



ABSTRACT

Tamil Nadu Health Systems Project – Renewal of extension of GVK Emergency Management Research Institute including 108 Ambulance Services, 104 Health Help Line, Free Hearse (Mortuary Van) Service and '102' Drop Back Services (JSSK) and allied services for the period of five years with effect from 05.02.2022, 05.02.2022, 02.02.2022 and 18.02.2022 respectively – Orders – Issued.

HEALTH AND FAMILY WELFARE (EAPI-1) DEPARTMENT

G.O.(Ms) No.119

Dated:04.04.2022

திருவள்ளூர் ஆண்டு -2053

பிலவ, பங்குனி -21

Read:

1. G.O.(Ms).No.137, Health and Family Welfare (EAP1-1) Department, dated: 05.05.2008.
2. G.O.(Ms).No.342, Health and Family Welfare (EAPI-1) Department, dated: 03.12.2010.
3. G.O.(2D).No.163, Health and Family Welfare (EAPI-1) Department, dated: 08.05.2012.
4. G.O.(2D).No.85, Health and Family Welfare (EAPI-1) Department, dated: 05.09.2014.
5. G.O.(Ms).No.396, Health and Family Welfare (EAPI-1) Department, dated: 30.12.2015.
6. G.O.(Ms).No.38, Health and Family Welfare (EAPI-1) Department, dated: 04.02.2020.
7. G.O.(Ms).No.39, Health and Family Welfare (EAPI-1) Department, dated: 04.02.2020.

Read also:

8. From the Project Director, Tamil Nadu Health Systems Project letter No.6265/TNHSP/TNEMS/2021-22, dated: 01.02.2022.

ORDER:

In the Government Order first read above, the Government have accorded sanction for the establishment of Emergency Management Services in Tamil Nadu under the Public Private Partnership Scheme. A Memorandum of Understanding (MoU) with the Emergency Management Research Institute (EMRI), Hyderabad was signed on 06.05.2008 and the services were put into operation on 15.09.2008. The Ambulance Service-108 is operational in this State to provide emergency ambulance service to transport the victim to the appropriate hospital.

2. Subsequently, orders were issued in various Government orders for the continuation of the 108 Ambulance Services and lastly continued for a period of 2 years from 05.02.2020 as per the terms and conditions ordered in the Government Order seventh read above.

3. The Government have issued orders for launching of Telemedicine 104 programme in Tamil Nadu to provide the service to the Public in Government Order third read above. Subsequently, orders were issued in Government Order fourth read above, the Project Director, Tamil Nadu Health Systems Project is permitted to sign a Supplementary Memorandum of Understanding between the Government of Tamil Nadu, represented by the Project Director, Tamil Nadu Health Systems Project and the GVK EMRI for implementing the 104 Health help line.

4. In the Government Order second read above, sanction was accorded for the establishment of Free Hearse (Mortuary Van) Services in the State of Tamil Nadu to cater the needs of all unfortunate deaths that occur in all Government Medical Institutions on Public Private Partnership mode, similar to '108' ambulance services and to call the services as "Tamil Nadu Free Hearse (Mortuary Van) Services". The further orders for the continuation of the Free Hearse (Mortuary Van) Services were issued at time to time and lastly continued for the period as per the Government order sixth read above. Subsequently due to allegations against Tamil Nadu Branch of Indian Red Cross Society, the Government permitted the Project Director, Tamil Nadu Health Systems Project to operate Free Hearse Services (FHS) and Drop Back Services (JSSK) through GVK EMRI temporarily in order to ensure the uninterrupted services during the Covid-19 pandemic through GVK EMRI till the existing Memorandum of Understanding expires on 1st February 2022.

5. In the Government Order fifth read above, orders were issued to implemented the Janani Sishu Suraksha Karyakram ('102' Drop Back Service) in Tamil Nadu. Subsequent orders were issued in various Government Orders to continue the Drop Back Service in the State. On Consequent the allegations against the Indian Red Cross Society, Tamil Nadu Branch, the Government have permitted the Project Director, Tamil Nadu Health Systems Project to operate Drop Back Services (JSSK) through GVK EMRI temporarily in order to continue the uninterrupted services during the Covid-19 pandemic through GVK EMRI till the Memorandum of Understanding expires on 17.02.2022.

6. Based on the decision taken in the 10th State Level Advisory Committee (SLAC) meeting held on 06.01.2022 under the Chairmanship of Chief Secretary, an Expert Committee consists of the members of the Project Director, Tamil Nadu Health Systems Project, the Managing Director, Tamil Nadu Medical Services Corporation and the Director of Public Health and Preventive Medicine and discussed the various aspects of the 108 Ambulance and related services.

7. For the Rationalization of "102" Drop Back Service (JSSK), the Committee consists of the following experts was formed and discussed Pros/Cons of JSSK '102' Drop Back Service and given its recommendation.

