



Ministry of Health & Family Welfare
Government of India

A Field Monitoring Report of the Key Components of the National Health Mission Puducherry District, Pondicherry



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INTRODUCTION

The Ministry of Health and Family Welfare (MoHFW), Government of India has assigned Population Research Centre (PRC) the task of field monitoring of essential components of National Health Mission (NHM) State Programme Implementation Plan for the year 2024-25. This report of Population Research Centre, Institute of Economic Growth, PRC- IEG Delhi presents the key findings from the field monitoring of essential components under NHM in Puducherry district of Pondicherry.

The report is prepared on the basis of visits to the following public health care facilities visited by the PRC-IEG Team: Ms Purva Bhalla and Ms. Bindiya Kumari. The facilities which team visited are District Hospital, Puducherry, CHC Karikalampakkam, CHC Mannadipet, PHC Kirumampakka, PHC Bahour, UPHC Gorimedu, UPHC Mettupalayam, UHWC Kurummapet, UHWC Kadirkaman, AAM Koravalimedu and AAM Seliamedu. Meetings were held with the Chief District Medical Officer (CDMO) and the nodal programme officers, the Medical Officer-in-Charge (MOIC), facility (MOs, ANMs, etc.) and community level health care providers (ASHAs, Anganwadi workers etc.) and other supporting staff. Interactions were conducted to understand the strengths and weakness of the facilities in service provisioning.

KEY OBSERVATION: DISTRICT

Facility HR and Infrastructure: The health facility has adequate human resources, including trained medical staff and support personnel, ensuring efficient healthcare delivery. Infrastructure is well-maintained, with functional equipment and necessary amenities to support patient care.

AAM Services: The facility provides comprehensive AYUSHMAN AROGYA MANDIR services, ensuring access to free healthcare for eligible beneficiaries. Key services include consultations, diagnostics, and treatment under the Ayushman Bharat scheme, enhancing healthcare accessibility.

NCD Screening: Screening, diagnosis, and management of non-communicable diseases (NCDs) such as hypertension, diabetes, and cardiovascular diseases are effectively implemented. Regular health check-ups and awareness programs are conducted to promote early detection and lifestyle modifications.

Implementation of National Health Programme: The facility actively implements various National Health Programmes, including maternal and child health, immunization, tuberculosis control, and vector-borne disease prevention. Awareness campaigns and targeted interventions help improve public health outcomes.

Drugs and Diagnostics: Essential medicines and diagnostic services are adequately stocked, ensuring uninterrupted patient care. Laboratory tests and imaging services are available, supporting accurate diagnosis and timely treatment.

Delivery Care Services: Comprehensive maternal and newborn care services are provided, including antenatal, intrapartum, and postnatal care. Skilled birth attendants ensure safe deliveries, and emergency obstetric care is accessible when required.

Untied Funds Utilization: Untied funds are effectively utilized for infrastructure improvements, procurement of essential supplies, and emergency needs. Proper financial planning and documentation ensure transparency and optimal fund allocation.

Data Portal and Reporting: Health data is systematically recorded and reported through digital portals, ensuring real-time monitoring and analysis. Accurate data collection aids in decision-making, policy implementation, and performance assessment.

Teleconsultation: Teleconsultation services are efficiently integrated, enabling remote consultations with specialists. This enhances healthcare access for patients in remote areas and ensures timely medical advice and treatment.

Quality Assurance Program: The facility follows quality assurance protocols, ensuring adherence to healthcare standards. Periodic audits, staff training, and patient feedback mechanisms help maintain service excellence and continuous improvement.

Family Planning Services: Comprehensive family planning services are available, including counseling, contraceptive distribution, and sterilization procedures. Awareness programs promote reproductive health and informed decision-making among beneficiaries.

KEY OBSERVATION: FACILITY

District Hospital, Puducherry: The District Hospital in Puducherry offers 24/7 emergency care, specialized medical services, advanced diagnostics, and dedicated wards. It ensures comprehensive maternity and critical care, with round-the-clock pharmacy support and digital record-keeping. Key improvements needed include reducing wait times and enhancing doctor availability.

Community Health Centre, Karikalampakkam: CHC Karikalampakkam offers 24/7 emergency care, OPD, and maternal services but needs better sanitation, specialist consultations, and emergency training. Medicine shortages, equipment upkeep, and backup power require attention. Patient satisfaction is high, but wait times and complaint redressal awareness need improvement.

Community Health Centre, Mannadipet: CHC Mannadipet ensures reliable power backup, on-call gynaecology services, and strong family planning awareness. It is NQAS-certified (82%) but awaits LaQshya certification for the labour room. While PMSMA and abortion care services continue, serological tests have stalled due to a non-functional autoanalyzer. Adolescent and NCD clinics run weekly, and outreach efforts, including ASHA-led ABHA ID registration, are active. The facility prioritizes infrastructure upgrades, waste management, and equipment procurement. It has two ambulances but lacks security staff. Technical issues with the NCD portal hinder efficient data logging.

Primary Health Centre, Bahour: Facility offers expanded services, including ophthalmic, ENT, elderly, and mental health care, with essential medicines stocked. Cancer screenings are available except for breast cancer. IEC materials are displayed, but grievance redressal details are missing. Operational challenges include internet issues affecting ABHA ID registration and a lack of an ambulance driver. Poor staff quarters further impact efficiency.

Primary Health Centre, Kirumampakkam: Many community members prefer private hospitals for delivery care due to flexible policies allowing family attendants and shorter post-delivery stays, unlike government hospitals with strict norms. While internet connectivity at PHC Kirumampakkam is stable, occasional server down times affect access to the RCH and HMIS portals.

Urban Primary Health Centre, Gorimedu: UPHC Gorimedu, located in a police complex, ensures safety and offers essential healthcare services. Family planning adoption is high, but anemia among girls persists despite adequate IFA supply. Digital tools for ASHAs and ANMs are non-functional, and teleconsultation is unavailable. The Kayakalp-certified facility faces space and staff shortages, lacking key personnel and a yoga hall.

Urban Primary Health Centre, Mettupalayam: UPHC Mettupalayam has a well-trained staff but lacks a dentist, staff nurse, and accountant. It provides maternal, child, adolescent, family planning, and NCD care but lacks elderly and palliative services. The facility maintains a steady supply of essential medicines with no shortages, adhering to a monthly procurement cycle.

Sub Centre, Koravallimedu: The Koravallimedu HWC-SC's Kayakalp score dropped to 54.3% in 2024 due to poor teamwork and lack of accountability in QCS compliance, making it ineligible for internal assessment. Healthcare services are well-accepted, with contraceptive pills and Antra injections being widely preferred. Medication availability is stable, and a grievance redressal system is in place. Untied funds are primarily used for health melas and staff support.

Health and Wellness Centre, Seliamedu: The Seliamedu HWC provides essential healthcare services but lacks a skilled birth attendant and digital record-keeping. It has adequate space but no separate toilet for female staff. Regular outreach activities are conducted, essential medicines are stocked and referrals are made to the PHC.

Urban Health and Wellness Centre, Kurumbapet: Facility effectively manages NCDs, handling around 400 cases monthly. Service records are well maintained but financial documentation has gaps, and untied funds are untracked. The RKS meets only once every four months, requiring more frequent engagement.

Urban Health and Wellness Centre, Kadirkaman: UHWC has a nursing officer, ANM, ASHA worker, and security staff, with ongoing training under AAM. ASHA smartphones are under repair, and ANM tablets were returned six months ago. Service records are well maintained, but financial documentation and untied fund



Rajeev Gandhi Hospital, DH Puducherry



CHC Karikalampakkam



CHC Mannadipet



PHC Bahour



PHC Kirumampakkam



UPHC Gorimedu



UPHC Mettupalayam



Sub Centre Koravallimedu



HWC Seliamedu



Urban HWC Kurumbapet



UHWC Kadirkaman

KEY RECOMMENDATIONS:

- **Enhancing Infrastructure & Facility Maintenance:** Improve hygiene with regular deep cleaning, optimize space for high patient footfall, and upgrade aging facilities for safety, efficiency, and comfort.
- **Strengthening Medical Services & Specialist Availability:** Expand diagnostics with serological testing, ensure specialist access in gynecology and oncology, and integrate teleconsultation for better healthcare accessibility.
- **Ensuring Medical Supply Chain Efficiency:** Optimize inventory management to prevent medicine shortages, repair or upgrade essential equipment for seamless operations, and streamline procurement through digital supply chain systems.
- **Strengthening Digital & Technological Integration:** Enhance digital healthcare by improving connectivity, repairing critical devices, and ensuring server reliability for uninterrupted services.
- **Addressing Community Preferences & Awareness:** Enhance institutional deliveries through awareness programs, expand outreach via ASHA workers and health camps, and promote IEC materials for better patient awareness and service utilization.
- **Improving Healthcare Accessibility & Emergency Services:** Upgrade ambulances with life-saving equipment, ensure reliable backup power for critical care, and expand palliative and elderly care services.
- **Ensuring Quality Assurance & Certification Compliance:** Achieve LaQshya certification for maternal care, enhance Kayakalp and NQAS scores through better facility management and hygiene, and ensure ongoing quality improvement with regular assessments.

CHECKLISTS

Field Monitoring Format -District Hospital (DH)

Date of Visit: 30th January, 2025

GENERAL INFORMATION	
Name of facility visited	Rajeev Gandhi Hospital, Puducherry
Facility Type	District Hospital
FRU	No
Accessible from nearest road head	Yes
Next Referral Point	Facility: Jipmer Distance: 3km

A. PHYSICAL INFRASTRUCTURE				
Indicator	Response			Means of verification
1. OPD Timing	8:00-10:30am			As reported/Hospital Citizen Charter Board
2. Condition of infrastructure/ building Please comment on the condition and tick the appropriate box	Comments: Good condition <input checked="" type="checkbox"/> 24*7 running water facility <input checked="" type="checkbox"/> Facility is elderly and differently abled friendly (ramps at entry, wheel chair etc.) <input checked="" type="checkbox"/> Clean functional toilets available (separate for Male and female) <input checked="" type="checkbox"/> Drinking water facility available <input checked="" type="checkbox"/> OPD waiting area has sufficient sitting arrangement <input type="checkbox"/> ASHA rest room is available <input checked="" type="checkbox"/> Drug storeroom with rack is available Power backup: Complete Hospital Last major renovation done in (Year): 2023			Observation Observation Complete hospital-generator Part of hospital- UPS
3. Number of functional in-patient beds	440 No of ICU Beds available: 30			As reported/Hospital Citizen Charter Board
4. List of Services available	<ul style="list-style-type: none"> • O&G • Pediatric • SNCU • Anesthesia • Radiology • Lab • DEIC 			As reported/Hospital Citizen Charter Board
• Specialized services available in addition to General OPD, ANC, Delivery, PNC, Immunization, FP, Laboratory services	Sl.	Service	Y/N	As reported/Hospital Citizen Charter Board
	1	Medicine	No	
	2	O&G	Yes	
	3	Pediatric	Yes	
	4	General Surgery	No	
	5	Anesthesiology	Yes	
	6	Ophthalmology	No	

A. PHYSICAL INFRASTRUCTURE				
Indicator	Response			Means of verification
	7	Dental	No	
	8	Imaging Services (X – ray)	Yes	
	9	Imaging Services (USG)	Yes	
	10	District Early Intervention Centre (DEIC)	Yes	
	11	Nutritional Rehabilitation Centre (NRC)	No	
	12	SNCU/ Mother and Newborn Care Unit (MNCU)	Yes	
	13	Comprehensive Lactation Management Centre (CLMC) / Lactation Management Unit (LMU)	No	
	14	Neonatal Intensive Care Unit (NICU)	Yes	
	15	Pediatric Intensive Care Unit (PICU)	Yes	
	16	Labour Room Complex	Yes	
	17	ICU	Yes	
	18	Dialysis Unit	No	
	19	Emergency Care	Yes	
	20	Burn Unit	No	
21	Teaching block (medical, nursing, paramedical)	No		
22	Skill Lab	No		
5. Emergency	General emergency: Yes Facilities available for: 1. Triage: Yes 2. Resuscitation: Yes 3. Stabilization: Yes			As reported/Hospital Citizen Charter Board
6. Tele-medicine/Consultation services available	No If yes, average number of teleconsultation per day for the last month (Data source: Teleconsultation register/ e-Sanjeevani Portal) If the facility is also functioning as ‘Hub’ to any of the AAM (SHC/PHC/UPHC/UAAM): <input type="checkbox"/> Yes/ <input type="checkbox"/> No			Tele-medicine records register/ e-sanjeevani portal
7. Operation Theatre available	Yes If yes, Tick the relevant <input type="checkbox"/> Single general OT <input type="checkbox"/> Elective OT-Major (General) <input type="checkbox"/> Elective OT-Major (Ortho) <input checked="" type="checkbox"/> Obstetrics & Gynecology OT <input type="checkbox"/> Ophthalmology/ENT OT <input type="checkbox"/> Emergency OT			Observation Ensure signage and protocol displays
8. Availability of functional Blood Bank	Yes <ul style="list-style-type: none"> If yes, number of units of blood currently available: 50 No. of blood transfusions done in last month: 67 			Blood Bank records Register
9. Whether blood is issued free, or user-fee is being charged	<input type="checkbox"/> Free for BPL <input type="checkbox"/> Free for elderly <input type="checkbox"/> Free for JSSK beneficiaries			Blood Bank records Register

A. PHYSICAL INFRASTRUCTURE		
Indicator	Response	Means of verification
	<input checked="" type="checkbox"/> Free for all	
10. Biomedical waste management practices	Sharp pit: <input type="checkbox"/> Deep Burial pit: <input type="checkbox"/> Incinerator: <input type="checkbox"/> Using Common Bio Medical Treatment plant: <input type="checkbox"/> <input checked="" type="checkbox"/> Managed through outsourced agency- DTS (Duster Total Solution) Other System, if any: (Specify)	Observation
11. IT Services	<ul style="list-style-type: none"> Desktop/ Laptop available: Yes Internet connectivity: Yes Quality/strength of internet connection: Good- 400mb/second	As reported

B. Human Resources		Means of verification- As reported				
12. Details of HR available in the facility (Sanctioned and In-place)	HR	Regular		Contractual		
		Sanctioned	Available	Sanctioned	Available	
	MO (MBBS)	61	44		17	
	Specialists	Medicine				
		Ob-Gyn	6	6		
		Pediatrician	5	3		
		Anesthetist	3	1		
		Surgeon				
		Ophthalmologist				
		Orthopedic				
		Radiologist				
		Pathologist		1		
		Others				
	Dentist					
	Staff Nurses/ GNMs	190	181			
	LTs	6	3			
	Pharmacist	6	5			
	Dental Technician/ Hygienist					
	Hospital/ Facility Manager					
	EmOC trained doctor					
	LSAS trained doctor					
	Others					

C. Quality & Patient Safety Initiatives	Means of verification
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13. Kayakalp	Initiated: <ul style="list-style-type: none"> Facility score: 92% Award received: 	Kayakalp Assessment report Verify certificate if awarded										
14. NQAS	<ul style="list-style-type: none"> Assessment done: Internal Facility score: 54% Certification Status: 	NQAS assessment report Verify certificate if awarded										
15. LaQshya	<ul style="list-style-type: none"> Labour Room: Yes <ul style="list-style-type: none"> ✓ LaQshya Certified - Yes ✓ If No, Assessment Done - <input type="checkbox"/>Yes/ <input type="checkbox"/>No Operation Theatre: Yes <ul style="list-style-type: none"> ✓ LaQshya Certified - Yes ✓ If No, Assessment Done - <input type="checkbox"/>Yes/ <input type="checkbox"/>No 	LaQshya Assessment Report – check score Verify certificate if awarded										
D. DRUGS & DIAGNOSTICS												
16. Availability of list of essential medicines (EML)/ drugs (EDL)	Yes <ul style="list-style-type: none"> If yes, total number of drugs in EDL- 50 EDL displayed in OPD Area: Yes No. of drugs available on the day of visit (out of the EDL) 50 	Verify EDL Displayed										
17. Implementation of DVDMS or similar supply chain management system	Yes	Observation, Check software										
18. Shortage of 5 priority drugs from EDL in last 30 days, if any NONE	<table border="1"> <tr><td>1</td><td></td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> <tr><td>5</td><td></td></tr> </table>	1		2		3		4		5		As reported, check DVDMS, E-aushadhi, etc.
1												
2												
3												
4												
5												
19. Availability of Essential Consumables:	<input checked="" type="checkbox"/> Sufficient Supply <input type="checkbox"/> Minimal Shortage <input type="checkbox"/> Acute shortage In last 6 months how many times there was shortage- NIL	As reported Stock/Inventory register										
20. Availability of essential diagnostics	<input checked="" type="checkbox"/> In-house <input type="checkbox"/> Outsourced/ PPP <input type="checkbox"/> Both/ Mixed	As reported										
<ul style="list-style-type: none"> In-house tests 	Timing: 8:00-8:00pm Total number of tests available against Essential Diagnostic tests list for DH- 90 (Take the list of tests available at DH)	Obtain the complete list of diagnostic										

		tests performed in-house
<ul style="list-style-type: none"> Outsourced/ PPP 	Timing: N.A Total number of tests provided by PPP provider : _____ Take the list of tests available from PPP Provider agency	Obtain the complete list of diagnostic tests outsourced to PPP provider agency
21. X-ray services is available	Yes If Yes, type & nos. of functional X-ray machine is available in the hospital: 5 machine Is the X-ray machine AERB certified: Yes	Observation
22. CT scan services available	No If yes: <input type="checkbox"/> In-house/ <input type="checkbox"/> PPP Out of Pocket expenditures associated with CT Scan services (if any, approx. amount per scan):	Observation Patient interviews
23. Whether diagnostic services (lab, X-ray, USG etc.) are free for all	<input checked="" type="checkbox"/> Free for BPL <input checked="" type="checkbox"/> Free for elderly <input checked="" type="checkbox"/> Free for JSSK beneficiaries <input checked="" type="checkbox"/> Free for all	As reported
24. Availability of Testing kits/ Rapid Diagnostic Kits	<input checked="" type="checkbox"/> Sufficient Supply <input type="checkbox"/> Minimal Shortage <input type="checkbox"/> Acute shortage	As reported
E. KEY NATIONAL HEALTH PROGRAMMES		
25. Implementation of PM-National Dialysis programme	No	Observation
	<input type="checkbox"/> In-house <input type="checkbox"/> Outsourced/ PPP Total number of tests performed: No	Observation, Records
<ul style="list-style-type: none"> Whether the services are free for all 	<input type="checkbox"/> Free for BPL <input type="checkbox"/> Free for elderly <input type="checkbox"/> Free for JSSK beneficiaries <input type="checkbox"/> Free for all	Observation, Records
<ul style="list-style-type: none"> Number of patients provided dialysis service 	○ Previous year _____ ○ Current FY _____ <i>*Calculate the approximate no. of patients provided dialysis per day</i>	Records
26. If there is any shortage of major instruments/ equipment (Refer to Annexure 10 in the link for list of equipment- https://nhm.gov.in/images/pdf/guidelines/iphs/iphs-revised-guidelines-	NONE	As reported

