



Government of West Bengal
Department of Health and Family Welfare
Health Service (MA) Branch
GN 29, Sector V, Salt Lake, Kolkata 700091

Memo. No. HF/O/HS(MA)/18/HAD//12M-28-2024


Dated, 3rd January, 2025

CIRCULAR

In order to render adequate and qualitative patient care services from the hospitals by utilizing the available man power optimally, the Superintendent of the Hospital have been authorized to prepare Duty Roster of Medical Officers, Specialist Medical Officers and other staffs in terms of orders of this Department bearing Memo No: HF/O/GA/1936/W-153/11, Dated 26.07.2011, No. HS-299/HF/O/GA/W/153/2011(Pt.1) dated 26.02.2018, No. HS-376/HF/O/GA /W/153 /2011(Pt) dated 20.07.2018 and No. HF/O/HS(MA)/654/HAD/12M-47-2021/HFW-43011(11)/208/2021-ADMIN, dated 09.03.2022 (Annexed herewith) and necessary Guidelines in this respect have been also prescribed in the said orders.

Accordingly, the Superintendents of all Hospitals are instructed to adhere strictly with the guideline prescribed in above stated orders for preparation of the Weekly Duty Roster of Medical Officers and other Staffs of their hospitals with available existing Human resource. Such Duty Roster should be circulated among the all concerned Medical Officers and other Staffs and be displayed at Outdoor, Indoor, Emergency and Diagnostic Service area prominently.

The CMOH of the Districts should regularly monitor that the Duty Roster of Medical Officers and other Staffs of the hospitals under their control are prepared in accordance to stated orders and complied strictly by the concerned Medical Officer & other Staff of the hospitals.


3/1/2025

Principal Secretary
to Govt. of West Bengal

Memo. No. HF/O/HS(MA)/18/HAD//12M-28-2024/1(10) Dated, 3rd January, 2025

Copy forwarded for information please to:-

1. The Director of Health Services, West Bengal,
2. The Director of Medical Education, West Bengal,
3. The Director, Hospital Administration & Planning,
4. The OSD & Special Secretary (MERT), West Bengal,
5. The Special Commissioner (GA) Branch, West Bengal,
6. The DDHS(Admin), West Bengal,
7. The DDHS(Hospital Administration), West Bengal,
8. The CMOH of Districts including Health Districts,
9. The Superintendent, All District Hospitals/ Sub Divisional Hospitals/ State General Hospitals/ M/S Specialty Hospitals/ Decentralized Hospitals/ Other Hospitals
10. The System Co-ordinator, IT Cell with request for posting of a copy of this circular in departmental website.


Sr Special Secretary
to Govt. of West Bengal,

31/1/25



Government of West Bengal
Department of Health and Family Welfare
HS (Medical Administration Branch)
GN 29, Sector V, Salt Lake, Kolkata 700091

No. HF/O/HS(MA)/654/HAD/12M-47-2021/HFW-43011(11)/208/2021-ADMIN
Dated 09./03/2022

CIRCULAR

In order to render adequate and qualitative patient care services from the hospitals by utilizing the available man power optimally, the Superintendent of the Hospital have been authorized to prepare Duty Roster of Medical Officers, Specialist Medical Officers and other staffs in terms of orders of this Department bearing Memo No: HF/O/GA/1936/W-153/11, Dated 26.07.2011, No. HS-299/HF/O/GA/W/153/2011(Pt.1) dated 26.02.2018 & No. HS-376/HF/O/GA /W/153 /2011(Pt) dated 20.07.2018 and necessary Guidelines in this respect have been also prescribed in the said orders.

Accordingly, the Superintendents of all Hospitals are instructed to prepare the Weekly Duty Roster of Medical Officers and other Staffs of their hospitals immediately with available existing Human resource following the guideline prescribed in above stated orders. Such Duty Roster should be circulated among the all concerned Medical Officers and other Staffs and be displayed at Outdoor, Indoor, Emergency and Diagnostic Service area prominently and to be sent to Hospital Administration Branch of the Directorate through email at **dutyroster.wb.hospital@gmail.com**.

During preparation of Duty Roster, the Superintendent should keep in mind the following issues:

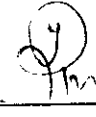
1. When 6 (six) or more Specialist MO are available in a discipline, there should be 3 (Three) Units in the respective discipline comprising of atleast 2 (Two) Specialist MOs in each unit. The Admission Day, Specialist OPD day and Cold OT days should be on separate days for each unit. The Cold OT may be run in Two Shifts, if possible, to improve the performance.
2. None of the Medical Officers should be allotted more than 8 hours of duty at a stretch during day & evening shift and not more than 12 hours at a stretch during night shift as far as practicable subject to availability of Human Resource.
3. The total shift Duty Rosters of any Medical Officer or Staff for not less 40 hours per week means **“Not less than 40 hours per week”** but may be more than 40 hours per week if the situation demands” and it should be spread out over atleast 5-6 days in a week as far as possible.



4. In the Emergency, there should be atleast two MOs in each Evening & Night shift, so that atleast one MO will be available at Emergency, if other MO have to attend the Indoor on call. The Specialist MO of such discipline in which there is shortage of Specialist MO at a facility, may be exempted from Emergency duty subject to availability of Human Resource.