- i. Expert Advisor, Reproductive and Child Health, Tamil Nadu Health Systems Project (Team Lead)
- ii. Joint Director, CEMoNC, Directorate of Medical and Rural Health Services
- iii. Deputy Director, National Health Mission (Nodal Officer)
- iv. Deputy Director, Office of the Director of Medical Education
- v. Consultant, Reproductive and Child Health, Tamil Nadu Health Systems Project (Coordination)
- vi. Service Providers (Rep from GVK EMRI)

8. Based on the above recommendations submitted by the said two committees, the following has been decided and approved by the State Level Advisory Committee:-

- a) *"The GVK-EMRI has been entrusted with the operational of Emergency Management Services since 2008 through Memorandum of Understanding route, initially for five years (2008-2013), and for five years (2013-2018) and further extension of six months (05.05.2018 to 04.11.2018), three months (05.11.2018 to 04.02.2019), one year (05.02.2019 to 04.02.2020) and two years (05.02.2020 to 04.02.2022). Hence the existing Service Provider M/s GVK-EMRI may be permitted with an extension of 5 years through the Memorandum of Understanding without any interruption and with permissible administrative cost which was arrived at in the year 2020 for rendering Emergency Ambulance Services in State of Tamil Nadu (including 108 Ambulance Services, 104 Health Helpline, Free Hearse Services, '102' Drop Back Service)*
- b) *"In view of availability of 131 vehicles, the existing '102' Drop Back facility arrangement may be continued with improved operational efficiency as suggested by the committee till about 50% of the existing fleet strength is reduced by way of condemnation during which further review may be conducted to decide on whether continuation of '102' Drop Back Services (JSSK) or provision of financial incentive of Rs.250/- to the Post Natal Mothers".*

9. The Project Director, Tamil Nadu Health Systems Project has therefore requested the Government to issue necessary orders on the continuation of the service of 108 Ambulance Services/104 Health Help line/ Free Hearse (Mortuary Van) Service/102 Drop Back Service (JSSK) for further period of **five years** with effect from 05.02.2022, 05.02.2022, 02.02.2022 and 18.02.2022 respectively,

10. The Government after careful examination of the proposal of the Project Director, Tamil Nadu Health Systems Project have decided to accept the same and the Government issues the following orders:-

- i. To extend the service of 108 Ambulance Services/104 Health Help line/Free Hearse (Mortuary Van) Service/102 Drop Back Service (JSSK) for further period of **five years** with effect from 05.02.2022, 05.02.2022, 02.02.2022 and 18.02.2022 respectively, through an MoU (Memorandum of Understanding) since the inception of the each services as per terms and conditions in the Memorandum of Understanding (MoU) along with the following conditions:
 - a) GVK Emergency Management Research Institute shall extend their support to Government of Tamil Nadu to develop the 108 ambulance operation software with all features as on today before the closure of the extension period of the contract.
 - b) Suitable performance indicators including rational of expenditure to be reviewed annually so that the present performance is maintained/ improved and expenditure are not raising drastically on year to year basis.
 - c) Suitable HR policy to be framed and put in to place.

- d) The additional services, commitments and quality improvements etc., if any which GVK Emergency Management Research Institute can offer for this extended period to be part of the contract.
- e) The existing actual cost sharing/reimbursement mode to continue with any other terms and conditions mutually agreed.
- f) In view of availability of 131 vehicles, the existing '102' Drop Back facility arrangement be continued with improved operational efficiency as suggested by the committee till about 50% of the existing fleet strength is reduced by way of vehicle condemnation, after which further review may be conducted to decide on continuation of '102' Drop Back Services (JSSK) or provision of financial incentive of Rs.250/- (Rupees Two Hundred and Fifty only) to the Post Natal Mothers.

11. This order issues with the concurrence of Finance Department vide its U.O.No.15240/SS(RHT)/2022, dated: 04.04.2022.

(BY ORDER OF THE GOVERNOR)

**J.RADHAKRISHNAN,
PRINCIPAL SECRETARY TO GOVERNMENT**

To

The Project Director, Tamil Nadu Health Systems Project, Chennai- 600 006.
The Mission Director, National Rural Health Mission, Chennai-600 006.
The Managing Director, Tamil Nadu Medical Services Corporation Limited,
Chennai-600 008.
The Director of Medical and Rural Health Services, Chennai-600 006.
The Director of Medical Education, Chennai-600 010.
The Director of Public Health and Preventive Medicine, Chennai-600 006.
The Principal Accountant General (A&E), Chennai-600 018.
The Principal Accountant General (Audit I), Chennai -600 018.
The Pay and Accounts Officer (South), Chennai-600 035.

Copy to:

The Hon'ble Chief Minister's Office, Chennai-600 009.
The Special Personal Assistant to Hon'ble Minister (Finance & HRM),
Chennai- 600 009.
The Special Personal Assistant to Hon'ble Minister (Health & Family Welfare)
Chennai-600 009.
The Personal Secretary to Chief Secretary, Chennai - 600 009.
The Personal Secretary to Additional Chief Secretary, Chennai -600 009.
The Finance (Health-II) Department, Chennai-600 009.
The Health and Family Welfare (Data Cell) Department, Chennai-600 009.
Stock File / Spare Copy.

//FORWARDED BY ORDER //

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5.4.2022
SECTION OFFICER
5/4/22