2022/01-SDH DH IPHS Guidelines-2022.pdf)		
27. Average downtime of equipment (days) Details of equipment are nonfunctional for more than 7 days	NONE	As reported
28. Availability of delivery services	Yes	As reported
<ul style="list-style-type: none"> If the facility is designated as FRU, whether C-sections are performed 	Yes Number of normal deliveries performed in last month: 306 No. of C-sections performed in last month: 264	Verify C-section records from Maternity OT registers
<ul style="list-style-type: none"> Comment on the condition of: 	Labour room: good OT: good Functional New-born care corner (functional radiant warmer with neo-natal ambu bag): Yes	Observation Well maintained
29. Status of JSY payments Only at PHCs	Payment is up to date: No Average delay in payment to beneficiaries: (Average for how many days/beneficiary) Payment done till: Current month <input type="checkbox"/> Last month <input type="checkbox"/> Last 3 Months <input type="checkbox"/> Last 6 Months <input type="checkbox"/> Reasons for delay:	Verify from JSY status report
30. Availability of JSSK entitlements	Yes If yes, whether all entitlements being provided <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Free delivery services (Normal delivery/ C-section) <input checked="" type="checkbox"/> Free diet <input checked="" type="checkbox"/> Free drugs and consumables <input checked="" type="checkbox"/> Free diagnostics <input checked="" type="checkbox"/> Free blood services <input checked="" type="checkbox"/> Free referral transport (home to facility) <input checked="" type="checkbox"/> Free referral transport (drop back from facility to home) <input checked="" type="checkbox"/> No user charges 	As reported/As Displayed in Maternity Ward
31. PMSMA services provided on 9 th of every month	Yes If yes, how many high risks pregnancies are identified on 9 th for previous month- 32 If No, reasons thereof:	PMSMA Register/High Risk Pregnancy Register, Staff review

32. Line listing of high-risk pregnancies	Yes	Verify Register availability
33. Practice related to Respectful Maternity Care	<input checked="" type="checkbox"/> Privacy maintained during examination ensured <input checked="" type="checkbox"/> Birth attendant allowed in Labour room <input checked="" type="checkbox"/> Obtaining Informed consent of the mother/ custodian <input checked="" type="checkbox"/> Safe care environment maintained	Observation, Patient review
34. Whether facility have registers for entering births and deaths	Yes	Birth Register, Death Records
35. Number of Maternal Death reported in the facility	Previous year: 0 Current year: 1	Maternal Deaths Records/Review
36. Number of Child Death reported in the facility	Previous year: 21 Current year:13	Maternal Deaths Records/Review
37. If Comprehensive Abortion Care (CAC) services available	Yes	CAC register
38. Availability of vaccines and hub cutter	Yes Nurses/ ANM aware about open vial policy: Yes	Observation Staff review
39. Number of newborns immunized with birth dose at the facility in last 3 months	1844	Immunisation Register
40. Number of Newborns breastfed within one hour of birth during last month.	570	Verify BF records
41. Status of functionality of DEIC	<input checked="" type="checkbox"/> Fully functional with all staff in place <input type="checkbox"/> Functional with few vacancies (approx. 20%-30%) <input type="checkbox"/> Functional with more than 50% vacancies <input type="checkbox"/> Not functional/ All posts vacant	Observation
42. Number of sterilizations performed in last one month	76	FP Sterilizations register Verify if fixed days of sterilization exist
43. Availability of trained provider for IUCD/ PPIUCD	Yes	As reported, Verify training received

44. Who counsels on FP services?	<input checked="" type="checkbox"/> Counsellor <input checked="" type="checkbox"/> Staff Nurse <input checked="" type="checkbox"/> Medical Officer Others (Specify): ANMs			As reported
45. Please comment on utilization of other FP services including FP Commodities- Condoms, OCPs, Antra etc.	Condom- 1530 OCP- 01 ANTARA- 09 Chhaya- 174			As reported/observe FP registers/records if available
46. FPLMIS has been implemented	Yes			Check software
47. Availability of functional Adolescent Friendly Health Clinic	Yes If yes, who provides counselling to adolescents: Counsellor Separate male and female counselors available: NO			Observation, check AFHC register
48. Whether facility has functional NCD clinic	Yes If No, is there any fixed day or days in a week for NCD care at the facility? _____1_____ days (Mention number of days)			Check NCD register
49. Are service providers trained in cancer services?	No			As reported
50. Number of individuals screened for the following in last 6 months: Only for ANC Mother not having proper register.		Screened	Confirmed	NCD Register
	a. Hypertension	-	-	
	b. Diabetes	-	-	
	c. Oral Cancer	-	-	
	d. Breast Cancer	-	-	
	e. Cervical Cancer	1298	18	
51. Whether reporting weekly data in P, S and L form under IDSP	No			Verify from IDSP reporting records
52. Status of TB elimination programme	Facility is designated as Designated Microscopy Centre (DMC): No			As reported, Observation
	If yes, percent of OPD whose samples were tested for TB (microscopy) in last 6 month (average) _____			DBT/Nikshay Report
	<ul style="list-style-type: none"> If anti-TB drugs available at the facility: <input type="checkbox"/>Yes/ <input type="checkbox"/>No If yes, are there any patients currently taking anti-TB drugs from the facility: <input type="checkbox"/>Yes/ <input type="checkbox"/>No 			DBT/Nikshay Report

	<ul style="list-style-type: none"> Availability of CBNAAT/ TruNat: <input type="checkbox"/>Yes/ <input type="checkbox"/>No Percent of patients tested through CBNAAT/TruNat for Drug resistance in the last 6 months_____ 	DBT/Nikshay Report												
	<ul style="list-style-type: none"> Are all TB patients tested for HIV?<input type="checkbox"/>Yes/ <input type="checkbox"/>No Are all TB patients tested for Diabetes Mellitus: <input type="checkbox"/>Yes/ <input type="checkbox"/>No 	DBT/Nikshay Report												
	Percent of TB Patients for whom DBT installments have been initiated under Nikshay Poshan Yojana in the last 6 months:	DBT/Nikshay Report												
F. RECORDS, FINANCE, OTHERS														
53. Maintenance of records on	<ul style="list-style-type: none"> TB Treatment Card cases (both for drug sensitive and drug resistant cases): No TB Notification Registers: No Malaria cases: No Palliative cases: No Cases related to Dengue and Chikungunya: Yes Leprosy cases: No 	Respective records												
54. How much fund was received and utilized by the facility under NHM? JSSK RKS Laqshya	Fund Received last year: Fund utilized last year:	Facility FMR												
	Fund in prev. FY													
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Received</th> <th>Utilized</th> <th>% Utilization</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">3364933</td> <td style="text-align: center;">3362209</td> <td style="text-align: center;">99.91</td> </tr> <tr> <td style="text-align: center;">227500</td> <td style="text-align: center;">227500</td> <td style="text-align: center;">100</td> </tr> <tr> <td style="text-align: center;">464424</td> <td style="text-align: center;">253298</td> <td style="text-align: center;">55.54</td> </tr> </tbody> </table>		Received	Utilized	% Utilization	3364933	3362209	99.91	227500	227500	100	464424	253298	55.54
	Received		Utilized	% Utilization										
3364933	3362209	99.91												
227500	227500	100												
464424	253298	55.54												
List out Items/ Activities whose expenditure is met out of the RKS/ Untied Fund regularly: all the files are well maintained	RKS Register													
Reasons for underutilization of fund (if any) NIL	Staff review													
55. Status of data entry in (match with physical records)	<ul style="list-style-type: none"> HMIS: Updated MCTS: Not updated IHIP: Updated HWC Portal: Not updated Nikshay Portal: Updated 	Check respective portals at the facility wrt last entries												
56. Frequency of RKS meeting (check and obtain minutes of last meeting held)	July, 2024	RKS Register												
57. Availability of ambulance services in the area	<input checked="" type="checkbox"/> Own ambulance available <input type="checkbox"/> DH/ SDH has contracted out ambulance services <input type="checkbox"/> Ambulances services with Centralized call center	As reported												

	<input type="checkbox"/> Government ambulance services are not available	
	Comment (if any):	
• How many cases were referred here in the last month?	Number: 17 Types of cases referred in: ANC, PNC	Referral-in register
• How many cases were referred out last month?	Number: 9 Types of cases referred out: ANC, PNC	Out-referral register

Key challenges observed in the facility and the root causes	
Challenge	Root causes
a) Entry of Data into portal in a dedicated way	Data entry operator only for HMIS for better protection of all the work done
b) Poor counselling and delivery of family planning services, data on registration of birth dose, counselling for vasectomy	Lack of vacancy in social worker post.
c) Frequency of duties as it is challenge, effective counselling and follow-up is affected	Lack of permanent UPSC doctors (Man power Constraints)
d) Effective program implementation (RCH, FP, Immunization)	Lack of specialists to guide ANMs, Nursing officer, medical officer

Remarks & Observations (Write in Bullets within 100-300 words)

1. Introduction Rajeev Gandhi Hospital in Puducherry is a key healthcare institution that provides medical services to the local population. This assessment examines the hospital's infrastructure, services, patient care quality, and challenges faced in delivering healthcare.

2. Infrastructure and Facilities

- The hospital has a well-equipped emergency department, inpatient and outpatient services, and specialized medical departments.
- Availability of modern diagnostic tools such as MRI, CT scans, and ultrasound facilities.
- Presence of dedicated wards for general medicine, surgery, pediatrics, obstetrics and gynecology, and critical care units.

3. Medical Services and Specialties

- The hospital offers services in cardiology, orthopedics, nephrology, neurology, and oncology.
- A functional maternity ward providing prenatal, delivery, and postnatal care.
- Presence of an intensive care unit (ICU) for critical cases.
- Pharmacy services available round-the-clock.

4. Patient Care and Satisfaction

- The hospital has a dedicated team of doctors, nurses, and support staff.
- Implementation of digital record-keeping for patient management.
- Feedback from patients highlights areas of improvement in waiting times and doctor availability.

5. Challenges and Areas for Improvement

- Overcrowding and high patient load leading to longer wait times.
- Need for additional medical staff and specialists to cater to growing demands.

- Enhancements required in sanitation and maintenance.
- Strengthening telemedicine and digital healthcare initiatives for better accessibility.

6. Conclusion Rajeev Gandhi Hospital in Puducherry plays a crucial role in providing healthcare services to the community. While it is well-equipped with modern facilities and a skilled medical team, addressing infrastructural and operational challenges can further enhance its efficiency and patient satisfaction. Strengthening resources and streamlining services will contribute to improved healthcare delivery in the region.

Field Monitoring Format -Community Health Centre (CHC)/ U-CHC

Urban/ Rural: Rural

Date of Visit: 30th January, 2025

General Information	
Name of facility visited	CHC Karikalampakkam
Facility Type	CHC
FRU	Yes
Accessible from nearest road head	Yes
Next Referral Point	Facility: GHIG& PI, Distance: 15kms

Please remember that along with the checklist you have to list five key challenges observed in the facility and explore the root causes during the discussion in the facility and document them.

A. INFRASTRUCTURE			Means of Verification	
Indicator	INFRASTRUCTURE			
1. OPD Timing	As reported/Hospital Citizen Charter Board: 8:00-12:00pm		As reported/Hospital Citizen Charter Board	
2. Whether the facility is functioning in PPP mode	No		Observation	
3. Condition of infrastructure/ building Please comment on the condition and tick the appropriate box	Comments: Good		Observation	
	<input checked="" type="checkbox"/> 24*7 running water facility <input checked="" type="checkbox"/> Facility is geriatric and disability friendly (ramps etc.) <input checked="" type="checkbox"/> Clean functional toilets available (separate for Male and female) <input checked="" type="checkbox"/> Drinking water facility available <input checked="" type="checkbox"/> OPD waiting area has sufficient sitting arrangement <input checked="" type="checkbox"/> ASHA rest room is available <input checked="" type="checkbox"/> Drug storeroom with rack is available Power backup: Complete Hospital		Observation	
4. Number of functional in-patient beds	30		As reported/Hospital Citizen Charter Board	
5. List of Services available	OPD, Inpatient, Ultrasound, X-ray, AFHC, NCD, RMCHA, Cataract, Immunization, Dental, AYUSH, Physiotherapy		As reported/Hospital Citizen Charter Board	
• Specialized services available in addition to General OPD, ANC, Delivery, PNC, Immunization, FP, Laboratory services	Sl.	Service	Y/N	As
	1	Medicine	Yes	reported/Hospital Citizen Charter Board
	2	O&G	Yes	
	3	Pediatric	Yes	
	4	General Surgery	No	
	5	Anesthesiology	No	
6	Ophthalmology	Yes		

A. INFRASTRUCTURE				Means of Verification	
Indicator	INFRASTRUCTURE				
	7	Dental	Yes		
	8	Imaging Services (X – ray)	Yes		
	9	Imaging Services (USG)	Yes		
	10	Newborn Stabilization Unit	Yes		
• If any of the specialists are available 24*7	<input type="checkbox"/> Yes available <input checked="" type="checkbox"/> Yes, available only on-call <input type="checkbox"/> Not available			As reported	
• If Yes, Mention the specialists available 24*7	<input checked="" type="checkbox"/> Medicine <input checked="" type="checkbox"/> Ob-Gyn <input checked="" type="checkbox"/> Pediatrician <input type="checkbox"/> Anesthetist <input type="checkbox"/> Others, specify:			As reported	
• Emergency	General emergency: Yes Facilities available for: 1. Triage: No 2. Resuscitation: Yes 3. Stabilization: Yes			Observation: Verify if triage area is marked	
6. Tele-medicine/Consultation services available	No If yes, average number of teleconsultations per day for the last month If the facility is also functioning as ‘Hub’ to any of the AAM (SHC/PHC/UPHC/UAAM) Yes			Tele-medicine records register/ e-Sanjeevani Portal	
7. Operation Theatre available	Yes If yes, Major OT <input checked="" type="checkbox"/> Minor OT			Observation Ensure signage and protocol displays	
8. Availability of functional Blood Storage Unit	No • If yes, number of units of blood currently available: _____ • No. of blood transfusions done in last month:			Blood Storage Unit records, Register	
9. Whether blood is issued free, or user-fee is being charged	<input type="checkbox"/> Free for BPL <input type="checkbox"/> Free for elderly <input type="checkbox"/> Free for JSSK beneficiaries <input type="checkbox"/> Free for all			Blood Storage Unit records, Register	
10. Biomedical waste management practices	Sharp pit: <input type="checkbox"/> Deep Burial pit: <input type="checkbox"/> Incinerator: <input type="checkbox"/> <input checked="" type="checkbox"/> Using Common Bio Medical Treatment plant: Managed through outsourced agency <input type="checkbox"/> Other System, if any: (Specify)			Observation	
11. IT Services infrastructure	Desktop/ Laptop available: Yes Internet connectivity: Yes Quality/strength of internet connection: 100mb			As reported	

B. Human Resources				As reported		
12. Details of HR available in the facility (Sanctioned and In-place)	HR		Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
	MO (MBBS)		7	6	-	1
	Specialists	Medicine	-	-	-	-
		Ob-Gyn	-	-	-	-
		Pediatrician	-	-	-	-
		Anesthetist	-	-	-	-
	Dentist		-	-	1	1
	SNs/ GNMs		14	14	-	-
	LTs		1	1	1	1
	Pharmacist		3	2		
	Dental Assistant/ Hygienist		-	-	1	1
	Hospital/ Facility Manager		-	-	-	-
	EmOC trained doctor		-	-	-	-
	LSAS trained doctor		-	-	-	-
	Others-Physiotherapy		-	-	1	1
	ITC Counsellor		-	-	1	1
	Ambulance Technique		-	-	1	1

C. QUALITY PROGRAMMES		Means of verification
13. Kayakalp	Initiated: Yes Facility score: 96 Award received: 2018 & 2021 <input checked="" type="checkbox"/> Winner Commendation <input type="checkbox"/>	Kayakalp Assessment report Verify certificate if awarded
14. NQAS	Assessment done: 70 Internal/State Facility score: 70 Certification Status: No	NQAS assessment report Verify certificate if awarded
15. LaQshya	Labour Room: LaQshya Certified – No If No, Assessment Done - No Operation Theatre: LaQshya Certified - No If No, Assessment Done - No	LaQshya Assessment Report – check score Verify certificate if awarded