A model Duty Roster with available Man Power is attached herewith as a ready reference.

The CMOH of the districts will supervise & monitor regularly over the adherence of the Duty Roster prepared by the Superintendent of the hospitals in the districts by the concerned Medical Officer & other Staff of the hospitals and will take immediate strict necessary action if there is any incident of non-compliance from the part of any Medical Officer or staff. He will also send a weekly report in this regard to the Hospital Administration Branch of the Directorate of Health Services through email at report.hospital.wb@gmail.com.

 9/3/2022

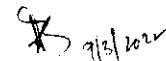
**Secretary to Govt. of West Bengal
Department of Health & Family Welfare**

No. HF/O/HS(MA)/654/HAD/12M-47-2021/HFW-43011(11)/208/2021-ADMIN/1(9)

Dated 09./03/2022

Copy forwarded for information please to:-

1. The Director of Health Services, West Bengal,
2. The Director of Medical Education, West Bengal,
3. The Special Secretary (GA) Branch, West Bengal,
4. The Jt Secretary (MA) Branch, West Bengal,
5. The CMOH of Districts including Health Districts,
6. The Superintendent, All District Hospitals/ Sub Divisional Hospitals/ State General Hospitals/ M/S Specialty Hospitals/ Decentralized Hospitals/ Other Hospitals
7. _____
8. The System Co-ordinator, IT Cell with request for posting of a copy of this circular in departmental website.
9. Guard file

 9/3/2022

**Sr. Special Secretary
to Govt. of West Bengal**

MODEL DUTY ROSTER OF MEDICAL OFFICERS AND PARAMEDICAL STAFF

DUTY ROSTER OF MEDICAL OFFICER

GENERAL MEDICINE			
Available Man Power: i) GENERAL MEDICINE 1, ii) GENERAL MEDICINE 2, iii) GENERAL MEDICINE 3, iv) GENERAL MEDICINE 4			

Day	Unit/ Shift		
	Morning On-Call (9-00 am to 3-00 pm) and OPD	Evening On-Call(3-00 pm to 9-00 pm) and Evening Round	Night On-Call (9 -00 pm to 9-00 am next day) and Next Day Morning Round
Monday	GENERAL MEDICINE 1	GENERAL MEDICINE 2	GENERAL MEDICINE 3
Tuesday	GENERAL MEDICINE 4	GENERAL MEDICINE 1	GENERAL MEDICINE 2
Wednesday	GENERAL MEDICINE 3	GENERAL MEDICINE 4	GENERAL MEDICINE 1
Thursday	GENERAL MEDICINE 2	GENERAL MEDICINE 3	GENERAL MEDICINE 4
Friday	GENERAL MEDICINE 1	GENERAL MEDICINE 2	GENERAL MEDICINE 3
Saturday	GENERAL MEDICINE 4	GENERAL MEDICINE 1	GENERAL MEDICINE 2
Sunday	GENERAL MEDICINE 3 On-Call (9-00 am to 9-00 pm) and Evenig Round		GENERAL MEDICINE 4 On-Call (9-00 pm to 9-00 am next day) and Next Day Morning Round

Gynae & Obstetrics			
Available Man Power: i) Gynae & Obstetrics 1, ii) Gynae & Obstetrics 2, iii) Gynae & Obstetrics 3, iv) Gynae & Obstetrics 4 v) Gynae & Obstetrics 5, vi)Gynae & Obstetrics 6, vii) Gynae & Obstetrics 7			

There are 3 (Three) Units in Gynae & Obs disipline

Unit-1- Gynae & Obstretics 1 & Gynae & Obstretics 2

Unit-2- Gynae & Obstretics 3, Gynae & Obstretics 4 & Gynar & Obstretics 5

Unit-3- Gynae & Obstretics 6 & Gynae & Obstretics 7

Day	Unit/ Shift		
	OPD	Morning On-Call (9-00 am to 9-00 pm) , Round, Admission, and Casulty OT	Evening On-Call (9-00 pm to 9-00 am next day) , Round, Admission and Casulty OT
Monday	Unit 1 Gynae & Obstetrics 1 Gynae & Obstetrics 2	Unit 3 Gynae & Obstetrics 6 Gynae & Obstetrics 7	Unit 3 Gynae & Obstetrics 6
Tuesday	Unit 2 Gynae & Obstetrics 3 Gynae & Obstetrics 4 Gynae & Obstetrics 5	Unit 1 Gynae & Obstetrics 1 Gynae & Obstetrics 2	Unit 1 Gynae & Obstetrics 1
Wednesday	Unit 3 Gynae & Obstetrics 6 Gynae & Obstetrics 7	Unit 2 Gynae & Obstetrics 3 Gynae & Obstetrics 4 Gynae & Obstetrics 5	Unit 2 Gynae & Obstetrics 3 Gynae & Obstetrics 4
Thursday	Unit 1 Gynae & Obstetrics 1 Gynae & Obstetrics 2	Unit 3 Gynae & Obstetrics 6 Gynae & Obstetrics 7	Unit 3 Gynae & Obstetrics 7

