

Rajasthan Medical Services Corporation
Gandhi Block, Swasthaya Bhawan, Tilak Marg, C-Scheme, Jaipur

Phone No: 0141-2228059-65, Fax No: 0141-5111040

E_mail : rmsc@nic.in

CIN: U24232RJ2011SGC035067

Website : www.rmsc.health.rajasthan.gov.in

S. No: F. 4()/RMSC/Admin./2017/261

Dated: 28.03.18

NOTICE INVITING BID

Bid is invited upto 2nd April, 2018 at 11:00 am on Single Source Basis as per RTPP act 2012 section 31 (1a) and RTPP rule 2013 17(1) for hiring of the Service of Data Manager, for Supply Section of RMSCL – Shri Amit Kumar Sain for 12 (twelve) months.

Rupees 15,000/- per month will be given for the above work. If you agree, send your consent within a period of three days. Other terms & condition may be accessed at www.rmsc.health.rajasthan.gov.in.


Managing Director 28.3.18

Terms of Reference for Data Manager (Supply Section)

Background Proposal:

Rajasthan Medical Services Corporation was established as a central procurement agency in May 2011 for procurement of generic essential medicines, surgical and suture items for the Deptt. of Medical & Deptt. of Medical Education. Under the aegis of Mukhyamantri Nishulk Dava Yojana commonly used essential generic medicines are being made available to all patients coming for treatment at all public healthcare institutions since 2nd October, 2011.

For effective monitoring of scheme's implementation, it is necessary to know the drug availability in the field at healthcare institutions, complaints regarding non-availability of medicines, quality issues if any and seeking feedback from patients of Aadarsh PHCs on medicine related parameters. This issue was also discussed in the Steering Committee meeting chaired by ACS & Chairperson of the Corporation and it was decided to engage a Data Manager in the Supply Cell for timely redressal of all above complaints/issues through RMSC Help Line.

Tasks/Scope of Work:

- Receiving and responding to calls from patients on RMSC Help line number 0141-2228059 installed in Supply Cell, pertaining to drug availability, drug quality and maintaining a record of the same in softcopy on a daily basis. For issues not related to RMSC the calling person may be informed to contact Nodal Officer, MNDY-DM&HS. A record of the action taken for RMSC issues should be maintained on a daily basis.
- Calling patients on numbers entered in e-Aushadhi randomly for a feedback on medicine availability-whether all medicines prescribed were issued, if any medicines were prescribed from the market/payment made for medicines at Drug distribution centre (DDC), availability of pharmacist at the DDC in the prescribed format making use of another landline number. Any other salient feature mentioned by the patient must also be recorded.
- Contacting Aadarsh PHCs to collect medicines that were indented in annual demand are out of stock at PHC but available at the DDW and record PHC-wise reason for not collecting the same.

- Submit a monthly analysis of –
 - Complaints pertaining to RMSCL Issues Vs Total Calls received
 - Action taken on RMSCL related complaints
 - Number of patient contacted for feedback during the month-wise
 - Number of patients responding to call month-wise
 - Number of calls – not available/beep tone/busy/not taken
- Any other work as assigned by MD, RMSCL.

Qualification:

- The person engaged to carry out the above tasks must be at least a graduate, computer friendly with fluency in Hindi/English typing and an experience of work in any call-centre would have a weightage.

Contract conditions:

- Initially the personnel would be engaged for a period of one year.
- As the responsibilities of the personnel differ from the responsibilities of the Data Entry Operator, we may consider payment of Rs. 15,000/- per month.
- He shall not be paid any other kind of allowances.

Review of Work:

A Committee consisting of OSD, ED, Logistics and ED (Finance) will review the works carried out by the personnel after six months and recommend their views to extend the contract period.