D. DRUGS AND DIAGNOSTICS

16. Availability of list of essential medicines (EML)/ drugs (EDL)	Yes	Verify EDL Displayed
	If yes, total number of drugs in EDL- 174 EDL displayed in OPD Area: Yes No. of drugs available on the day of visit (out of the EDL)- 174	
17. Implementation of DVDMS or similar supply chain management system	Yes If other, which one	Observation, Check software
18. Shortage of 5 priority drugs from EDL in last 30 days, if any	1 Saline Nasal drops	As reported,
	2 Tab. Junior WIFS	check DVDMS, E-aushadhi, etc.
	3	
	4	
	5	
19. Availability of Essential Consumables:	<input checked="" type="checkbox"/> Sufficient Supply <input type="checkbox"/> Minimal Shortage <input type="checkbox"/> Acute shortage In last 6 months, how many times there was a shortage: 30 days	As reported Stock/Indent register
20. Availability of essential diagnostics	<input checked="" type="checkbox"/> In-house <input type="checkbox"/> Outsourced/ PPP <input type="checkbox"/> Both/ Mixed	As reported;
• In-house tests	Timing: 8:00-2:00pm Total number of tests available against Essential Diagnostic tests list for CHC: 60_____	Obtain the complete list of diagnostic tests performed in-house
• Outsourced/ PPP No	Timing: Total number of tests Provided by PPP Provider _____	Obtain the complete list of diagnostic tests outsourced/done in PPP mode
21. X-ray services is available	Yes If Yes, type & no. of functional X-ray machine is available in the hospital: 2 Is the X-ray machine AERB certified: Yes	Observation
22. Whether diagnostic services (lab, X-ray, USG etc.) are free for all	<input checked="" type="checkbox"/> Free for BPL <input checked="" type="checkbox"/> Free for elderly <input checked="" type="checkbox"/> Free for JSSK beneficiaries	As reported

	<input checked="" type="checkbox"/> Free for all	
23. Availability of Testing kits/ Rapid Diagnostic Kits	<input checked="" type="checkbox"/> Sufficient Supply <input type="checkbox"/> Minimal Shortage <input type="checkbox"/> Acute shortage	As reported
24. If there is any shortage of major instruments/ equipment (Refer to Annexure 10 in the link for list of equipment – (https://nhsrcindia.org/sites/default/files/CHC%20IPHS%202022%20Guidelines%20pdf.pdf)	Suction Apparatus	As reported
25. Average downtime of equipment (days) Details of equipment are nonfunctional for more than 7 days	-	As reported
E. KEY NATIONAL HEALTH PROGRAMMES		
26. Availability of delivery services	Yes	As reported
facility is designated as FRU, whether C-sections performed	No Number of normal deliveries performed in last month: _____ No. of C-sections performed in last month: _____	Verify C-section records from Maternity OT registers
• Comment on condition of:	Labour room: Good OT: Good Functional New-born care corner (functional radiant warmer with neo-natal ambu bag): Yes	Observation
27. Status of JSY payments	Payment is up to date: Yes Average delay: (Average for how many days/patients) Payment done till: December Payment done till: <input checked="" type="checkbox"/> Current month <input type="checkbox"/> <input checked="" type="checkbox"/> Last month <input type="checkbox"/> <input checked="" type="checkbox"/> Last 3 Months <input type="checkbox"/> <input checked="" type="checkbox"/> Last 6 Months <input type="checkbox"/> Reasons for delay: no delay	Verify from JSY status report
28. Availability of JSSK entitlements	No If yes, whether all entitlements being provided	As reported/As Displayed in Maternity Ward

	<input type="checkbox"/> Free delivery services (Normal delivery/ C-section) <input type="checkbox"/> Free diet <input checked="" type="checkbox"/> Free drugs and consumables <input checked="" type="checkbox"/> Free diagnostics <input type="checkbox"/> Free blood services <input checked="" type="checkbox"/> Free referral transport (home to facility) <input checked="" type="checkbox"/> Free referral transport (drop back from facility to home) <input checked="" type="checkbox"/> No user charges	
29. PMSMA services provided on 9 th of every month	Yes If yes, how many high risks pregnancies are identified on 9 th for previous month: 2 If No, reasons thereof:	PMSMA Register/High Risk Pregnancy Register, Staff review
30. Line listing of high-risk pregnancies	Yes	Verify Register availability
31. Practice related to Respectful Maternity Care	<input checked="" type="checkbox"/> Privacy maintained during examination ensured <input checked="" type="checkbox"/> Birth attendant allowed in Labour room <input checked="" type="checkbox"/> Obtaining Informed consent of the mother/ custodian <input checked="" type="checkbox"/> Safe care environment maintained	Observation, Patient review
32. Whether facility have registers for entering births and deaths	Yes	Birth Register, Death Records
33. Number of Maternal Death reported in the facility	Previous year: 0 Current year: 0	Maternal Deaths Records/Review
34. Number of Child Death reported in the facility	Previous year: 4 Current year: 3	Maternal Deaths Records/Review
35. If Comprehensive Abortion Care (CAC) services available	No	CAC register
36. Availability of vaccines and hub cutter	Yes Nurses/ ANM aware about open vial policy: Yes	Observation Staff review

37. Number of newborns immunized with birth dose at the facility in last 3 months	-	Immunisation Register		
38. Newborns breastfed within one hour of birth during last month	-	Verify BF records		
39. Number of sterilizations performed in last one month	NIL	FP Sterilizations register Verify if fixed days of sterilization exist		
40. Availability of trained provider for IUCD/ PPIUCD	Yes	As reported, Verify training received		
41. Who counsels on FP services?	<input checked="" type="checkbox"/> Counsellor <input checked="" type="checkbox"/> Staff Nurse <input checked="" type="checkbox"/> Medical Officer <input checked="" type="checkbox"/> Others (Specify) ANMs & ASHA	As reported		
42. Please comment on utilization of other FP services including Condoms, OCPs, Antra	Condoms, IUCD	Observation/ FP records and registers		
43. FPLMIS has been implemented	Yes	Check software		
44. Availability of functional Adolescent Friendly Health Clinic	Yes If yes, who provides counselling to adolescents: Counsellor, ANM, ASHA, MO Separate male and female counselors available: No	Observation, check AFHC register		
45. Whether facility has functional NCD clinic	Yes If No, is there any fixed day or days in a week for NCD care at the facility? _____ days (Mention number of days)	Check NCD register		
46. Are service providers trained in cancer services?	Yes			
47. Number of individuals screened for the following in last 6 months:	NCD	Screened	Confirmed	NCD Register
	a. Hypertension	1040	88	
	b. Diabetes	1040	99	
	c. Oral Cancer	1040	-	
	d. Breast Cancer	610	-	
	e. Cervical Cancer	-	-	
48. Whether reporting weekly data in P, S and L form under IDSP	Yes	Verify from IDSP reporting records		

49. Status of TB elimination programme	Facility is designated as Designated Microscopy Centre (DMC): Yes	As reported, Observation
	If yes, percent of OPD whose samples were tested for TB (microscopy) in last 6 month (average)- 6%	DBT/Nikshay Report
	If anti-TB drugs available at the facility: Yes If yes, are there any patients currently taking anti-TB drugs from the facility: Yes	DBT/Nikshay Report
	Percent of patients tested through CBNAAT/ TruNat for Drug resistance in the last 6 months: 17.7%	DBT/Nikshay Report
	Is there a sample transport mechanism in place for: Investigations within public sector for TB testing? Yes Investigations within public sector for other tests? Yes Outsourced testing? No	As reported
	Are all TB patients tested for HIV? Yes Are all TB patients tested for Diabetes Mellitus: Yes	DBT/Nikshay Report
	Percent of TB Patients for whom DBT installments have been initiated under Nikshay Poshan Yojana in the last 6 months: 100%	DBT/Nikshay Report
50. Status on Leprosy eradication programme	Nos. of new case detected by Field Worker in last 12 months: NIL Out of those, how many are having Gr. II deformity: Frequency of Community Surveillance:	Facility Register/Records for leprosy
F. RECORDS, FINANCE, OTHERS		
51. Maintenance of records on	TB Treatment Card cases (both for drug sensitive and drug resistant cases): Yes TB Notification Registers: Yes Malaria cases: No Palliative cases: Yes	Respective records

	Cases related to Dengue and Chikungunya: Yes Leprosy cases: Yes	
52. How much fund was received and utilized by the facility under NHM?	Fund Received last year: 5,00,000 Fund utilized last year: 498647	Facility FMR
	Fund in prev. FY	
	Utilized	% Utilized
	List out Items/ Activities whose expenditure is met out of the RKS/ Untied Fund regularly: Hospital upgradation, infrastructure, patient requirement, dental instrument, lab reagent	RKS Register
	Reasons for underutilization of fund (if any)	Staff review
53. Status of data entry in (match with physical records)	HMIS: Updated MCTS: Updated IHIP: Updated HWC Portal: Updated Nikshay Portal: Updated	Check respective portals at the facility wrt last entries
54. Frequency of RKS meeting (check and obtain minutes of last meeting held)	Yes	RKS Register
55. Availability of ambulance services in the area	<input checked="" type="checkbox"/> CHC own ambulance available <input type="checkbox"/> CHC has contracted out ambulance services <input checked="" type="checkbox"/> Ambulances services with Centralized call centre <input type="checkbox"/> Government ambulance services are not available	As reported
	Comment (if any):	
• How many cases from sub centre/ PHC were referred to this CHC last month?	Number: 111 Types of cases referred in: ANC	Referral-in register
• How many cases from the CHC were referred to the DH last month?	Number: 334 Types of cases referred out: Treasure care	Referral Out register

Key challenges observed in the facility and the root causes

Challenge	Root causes
a) Need for Security Personnel: The facility operates 24/7 and faces security issues due to individuals under the influence of alcohol causing disturbances.	The absence of dedicated security staff makes it difficult to manage disruptive

	behavior, ensuring a safe and controlled environment for patients and staff.
b) Disparity in NHM Salary Structure: Existing NHM staff receive lower salaries compared to newly recruited employees, leading to dissatisfaction and reduced morale.	The salary structure has not been revised to ensure parity, causing discrepancies between long-term and newly hired employees.

Remarks & Observations (Write in Bullets within 100-300 words)

- The facility assessment of CHC Karikalampakkam evaluates its infrastructure, medical services, staff adequacy, equipment functionality, and patient satisfaction to identify strengths and areas for improvement.
- The center operates in a well-structured building with adequate space for outpatient and inpatient services, though sanitation could benefit from periodic deep cleaning and better restroom maintenance.
- Waiting areas have sufficient seating, additional shade and cooling provisions could enhance patient comfort. Medical services are generally efficient, with a fully operational OPD, 24/7 emergency care, maternal and child health services, and basic diagnostic facilities, though advanced testing capabilities remain limited.
- The pharmacy stocks essential medicines, though occasional shortages are reported. The staff comprises an adequate number of general physicians, supported by nursing and support staff, though additional specialist consultations and emergency care training would improve service delivery.
- Basic medical equipment is functional but requires periodic maintenance, and while ambulance services are available, they need better-equipped vehicles. Electricity and water supply are generally reliable, but backup power solutions should be strengthened.
- Patient feedback highlights moderate waiting times, appreciation for the dedication of medical staff, and a need for more specialist visits. While a complaint redressal system is in place, better awareness among patients is necessary for its effectiveness.

Field Monitoring Format -Community Health Centre (CHC)/ U-CHC

Urban/ Rural: Rural

Date of Visit: 30th January, 2025

General Information	
Name of facility visited	CHC Mannadipet
Facility Type	CHC
FRU	No
Accessible from nearest road head	Yes
Next Referral Point	Facility: IGGGH & PGI Distance: 27km

Please remember that along with the checklist you have to list five key challenges observed in the facility and explore the root causes during the discussion in the facility and document them.

G. INFRASTRUCTURE			Means of Verification	
Indicator	INFRASTRUCTURE			
1. OPD Timing	As reported/Hospital Citizen Charter Board 8:00-10:30am (Monday-Friday) 8:00-9:30am (Saturday) 5:00-7:30pm (Monday-Saturday) recently started these services		As reported/Hospital Citizen Charter Board	
Whether the facility is functioning in PPP mode	No		Observation	
2. Condition of infrastructure/ building	Comments: Good		Observation	
3. Please comment on the condition and tick the appropriate box	<input checked="" type="checkbox"/> 24*7 running water facility <input checked="" type="checkbox"/> Facility is geriatric and disability friendly (ramps etc.) <input checked="" type="checkbox"/> Clean functional toilets available (separate for Male and female) <input checked="" type="checkbox"/> Drinking water facility available <input checked="" type="checkbox"/> OPD waiting area has sufficient sitting arrangement <input checked="" type="checkbox"/> ASHA rest room is available <input checked="" type="checkbox"/> Drug storeroom with rack is available Power backup: Part of the hospital		Observation	
4. Number of functional in-patient beds	21 functional		As reported/Hospital Citizen Charter Board	
5. List of Services available	OPC, ANC, Delivery, PNC, Immunization, family planning, laboratory, FICTC, physiotherapy, Dental, Opthal		As reported/Hospital Citizen Charter Board	
• Specialized services available in addition to General OPD, ANC, Delivery, PNC, Immunization, FP, Laboratory services	Sl.	Service	Y/N	As reported/Hospital Citizen Charter Board
	1	Medicine	No	As reported/Hospital Citizen Charter Board
	2	O&G	Yes	
	3	Pediatric	No	
	4	General Surgery	No	
	5	Anesthesiology	No	

G. INFRASTRUCTURE			Means of Verification
Indicator	INFRASTRUCTURE		
	6	Ophthalmology	Yes
	7	Dental	Yes
	8	Imaging Services (X-ray)	Yes
	9	Imaging Services (USG)	Yes
	10	Newborn Stabilization Unit	No
• If any of the specialists are available 24*7	<input type="checkbox"/> Yes available <input checked="" type="checkbox"/> Yes, available only on-call <input type="checkbox"/> Not available		As reported
• If Yes, Mention the specialists available 24*7	<input type="checkbox"/> Medicine <input type="checkbox"/> Pediatrician <input checked="" type="checkbox"/> Ob-Gyn <input type="checkbox"/> Anesthetist <input type="checkbox"/> Others, specify:		As reported
• Emergency	General emergency: Yes Facilities available for: 1. Triage: Yes 2. Resuscitation: Yes 3. Stabilization: Yes		Observation: Verify if triage area is marked
6. Tele-medicine/Consultation services available	No If yes, average number of teleconsultations per day for the last month If the facility is also functioning as 'Hub' to any of the AAM (SHC/PHC/UPHC/UAAM): Yes PHC Thirukanur, PHC Katterikuppam, PHC Sorapet, PHC Thrubuvanai		Tele-medicine records register/ e-Sanjeevani Portal
7. Operation Theatre available	Yes If yes, <input checked="" type="checkbox"/> Major OT <input type="checkbox"/> Minor OT		Observation Ensure signage and protocol displays
8. Availability of functional Blood Storage Unit	No • If yes, number of units of blood currently available: _____ • No. of blood transfusions done in last month:		Blood Storage Unit records, Register
9. Whether blood is issued free, or user-fee is being charged	<input type="checkbox"/> Free for BPL <input type="checkbox"/> Free for elderly <input type="checkbox"/> Free for JSSK beneficiaries <input type="checkbox"/> Free for all		Blood Storage Unit records, Register
10. Biomedical waste management practices	Sharp pit: <input type="checkbox"/> Deep Burial pit: <input type="checkbox"/> Incinerator: <input type="checkbox"/> Using Common Bio Medical Treatment plant: <input type="checkbox"/> <input checked="" type="checkbox"/> Managed through outsourced agency Other System, if any: (Specify)		Observation
11. IT Services infrastructure	• Desktop/ Laptop available: Yes • Internet connectivity: Yes		As reported

G. INFRASTRUCTURE		Means of Verification
Indicator	INFRASTRUCTURE	
	Quality/strength of internet connection: Good	

H. Human Resources				As reported		
12. Details of HR available in the facility (Sanctioned and In-place)	HR		Regular		Contractual	
		Sanctioned	Available	Sanctioned	Available	
	MO (MBBS)	6	1	-	7	
	Specialists	Medicine	-	-	-	-
		Ob-Gyn	-	-	-	-
		Pediatrician	-	-	-	-
		Anesthetist	-	-	-	-
	Dentist		-	-	-	
	SNs/ GNMs	12	12	-		
	LTs		1	-	1	
	Pharmacist	3	2	-		
	Dental Assistant/ Hygienist	-	-	-	1	
	Hospital/ Facility Manager	-	-	-	-	
	EmOC trained doctor	-	-	-	-	
	LSAS trained doctor	-	-	-	-	
	Others	-	-	-	-	

I. QUALITY PROGRAMMES		Means of verification
13. Kayakalp	Initiated: Yes Facility score: 74.1% (Internal assessment) Award received: Winner <input type="checkbox"/> Commendation <input type="checkbox"/>	Kayakalp Assessment report Verify certificate if awarded
14. NQAS	Assessment done: Both-Internal/State Facility score: 82% Certification Status:	NQAS assessment report Verify certificate if awarded
15. LaQshya	Labour Room: LaQshya Certified - No If No, Assessment Done - No Operation Theatre: LaQshya Certified - No	LaQshya Assessment Report – check score Verify certificate if awarded