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Friday	Unit 2 Gynae & Obstetrics 3 Gynae & Obstetrics 4 Gynae & Obstetrics 5	Unit 1 Gynae & Obstetrics 1 Gynae & Obstetrics 2	Unit 1 Gynae & Obstetrics 2
Saturday	Unit 3 Gynae & Obstetrics 6 Gynae & Obstetrics 7	Unit 2 Gynae & Obstetrics 3 Gynae & Obstetrics 4 Gynae & Obstetrics 5	Unit 2 Gynae & Obstetrics 5
Sunday	By Rotation		

PK

Paediatrics		
Available Man Power: i) Paediatrics 1, ii) Paediatrics 2, iii) Paediatrics 3		
Day	Unit/ Shift	
	Morning On-Call (9-00 am to 9-00 pm), Round & OPD	Night On-Call (9-00 pm to 9- 00 am next day) & Round
Monday	Paediatrics 1	Paediatrics 2
Tuesday	Paediatrics 3	Paediatrics 1
Wednesday	Paediatrics 2	Paediatrics 3
Thursday	Paediatrics 1	Paediatrics 2
Friday	Paediatrics 3	Paediatrics 1
Saturday	Paediatrics 2	Paediatrics 3
Sunday	By Rotation	

General Surgery			
Available Man Power: i) General Surgery 1, ii) General Surgery 2, iii) General Surgery 3			
Day	Unit/ Shift		
	OPD	Round, OT & On Call (9-00 am to 3- 00 pm)	Round, OT & On Call (3-00 pm to 12-00 am)
Monday	General Surgery 2	General Surgery 1	General Surgery 2
Tuesday	General Surgery 1	General Surgery 3	General Surgery 1
Wednesday	General Surgery 3	General Surgery 2	General Surgery 3
Thursday	General Surgery 2	General Surgery 1	General Surgery 2
Friday	General Surgery 1	General Surgery 2	General Surgery 1
Saturday	General Surgery 3	General Surgery 2	General Surgery 3
Sunday	By Rotation		

Orthopaedic Surgery		
Available Man Power: i) Orthopaedic Surgery 1, ii) Orthopaedic Surgery 2, iii) Orthopaedic Surgery 3		
Day	Unit/ Shift	
	OPD	OT, Round & On Call (9-00 am to 9-00 pm)
Monday	Orthopaedic Surgery 1	Orthopaedic Surgery 3 & Orthopaedic Surgery 2
Tuesday	Orthopaedic Surgery 2	Orthopaedic Surgery 3
Wednesday	Orthopaedic Surgery 3	Orthopaedic Surgery 1
Thursday	Orthopaedic Surgery 2	Orthopaedic Surgery 1
Friday	Orthopaedic Surgery 1	Orthopaedic Surgery 3
Saturday	Orthopaedic Surgery 3	Orthopaedic Surgery 2
Sunday	By rotation between Orthopaedic Surgery 1 and Orthopaedic Surgery 2	



Ophthalmology		
Available Man Power: i) Ophthalmology 1, ii) Ophthalmology 2, iii) Ophthalmology 3		
Day	Unit/ Shift	
	OPD	OT
Monday	Ophthalmology 2	Ophthalmology 1
Tuesday	Ophthalmology 3	Ophthalmology 2
Wednesday	Ophthalmology 1	Ophthalmology 2 & Ophthalmology 3
Thursday	Ophthalmology 1	Ophthalmology 2
Friday	Ophthalmology 2	Ophthalmology 1 & Ophthalmology 3
Saturday	Ophthalmology 1	Ophthalmology 3

ENT		
Available Man Power: i) ENT 1, ii) ENT 2		
Day	Unit/ Shift	
	OPD	OT
Monday	ENT 1	ENT 2
Tuesday	ENT 2	ENT 1
Wednesday	ENT 1	ENT 2
Thursday	ENT 2	ENT 1
Friday	ENT 1	ENT 2
Saturday	ENT 2	ENT 1

Pathology Department	
Available Manpower: i) Pathologist 1, ii) Pathologist 2	
Pathologist 1	In-Charge of Central Laboratory (9-00 am to 5-00 pm x 6 days Per Week, Monday to Saturday) + Thalassamia Control Unit Day Care OPD on Monday
Pathologist 2	In-Charge Blood Bank (9-00 am to 5-00 pm x 6 day Per Week, Monday to Saturday) & Thalassamia Control Unit Day Care OPD on Friday



General OPD & Emergency

Available Man Power: i) GDMO 1, ii) GDMO 2, iii) GDMO 3, iv) GDMO 4, v) GDMO 5, vi) GDMO 6, vii) GDMO 7, viii) GDMO 8, ix) GDMO 9, x) GDMO 10, xi) GDMO 11, xii) GDMO 12, xiii) GDMO 13, xiv) GDMO 14, xv) GDMO 15

Day	General OPD
Monday	GDMO 1, GDMO 2, GDMO 13, GDMO 15
Tuesday	GDMO 3, GDMO 4, GDMO 14
Wednesday	GDMO 5, GDMO 11, GDMO 13
Thursday	GDMO 7, GDMO 8, GDMO 14
Friday	GDMO 9, GDMO 10, GDMO 13
Saturday	GDMO 12, GDMO 14

