 102 & 108 Ambulances to be entered into among MD JKMSCL, Director NHM & M/s BVG India Ltd. has already been shared with the Mission Director, NHM.

(Action by DHS Jammu/Kashmir, NHM and MD, JKMSCL)

6. Keeping in view the linguistic plurality of the state M/s BVG India Ltd. shall engage multilingual staff having knowledge of English, Hindi, Urdu, Kashmiri and Dogri so that the phone calls of the citizens could be responded suitably.

(Action by M/s BVG India Ltd.)

7. The request letter to the concerned Telecom Agencies for seeking 102/108 toll free numbers shall be initiated by the JKMSCL/NHM so that the service provider could follow up the same for timely allotment of the toll free numbers.

(Action by NHM, MD, JKMSCL and M/s BVG India Ltd.)

8. Since timely funding shall remain the driving force, it was decided that NHM being the Funding Agency shall provide the Funds for the entire duration of the project as per the LoI and shall project funds during the FY 2019-20 to the tune of Rs 42.80(capex+opex for first year) crores for the first year in the SPIP of NHM.

(Action by Managing Director, NHM)

9. It was informed in the meeting that the State Level Committee stands already constituted vide Govt. order No. 51-HME of 2019 dated 15.01.2019 under the Chairmanship of MD NHM to quicken the implementation. With regard to the constitution of the District Level and Block Level Committees, the views of DHS J/K were taken and it was decided that the orders as per the following composition would be issued by the Administrative Department.

a) The respective CMO’s shall be designated as Nodal Officers for the district and BMO’s as Nodal Officer for the Blocks.

b) District Level Committee under the Chairmanship of District Magistrate shall conduct the review of the project in the district on quarterly basis. The Chief Medical Officer of the respective districts shall not only be responsible for the smooth implementation of the 102 & 108 Ambulance Services but shall invariably verify the services of the operator under this agreement on monthly basis. The service provider, on demand, shall ensure their appropriate representation during the review meetings.

c) The Block Medical Officer shall be the Nodal Officer for 102 & 108 Ambulances Services for their respective block. The Block Medical Officer in charge will ensure coordination between various health officials, ASHAs and the service provider.
10. The Director Health Services Jammu & Kashmir shall take meetings of the CMO’s to sensitize them about the importance of the project and their roles and responsibilities preferably before 31st Jan, 2019.

   (Action by DHS Jammu/Kashmir)

11. The Director Health Services Jammu & Kashmir shall provide the following support for the project.
   a. Space for keeping ambulances along with rest room facilities in the PHC/SDH/DH.
   b. Arranging awareness programmes in association with service provider.
   c. Providing hospital details with infrastructure and specialised staff.
   d. Deputation of staff from DHS and ASHAs for training to M/s BVG India.
   e. Scrutiny/approval of training modules to be prepared by M/s BVG India.

   (Action by DHS Jammu/Kashmir)

12. The deployment plan for each district shall be prepared by the Directorates of Health Jammu/Kashmir keeping in view the topography, accident frequency, infrastructure in Hospitals & availability of specialists.

   (Action by DHS Jammu/Kashmir)

13. To conclude all the stakeholders were instructed to work in mission mode to have tangible results within the drawn up action plan. It shall be ensured that 102 & 108 Ambulances Services, Go Live on 28th April 2019 as agreed to by the service provider i.e. M/s BVG India Ltd.

   (Action by DHS J/K, NHM, MD, JKMSCL & M/s BVG India Ltd.)

   The meeting ended with a vote of thanks to the Chair.

   Director Finance,
   Health and Medical Education Department

   No. JKMSCL/PS/MD/2019/
   Copy for information to the
   2. Managing Director, JKMSCL, Jammu
   3. Director Health Services, Jammu/Kashmir.
   4. Joint Director Planning, H&ME Department.
   5. FA/CAO, JKMSCL.
   6. General Manager, JKMSCL.
   7. General Manager, JKMSCL.
   8. Pvt. Secretary to Principal Secretary to the Govt. H&ME Department.

   Dated: 05.01.2019.
Government of Jammu and Kashmir  
Health and Medical Education Department  
Civil Secretariat, Jammu.

Subject: Minutes of meeting regarding implementation of Bio Medical Equipment Maintenance Contract in the State.

A review meeting with regard to the implementation of Bio Medical Equipment Maintenance Contract in the State was Chaired by Principal Secretary to Government Health and Medical Education Department at Corporate Head Office Jammu on 23.01.2018 at 12:30 PM. The meeting was attended by following officers:

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The Service provider M/s BVG India Ltd was also present who made a Power Point Presentation of the Action Plan for rolling out the 102 &108 Ambulance services in the State of J&K. The Service provider M/s Mediciti, Biomedical Equipment Maintenance Service Provider was also present who made a Power Point Presentation regarding the Action Plan for implementation of Bio Medical Equipment Maintenance Services in the State of J&K.

After the presentation, the action plan for implementation of Bio Medical Equipment Maintenance Services was discussed and it was informed that LoI stands issued and the draft MoU stands prepared and shared with Mission Director NHM as well. Threadbare discussions lead to following decisions:
1. The draft agreement shall be shared with Director Health Services Jammu/Kashmir for seeking their comments viz a viz their roles and responsibilities. The comments shall be submitted within 05 days by or before 29-01-2019 by all both the Directorates and MD NHM so that the suggestions, if any, could be considered for incorporation in consonance with NIT.

2. Directorates of Health Jammu and Kashmir shall provide updated List of Primary Health Centre to the Service Provider.

3. The Funding Agency shall provide the Funds for the entire duration of the project as per the LoI and shall project funds to the tune of Rs 10.50 crores for the first year i.e in the SPIP of the financial year 2019-20.

4. It was decided that the CMO'S of the respective districts shall be designated as the Nodal Officers for the implementation of the project.

5. The service provider was advised to utilize the local manpower to best possible extent.

6. The matter regarding the implementation of SHG scheme of Bio Medical Engineers in the light of Letter No HME/Accts/300/2018 Dated 08-01-2019 was discussed threadbare. It was decided that since the implementation shall be in experimental phase, 01 Hospital from Directorate of Health Services Kashmir i.e. Govt. Gousia Hospital Khanyar and 01 from Directorate of Health Services Jammu i.e. Govt. Hospital Sarwal, 01 Associated Hospital of Govt. Medical College Jammu i.e: CD Hospital Jammu and 01 Associated Hospital of Govt. Medical College Srinagar i.e; CD Hospital Srinagar shall be assigned to the SHG of Bio Medical Engineers on trial basis for the maintenance of Bio Medical Equipments.

With regard to the equipments in Health Institutions and the rest of the Hospital of DHS Jammu/Kashmir, the service of Bio Medical equipment services provider i.e. M/s Mediciti shall be taken in terms of the LOI.

The meeting ended with a vote of thanks to the Chair.

Director Finance,
Health and Medical Education Department

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