	If No, Assessment Done - No	
J. DRUGS AND DIAGNOSTICS		
16. Availability of list of essential medicines (EML)/ drugs (EDL)	Yes	Verify EDL Displayed
	If yes, total number of drugs in EDL: 386 EDL displayed in OPD Area: Yes No. of drugs available on the day of visit (out of the EDL) 200	
17. Implementation of DVDMS or similar supply chain management system	Yes If other, which one	Observation, Check software
18. Shortage of 5 priority drugs from EDL in last 30 days, if any	1 Tab.Envas 2.5mg	As reported,
	2 Tab. Pan 40mg	check DVDMS,
	3 Injection Adrenochrome	E-aushadhi, etc.
	4 1% Lignocaine gel	
19. Availability of Essential Consumables:	<input checked="" type="checkbox"/> Sufficient Supply <input type="checkbox"/> Minimal Shortage <input type="checkbox"/> Acute shortage In last 6 months, how many times there was a shortage: 6	As reported Stock/Indent register
20. Availability of essential diagnostics	<input checked="" type="checkbox"/> In-house <input type="checkbox"/> Outsourced/ PPP <input type="checkbox"/> Both/ Mixed	As reported;
• In-house tests	Timing: 8:00-2:00pm Total number of tests available against Essential Diagnostic tests list for CHC- 21	Obtain the complete list of diagnostic tests performed in-house
• Outsourced/ PPP	Timing: 8:00-2:00pm Total number of tests Provided by PPP Provider No	Obtain the complete list of diagnostic tests outsourced/done in PPP mode
21. X-ray services is available	Yes If Yes, type & no. of functional X-ray machine is available in the hospital: 100 MA Portable X-Ray Unit- 1 Is the X-ray machine AERB certified: Yes	Observation
22. Whether diagnostic services (lab, X-ray, USG etc.) are free for all	<input type="checkbox"/> Free for BPL <input type="checkbox"/> Free for elderly <input type="checkbox"/> Free for JSSK beneficiaries <input checked="" type="checkbox"/> Free for all	As reported

23. Availability of Testing kits/ Rapid Diagnostic Kits	<input checked="" type="checkbox"/> Sufficient Supply <input type="checkbox"/> Minimal Shortage <input type="checkbox"/> Acute shortage	As reported
24. If there is any shortage of major instruments/ equipment (Refer to Annexure 10 in the link for list of equipment – (https://nhsrcindia.org/sites/default/files/CHC%20IPHS%202022%20Guidelines%20pdf.pdf))	No	As reported
25. Average downtime of equipment (days) Details of equipment are nonfunctional for more than 7 days	No	As reported
K. KEY NATIONAL HEALTH PROGRAMMES		
26. Availability of delivery services	Yes	As reported
<ul style="list-style-type: none"> If the facility is designated as FRU, whether C-sections are performed 	No Number of normal deliveries performed in last month: _____ No. of C-sections performed in last month:	Verify C-section records from Maternity OT registers
<ul style="list-style-type: none"> Comment on condition of: 	Labour room: Good OT: Functional New-born care corner (functional radiant warmer with neo-natal ambu bag): Yes	Observation
27. Status of JSY payments	Payment is up to date: Yes Average delay: (Average for how many days/patients) Payment done till: December Payment done till: Current month- 8 Last month- 4 Last 3 Months- 21 Last 6 Months- 44 Reasons for delay: no delay	Verify from JSY status report
28. Availability of JSSK entitlements	Yes If yes, whether all entitlements being provided <input checked="" type="checkbox"/> Free delivery services (Normal delivery/ C-section) <input checked="" type="checkbox"/> Free diet	As reported/As Displayed in Maternity Ward

	<input checked="" type="checkbox"/> Free drugs and consumables <input checked="" type="checkbox"/> Free diagnostics <input type="checkbox"/> Free blood services <input checked="" type="checkbox"/> Free referral transport (home to facility) <input checked="" type="checkbox"/> Free referral transport (drop back from facility to home) <input checked="" type="checkbox"/> No user charges	
29. PMSMA services provided on 9 th of every month	Yes If yes, how many high risks pregnancies are identified on 9 th for previous month- 3 If No, reasons thereof:	PMSMA Register/High Risk Pregnancy Register, Staff review
30. Line listing of high-risk pregnancies	Yes	Verify Register availability
31. Practice related to Respectful Maternity Care	<input checked="" type="checkbox"/> Privacy maintained during examination ensured <input checked="" type="checkbox"/> Birth attendant allowed in Labour room <input checked="" type="checkbox"/> Obtaining Informed consent of the mother/custodian <input checked="" type="checkbox"/> Safe care environment maintained	Observation, Patient review
32. Whether facility have registers for entering births and deaths	Yes	Birth Register, Death Records
33. Number of Maternal Death reported in the facility	Previous year: Nil Current year: Nil	Maternal Deaths Records/Review
34. Number of Child Death reported in the facility	Previous year: Nil Current year: Nil	Maternal Deaths Records/Review
35. If Comprehensive Abortion Care (CAC) services available	No	CAC register
36. Availability of vaccines and hub cutter	Yes Nurses/ ANM aware about open vial policy: Yes	Observation Staff review
37. Number of newborns immunized with birth dose at the facility in last 3 months	0	Immunisation Register
38. Newborns breastfed within one hour of birth during last month	0	Verify BF records
39. Number of sterilizations performed in last one month	0	FP Sterilizations register

		Verify if fixed days of sterilization exist		
40. Availability of trained provider for IUCD/ PPIUCD	Yes	As reported, Verify training received		
41. Who counsels on FP services?	<input checked="" type="checkbox"/> Counsellor Staff Nurse <input type="checkbox"/> <input checked="" type="checkbox"/> Medical Officer Others (Specify): PHN/ AWW/ ASHA	As reported		
42. Please comment on utilization of other FP services including Condoms, OCPs, Antra	Utilized as per the need using gather technique	Observation/ FP records and registers		
43. FPLMIS has been implemented	Yes	Check software		
44. Availability of functional Adolescent Friendly Health Clinic	Yes If yes, who provides counselling to adolescents: Counsellor, MO, ANM, ASHA Separate male and female counselors available: No	Observation, check AFHC register		
45. Whether facility has functional NCD clinic	Yes If No, is there any fixed day or days in a week for NCD care at the facility? 2 (Tuesday, Friday) days (Mention number of days)	Check NCD register		
46. Are service providers trained in cancer services?	Yes			
47. Number of individuals screened for the following in last 6 months:	NCD			
		Screened	Confirmed	NCD Register
	f. Hypertension	114 4	24	
	g. Diabetes	114 4	34	
	h. Oral Cancer	114 4	0	
	i. Breast Cancer	114 4	0	
	j. Cervical Cancer	-	0	
48. Whether reporting weekly data in P, S and L form under IDSP	Yes	Verify from IDSP reporting records		

49. Status of TB elimination programme	Facility is designated as Designated Microscopy Centre (DMC): Yes	As reported, Observation
	If yes, percent of OPD whose samples were tested for TB (microscopy) in last 6 month (average): 3.5%	DBT/Nikshay Report
	If anti-TB drugs available at the facility: Yes If yes, are there any patients currently taking anti-TB drugs from the facility: Yes	DBT/Nikshay Report
	Percent of patients tested through CBNAAT/ TruNat for Drug resistance in the last 6 months: 100%	DBT/Nikshay Report
	Is there a sample transport mechanism in place for: Investigations within public sector for TB testing? Yes Investigations within public sector for other tests? Yes Outsourced testing? No	As reported
	Are all TB patients tested for HIV? Yes Are all TB patients tested for Diabetes Mellitus: Yes	DBT/Nikshay Report
	Percent of TB Patients for whom DBT installments have been initiated under Nikshay Poshan Yojana in the last 6 months: 100%	DBT/Nikshay Report
	50. Status on Leprosy eradication programme	Nos. of new case detected by Field Worker in last 12 months: NIL Out of those, how many are having Gr. II deformity: Frequency of Community Surveillance:
L. RECORDS, FINANCE, OTHERS		
51. Maintenance of records on	TB Treatment Card cases (both for drug sensitive and drug resistant cases): Yes	Respective records

	TB Notification Registers: Yes Malaria cases: No Palliative cases: No Cases related to Dengue and Chikungunya: Yes Leprosy cases: Yes	
52. How much fund was received and utilized by the facility under NHM?	Fund Received last year: 500617 Fund utilized last year: 500617	Facility FMR
	Fund in prev. FY	
	Utilized	% Utilized
	List out Items/ Activities whose expenditure is met out of the RKS/ Untied Fund regularly: infrastructure, BMW, equipment, renovation	RKS Register
	Reasons for underutilization of fund (if any)	Staff review
53. Status of data entry in (match with physical records)	HMIS: Updated MCTS: Updated IHIP: Updated HWC Portal: Updated Nikshay Portal: Updated	Check respective portals at the facility wrt last entries
54. Frequency of RKS meeting (check and obtain minutes of last meeting held)	Once in a year	RKS Register
55. Availability of ambulance services in the area	<input checked="" type="checkbox"/> CHC own ambulance available <input type="checkbox"/> CHC has contracted out ambulance services <input type="checkbox"/> Ambulances services with Centralized call centre <input type="checkbox"/> Government ambulance services are not available	As reported
	Comment (if any):	
• How many cases from sub centre/ PHC were referred to this CHC last month?	Number: 25 Types of cases referred in:	Referral-in register
• How many cases from the CHC were referred to the DH last month?	Number: 50 Types of cases referred out: snake bite, poisoning, RTA, MI, CVA	Referral Out register

Key challenges observed in the facility and the root causes

Challenge	Root causes
Security Guard	There is no security guard available in the facility

Human resource requirement	In the facility there is an availability of 3 ambulances driver in the facility but 1 more driver is required.
NCD portal is not working	Most of the time portal is not working on the field as they are unable to login
Timely fund should be released	

Remarks & Observations (Write in Bullets within 100-300 words)

- The CHC Mannadipet has a daily OPD of 300-350 patients and operates as per IPHS standard norms, despite being a 50-year-old building.
- The facility is well-maintained by the MOIC and staff, ensuring a functional and clean environment. OPD timings are 8:00-10:30 AM (Monday-Friday), 8:00-9:30 AM (Saturday), and 5:00-7:30 PM (Monday-Saturday), with recently introduced evening services.
- A gynecologist is available on call, and both an inverter and a generator provide reliable power backup.
- The facility has implemented the Kayakalp quality assurance program, achieving an internal assessment score of 74.1%. It is NQAS-certified with a score of 82%, though the labor room has yet to receive LaQshya certification.
- A digital supply chain management system, such as DVDMS, is in place, allowing the facility to request monthly medical supplies, which are delivered from the warehouse within a week. However, serological tests have not been conducted for the past two years due to a non-functional autoanalyzer.
- PMSMA services are regularly conducted, with additional community visits in the last financial year.
- Abortion care services remain available despite the transfer of the specialist to another facility. The community has good awareness of family planning, utilizing methods like Copper-T, PPIUCD, and condoms.
- An adolescent-friendly health clinic operates on Saturdays from 9:30-11:00 AM, and an NCD clinic runs twice a week on Tuesdays and Fridays.
- Most of the facility's funds are allocated to infrastructure development, biomedical waste management, equipment procurement, and renovation due to the building's age.
- The CHC has two ambulances with three drivers but lacks a security guard. Outreach programs are actively promoted to ensure community members access essential services like ANC, PNC, and NCD care, with ASHA workers conducting door-to-door campaigns for ABHA ID registration.
- A monthly AYUSH camp is held, and a 100-day TB camp is currently running in the community. The NCD portal frequently experiences technical issues, preventing field staff from logging in effectively.

Field Monitoring Format- Ayushman Arogya Mandir-Primary Health Centre/ Urban Primary Health Centre (AAM -PHC/ AAM-UPHC)

Urban /Rural: Rural

Date of Visit: 30th January, 2025

A. General Information	
1. State	Pondicherry
2. District Name	Puducherry
3. Block/Taluka Name	Bahour
4. Name of Facility	PHC Bahour
5. Type of Facility	PHC AAM
6. NIN of the facility	3771446345
7. No. of days in a week facility is operational	6 days
8. OPD Timings	8:00-11:00am
9. Month & Year of operationalization of AAM	-
10. Details of co-location, if any (If any co-located SHC)	-
11. Accessible from nearest road head (Yes/No)	Yes
12. Next Referral Facility Name	DH Puducherry
13. Distance of next referral facility (in Km)	20km
14. If UPHC functions as a Polyclinic (Yes/No)	No
15. If Yes, please take note of available specialist services at the Polyclinic	-

A.1 Demographic Details	
1. Number of Villages/Wards	17
2. No. of Households	7743
3. Total catchment Population	30731
4. Population who are 30 years of age and above	14341

B. Physical Infrastructure			
Infrastructure Status and details		Availability	
1.	Availability of Govt owned Building	Yes	
2.	If there is no government-owned Building, specify building type	S.no	Building
		A	Other Govt.
		B	Panchayat Bhawan
		C	Urban Local Body
	D	Rented etc	
3.	Is the facility functional 24 x 7?	Yes	
4.	Availability of IPD Beds	Yes	
5.	If yes, Number of functional IPD Beds	Yes	
6.	Availability of boundary Wall	Yes	
7.	External branding as per CPHC guidelines (Colour & Logo)	Yes	
8.	OPD room	Yes	
	Examination table with privacy curtains/screen	Yes	
9.	Waiting area with sitting arrangements for patients/ attendants	Yes	
10.	Availability of furniture:	Table Yes Chairs Yes Almirah/Shelf Yes	
11.	Laboratory	Yes	

12.	Pharmacy /Drug store	Yes
13.	Space/ room identified for Wellness activities including Yoga sessions	No
14.	Separate functional toilets for males and females	Yes
15.	Availability of Running Water	Yes
16.	Facilities for elderly and differently abled people (ramps at entry, wheel chairs etc.)	Yes
17.	Electricity connection	Yes
18.	Power back up	Yes
19.	Safe drinking Water for staff and patients	Yes
20.	Functional Handwashing corner (designated) with running water and soap	Yes
21.	Provision of BMW management	Yes
22.	Colour coded waste bins	Yes
23.	Bio-medical waste disposal mechanism in place	Yes
24.	<i>Residential Quarters available for Staff If yes, Specify the staff for which quarters available</i>	No

B.1 Information, Education & communication (IEC) material

1	Display of signages and name of the facility	Yes
2	Display of IEC material (related to service packages TB, FP, RMNCHA, Eye, oral care, cancers etc)	Yes
3	Display of IEC on water, sanitation & hygiene	Yes
4	IEC/Poster on BMW displayed at the facility.	Yes
5	Installation of TV/ LED screen in the waiting area for IEC display	Yes
6	Display of citizen charter	No
7	Information on grievance redressal displayed	No
8	Information on referral transport displayed	Yes
9	Information on nearest referral facility displayed	No

C. Human Resource Availability

No	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
1.	Medical Officer (MBBS)	1	5	2		4
2.	AYUSH MO*	1	5	-		2
3.	Dentist*	1	1	-		1
4.	Staff Nurse	2	6	5		1
5.	Pharmacist	1	2	1		-
6.	Laboratory Technician	1	1	1		-
7.	ANM/MPW (F)#	1	6	1		6
8.	MPW (M)	1	-	-		-
9.	Lady Health Visitor	1	1	1		-
10.	Dresser	1	1	1		-
11.	Accountant	1	-	-		-
12.	Data entry operator	1	1	-		1
13.	Sanitation staff	1	5	4		-
14.	ASHA (Population Norms - 1 ASHA per 1000 population in Rural & 2000-2500 population in urban areas)					6

15.	ASHA Facilitator (If any, only for Rural areas)					
16.	Others (Specify) health Assistant		3	2		-
17.	Physiotherapy		0	0	1	1
18.	Ophthal technician		1	1		-
19.	Cunsellor		0	0	1	1
20.	Field Worker		3	2		
21.	Whether all essential HRH available as per IPHS 2022					

*Desirable

For PHC sub centre-Co-located

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases				
Services	MO (MBBS) (Y/N)	Staff Nurse (Y/N)	MPW (F) / (M) (Y/N)	ASHA (Y/N)
Maternal Health (ANC/PNC Care)	Yes	Yes	Yes	Yes
Child Health (New Born Care/ HBNC/HBYC)	Yes	Yes	Yes	Yes
Family Planning	Yes	Yes	Yes	Yes
Communicable Diseases (TB/ Leprosy/ Malaria/ Dengue/ Filariasis)	Yes	Yes	Yes	Yes
NCD	Yes	Yes	Yes	Yes
Others (Specify) IDSP/ ANMOL/ RCH/ Rabies	Yes	Yes	Yes	Yes

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Y/N)	Trained in ENT care (Y/N)	Trained in oral care (Y/N)	Trained in MNS (Y/N)	Trained in Elderly & Palliative Care (Y/N)	Trained in Trauma & Emergency care (Y/N)
MO (MBBS)	Yes	Yes	Yes	Yes	Yes	Yes
Staff Nurse	Yes	Yes	Yes	Yes	Yes	Yes
ANM/ MPW-F	Yes	Yes	Yes	Yes	Yes	Yes
MPW- M	-	-	-	-	-	-
ASHA	Yes	Yes	Yes	Yes	Yes	Yes

E.1 Availability of Services	
Reproductive Maternal and Child Health	<input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services
Communicable diseases	<input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB <input checked="" type="checkbox"/> Leprosy <input checked="" type="checkbox"/> Acute simple illnesses
	Screening and management of common NCDs (DM, HTN) <input checked="" type="checkbox"/> Screening of common cancers – Oral

Non-Communicable Diseases	<input checked="" type="checkbox"/> Screening of common cancers – breast <input checked="" type="checkbox"/> Screening of common cancers – cervix <input checked="" type="checkbox"/> Screening and management of mental health ailments
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E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	Yes	Yes	Yes
Basic ear, nose, throat (ENT) care services	Yes	Yes	Yes
Oral health care services	Yes	Yes	Yes
Elderly and Palliative care services	Yes	Yes	Yes
Screening & management of mental health ailments	Yes	Yes	Yes
Emergency Medical Services	Yes	Yes	Yes

F. Availability of Essential medicines	
1	Number of medicines at AAM-PHC/UPHC as per State Essential Medicines list (IPHS/AAM EDL) <i>(Link for list of essential medicines for reference- https://nhsrcindia.org/essential-medicines-list-hwc-shc-phc)</i>
2	Total number of medicines available at AAM-PHC/UPHC
3	Availability of medicines for priority conditions
4	Medicine categories with shortfall/stockouts on the day of assessment- No Shortfall
5	What is the indenting cycle that is followed at the facility?
6	What is the lead time for supply of drugs which are indented? (record in days)
7	Is buffer stock for drugs maintained?