Day	Emergency		
	Morning (9-00 am to 3 -00 pm)	Evening (3-00 pm to 9-00 pm)	Night (9-00 pm to 9-00 am next day)
Monday	GDMO 5	GDMO 7, GDMO 8, GDMO 11	GDMO 9, GDMO 10
Tuesday	GDMO 6	GDMO 3, GDMO 15, GDMO 12	GDMO 1, GDMO 2
Wednesday	GDMO 9	GDMO 6, GDMO 12, GDMO 10	GDMO 7, GDMO 8
Thursday	GDMO 15	GDMO 1, GDMO 2, GDMO 4	GDMO 5, GDMO 11
Friday	GDMO 2	GDMO 3, GDMO 4, GDMO 8/ GDMO 7 (Every alteranate week)	GDMO 6, GDMO 15
Saturday	GDMO 5	GDMO 9, GDMO 10, GDMO 11	GDMO 3, GDMO 4
Sunday	GDMO 7	GDMO 1, GDMO 2, GDMO 8	GDMO 6, GDMO 5

Duty Roster of Asst. Superintendent/ Facility Manager

Available Man Power: i) Asst. Superintendent/ Facility Manager 1, ii) Asst. Superintendent/ Facility Manager 2, iii) Asst. Superintendent/ Facility Manager 3

Day	Morning + Evening (9-00 am to 4-00 pm)	Night (7-00 pm to 7 -00 am next day)
Monday	Asst. Superintendent/ Facility Manager 3	Asst. Superintendent/ Facility Manager 1
Tuesday	Asst. Superintendent/ Facility Manager 2	Asst. Superintendent/ Facility Manager 3
Wednesday	Asst. Superintendent/ Facility Manager 1	Asst. Superintendent/ Facility Manager 2
Thursday	Asst. Superintendent/ Facility Manager 3	Asst. Superintendent/ Facility Manager 1
Friday	Asst. Superintendent/ Facility Manager 2	Asst. Superintendent/ Facility Manager 3
Saturday	Asst. Superintendent/ Facility Manager 1	Asst. Superintendent/ Facility Manager 2
Sunday	By Rotation	

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Duty Roster of Medical Technologist (Lab)

Available Man Power: i) Medical Technologist (Lab) 1, ii) Medical Technologist (Lab) 2, iii) Medical Technologist (Lab) 3, iv) Medical Technologist (Lab) 4, v) Medical Technologist (Lab) 5, vi) Medical Technologist (Lab) 6, vii) Medical Technologist (Lab) 7, viii) Medical Technologist (Lab) 8, ix) Medical Technologist (Lab) 9, x) Medical Technologist (Lab) 10

Day	Morning (9-00 am to 3 -00 pm)	Evening (3-00 pm to 9-00 pm)	Night (9-00 pm to 9-00 am next day)
Monday	Medical Technologist (Lab) 9, Medical Technologist (Lab) 7, Medical Technologist (Lab) 2, Medical Technologist (Lab) 5, Medical Technologist (Lab) 3	Medical Technologist (Lab) 10, Medical Technologist (Lab) 8, Medical Technologist (Lab) 4	Medical Technologist (Lab) 6
Tuesday	Medical Technologist (Lab) 1, Medical Technologist (Lab) 9, Medical Technologist (Lab) 2 , Medical Technologist (Lab) 8, Medical Technologist (Lab) 3	Medical Technologist (Lab) 5, Medical Technologist (Lab) 4, Medical Technologist (Lab) 7	Medical Technologist (Lab) 10
Wednesday	Medical Technologist (Lab) 5, Medical Technologist (Lab) 9, Medical Technologist (Lab) 7, Medical Technologist (Lab) 2, Medical Technologist (Lab) 8	Medical Technologist (Lab) 6, Medical Technologist (Lab) 3, Medical Technologist (Lab) 1	Medical Technologist (Lab) 4
Thursday	Medical Technologist (Lab) 7, Medical Technologist (Lab) 2, Medical Technologist (Lab) 3, Medical Technologist (Lab) 6, Medical Technologist (Lab) 5	Medical Technologist (Lab) 1, Medical Technologist (Lab) 9, Medical Technologist (Lab) 10	Medical Technologist (Lab) 8
Friday	Medical Technologist (Lab) 1, Medical Technologist (Lab) 2, Medical Technologist (Lab) 3, Medical Technologist (Lab) 6, Medical Technologist (Lab) 5	Medical Technologist (Lab) 7, Medical Technologist (Lab) 10, Medical Technologist (Lab) 4	Medical Technologist (Lab) 9
Saturday	Medical Technologist (Lab) 2, Medical Technologist (Lab) 3, Medical Technologist (Lab) 6, Medical Technologist (Lab) 5, Medical Technologist (Lab) 4,	Medical Technologist (Lab) 8, Medical Technologist (Lab) 1, Medical Technologist (Lab) 10	Medical Technologist (Lab) 7
Sunday	Medical Technologist (Lab) 9	Medical Technologist (Lab) 2,	Medical Technologist (Lab) 1

Duty Roster of Medical Technologist (RD)

Available Man Power: i) Medical Technologist (RD) 1, ii) Medical Technologist (RD) 2, iii) Medical Technologist (RD) 3, iv) Medical Technologist (RD) 4, v) Medical Technologist (RD) 5, vi) Medical Technologist (RD) 6, vii) Medical Technologist (RD) 7


Day	Morning (9-00 am to 3 -00 pm)	Evening (3-00 pm to 9-00 pm)	Night (9-00 pm to 9-00 am next day)
Monday	Medical Technologist (RD) 1, Medical Technologist (RD) 2, Medical Technologist (RD) 3	Medical Technologist (RD) 4, Medical Technologist (RD) 5	Medical Technologist (RD) 6
Tuesday	Medical Technologist (RD) 7, Medical Technologist (RD) 3, Medical Technologist (RD) 5	Medical Technologist (RD) 1, Medical Technologist (RD) 2,	Medical Technologist (RD) 4

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Wednesday	Medical Technologist (RD) 2, Medical Technologist (RD) 6, Medical Technologist (RD) 5	Medical Technologist (RD) 7, Medical Technologist (RD) 3	Medical Technologist (RD) 1
Thursday	Medical Technologist (RD) 4, Medical Technologist (RD) 7, Medical Technologist (RD) 6	Medical Technologist (RD) 2, Medical Technologist (RD) 5	Medical Technologist (RD) 3
Friday	Medical Technologist (RD) 1, Medical Technologist (RD) 6, Medical Technologist (RD) 5	Medical Technologist (RD) 4, Medical Technologist (RD) 7	Medical Technologist (RD) 2
Saturday	Medical Technologist (RD) 4, Medical Technologist (RD) 1, Medical Technologist (RD) 7	Medical Technologist (RD) 3, Medical Technologist (RD) 6	Medical Technologist (RD) 5
Sunday	Medical Technologist (RD) 4	Medical Technologist (RD) 1	Medical Technologist (RD) 7

Duty Roster of Medical Technologist (ECG)		
Available Manpower : i) Medical Technologist (ECG) 1, ii) Medical Technologist (ECG) 2, iii) Medical Technologist (ECG) 3		
Day	Morning & OPD (9-00 am to 5-00 pm)	Night On Call (7-00 pm to 7-00 am next day)
Monday	Medical Technologist (ECG) 1	Medical Technologist (ECG) 2
Tuesday	Medical Technologist (ECG) 3	Medical Technologist (ECG) 1
Wednesday	Medical Technologist (ECG) 2	Medical Technologist (ECG) 3
Thursday	Medical Technologist (ECG) 1	Medical Technologist (ECG) 2
Friday	Medical Technologist (ECG) 3	Medical Technologist (ECG) 1
Saturday	Medical Technologist (ECG) 2	Medical Technologist (ECG) 3
Sunday	By Rotation	

Duty Roster of Physiotherapist		
Available Manpower : i) Physiotherapist 1, ii) Physiotherapist 2, iii) Physiotherapist 3, iv) Physiotherapist 4		
Day	Orthopedic OPD	Physiotherapy Unit
Monday	Physiotherapist 4	Physiotherapist 2, Physiotherapist 3, Physiotherapist 1
Tuesday	Physiotherapist 1	Physiotherapist 2, Physiotherapist 3, Physiotherapist 4
Wednesday	Physiotherapist 2	Physiotherapist 1, Physiotherapist 3, Physiotherapist 4
Thursday	Physiotherapist 3	Physiotherapist 2, Physiotherapist 1, Physiotherapist 4
Friday	Physiotherapist 4	Physiotherapist 2, Physiotherapist 3, Physiotherapist 1
Saturday	Physiotherapist 1	Physiotherapist 2, Physiotherapist 3, Physiotherapist 4



Government of West Bengal
Health & Family Welfare Department
GA Branch
Swasthya Bhavan, GN-29, Sector-V,
Salt Lake City, Kolkata-700 091

No. HS-376 /HF/O/GA/W-153/2011(Pt.)

Date: 20th July, 2018


CORRIGENDUM

In partial modification of Order No. HS-299/HF/O/GA/W-153/2011(Pt.) Dated 26th February, 2018, I am directed to clarify that the 1st & 2nd line of Para 4 of the said Order, wherein it is written as "for not less than 48 hours per week" should be construed as "for not less than 40 hours per week".

All other clauses of the said Order shall remain unchanged.

All concerned are being informed.

This is issued with the concurrence of Principal Secretary, Health & Family Welfare Department.


Special Secretary to the
Government of West Bengal

No. HS-376/1(18)/HF/O/GA/W-153/2011(Pt.)

Date: 20th July, 2018

Copy forwarded for information and necessary action to :-

1. The DME & E.O Secretary, West Bengal.
2. The DHS, West Bengal.
3. The Director of Homeopathy, West Bengal.
4. The Director of Ayurveda, West Bengal.
5. The Commissioner (IT)-for posting on the website.
6. The Sabhadhipati, All Zilla Parishad/Mahakuma Parishad.
7. The District Magistrate, All Districts.
8. The Chief Medical Officer of Health, All Districts including Health Districts.
9. The Superintendent, All DH/SDH/SGH/Decentralized /Specialized Hospitals.
10. The P.S to Hon'ble Chief Minister and M.I.C of the Department.
11. The P.S to the Hon'ble M.O.S of this Department.
12. Sr.P.A to Principal Secretary of the Department.
13. Sr.P.A to D.G (AYUSH) & E.O Secretary of this Department.
14. Sr.P.A to Secretary, Ayush.
15. Sr.P.A to Secretary, MS Branch.
16. Sr.P.A to Commissioner, Family Welfare & DM, NHM.
17. Sr.P.A to Special Secretary, GA Branch.
18. Guard File.