8	DVDMS or any other software is being used for stock management	Yes
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G.1 Availability of Diagnostic Services		
1	Availability of diagnostic services:	<input checked="" type="checkbox"/> In house lab <input type="checkbox"/> Outsource (Hub/PPP mode) <input type="checkbox"/> Hybrid Model
2	Number of diagnostic tests at AAM-PHC/UPHC as per State Essential Diagnostic list	63 (Total number of diagnostic tests at AAM-PHC/UPHC as per National Essential Diagnostic list-63)
3	Number of tests available at AAM-PHC/UPHC	20
4	Number of tests Provided through In House Mode	20
5	Number of tests Provided through Hub & Spoke (Public Health System)	-
6	Number of tests Provided through Hub & Spoke- PPP Model	-
7	Availability of X-ray services	No
8	Availability of Sample transportation mechanism	No
9	User fee charged for diagnostics	No
10	Average downtime of equipment	-
11	Details of equipment which are non-functional for 7 Days (<i>List of equipment is provided as annexure for reference</i>)	-

G.2 Diagnostic Tests Available		
1.	Haemoglobin	Yes
2.	Human chorionic gonadotropin (HCG) (Urine test for pregnancy) – Rapid card test (dipstick)	Yes
3.	Urine test for PH, specific gravity, leucocyte esterase glucose, bilirubin, urobilinogen, ketone, haemoglobin, protein, nitrite – Multipara meter Urine Strip (dipstick)	No
4.	Urine Microscopy	Yes
5.	24 – hours urinary protein	No
6.	Stool for ova and cyst	No
7.	Dengue – Rapid card test for NSI antigen and IgM and IgG antibodies	Yes
8.	MP Slide method	Yes
9.	Malaria Rapid test	Yes
10.	RPR/VDRL test for syphilis	Yes
11.	HIV (Antibodies to HIV 1&2) – Rapid card test	Yes
12.	Hepatitis B surface antigen test	Yes
13.	Sputum for AFB # - Microscopy	Yes
14.	Typhoid test (IgM)	Yes
15.	Blood Sugar	Yes
16.	HCV Antibody Test (Anti HCV)	No
17.	Bleeding time and clotting time	Yes
18.	Visual Inspection Acetic Acid (VIA)	Yes
19.	rK3 for Kala Azar (endemic areas only)	No

20.	Filariasis (endemic areas only)	No
21.	Japanese encephalitis (endemic areas only)	No
22.	Test for iodine in salt (used for food) – Iodine in salt testing kit	Yes

H. Availability of IT Equipment & Teleconsultation services	
Infrastructure: Availability	<input type="checkbox"/> Tablet <input checked="" type="checkbox"/> Smartphone <input checked="" type="checkbox"/> Desktop <input type="checkbox"/> Laptop <input checked="" type="checkbox"/> Internet connectivity (Government funded or other, specify)
Infrastructure: Functionality	<input type="checkbox"/> Tablet <input checked="" type="checkbox"/> Smartphone <input checked="" type="checkbox"/> Desktop <input type="checkbox"/> Laptop <input checked="" type="checkbox"/> Internet connectivity (Government funded or other, specify)
Teleconsultation services (PHC/CHCs/DH/MCH)	Yes
Teleconsultation platforms	<input type="checkbox"/> e-Sanjeevani OPD <input checked="" type="checkbox"/> e-Sanjeevani.in <input type="checkbox"/> State specific app Specify, if any
Teleconsultation schedule prepared and displayed	Yes
Common conditions for teleconsultation	Diabetes, fever, hypertension
Total teleconsultations in the last 01 month	50

I. Wellness Activities	
Wellness sessions being held periodically	Yes
Availability of a trained instructor for wellness session	Yes
Health Days are celebrated as per the Wellness Activity Calendar	Yes
Health Days are celebrated as per the Wellness Activity Calendar	Yes
J. Governance	
Constitution of Jan Arogya Samiti	No
Periodic JAS meetings in the last 6 months	No
Minutes of meeting maintained	No
Periodic VHND sessions undertaken	Yes
K. Reporting	
Online Platforms	Reporting
<input type="checkbox"/> AAM Portal/App	Yes
<input type="checkbox"/> National NCD Portal/App	Yes
<input type="checkbox"/> IHIP	Yes
<input type="checkbox"/> HMIS	Yes
<input type="checkbox"/> FPLMIS	Yes
<input type="checkbox"/> DVDMS	Yes
<input type="checkbox"/> Nikshay	Yes

Specify others, if any:		RCH, PMSMA	
L. Finance			
Remuneration & Incentives	Cadre	Timely disbursement	Complete disbursement as entitled
	AAM-PHC Team (Salary)	Yes	Yes
	AAM-PHC Team (Team Based Incentives)	Yes	Yes
Facility funds	Fund Source		Timely disbursement
	Untied		Yes
	Other Sources		No
Fund utilization NHM Fund/untied funds utilized during last year:	Funds received (Amount in Rs.)	Expenditure (Amount in Rs.)	% Expenditure
	100000	100000	100%
Is untied fund being spent on following activities?	<p>Regular payment of Bills: <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, specify;</p> <p><input type="checkbox"/> Electricity</p> <p><input type="checkbox"/> Drinking Water</p> <p><input type="checkbox"/> Internet</p> <p>Regular purchase: Yes</p> <p><input type="checkbox"/> Medicines</p> <p><input type="checkbox"/> Reagents/Consumables</p> <p><input checked="" type="checkbox"/> Equipment</p> <p>Payment of support/cleaning Staff: Yes</p>		
Status of JSY Payments	<p>Payment done till (month/ year): December</p> <p>Average Delay in Payment (days):</p> <p>Reasons for delay, if any</p>		
Availability of JSSK entitlements	<p>No</p> <p>If yes, whether all entitlements being provided</p> <p><input type="checkbox"/> Free delivery services (Normal delivery/ C-section)</p> <p><input type="checkbox"/> Free diet</p> <p><input type="checkbox"/> Free drugs and consumables</p> <p><input type="checkbox"/> Free diagnostics</p> <p><input type="checkbox"/> Free blood services</p> <p><input type="checkbox"/> Free referral transport (home to facility)</p> <p><input type="checkbox"/> Free referral transport (drop back from facility to home)</p> <p><input type="checkbox"/> No user charges</p>		

M. Service delivery Output Indicators (Data of previous quarter)		
1	Total number of outpatient department visits	500
2	No. of PW registered for ANC	65
3	No. of PW received 4 or more ANC check-ups	70
4	Total number of institutional deliveries	68
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	7

6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	71	
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	63	
8	Number of cases referred from Sub centre AAM (From all sub-centre -AAM under PHC) to PHC AAM during last month	-	
9	Number of cases referred from PHC AAM to CHC or higher centre during last month	150	
10	Number of cases referred back from higher centre to PHC AAM for follow- up during last 3 months	-	
11	TB patients undergoing treatment		
	Indicators	Current year	
	No. of presumptive TB patients identified	23	
	No. of TB patients diagnosed out of the presumptive patients referred	10	
	No. of TB patients taking treatment in the AAM	10	
12	Community Based Screening for NCDs		
	% of target population administered CBAC	2068 (45%)	
	% of target population with score below 4	1493 (33%)	
	% of target population with score 4 and above	575 (8%)	
13	NCDs		
	(No. of individuals in Last 6 Months)	Screened	Treated
	Hypertension	281	281
	Diabetes	220	220
	NCDs	Screened	Referred
	(No. of individuals in Last 6 Months)	Follow-up	
	Oral Cancer*	30	1
	Breast Cancer*	0	1
	Cervical Cancer*	35	3

N. Implementation of NQAS Quality Assurance and Patient Safety		
1	Has there been an internal assessment for NQAS?	No
2	Is the facility certified at the State-level for NQAS?	No
3	Is the facility certified at the National level for NQAS?	No
4	Is the facility participating in Kayakalp?	No
5	If yes, achievement under Kayakalp (Winner, commendation) and score	-
6	Patient Rights	<input checked="" type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity Care being practiced <input checked="" type="checkbox"/> All services provided free of cost <input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services	<input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured <input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Data management using digital technology

		<input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables)
8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management <input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection
9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions <input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms <input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance
O. IPHS Compliance		
1	Date of assessment using ODK tool kit	18/10/24
2	Facility aggregate score using ODK Took kit	48.57

Remarks & Observations	
<ul style="list-style-type: none"> The Bahour PHC AAM facility in Puducherry operates six days a week, with OPD timings from 8:00 to 11:00 AM, and serves a catchment population of 30,731 across 17 villages, including 14,341 individuals aged 30 and above. The facility functions 24x7 in a government-owned building, equipped with essential amenities such as an OPD room, laboratory, pharmacy, waiting area, and designated handwashing corners. It is accessible to differently-abled individuals and provides a wide range of healthcare services, including maternal and child health, communicable and non-communicable disease management, and emergency medical care. The PHC handles approximately 500 OPD cases per day, but it faces a shortage of staff nurses and ASHAs due to the high catchment population. The facility has a mix of regular and contractual staff, including medical officers, nurses, pharmacists, and ASHAs, though some positions remain vacant. Despite this, all staff members have received training in maternal health, child health, family planning, communicable and non-communicable diseases, and emergency care. The PHC also offers expanded service packages, including ophthalmic, ENT, oral, elderly, and mental health care, with drugs and diagnostics available for these services. Screening for oral and cervical cancers is provided, but breast cancer screening is unavailable. The PHC stocks 95 essential medicines, covering conditions such as tuberculosis, diabetes, and hypertension, with no reported shortages. Proper IEC materials are displayed at the facility, but it lacks a citizen charter and grievance redressal information. While an ambulance is available at the facility, there is no designated driver. Internet connectivity issues pose a significant challenge, particularly in the implementation of ABHA ID, as community members are often reluctant to share OTPs due to concerns about fraud. Moreover, the staff quarters are in poor condition, further affecting operational efficiency. 	

Annexure- List of equipment

S.No.	Equipment	Available	Not available	Functional	Non-Functional
1	Ambu Bag	✓		✓	
2	Laryngoscope	✓		✓	
3	Radiant Warmer	✓		✓	
4	Pulse Oximeter-Finger Tip	✓		✓	
5	Pulse Oximeter-Table Top		✓		
6	Labor Bed	✓		✓	
7	Foetal Doppler		✓		
8	Phototherapy Unit		✓		
9	Shoulder Wheel	✓		✓	
10	Shoulder Pulley		✓		
11	Shoulder Abduction Ladder		✓		
12	Suction Machine	✓		✓	
13	Mobile Spotlight	✓		✓	
14	Manual Vacuum Aspirator		✓		
15	Weighing Scale	✓		✓	
16	Baby Weighing Scale	✓		✓	
17	Infantometer		✓		
18	Ophthalmoscope		✓		
19	Fully Loaded Dental Chair Electrically Operated		✓		
20	Dental Chair-Basic	✓		✓	
21	Oxygen Hood Neonatal		✓		
22	ILR With Voltage Stabilizer- Small	✓		✓	
23	Deep Freezer-Small	✓		✓	
24	ILR With Voltage Stabilizer- Large	✓		✓	
25	Deep Freezer-Small-Large	✓		✓	
26	Vaccine Carrier with Ice Packs	✓		✓	
27	Cell Counter – 3 Part		✓		
28	Semi-Automated Biochemistry Analyser	✓		✓	
29	Binocular Microscope	✓		✓	
30	HbA1C Analyser		✓		
31	Turbidometer		✓		
32	Glucometer	✓		✓	
33	Haemoglobinometer	✓		✓	
34	ESR Analyzer		✓		
35	Electrolyte Analyzer		✓		
36	Oxygen Cylinder- B Type	✓		✓	
37	BP Apparatus- Aneroid	✓		✓	
38	BP Apparatus-Digital	✓		✓	
39	Stethoscope	✓		✓	
40	Thermometer	✓		✓	
41	Examination Table	✓		✓	
42	Lower and Upper Extremity Cycle/ Basic Ergometer/ Static Cycle	✓		✓	
43	Exerciser Couch/Table		✓		
44	Finger Exerciser Web		✓		
45	Walking Aid for Training/ Reciprocal Walker		✓		

Field Monitoring Format- Ayushman Arogya Mandir-Primary Health Centre/ Urban Primary Health Centre (AAM -PHC/ AAM-UPHC)

Urban /Rural: Rural

Date of Visit: 29th January, 2025

A. General Information	
1. State	Pondicherry
2. District Name	Puducherry
3. Block/Taluka Name	Bahour
4. Name of Facility	PHC Kirumampakkam
5. Type of Facility	PHC-AAM
6. NIN of the facility	3238481372
7. No. of days in a week facility is operational	7 days
8. OPD Timings	8:00 am- 11:00am
9. Month & Year of operationalization of AAM	February, 2024
10. Details of co-location, if any	-
11. (If any co-located SHC)	
12. Accessible from nearest road head (Yes/No)	Yes
13. Next Referral Facility Name	GH Puducherry
14. Distance of next referral facility (in Km)	15km
15. If UPHC functions as a Polyclinic (Yes/No)	No
16. If Yes, please take note of available specialist services at the Polyclinic	No

A.1 Demographic Details	
1. Number of Villages/Wards	25
2. No. of Households	7111
3. Total catchment Population	27070
4. Population who are 30 years of age and above	15348

B. Physical Infrastructure			
Infrastructure Status and details		Availability	
1.	Availability of Govt owned Building	Yes	
2.	If there is no government-owned Building, specify building type	S.no	Building
		A	Other Govt.
		B	Panchayat Bhawan
		C	Urban Local Body
		D	Rented etc
3.	Is the facility functional 24 x 7?	Yes	
4.	Availability of IPD Beds	No	
5.	If yes, Number of functional IPD Beds	No	
6.	Availability of boundary Wall	Yes	
7.	External branding as per CPHC guidelines (Colour & Logo)	Yes	
8.	OPD room	Yes	
	Examination table with privacy curtains/screen	Yes	
9.	Waiting area with sitting arrangements for patients/ attendants	Yes	
10.	Availability of furniture:	Table Yes Chairs Yes Almirah/Shelf Yes	
11.	Laboratory	Yes	

12.	Pharmacy /Drug store	Yes
13.	Space/ room identified for Wellness activities including Yoga sessions	Yes
14.	Separate functional toilets for males and females	Yes
15.	Availability of Running Water	Yes
16.	Facilities for elderly and differently abled people (ramps at entry, wheel chairs etc.)	Yes
17.	Electricity connection	Yes
18.	Power back up	Yes
19.	Safe drinking Water for staff and patients	Yes
20.	Functional Handwashing corner (designated) with running water and soap	Yes
21.	Provision of BMW management	Yes
22.	Colour coded waste bins	Yes
23.	Bio-medical waste disposal mechanism in place	Yes
24.	Residential Quarters available for Staff If yes, Specify the staff for which quarters available	No

B.1 Information, Education & communication (IEC) material		
1	Display of signages and name of the facility	Yes
2	Display of IEC material (related to service packages TB, FP, RMNCHA, Eye, oral care, cancers etc)	Yes
3	Display of IEC on water, sanitation & hygiene	No
4	IEC/Poster on BMW displayed at the facility.	Yes
5	Installation of TV/ LED screen in the waiting area for IEC display	Yes
6	Display of citizen charter	No
7	Information on grievance redressal displayed	No
8	Information on referral transport displayed	No
9	Information on nearest referral facility displayed	No

C. Human Resource Availability						
No	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
1.	Medical Officer (MBBS)	1	-	1	-	1
2.	AYUSH MO*	1	-	-	-	1
3.	Dentist*	1	-	-	-	-
4.	Staff Nurse	2	-	5	-	2
5.	Pharmacist	1	-	1	-	-
6.	Laboratory Technician	1	-	-	-	1
7.	ANM/MPW (F)#	1	-	1	-	-
8.	MPW (M)	1	-	4	-	-
9.	Lady Health Visitor	1	-	1	-	1
10.	Dresser	1	-	-	-	-
11.	Accountant	1	-	-	-	1
12.	Data entry operator	1	-	-	-	1
13.	Sanitation staff	1	-	-	-	-
14.	ASHA (Population Norms -1 ASHA per 1000 population in Rural & 2000-2500 population in urban areas)		-	-	-	2

15.	ASHA Facilitator (If any, only for Rural areas)		-	-	-
16.	Others (Specify)		-	-	-
17.	Whether all essential HRH available as per IPHS 2022	-			

*Desirable

For PHC sub centre-Co-located

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases				
Services	MO (MBBS) (Y/N)	Staff Nurse (Y/N)	MPW (F) / (M) (Y/N)	ASHA (Y/N)
Maternal Health (ANC/PNC Care)	Yes	Yes	Yes	Yes
Child Health (New Born Care/ HBNC/HBYC)	Yes	Yes	Yes	Yes
Family Planning	Yes	Yes	Yes	Yes
Communicable Diseases (TB/ Leprosy/ Malaria/ Dengue/ Filariasis)	Yes	Yes	Yes	Yes
NCD	Yes	Yes	Yes	Yes
Others (Specify)				

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Y/N)	Trained in ENT care (Y/N)	Trained in oral care (Y/N)	Trained in MNS (Y/N)	Trained in Elderly & Palliative Care (Y/N)	Trained in Trauma & Emergency care (Y/N)
MO (MBBS)	Yes	Yes	Yes	Yes	Yes	Yes
Staff Nurse	Yes	Yes	Yes	Yes	Yes	Yes
ANM/ MPW-F	Yes	Yes	Yes	Yes	Yes	Yes
MPW- M	Yes	Yes	Yes	Yes	Yes	Yes
ASHA	Yes	Yes	Yes	Yes	Yes	Yes

E.1 Availability of Services	
Reproductive Maternal and Child Health	<input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services
Communicable diseases	<input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB <input checked="" type="checkbox"/> Leprosy <input checked="" type="checkbox"/> Acute simple illnesses
Non-Communicable Diseases	Screening and management of common NCDs (DM, HTN) <input checked="" type="checkbox"/> Screening of common cancers – Oral <input checked="" type="checkbox"/> Screening of common cancers – breast <input checked="" type="checkbox"/> Screening of common cancers – cervix <input checked="" type="checkbox"/> Screening and management of mental health ailments