Special Secretary to the
Government of West Bengal

Government of West Bengal
Health & Family Welfare Department
GA Branch
Swasthya Bhawan, GN-29, Sector-V,
Salt Lake City, Kolkata- 700091


No. HS-299/HF/O/GA/W-153/2011(Pt.)

Date: 26th February, 2018

ORDER

The Department of Health & Family Welfare vide its Memo. No. No. HF/O/GA/1936/W-153/11 dated 26.07.2011 had issued 'Standard Operating Procedure' formulating the scheduled hours of public services and duties of employees at the District/Sub-divisional/State ~~General/Decentralized/Specialized Hospitals under the control of the State Government, as per the~~ Schedules A & B to the order.

2. Clause 3(b) of the said Memorandum stipulates 'Such duty rosters will be prepared, if required, in consultation with the concerned employees. The roster will clearly mention the shift duties and on-call period for each specified day in the week applicable to each individual employee. While preparing the duty roster, the Superintendent will take into consideration the total shift duty hours of an employee which should not be less than 40 hours per week'.
3. Over a period of time it appears that the above provision has been mistook/misunderstood to mean that if an employee is locally present at the health facilities for two days in a week i.e. 48 hours, it would suffice to comply the provision of clause 3(b) as having met the stipulation of 40 hours per week.
4. Now, it is clarified to all concerned that the total shift duty rosters of an employee for not less than 48 hours per week means that the duty shall be mandatorily for six days physical presence at the health facilities and within such six days the rosters may be framed so as to provide not less than 48 hours of active duty in shifts(excluding on-call) covering all six days.
5. This is for immediate compliance.


Principal Secretary to the
Government of West Bengal

Contd.....p/2

No.HS-299/HF/O/GA/W-153/2011(Pt.),

Date: 26th February, 2018.

Copy forwarded for information and necessary action to :-

1. The D.M.E. & E.O. Secretary, West Bengal.
2. The D.H.S., West Bengal.
3. The Director of Homeopathy, West Bengal.

4. The Director of Ayurveda, West Bengal.
5. The Commissioner(IT) – for posting on the website.
6. The Sabhadhipati, All Zilla Parishad / Mahakuma Parishad.
7. The District Magistrate, All Districts.
8. The Chief Medical Officer of Health, All Districts including Health Districts.
9. The Superintendent, All DH/SDH/SGH/Decentralized/Specialized Hospitals.
10. The P.S. to Hon'ble Chief Minister and M.I.C. of the Department.
11. The P.S. to the Hon'ble M.O.S. of the Department.
12. Sr. P.A. to principal Secretary of this Department.
13. Sr. P.A. to D.G.(AYUSH) & E.O. Secretary of this Department.
14. Sr. P.A. to Secretary, Ayush.
15. Sr. P.A. to Secretary, MS Branch.
16. Sr. P.A. to Commissioner, Family Welfare & MD, NHM.
17. Sr. P.A. to Special Secretary, GA Branch.
18. Guard File.



Special Secretary to the
Government of West Bengal

**Government of West Bengal
Department of Health & Family Welfare
GA Branch
Swasthya Bhawan, GN-29, Sector-V,
Salt Lake City, Kolkata-700091**

No. HF/O/GA/1936/W-153/11

Date: 26th July, 2011

MEMORANDUM

The improvement of service delivery at different Govt Hospitals is a high priority item on the agenda of the state government. The Hon'ble Chief Minister strongly emphasized this aspect in her meeting with different health care providers on June 13th in the Town Hall. Accordingly, after careful consideration the undersigned is directed by order of the Governor to say that the Governor, has been pleased to formulate the following 'Standard Operating Procedure' delineating the scheduled hours of public services and duties of employees at the District/Sub-divisional/State General/Decentralized/Specialized Hospitals under the control of the state government, as per the Schedules A & B to this order.

2. The list of all the patient care services available at the hospital and their frequency/timings as per 'Schedule A' will be displayed as a part of Citizens' Charter in prominent place(s) within the hospital premises. Any changes/modification will be promptly incorporated to avoid public harassment. Availability of any upgraded service not mentioned in 'Schedule A' will be incorporated as soon as possible. The list will also be available on the website of the department.

3. The Governor is pleased to authorize the Superintendent to prepare a duty roster including shift duties, on-call period and day-off for medical officers, specialists, and other staff to run round the clock services in a manner as mentioned in 'Schedule B'.

(a) In the interest of public service, all the out-patient departments, in-patient departments, clinics, units including the P.P. Unit and the Blood Bank under the administrative control of a particular Superintendent, will be considered as a single unit and the employees attached with such units can be allocated duties anywhere as deemed fit by the Superintendent.

(b) Such duty rosters will be prepared, if required, in consultation with the concerned employees. The roster will clearly mention the shift duties and on-call period for each specified day in the week applicable to each individual employee. While preparing the duty roster, the Superintendent will take into consideration the total shift duty hours of an employee which should not be less than 40 hours per week.

(c) Frequent changes in the duty roster are not desirable. Besides displaying those duty rosters in the office notice board, the availability of doctors will be displayed as a part of Citizens' Charter mentioned above.