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	Yes	Yes	Yes
Basic ear, nose, throat (ENT) care services	Yes	Yes	Yes
Oral health care services	Yes	Yes	Yes
Elderly and Palliative care services	Yes	Yes	Yes
Screening & management of mental health ailments	Yes	Yes	Yes
Emergency Medical Services	Yes	Yes	Yes

F. Availability of Essential medicines	
1	<p>Number of medicines at AAM-PHC/UPHC as per State Essential Medicines list (IPHS/AAM EDL)</p> <p>(Link for list of essential medicines for reference- https://nhsrcindia.org/essential-medicines-list-hwc-shc-phc)</p>
2	<p>Total number of medicines available at AAM-PHC/UPHC</p>
3	<p>Availability of medicines for priority conditions</p>
4	<p>Medicine categories with shortfall/stockouts on the day of assessment</p>
5	<p>What is the indenting cycle that is followed at the facility?</p>
6	<p>What is the lead time for supply of drugs which are indented? (record in days)</p>
7	<p>Is buffer stock for drugs maintained?</p>
8	<p>DVDMS or any other software is being used for stock management</p>

G.1 Availability of Diagnostic Services		
1	Availability of diagnostic services:	<input checked="" type="checkbox"/> In house lab <input type="checkbox"/> Outsource (Hub/PPP mode) <input type="checkbox"/> Hybrid Model
2	Number of diagnostic tests at AAM-PHC/UPHC as per State Essential Diagnostic list	11 (Total number of diagnostic tests at AAM-PHC/UPHC as per National Essential Diagnostic list-63)
3	Number of tests available at AAM-PHC/UPHC	11
4	Number of tests Provided through In House Mode	11
5	Number of tests Provided through Hub & Spoke (Public Health System)	-
6	Number of tests Provided through Hub & Spoke- PPP Model	-
7	Availability of X-ray services	No
8	Availability of Sample transportation mechanism	No
9	User fee charged for diagnostics	No
10	Average downtime of equipment	-
11	Details of equipment which are non-functional for 7 Days (<i>List of equipment is provided as annexure for reference</i>)	-

G.2 Diagnostic Tests Available		
1.	Haemoglobin	Yes
2.	Human chorionic gonadotropin (HCG) (Urine test for pregnancy) – Rapid card test (dipstick)	Yes
3.	Urine test for PH, specific gravity, leucocyte esterase glucose, bilirubin, urobilinogen, ketone, haemoglobin, protein, nitrite – Multipara meter Urine Strip (dipstick)	No
4.	Urine Microscopy	No
5.	24 – hours urinary protein	No
6.	Stool for ova and cyst	No
7.	Dengue – Rapid card test for NSI antigen and IgM and IgG antibodies	Yes
8.	MP Slide method	Yes
9.	Malaria Rapid test	Yes
10.	RPR/VDRL test for syphilis	Yes
11.	HIV (Antibodies to HIV 1&2) – Rapid card test	Yes
12.	Hepatitis B surface antigen test	No
13.	Sputum for AFB # - Microscopy	Yes
14.	Typhoid test (IgM)	Yes
15.	Blood Sugar	Yes
16.	HCV Antibody Test (Anti HCV)	No
17.	Bleeding time and clotting time	Yes
18.	Visual Inspection Acetic Acid (VIA)	No
19.	rK3 for Kala Azar (endemic areas only)	No
20.	Filariasis (endemic areas only)	No
21.	Japanese encephalitis (endemic areas only)	No
22.	Test for iodine in salt (used for food) – Iodine in salt testing kit	No

H. Availability of IT Equipment & Teleconsultation services	
Infrastructure: Availability	<input type="checkbox"/> Tablet <input checked="" type="checkbox"/> Smartphone <input type="checkbox"/> Laptop <input checked="" type="checkbox"/> Internet connectivity (Government funded or other, specify)
Infrastructure: Functionality	<input type="checkbox"/> Tablet <input checked="" type="checkbox"/> Smartphone <input type="checkbox"/> Laptop <input checked="" type="checkbox"/> Internet connectivity (Government funded or other, specify)
Teleconsultation services (PHC/CHCs/DH/MCH)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Teleconsultation platforms	<input type="checkbox"/> e-Sanjeevani OPD <input checked="" type="checkbox"/> e-Sanjeevani.in <input type="checkbox"/> State specific app Specify, if any
Teleconsultation schedule prepared and displayed	Yes
Common conditions for teleconsultation	DM, HTN
Total teleconsultations in the last 01 month	3

I. Wellness Activities	
Wellness sessions being held periodically	Yes
Availability of a trained instructor for wellness session	Yes
Health Days are celebrated as per the Wellness Activity Calendar	Yes
Health Days are celebrated as per the Wellness Activity Calendar	Yes

J. Governance	
Constitution of Jan Arogya Samiti/ MAS	Yes
Periodic JAS meetings in the last 6 months	Yes
Minutes of meeting maintained	Yes
Periodic VHND sessions undertaken	Yes

K. Reporting	
Online Platforms	Reporting
<input type="checkbox"/> AAM Portal/App	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> National NCD Portal/App	Yes
<input type="checkbox"/> IHIP	Yes
<input type="checkbox"/> HMIS	Yes
<input type="checkbox"/> FPLMIS	Yes
<input type="checkbox"/> DVDMS	Yes
<input type="checkbox"/> Nikshay	Yes
Specify others, if any:	

L. Finance			
Remuneration & Incentives	Cadre	Timely disbursement	Complete disbursement as entitled
	AAM-PHC Team (Salary)	Yes	Yes
	AAM-PHC Team (Team Based Incentives)	Yes	Yes
Facility funds	Fund Source	Timely disbursement	

	Untied	Yes	
	Other Sources	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Fund utilization			
NHM Fund/untied funds utilized during last year:	Funds received (Amount in Rs.)	Expenditure (Amount in Rs.)	% Expenditure
	175000	175000	100%
Is untied fund being spent on following activities?	<p>Regular payment of Bills: No</p> <p>If yes, specify;</p> <p><input type="checkbox"/> Electricity</p> <p><input type="checkbox"/> Drinking Water</p> <p><input type="checkbox"/> Internet</p> <p>Regular purchase: No</p> <p><input type="checkbox"/> Medicines</p> <p><input type="checkbox"/> Reagents/Consumables</p> <p><input type="checkbox"/> Equipment</p> <p>Payment of support/cleaning Staff: Yes</p>		
Status of JSY Payments	<p>Payment done till (month/ year): December</p> <p>Average Delay in Payment (days): No</p> <p>Reasons for delay, if any</p>		
Availability of JSSK entitlements	<p>No</p> <p>If yes, whether all entitlements being provided</p> <p><input type="checkbox"/> Free delivery services (Normal delivery/ C-section)</p> <p><input type="checkbox"/> Free diet</p> <p><input type="checkbox"/> Free drugs and consumables</p> <p><input type="checkbox"/> Free diagnostics</p> <p><input type="checkbox"/> Free blood services</p> <p><input type="checkbox"/> Free referral transport (home to facility)</p> <p><input type="checkbox"/> Free referral transport (drop back from facility to home)</p> <p><input type="checkbox"/> No user charges</p>		

M. Service delivery Output Indicators (Data of previous quarter)		
1	Total number of outpatient department visits	21250
2	No. of PW registered for ANC	15
3	No. of PW received 4 or more ANC check-ups	18
4	Total number of institutional deliveries	23
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	5
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	20
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	14
8	Number of cases referred from Sub centre AAM (From all sub-centre -AAM under PHC) to PHC AAM during last month	-
9	Number of cases referred from PHC AAM to CHC or higher centre during last month	498

10	Number of cases referred back from higher centre to PHC AAM for follow-up during last 3 months	-		
11	TB patients undergoing treatment			
	Indicators	Current year		
	No. of presumptive TB patients identified	25		
	No. of TB patients diagnosed out of the presumptive patients referred	10		
	No. of TB patients taking treatment in the AAM	25		
12	% of target population administered CBAC	176		
	% of target population with score below 4	110		
	% of target population with score 4 and above	66		
Community Based Screening for NCDs				
13	NCDs (No. of individuals in Last 6 Months)	Screened	Treated	Follow-up
	Hypertension	115		
	Diabetes	115		
	NCDs (No. of individuals in Last 6 Months)	Screened	Referred	Follow-up
	Oral Cancer*	115		
	Breast Cancer*	76		
	Cervical Cancer*	20		

N. Implementation of NQAS Quality Assurance and Patient Safety		
1	Has there been an internal assessment for NQAS?	No
2	Is the facility certified at the State-level for NQAS?	No
3	Is the facility certified at the National level for NQAS?	No
4	Is the facility participating in Kayakalp?	Yes
5	If yes, achievement under Kayakalp (Winner, commendation) and score	Commendation 72%
6	Patient Rights	<input checked="" type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity Care being practiced <input checked="" type="checkbox"/> All services provided free of cost <input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services	<input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured <input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Data management using digital technology <input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables)
8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management <input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection
9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions

		<input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms <input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance

O. IPHS Compliance

Date of assessment using ODK tool kit	-
Facility aggregate score using ODK Took kit	-

Remarks & Observations

- The PHC-Kirumampakkam serves a population of 27,070, including 15,348 individuals aged 30 years and above. The facility operates in an old building that has not undergone major renovations for a long time, with only basic whitewashing and flooring work completed.
- Additionally, the entire facility faces seepage issues. The OPD services are available from 8:00 AM to 11:00 AM, providing essential healthcare services, including laboratory tests, eye care, and NCD management. Apart from OPD services, the facility also offers 24/7 emergency care. Information, Education, and Communication (IEC) displays related to elderly care are prominently placed within the facility. The next referral point is the Government Hospital (GH), located 15 km away.
- It was observed that many community members prefer private hospitals for delivery care, mainly due to the flexibility they offer. In private facilities, family attendants are allowed to stay with the mother, and the post-delivery hospital stay is shorter.
- Government hospitals have strict norms regarding post-delivery stay and do not permit attendants, which contributes to the preference for private institutions. There are no major internet connectivity issues, occasional server downtime was reported when accessing the RCH and HMIS portals.

Annexure- List of equipment

S.No.	Equipment	Available	Not available	Functional	Non-Functional
1	Ambu Bag	✓		✓	
2	Laryngoscope	✓		✓	
3	Radiant Warmer		✓		
4	Pulse Oximeter-Finger Tip	✓		✓	
5	Pulse Oximeter-Table Top		✓		
6	Labor Bed	✓		✓	
7	Foetal Doppler		✓		
8	Phototherapy Unit	✓		✓	
9	Shoulder Wheel		✓		
10	Shoulder Pulley		✓		
11	Shoulder Abduction Ladder		✓		
12	Suction Machine		✓		
13	Mobile Spotlight	✓		✓	
14	Manual Vacuum Aspirator		✓		
15	Weighing Scale	✓		✓	
16	Baby Weighing Scale	✓		✓	
17	Infantometer		✓		
18	Ophthalmoscope		✓		

S.No.	Equipment	Available	Not available	Functional	Non-Functional
19	Fully Loaded Dental Chair Electrically Operated		✓		
20	Dental Chair-Basic		✓		
21	Oxygen Hood Neonatal		✓		
22	ILR With Voltage Stabilizer-Small		✓		
23	Deep Freezer-Small		✓		
24	ILR With Voltage Stabilizer-Large	✓		✓	
25	Deep Freezer-Small-Large	✓		✓	
26	Vaccine Carrier with Ice Packs	✓		✓	
27	Cell Counter – 3 Part		✓		
28	Semi-Automated Biochemistry Analyser	✓		✓	
29	Binocular Microscope	✓		✓	
30	HbA1C Analyser		✓		
31	Turbidometer		✓		
32	Glucometer	✓		✓	
33	Haemoglobinometer	✓		✓	
34	ESR Analyzer		✓		
35	Electrolyte Analyzer		✓		
36	Oxygen Cylinder- B Type		✓		
37	BP Apparatus- Aneroid		✓		
38	BP Apparatus-Digital	✓		✓	
39	Stethoscope	✓		✓	
40	Thermometer	✓		✓	
41	Examination Table	✓		✓	
42	Lower and Upper Extremity Cycle/ Basic Ergometer/ Static Cycle		✓		
43	Exerciser Couch/Table		✓		
44	Finger Exerciser Web		✓		
45	Walking Aid for Training/ Reciprocal Walker		✓		

Field Monitoring Format- Ayushman Arogya Mandir-Primary Health Centre/ Urban Primary Health Centre (AAM -PHC/ AAM-UPHC)

Urban /Rural: Urban

Date of Visit: 29th January 2025

A. General Information	
1. State	Pondicherry
2. District Name	Puducherry
3. Block/Taluka Name	Onlgaret Commune
4. Name of Facility	UPHC Gorimedu
5. Type of Facility	UPHC-AAM
6. NIN of the facility	8322464374
7. No. of days in a week facility is operational	7 days
8. OPD Timings	8:00am-10:30am (OPD), 10:30am-2:00pm (casualty), 8:00-10:30am (Sunday OPD)
9. Month & Year of operationalization of AAM	-
10. Details of co-location, if any	Kathrkammam 0.5km
11. (If any co-located SHC)	
12. Accessible from nearest road head (Yes/No)	Yes
13. Next Referral Facility Name	Jipmer, IGME, RGGH
14. Distance of next referral facility (in Km)	1.2 km
15. If UPHC functions as a Polyclinic (Yes/No)	-
16. If Yes, please take note of available specialist services at the Polyclinic	-

A.1 Demographic Details	
1. Number of Villages/Wards	21
2. No. of Households	6561
3. Total catchment Population	23284
4. Population who are 30 years of age and above	10116

B. Physical Infrastructure			
Infrastructure Status and details		Availability	
1.	Availability of Govt owned Building	No	
2.	If there is no government-owned Building, specify building type	S.no	Building
		A	Other Govt. Police Department
		B	Panchayat Bhawan
		C	Urban Local Body
		D	Rented etc
3.	Is the facility functional 24 x 7?	No	
4.	Availability of IPD Beds	No	
5.	If yes, Number of functional IPD Beds	No	
6.	Availability of boundary Wall	Yes	
7.	External branding as per CPHC guidelines (Colour & Logo)	Yes	
8.	OPD room	No	
	Examination table with privacy curtains/screen	Yes	
9.	Waiting area with sitting arrangements for patients/ attendants	Yes	

10.	Availability of furniture: Table Chairs Almirah/Shelf	Yes Yes Yes
11.	Laboratory	Yes
12.	Pharmacy /Drug store	Yes
13.	Space/ room identified for Wellness activities including Yoga sessions	No
14.	Separate functional toilets for males and females	Yes
15.	Availability of Running Water	Yes
16.	Facilities for elderly and differently abled people (ramps at entry, wheel chairs etc.)	No
17.	Electricity connection	Yes
18.	Power back up	Yes
19.	Safe drinking Water for staff and patients	Yes
20.	Functional Handwashing corner (designated) with running water and soap	Yes
21.	Provision of BMW management	Yes
22.	Colour coded waste bins	Yes
23.	Bio-medical waste disposal mechanism in place	Yes
24.	Residential Quarters available for Staff If yes, Specify the staff for which quarters available	No

B.1 Information, Education & communication (IEC) material

1	Display of signages and name of the facility	Yes
2	Display of IEC material (related to service packages TB, FP, RMNCHA, Eye, oral care, cancers etc)	Yes
3	Display of IEC on water, sanitation & hygiene	Yes
4	IEC/Poster on BMW displayed at the facility.	Yes
5	Installation of TV/ LED screen in the waiting area for IEC display	Yes
6	Display of citizen charter	Yes
7	Information on grievance redressal displayed	Yes
8	Information on referral transport displayed	Yes
9	Information on nearest referral facility displayed	Yes

C. Human Resource Availability

No	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
1.	Medical Officer (MBBS)	1	1	1	1	0
2.	AYUSH MO*	1	1	-	0	1
3.	Dentist*	1	-	-	-	-
4.	Staff Nurse	2	2	2	1	1
5.	Pharmacist	1	1	1	-	-
6.	Laboratory Technician	1	1	-	-	1
7.	ANM/MPW (F)#	1	2	-	-	1
8.	MPW (M)	1	1	1	-	-
9.	Lady Health Visitor	1	1	1	-	-
10.	Dresser	1	1	-	-	-
11.	Accountant	1	-	-	1	-
12.	Data entry operator	1	-	-	1	1
13.	Sanitation staff	1	1	-	-	2
14.	ASHA	5	-	-	2	1

	(Population Norms -1 ASHA per 1000 population in Rural & 2000-2500 population in urban areas)					
15.	ASHA Facilitator (If any, only for Rural areas)	-	-	-	-	-
16.	Others (Specify)		-	-	-	-
17.	Whether all essential HRH available as per IPHS 2022	No				

*Desirable

For PHC sub centre-Co-located

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases				
Services	MO (MBBS) (Y/N)	Staff Nurse (Y/N)	MPW (F) / (M) (Y/N)	ASHA (Y/N)
Maternal Health (ANC/PNC Care)	Yes	Yes	Yes	Yes
Child Health (New Born Care/ HBNC/HBYC)	Yes	Yes	Yes	Yes
Family Planning	Yes	Yes	Yes	Yes
Communicable Diseases (TB/ Leprosy/ Malaria/ Dengue/ Filariasis)	Yes	Yes	Yes	Yes
NCD	Yes	Yes	Yes	Yes

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Y/N)	Trained in ENT care (Y/N)	Trained in oral care (Y/N)	Trained in MNS (Y/N)	Trained in Elderly & Palliative Care (Y/N)	Trained in Trauma & Emergency care(Y/N)
MO (MBBS)	Yes	Yes	Yes	Yes	Yes	Yes
Staff Nurse	Yes	Yes	Yes	Yes	Yes	Yes
ANM/ MPW-F	Yes	Yes	Yes	Yes	Yes	Yes
MPW- M	-	-	-	-	-	-
ASHA	Yes	Yes	Yes	Yes	Yes	Yes