(d) The outpatient based services mentioned in 'Schedule A' will remain closed on Sundays and holidays notified by the department for this specific purpose from time to time.

4. (a) The Governor is further pleased to authorize the Superintendent of the different hospitals to adjust the hours of duty of Medical Officers of their institutions on specified days in the week or by rotation to run the indoor and other services on Sundays/notified holidays. On such holidays the indoor, emergency and other services will be provided through local arrangements in consultation with medical officers/specialists and other staff.


(b) Notwithstanding the fixation of the hours of duty as above, the services of the medical officers/specialists and other staff may be utilized at any time beyond the scheduled hours in any manner as may be required by the Superintendent in terms of Rule 15 of W.B.S.R. Part I. without claim for additional remuneration vide rule 15 of the West Bengal Service Rules, Part-I. Relevant extracts are enclosed.

5. The Governor is pleased to authorize the Chief Medical Officer of Health/Jt.DHS(Admn) as controlling officer of the Superintendents to ensure the proper implementation of this guideline

6. Any form of non-compliance will be strictly dealt with for the interest of the public service.

7. This order being issued in supersession of all previous orders issued in this regard, will take immediate effect and will remain valid till further orders.

8. All concerned are being informed.



Principal Secretary to the
Government of West Bengal.

No. HF/O/GA/1936/W-153/11/1(14)

Date: 26th July, 2011

Copy forwarded for information and necessary action to:-

1. The D.H.S. & e.o. Secretary, West Bengal
2. The D.M.E., & e.o. Secretary, West Bengal
3. The Director of Homeopathy, West Bengal
4. The Director of Ayurveda, West Bengal
5. The Sabhadhipati, All Zilla Parishad / Mahakuma Parishad.
6. The District Magistrate, All Districts
7. The Chief Medical Officer of Health, All Districts
8. The Superintendent, All DH/ SDH/ SGH/ Decentralized / Specialized Hospitals
9. The P.S. to Hon'ble C.M. & M.I.C. of the Deptt.
10. Sr. P.A. to Principal Secretary of this Deptt.
11. Sr. P.A. to D.G. (AYUSH) & e.o. Principal Secretary of this Deptt.
12. P.A. to Commissioner, F.W. & e.o. Secretary of this Deptt.
13. In-Charge, IT Cell – for posting on the website.
14. Guard file.


Special Secretary to the
Government of West Bengal

ANNEXURE to GO No HF/O/GA/1936/W-153/11 Dated 26.07.2011

Schedule A: Hours for patient care services

1. Working Days and holidays

Some of the service will be available throughout the year on a 24 x 7 basis and some of the service will be available only on working days as enumerated below. Unless mentioned otherwise the 'Working days' for patient care service of the hospital will be considered as all weekdays from Monday to Saturdays including Gazetted holidays except Sundays and those holidays as may be notified by the Department for this specific purpose from time to time.

2. Enrolment/Registration for Patient:

- a) OPD patients' registration (both new & old) will remain open from 8.30AM to 2.00 PM on each working day.
- b) IPD Patient registration for admission will remain open round the clock.
- c) Emergency Patients' registration will remain open round the clock.
- d) Collection of User charges (cash collection counters) will remain open round the clock.

3. Consultation/Therapy clinics for outpatients:

- a) All clinics will remain open from 9AM to 2 PM or till the last registered out-patient is served whichever is later.
- b) General OPD will remain open on all working days including AYUSH clinic, if any from 9 AM to 2.00 PM or the last patient is served whichever is later.
- c) Specialist OPD and clinics like Chest, Dental, STD, and Physiotherapy etc. will remain open for those fixed days per week as declared by the Superintendent.

4. Emergency services for outpatients:

It will remain open round the clock in three shifts i.e. Morning from 8AM to 2 PM; Evening from 2PM to 8 PM and Night shift from 8PM to 8AM throughout the year.

5. Services by P.P. Unit

The P.P. Unit will remain open from 9 AM to 4 PM on all working days. Specific services for out-patient/in-patient like ANC, PNC, Immunization, Family Planning will be available as declared by the Superintendent.

6. Services for inpatients:

- a) Normal as well as emergency services for inpatient will remain open round the clock in same three shifts throughout the year
- b) Labour room will remain open round the clock in same three shifts throughout the year

7. OT Services

- a) Selective OT services will remain open on all working days throughout the year,
- b) Casualty OT services beyond normal hours will remain open as declared by the Superintendent subject to the availability of manpower.

8. Diagnostic Services:

- a) All Diagnostic Services (Laboratory, Imaging & Others) like Biochemistry, Pathology, X-Ray, ECG, USG etc. for in-patients and out-patients will remain open from 8AM to 2 PM on each working day.

- b) Diagnostic Services during Evening Shift from 2PM to 8 PM on working days will be available either by on-duty staff (preferable) or as 'on-call service' as declared by the Superintendent subject to the availability of manpower.
- c) Emergency Diagnostic Services during (i) Night shift from 8PM to 8 AM on working days, and (ii) throughout the day on Sunday/holiday will be available as 'on-call service' as declared by the Superintendent subject to the availability of manpower.