E.1 Availability of Services	
Reproductive Maternal and Child Health	<input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services
Communicable diseases	<input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB <input checked="" type="checkbox"/> Leprosy <input checked="" type="checkbox"/> Acute simple illnesses
Non-Communicable Diseases	Screening and management of common NCDs (DM, HTN) <input checked="" type="checkbox"/> Screening of common cancers – Oral <input checked="" type="checkbox"/> Screening of common cancers – breast <input checked="" type="checkbox"/> Screening of common cancers – cervix <input checked="" type="checkbox"/> Screening and management of mental health ailments

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	Yes	Yes	Yes
Basic ear, nose, throat (ENT) care services	Yes	Yes	Yes
Oral health care services	No	No	No
Elderly and Palliative care services	Yes	Yes	Yes
Screening & management of mental health ailments	Yes	No	No
Emergency Medical Services	Yes	Yes	Yes

F. Availability of Essential medicines	
1	Number of medicines at AAM-PHC/UPHC as per State Essential Medicines list (IPHS/AAM EDL) <i>(Link for list of essential medicines for reference- https://nhsrcindia.org/essential-medicines-list-hwc-shc-phc)</i>
	172 <i>(Total number of medicines at AAM-PHC/UPHC as per National EML -172)</i>
2	Total number of medicines available at AAM-PHC/UPHC
	96
3	Availability of medicines for priority conditions
	<input checked="" type="checkbox"/> Tuberculosis <input checked="" type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Hypertension <input checked="" type="checkbox"/> Fever
4	Medicine categories with shortfall/stockouts on the day of assessment
	No shortfall
5	What is the indenting cycle that is followed at the facility?
	Monthly or as per required
6	What is the lead time for supply of drugs which are indented? (record in days)
	More than 2 Week
7	Is buffer stock for drugs maintained?
	Yes
8	DVDMS or any other software is being used for stock management
	Yes

G.1 Availability of Diagnostic Services	
1	Availability of diagnostic services:
	In-house lab
2	Number of diagnostic tests at AAM-PHC/UPHC as per State Essential Diagnostic list
	13 <i>(Total number of diagnostic tests at AAM-PHC/UPHC as per National Essential Diagnostic list-63)</i>
3	Number of tests available at AAM-PHC/UPHC
	10
4	Number of tests Provided through In House Mode
	10
5	Number of tests Provided through Hub & Spoke (Public Health System)
	3

6	Number of tests Provided through Hub & Spoke- PPP Model	3
7	Availability of X-ray services	No
8	Availability of Sample transportation mechanism	Yes
9	User fee charged for diagnostics	No
10	Average downtime of equipment	No
11	Details of equipment which are non-functional for 7 Days (<i>List of equipment is provided as annexure for reference</i>)	-

G.2 Diagnostic Tests Available

1.	Haemoglobin	Yes
2.	Human chorionic gonadotropin (HCG) (Urine test for pregnancy) – Rapid card test (dipstick)	Yes
3.	Urine test for PH, specific gravity, leucocyte esterase glucose, bilirubin, urobilinogen, ketone, hemoglobin, protein, nitrite – Multipara meter Urine Strip (dipstick)	No
4.	Urine Microscopy	Yes
5.	24 – hours urinary protein	No
6.	Stool for ova and cyst	No
7.	Dengue – Rapid card test for NSI antigen and IgM and IgG antibodies	No
8.	MP Slide method	Yes
9.	Malaria Rapid test	No
10.	RPR/VDRL test for syphilis	Yes
11.	HIV (Antibodies to HIV 1&2) – Rapid card test	Yes
12.	Hepatitis B surface antigen test	Yes
13.	Sputum for AFB # - Microscopy	No
14.	Typhoid test (IgM)	Yes
15.	Blood Sugar	Yes
16.	HCV Antibody Test (Anti HCV)	No
17.	Bleeding time and clotting time	Yes
18.	Visual Inspection Acetic Acid (VIA)	No
19.	rK3 for Kala Azar (endemic areas only)	No
20.	Filariasis (endemic areas only)	No
21.	Japanese encephalitis (endemic areas only)	No
22.	Test for iodine in salt (used for food) – Iodine in salt testing kit	Yes

H. Availability of IT Equipment & Teleconsultation services

Infrastructure: Availability	<input checked="" type="checkbox"/> Tablet <input checked="" type="checkbox"/> Smartphone <input checked="" type="checkbox"/> Internet connectivity (government funded)
Infrastructure: Functionality	<input checked="" type="checkbox"/> Tablet <input checked="" type="checkbox"/> Smartphone <input checked="" type="checkbox"/> Internet connectivity (government funded) <input checked="" type="checkbox"/> Desktop
Teleconsultation services (PHC/CHCs/DH/MCH)	Yes

Teleconsultation platforms	e-Sanjeevani.in
Teleconsultation schedule prepared and displayed	No
Common conditions for teleconsultation	Skin condition
Total teleconsultations in the last 01 month	5

I. Wellness Activities

Wellness sessions being held periodically	Yes
Availability of a trained instructor for wellness session	Yes
Health Days are celebrated as per the Wellness Activity Calendar	Yes
Health Days are celebrated as per the Wellness Activity Calendar	Yes

J. Governance

Constitution of Jan Arogya Samiti	No
Periodic JAS meetings in the last 6 months	No
Minutes of meeting maintained	No
Periodic VHND sessions undertaken	Yes

K. Reporting

Online Platforms	Reporting
<input type="checkbox"/> AAM Portal/App	Yes
<input type="checkbox"/> National NCD Portal/App	Yes
<input type="checkbox"/> IHIP	Yes
<input type="checkbox"/> HMIS	Yes
<input type="checkbox"/> FPLMIS	No
<input type="checkbox"/> DVDMS	Yes
<input type="checkbox"/> Nikshay	Yes
Specify others, if any:	

L. Finance

Renumeration & Incentives	Cadre	Timely disbursement	Complete disbursement as entitled	
	AAM-PHC Team (Salary)	Yes	Yes	
	AAM-PHC Team (Team Based Incentives)	Yes	Yes	
Facility funds	Fund Source	Timely disbursement		
	Untied	Yes		
	Other Sources	-		
Fund utilization				
	NHM Fund/untied funds utilized during last year:	Funds received (Amount in Rs.)	Expenditure (Amount in Rs.)	% Expenditure
		1,30,000	1,30,000	100%
Is untied fund being spent on following activities?	Regular payment of Bills: No If yes, specify; <input type="checkbox"/> Electricity <input type="checkbox"/> Drinking Water <input type="checkbox"/> Internet Regular purchase: No			

	<input type="checkbox"/> Medicines <input type="checkbox"/> Reagents/Consumables <input type="checkbox"/> Equipment Payment for the support/cleaning staff: No
Status of JSY Payments	Payment done till (month/ year) December. Average Delay in Payment (days): No delay Reasons for delay, if any
Availability of JSSK entitlements	No If yes, whether all entitlements being provided <input type="checkbox"/> Free delivery services (Normal delivery/ C-section) <input type="checkbox"/> Free diet <input type="checkbox"/> Free drugs and consumables <input type="checkbox"/> Free diagnostics <input type="checkbox"/> Free blood services <input type="checkbox"/> Free referral transport (home to facility) <input type="checkbox"/> Free referral transport (drop back from facility to home) <input type="checkbox"/> No user charges

M. Service delivery Output Indicators (Data of previous quarter)		
1	Total number of outpatient department visits	-
2	No. of PW registered for ANC	43
3	No. of PW received 4 or more ANC check-ups	30
4	Total number of institutional deliveries	29
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	20
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	35
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	47
8	Number of cases referred from Sub centre AAM (From all sub-centre -AAM under PHC) to PHC AAM during last month	7
9	Number of cases referred from PHC AAM to CHC or higher centre during last month	20
10	Number of cases referred back from higher centre to PHC AAM for follow- up during last 3 months	20
11	TB patients undergoing treatment	
	Indicators	Current year
	No. of presumptive TB patients identified	251
	No. of TB patients diagnosed out of the presumptive patients referred	-
	No. of TB patients taking treatment in the AAM	18
12	Community Based Screening for NCDs	

	% of target population administered CBAC		326	
	% of target population with score below 4		184	
	% of target population with score 4 and above		142	
13	NCDs (No. of individuals in Last 6 Months)	Screened	Treated	Follow-up
	Hypertension	24	24	24
	Diabetes	28	28	28
	NCDs (No. of individuals in Last 6 Months)	Screened	Referred	Follow-up
	Oral Cancer*	326		-
	Breast Cancer*	190		-
	Cervical Cancer*	190	-	-

N. Implementation of NQAS Quality Assurance and Patient Safety		
1	Has there been an internal assessment for NQAS?	No
2	Is the facility certified at the State-level for NQAS?	No
3	Is the facility certified at the National level for NQAS?	No
4	Is the facility participating in Kayakalp?	Yes
5	If yes, achievement under Kayakalp (Winner, commendation) and score	Commendation twice in 2018-19
6	Patient Rights	<input checked="" type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity Care being practiced <input checked="" type="checkbox"/> All services provided free of cost <input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services	<input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured <input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Data management using digital technology <input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables)
8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management <input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection
9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions <input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms <input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance
O. IPHS Compliance		
1	Date of assessment using ODK tool kit	5 th September 2024
2	Facility aggregate score using ODK Took kit	44.69%

Remarks & Observations

- The Urban Primary Health Centre (UPHC) at Gorimedu serves a population of 23,200, with an average OPD load of 100 patients per day. The OPD services operate from 8:00 to 10:30 AM, as displayed in the IEC materials. The facility is located within a police complex, which makes it a preferred choice among the community due to its perceived safety. Essential healthcare services, including laboratory tests (9 types) and non-communicable disease (NCD) care, are well provided.
- In the area of family planning, 90-95% of beneficiaries opt for condoms, Chhaya pills, or Antra injections. A high prevalence of anemia among girls has been reported, primarily due to poor nutrition, although the supply of iron and folic acid (IFA) tablets is adequate. Service documentation was found to be well-maintained, and the availability of essential medicines meets the demand.
- ASHA workers have received smartphones from the district, but these are currently under repair, with a procurement request submitted to the state. The ANM tablets were reported to be non-functional and were returned to the district six months ago. Teleconsultation services are not available at the facility, as its proximity to a district hospital and medical college reduces the need, with people preferring to visit these higher-level healthcare centers instead.
- The facility is Kayakalp-certified with a score of 87.2% and has received Rs. 50,000, which has been fully utilized. Space constraints remain a challenge, as there is no dedicated yoga hall. Staff shortages were also reported, including the absence of a substitute medical officer, a male attendant, and a sanitary worker. There are no staff quarters available within the facility, which further adds to the operational challenges.

Annexure- List of equipment

S.No.	Equipment	Available	Not available	Functional	Non-Functional
1	Ambu Bag	✓		✓	
2	Laryngoscope	✓			
3	Radiant Warmer		✓		
4	Pulse Oximeter-Finger Tip	✓		✓	
5	Pulse Oximeter-Table Top		✓		
6	Labor Bed		✓		
7	Foetal Doppler		✓		
8	Phototherapy Unit		✓		
9	Shoulder Wheel		✓		
10	Shoulder Pulley		✓		
11	Shoulder Abduction Ladder		✓		
12	Suction Machine		✓		
13	Mobile Spotlight	✓		✓	
14	Manual Vacuum Aspirator		-		
15	Weighing Scale	✓		✓	
16	Baby Weighing Scale	✓		✓	
17	Infantometer		✓		
18	Ophthalmoscope		✓		
19	Fully Loaded Dental Chair Electrically Operated		✓		
20	Dental Chair-Basic		✓		

S.No.	Equipment	Available	Not available	Functional	Non-Functional
21	Oxygen Hood Neonatal		✓		
22	ILR With Voltage Stabilizer-Small	✓		✓	
23	Deep Freezer-Small	✓		✓	
24	ILR With Voltage Stabilizer-Large		✓		
25	Deep Freezer-Small-Large		✓		
26	Vaccine Carrier with Ice Packs	✓		✓	
27	Cell Counter – 3 Part		✓		
28	Semi-Automated Biochemistry Analyser		✓		
29	Binocular Microscope	✓		✓	
30	HbA1C Analyser		✓		
31	Turbidometer		✓		
32	Glucometer	✓		✓	
33	Haemoglobinometer	✓		✓	
34	ESR Analyzer		✓		
35	Electrolyte Analyzer		✓		
36	Oxygen Cylinder- B Type	✓		✓	
37	BP Apparatus- Aneroid	✓		✓	
38	BP Apparatus-Digital	✓		✓	
39	Stethoscope	✓		✓	
40	Thermometer	✓		✓	
41	Examination Table	✓		✓	
42	Lower and Upper Extremity Cycle/ Basic Ergometer/ Static Cycle		✓		
43	Exerciser Couch/Table		✓		
44	Finger Exerciser Web		✓		
45	Walking Aid for Training/ Reciprocal Walker		✓		

Field Monitoring Format- Ayushman Arogya Mandir-Primary Health Centre/ Urban Primary Health Centre (AAM -PHC/ AAM-UPHC)

Urban /Rural: Urban

Date of Visit: 29th January, 2025

A. General Information	
1. State	Pondicherry
2. District Name	Puducherry
3. Block/Taluka Name	Oulgarat
4. Name of Facility	UPHC Mettupalayam
5. Type of Facility	UPHC-AAM
6. NIN of the facility	8234718750
7. No. of days in a week facility is operational	7 days
8. OPD Timings	8:00am – 10:30am
9. Month & Year of operationalization of AAM	-
10. Details of co-location, if any	1. Kuruabet
11. (If any co-located SHC)	2. Mutherapayam
	3. Thatacharadey
12. Accessible from nearest road head (Yes/No)	Yes
13. Next Referral Facility Name	IYMC, RGGWHP
14. Distance of next referral facility (in Km)	1km
15. If UPHC functions as a Polyclinic (Yes/No)	No
16. If Yes, please take note of available specialist services at the Polyclinic	-

A.1 Demographic Details	
1. Number of Villages/Wards	24/13
2. No. of Households	10689
3. Total catchment Population	35059
4. Population who are 30 years of age and above	33180

B. Physical Infrastructure			
Infrastructure Status and details		Availability	
1.	Availability of Govt owned Building	Yes	
2.	If there is no government-owned Building, specify building type	S.no	Building
		A	Other Govt.
		B	Panchayat Bhawan
		C	Urban Local Body
		D	Rented etc
3.	Is the facility functional 24 x 7?	Yes	
4.	Availability of IPD Beds	Yes	
5.	If yes, Number of functional IPD Beds	Yes	
6.	Availability of boundary Wall	Yes	
7.	External branding as per CPHC guidelines (Colour & Logo)	Yes	
8.	OPD room	Yes	
	Examination table with privacy curtains/screen	Yes	
9.	Waiting area with sitting arrangements for patients/ attendants	Yes	
10.	Availability of furniture:	Table	Yes
		Chairs	Yes
		Almirah/Shelf	Yes

11.	Laboratory	Yes
12.	Pharmacy /Drug store	Yes
13.	Space/ room identified for Wellness activities including Yoga sessions	Yes
14.	Separate functional toilets for males and females	Yes
15.	Availability of Running Water	Yes
16.	Facilities for elderly and differently abled people (ramps at entry, wheel chairs etc.)	Yes
17.	Electricity connection	Yes
18.	Power back up	Yes
19.	Safe drinking Water for staff and patients	Yes
20.	Functional Handwashing corner (designated) with running water and soap	Yes
21.	Provision of BMW management	Yes
22.	Colour coded waste bins	Yes
23.	Bio-medical waste disposal mechanism in place	Yes
24.	Residential Quarters available for Staff If yes, Specify the staff for which quarters available	Yes

B.1 Information, Education & communication (IEC) material		
1	Display of signages and name of the facility	Yes
2	Display of IEC material (related to service packages TB, FP, RMNCHA, Eye, oral care, cancers etc)	Yes
3	Display of IEC on water, sanitation & hygiene	Yes
4	IEC/Poster on BMW displayed at the facility.	Yes
5	Installation of TV/ LED screen in the waiting area for IEC display	Yes
6	Display of citizen charter	Yes
7	Information on grievance redressal displayed	Yes
8	Information on referral transport displayed	Yes
9	Information on nearest referral facility displayed	Yes

C. Human Resource Availability						
No	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
1.	Medical Officer (MBBS)	1	2	1	1	1
2.	AYUSH MO*	1	0	0	1	1
3.	Dentist*	1	0	0	0	0
4.	Staff Nurse	2	-	-	-	-
5.	Pharmacist	1	1	1	0	0
6.	Laboratory Technician	1	1	1	0	0
7.	ANM/MPW (F)#	1	4	5	1	1
8.	MPW (M)	1	4	4	0	0
9.	Lady Health Visitor	1	1	1	0	0
10.	Dresser	1	1	0	0	0
11.	Accountant	1	0	0	0	0
12.	Data entry operator	1	0	0	1	1
13.	Sanitation staff	1	0	0	2	2
14.	ASHA (Population Norms -1 ASHA per 1000 population)	7	0	0	8	7

	in Rural & 2000-2500 population in urban areas)				
15.	ASHA Facilitator (If any, only for Rural areas)				
16.	Others (Specify)				
17.	Whether all essential HRH available as per IPHS 2022	No			

*Desirable

For PHC sub centre-Co-located

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases				
Services	MO (MBBS) (Y/N)	Staff Nurse (Y/N)	MPW (F) / (M) (Y/N)	ASHA (Y/N)
Maternal Health (ANC/PNC Care)	Yes	Yes	Yes	Yes
Child Health (New Born Care/ HBNC/HBYC)	Yes	Yes	Yes	Yes
Family Planning	Yes	Yes	Yes	Yes
Communicable Diseases (TB/ Leprosy/ Malaria/ Dengue/ Filariasis)	Yes	Yes	Yes	Yes
NCD	Yes	Yes	Yes	Yes
Others (Specify)	Yes	Yes	Yes	Yes