9. Dispensing Service:

- a) The drug dispensing counter at the main pharmacy will remain open during Morning shift from 8.30AM to 2.30 PM on all working days or till the last registered out-patient is served whichever is later.
- b) The drug dispensing counter in the Emergency Room will remain open round the clock in same three shifts throughout the year.

10. Post-Mortem Examination:

Until further orders the post-mortem examination related services will continue as per the existing guideline.

11. Other services:

Other services like diet, security, scavenging etc. will be made available as per the existing guidelines.

12. Visiting Hours:

During visiting hours the relatives/friends of the patient, the patient party, will have the opportunity to meet the patient admitted. There will be two visiting hours, Morning from 11 AM to 12 AM and Afternoon from 4 PM to 6 PM. Entry/Exit of Patient party into the restricted area will be regulated as per existing guideline.

13. Discharge Time:


Other than the transfer of patient for emergency referral or 'Discharge against Medical Advice' (Discharge on Request Bond) the admitted patient will normally be discharged before 1 PM.

14. Doctor-Patient Party Meet:

Patient Party will have the opportunity to meet with the concerned Doctor a scheduled hour during morning/evening as declared by the Superintendent.

15. Blood Banking:

- a) Blood bank will remain open from 9 AM to 4 PM on all weekdays and from 9 AM to 2 PM on Saturdays.
- b) Blood banking services during remaining period i.e. (i) from 4 PM to 9 AM on all weekdays; (ii) from 2 PM to 9 AM on Saturdays and (iii) throughout the day on Sunday/holiday will be available as 'on-call service' as declared by the Superintendent subject to the availability of manpower.


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H & F.W. Deptt

Schedule B: Hours of Duty for MO/Staff providing patient care services

1. Employees attached with clinical and Para-clinical services:

1.1. Unless mentioned otherwise, the shift mentioned in a 24 hours duty roster will be considered as: (a) Morning: 8 AM to 2 PM, (b) Evening: 2 PM to 8 PM and (c) Night: 8 PM to 8 AM and the medical officers, specialists, and other staff will attend their duties in any of those three shifts as per the duty roster.

1.2. All employees on shift duties will remain at their workstation or duty room during the entire period of the shift or till the work is finished. Splitting of duty hours by the employees amongst themselves will not be allowed. It should be especially impressed upon all the employees that they should not leave the workplace, particularly the OPD, till the last Patient has been served. Depending upon the patient load, more than one MO/Specialist will be available in each OPD clinic.

1.3. Every specialist should conduct specialty OPD consultation clinic at least 2 fixed days per week and every surgeon should conduct selective OT at least 2 fixed days per week. While preparing the duty roster, the specialist should be exempted from duties outside his/her specialty as far as possible. As a result of that it is expected that more number of specialist outdoor services and more number of selective OT would be available for the patient.

1.4. All employees of shift-duty are required to attend the workplace sufficient time before the actual work for the sake of 'charge-handover' so that no patient remained unattended any time. They will be required to record the time of their arrival and departure regularly in the 'Attendance Register' kept under the custody of Emergency Medical Officer. This 'Attendance Registered' will be verified by the Superintendent from time to time and at least one in a week.

1.5. Two 'on-duty' Emergency Medical Officers should be available at least in evening & night shift. When called upon, one on-duty EMO will attend all cases of in-patients where his intervention is required as first on-call. If required further, the concerned specialist on-call may be called upon to attend that particular case. Another on-duty EMO will attend all cases of out-patients presenting at Emergency Deptt. By this arrangement it is expected that any cases of emergency of in-patient or out-patient can be tackled without delay round the clock.

1.6. The Medical Officer/specialist having beds under his/her charge will have a fixed 'Admission Day' including Sunday by rotation which will be displayed in the Citizen Charter. Bed-in-charge will give rounds in the wards twice daily starting from 8 AM in the morning and at 6 PM in the evening. After completion of each round, s/he will meet the patient party at a place fixed by the Superintendent.

2. Employees attached with Blood Banks:

The Medical Officer and other staff of Blood bank will attend and remain at their workplace as per the duty roster. They will remain on-call as per the duty roster. They will also attend the Blood Donation Camp by rotation even on Sundays and Holidays if necessary.

3. Employees attached with post-mortem examination:

Until further orders the Medical Officer and other staff attached with post-mortem examination related services will continue to discharge their duties as per the existing guideline.

4. Employees detailed with administrative services in the Hospital:

4.1. The Officer and Staff who are not directly attached with the Services mentioned in Part A of the schedule will attend and remain at the office during office hours. The office of the hospital including store will remain open from 9 AM to 4 PM (1 P.M. to 2.00 P.M. tiffin break) on weekdays and from 9 AM to 2 PM on Saturdays.

4.2. The Officer and other staff on office duty will be required to record the time of their arrival and departure regularly in the Attendance Register kept under the custody of the Superintendent. Any officer/staff requiring to leave his/her workstation for a short period on govt. duty will be required to record that period in the Short-leave Register kept under the custody of the Superintendent.

5. Employees engaged in any other duties:

For the interest of public service, employees are to discharge other duties from time to time which are not mentioned above like attending medical relief camps etc. Scheduled hours of those duties will be as per the direction given by the appropriate authority.

**Special Secretary to the
Government of West Bengal
H & F.W. Deptt**