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Y/N)	Trained in ENT care (Y/N)	Trained in oral care (Y/N)	Trained in MNS (Y/N)	Trained in Elderly & Palliative Care (Y/N)	Trained in Trauma & Emergency care (Y/N)
MO (MBBS)	Yes	Yes	Yes	Yes	Yes	Yes
Staff Nurse	-	-	-	-	-	-
ANM/ MPW-F	Yes	Yes	Yes	Yes	Yes	Yes
MPW- M	-	-	-	-	-	-
ASHA	Yes	Yes	Yes	Yes	Yes	Yes

E.1 Availability of Services	
Reproductive Maternal and Child Health	<input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services
Communicable diseases	<input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB <input checked="" type="checkbox"/> Leprosy <input checked="" type="checkbox"/> Acute simple illnesses
Non-Communicable Diseases	Screening and management of common NCDs (DM, HTN) <input checked="" type="checkbox"/> Screening of common cancers – Oral <input checked="" type="checkbox"/> Screening of common cancers – breast <input checked="" type="checkbox"/> Screening of common cancers – cervix <input checked="" type="checkbox"/> Screening and management of mental health ailments

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	Yes	Yes	Yes
Basic ear, nose, throat (ENT) care services	Yes	Yes	Yes
Oral health care services	Yes	Yes	Yes
Elderly and Palliative care services	No	No	No
Screening & management of mental health ailments	Yes	Yes	Yes
Emergency Medical Services	Yes	Yes	Yes

F. Availability of Essential medicines	
1	<p>Number of medicines at AAM-PHC/UPHC as per State Essential Medicines list (IPHS/AAM EDL)</p> <p>(Link for list of essential medicines for reference- https://nhsrcindia.org/essential-medicines-list-hwc-shc-phc)</p>
2	<p>Total number of medicines available at AAM-PHC/UPHC</p>
3	<p>Availability of medicines for priority conditions</p> <p><input checked="" type="checkbox"/> Tuberculosis <input checked="" type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Hypertension <input checked="" type="checkbox"/> Fever</p>
4	<p>Medicine categories with shortfall/stockouts on the day of assessment</p> <p>No shortfall</p> <p><input type="checkbox"/> Oral Contraceptives <input type="checkbox"/> Analgesics / NSAIDs) <input type="checkbox"/> Anti-pyretic <input type="checkbox"/> Anti-allergics <input type="checkbox"/> Antidotes for poisoning <input type="checkbox"/> Gastrointestinal meds <input type="checkbox"/> Anti-filarial <input type="checkbox"/> Antibiotics <input type="checkbox"/> Anti-leprosy</p> <p><input type="checkbox"/> Anti-tuberculosis <input type="checkbox"/> Anti-fungal <input type="checkbox"/> Anti-malarial <input type="checkbox"/> Anti-hypertensive <input type="checkbox"/> Oral hypoglycaemics <input type="checkbox"/> Hypolipidemic <input type="checkbox"/> ORS <input type="checkbox"/> Multi-vitamins <input type="checkbox"/> Dermatological (cream)</p>
5	<p>What is the indenting cycle that is followed at the facility?</p> <p><input type="checkbox"/> Fortnightly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> As required <input type="checkbox"/> Other (Specify)</p>
6	<p>What is the lead time for supply of drugs which are indented? (record in days)</p> <p><input checked="" type="checkbox"/> Less than 1 Week <input type="checkbox"/> 1-2 Weeks <input type="checkbox"/> More than 2 Weeks</p>
7	<p>Is buffer stock for drugs maintained?</p> <p>Yes</p>
8	<p>DVDMS or any other software is being used for stock management</p> <p>Yes</p>

G.1 Availability of Diagnostic Services		
1	Availability of diagnostic services:	<input checked="" type="checkbox"/> In house lab <input checked="" type="checkbox"/> Outsource (Hub/PPP mode) <input type="checkbox"/> Hybrid Model
2	Number of diagnostic tests at AAM-PHC/UPHC as per State Essential Diagnostic list	63 (Total number of diagnostic tests at AAM-PHC/UPHC as per National Essential Diagnostic list-63)
3	Number of tests available at AAM-PHC/UPHC	13
4	Number of tests Provided through In House Mode	13
5	Number of tests Provided through Hub & Spoke (Public Health System)	-
6	Number of tests Provided through Hub & Spoke- PPP Model	-
7	Availability of X-ray services	No
8	Availability of Sample transportation mechanism	Yes
9	User fee charged for diagnostics	No
10	Average downtime of equipment	-
11	Details of equipment which are non-functional for 7 Days (<i>List of equipment is provided as annexure for reference</i>)	-

G.2 Diagnostic Tests Available		
1.	Haemoglobin	Yes
2.	Human chorionic gonadotropin (HCG) (Urine test for pregnancy) – Rapid card test (dipstick)	Yes
3.	Urine test for PH, specific gravity, leucocyte esterase glucose, bilirubin, urobilinogen, ketone, haemoglobin, protein, nitrite – Multipara meter Urine Strip (dipstick)	No
4.	Urine Microscopy	Yes
5.	24 – hours urinary protein	No
6.	Stool for ova and cyst	No
7.	Dengue – Rapid card test for NSI antigen and IgM and IgG antibodies	Yes
8.	MP Slide method	Yes
9.	Malaria Rapid test	Yes
10.	RPR/VDRL test for syphilis	Yes
11.	HIV (Antibodies to HIV 1&2) – Rapid card test	Yes
12.	Hepatitis B surface antigen test	Yes
13.	Sputum for AFB # - Microscopy	No
14.	Typhoid test (IgM)	Yes
15.	Blood Sugar	Yes
16.	HCV Antibody Test (Anti HCV)	No
17.	Bleeding time and clotting time	Yes
18.	Visual Inspection Acetic Acid (VIA)	No
19.	rK3 for Kala Azar (endemic areas only)	NA
20.	Filariasis (endemic areas only)	Yes
21.	Japanese encephalitis (endemic areas only)	No
22.	Test for iodine in salt (used for food) – Iodine in salt testing kit	No

H. Availability of IT Equipment & Teleconsultation services	
Infrastructure: Availability	<input type="checkbox"/> Tablet <input checked="" type="checkbox"/> Smartphone <input checked="" type="checkbox"/> Desktop <input checked="" type="checkbox"/> Internet connectivity (Government funded or other, specify)
Infrastructure: Functionality	<input type="checkbox"/> Tablet <input checked="" type="checkbox"/> Smartphone <input checked="" type="checkbox"/> Desktop <input checked="" type="checkbox"/> Internet connectivity (Government funded or other, specify)
Teleconsultation services (PHC/CHCs/DH/MCH)	Yes
Teleconsultation platforms	<input type="checkbox"/> e-Sanjeevani OPD <input checked="" type="checkbox"/> e-Sanjeevani.in <input type="checkbox"/> State specific app Specify, if any
Teleconsultation schedule prepared and displayed	Yes
Common conditions for teleconsultation	Hypertension, type 2mm
Total teleconsultations in the last 01 month	14

I. Wellness Activities			
Wellness sessions being held periodically	Yes		
Availability of a trained instructor for wellness session	Yes		
Health Days are celebrated as per the Wellness Activity Calendar	Yes		
Health Days are celebrated as per the Wellness Activity Calendar	Yes		
J. Governance			
Constitution of Jan Arogya Samiti/ MAS	Yes		
Periodic JAS meetings in the last 6 months	Yes		
Minutes of meeting maintained	Yes		
Periodic VHND sessions undertaken	Yes		
K. Reporting			
Online Platforms	Reporting		
<input type="checkbox"/> AAM Portal/App	Yes		
<input type="checkbox"/> National NCD Portal/App	Yes		
<input type="checkbox"/> IHIP	Yes		
<input type="checkbox"/> HMIS	Yes		
<input type="checkbox"/> FPLMIS	Yes		
<input type="checkbox"/> DVDMS	Yes		
<input type="checkbox"/> Nikshay	Yes		
Specify others, if any:			
L. Finance			
Remuneration & Incentives	Cadre	Timely disbursement	Complete disbursement as entitled
	AAM-PHC Team (Salary)	Yes	Yes
	AAM-PHC Team (Team Based Incentives)	Yes	Yes
Facility funds	Fund Source	Timely disbursement	

	Untied	Yes	
	Other Sources	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Fund utilization NHM Fund/untied funds utilized during last year:	Funds received (Amount in Rs.)	Expenditure (Amount in Rs.)	% Expenditure
	130000	130000	100%
Is untied fund being spent on following activities?	Regular payment of Bills: Yes If yes, specify; <input type="checkbox"/> Electricity <input type="checkbox"/> Drinking Water <input type="checkbox"/> Internet Regular purchase: Yes <input type="checkbox"/> Medicines <input type="checkbox"/> Reagents/Consumables <input type="checkbox"/> Equipment Payment of support/cleaning Staff: No		
Status of JSY Payments	Payment done till (month/ year): December, 2024 Average Delay in Payment (days): No Reasons for delay, if any		
Availability of JSSK entitlements	Yes If yes, whether all entitlements being provided <input checked="" type="checkbox"/> Free delivery services (Normal delivery/ C-section) <input checked="" type="checkbox"/> Free diet <input checked="" type="checkbox"/> Free drugs and consumables <input checked="" type="checkbox"/> Free diagnostics <input checked="" type="checkbox"/> Free blood services <input checked="" type="checkbox"/> Free referral transport (home to facility) <input checked="" type="checkbox"/> Free referral transport (drop back from facility to home) <input checked="" type="checkbox"/> No user charges		

M. Service delivery Output Indicators (Data of previous quarter)		
1	Total number of outpatient department visits	4182
2	No. of PW registered for ANC	263
3	No. of PW received 4 or more ANC check-ups	271
4	Total number of institutional deliveries	271
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	73
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	270
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	265
8	Number of cases referred from Sub centre AAM (From all sub-centre -AAM under PHC) to PHC AAM during last month	333
9	Number of cases referred from PHC AAM to CHC or higher centre during last month	136
10	Number of cases referred back from higher centre to PHC AAM for follow- up during last 3 months	136
11	TB patients undergoing treatment	
	Indicators	Current year

	No. of presumptive TB patients identified	674		
	No. of TB patients diagnosed out of the presumptive patients referred	6		
	No. of TB patients taking treatment in the AAM	4		
12	% of target population administered CBAC	60%		
	% of target population with score below 4	-		
	% of target population with score 4 and above	-		
Community Based Screening for NCDs				
13	NCDs (No. of individuals in Last 6 Months)	Screened	Treated	Follow-up
	Hypertension	2800	2800	2800
	Diabetes	3042	3042	3042
	NCDs (No. of individuals in Last 6 Months)	Screened	Referred	Follow-up
	Oral Cancer*	-	-	-
	Breast Cancer*	-	-	-
	Cervical Cancer*	-	-	-

N. Implementation of NQAS Quality Assurance and Patient Safety		
1	Has there been an internal assessment for NQAS?	Yes
2	Is the facility certified at the State-level for NQAS?	Yes
3	Is the facility certified at the National level for NQAS?	No
4	Is the facility participating in Kayakalp?	Yes
5	If yes, achievement under Kayakalp (Winner, commendation) and score	Runner up
6	Patient Rights	<input checked="" type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity Care being practiced <input checked="" type="checkbox"/> All services provided free of cost <input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services	<input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured <input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Data management using digital technology <input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables)
8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management <input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection
9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions <input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms

		<input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance
O. IPHS Compliance		
1	Date of assessment using ODK tool kit	No practiced
2	Facility aggregate score using ODK Took kit	No practiced

Remarks & Observations	
<ul style="list-style-type: none"> Regarding physical infrastructure, PHC Mettupalayam operates from a government-owned building and is functional 24x7 with IPD beds available. It has a boundary wall, OPD room with an examination table and privacy curtains, a waiting area with seating arrangements, and furniture like tables, chairs, and shelves. The facility houses a laboratory, pharmacy, and a dedicated space for wellness activities such as yoga. Essential amenities like separate toilets for males and females, running water, electricity with power backup, safe drinking water, handwashing facilities, biomedical waste management, and residential quarters for staff are all available. In terms of Information, Education & Communication (IEC), the facility ensures visibility through signages, citizen charters, grievance redressal, referral transport information, and IEC materials on health topics such as TB, family planning, RMNCHA, eye and oral care, and cancer screening. A TV/LED screen in the waiting area is used for information dissemination. The human resource availability at PHC Mettupalayam includes two Medical Officers (MBBS), one AYUSH Medical Officer, one Pharmacist, one Laboratory Technician, four ANMs, four MPWs (M), one Lady Health Visitor, one Dresser, one Data Entry Operator, and two Sanitation Staff. However, it lacks a Dentist, Staff Nurse, Accountant, and certain other support staff, making it fall short of the essential HRH requirements as per IPHS 2022. In terms of training, the Medical Officers, ANMs, and ASHAs have been trained in various domains, including maternal and child health, family planning, communicable and non-communicable diseases, and emergency care. Training is also available for expanded services like eye care, ENT, oral care, mental health, elderly and palliative care, and trauma & emergency care. The facility provides a wide range of services, including antenatal and postnatal care, neonatal and infant healthcare, childhood and adolescent health, family planning, and reproductive healthcare services. It also manages vector-borne diseases (malaria, dengue, filariasis, JE), TB, leprosy, and acute illnesses while screening for NCDs such as diabetes and hypertension, as well as oral, breast, and cervical cancers. Services for mental health screening and management are available, but elderly and palliative care services are currently unavailable. The expanded service package includes ophthalmic care, ENT, oral health care, mental health screening, and emergency medical services, all with adequate drug and diagnostic support. However, elderly and palliative care services lack medicines and diagnostics. Regarding essential medicines, the facility stocks 136 out of 172 essential medicines as per the National Essential Medicines List (EML). Medications for priority conditions like tuberculosis, diabetes, hypertension, and fever are available, with no reported stockouts. The facility follows a monthly indenting cycle for medicine procurement. Overall, PHC Mettupalayam is a well-equipped and functional urban primary healthcare center with comprehensive health services, essential infrastructure, and trained human resources, though improvements are needed in staffing, elderly care services, and medicine stock availability. 	

Annexure- List of equipment

S.No.	Equipment	Available	Not available	Functional	Non-Functional
1	Ambu Bag	✓		✓	
2	Laryngoscope	✓		✓	

S.No.	Equipment	Available	Not available	Functional	Non-Functional
3	Radiant Warmer		✓		
4	Pulse Oximeter-Finger Tip	✓		✓	
5	Pulse Oximeter-Table Top		✓		
6	Labor Bed	✓		✓	
7	Foetal Doppler		✓		
8	Phototherapy Unit		✓		
9	Shoulder Wheel		✓		
10	Shoulder Pulley		✓		
11	Shoulder Abduction Ladder		✓		
12	Suction Machine		✓		
13	Mobile Spotlight		✓		
14	Manual Vacuum Aspirator		✓		
15	Weighing Scale		✓		
16	Baby Weighing Scale	✓		✓	
17	Infantometer		✓		
18	Ophthalmoscope	✓		✓	
19	Fully Loaded Dental Chair Electrically Operated	✓		✓	
20	Dental Chair-Basic	✓		✓	
21	Oxygen Hood Neonatal		✓		
22	ILR With Voltage Stabilizer-Small	✓		✓	
23	Deep Freezer-Small	✓		✓	
24	ILR With Voltage Stabilizer-Large	✓		✓	
25	Deep Freezer-Small-Large	✓		✓	
26	Vaccine Carrier with Ice Packs	✓		✓	
27	Cell Counter – 3 Part		✓		
28	Semi-Automated Biochemistry Analyser	✓		✓	
29	Binocular Microscope	✓		✓	
30	HbA1C Analyser		✓		
31	Turbidometer		✓		
32	Glucometer	✓		✓	
33	Haemoglobinometer	✓		✓	
34	ESR Analyzer		✓		
35	Electrolyte Analyzer		✓		
36	Oxygen Cylinder- B Type		✓		
37	BP Apparatus- Aneroid		✓		
38	BP Apparatus-Digital	✓		✓	
39	Stethoscope	✓		✓	
40	Thermometer	✓		✓	
41	Examination Table	✓		✓	
42	Lower and Upper Extremity Cycle/ Basic Ergometer/ Static Cycle		✓		
43	Exerciser Couch/Table		✓		
44	Finger Exerciser Web		✓		
45	Walking Aid for Training/ Reciprocal Walker		✓		

Field Monitoring Format-Ayushman Arogya Mandir-Sub Health Centre (AAM-SHC)

Date of Visit: 29th January, 2025

A. General Information	
1. State	Pondicherry
2. District Name	Puducherry
3. Block/Taluka Name	Bahour
4. Name of Facility	Sub Centre- Koravallimedu
5. Type of Facility	Sub Centre
6. NIN of the facility	3725211266
7. No. of days in a week facility is operational	6 days
8. OPD Timings	8:00-10:30am
9. Month & Year of AAM operationalization	-
10. Accessible from nearest road head (Yes/No)	Yes
11. Next Referral Facility	PHC Kirumambakkam
12. Distance of next referral facility (Km)	5-6km

A.1 Demographic Details	
1. Number of Villages	7
2. No. of Households	1755
3. Total catchment Population	5663
4. Population who are 30 years of age and above	1277

B. Physical Infrastructure		
Infrastructure Status and details		Availability
1.	Availability of Govt owned Building	Yes
2.	If No Govt owned Building, specify building type (Other Govt. /Panchayat Bhawan/ Rented etc.)	Yes
3.	Availability of boundary Wall	Yes
4.	External branding as per CPHC guidelines (<i>colour and logo</i>)	Yes
5.	OPD room	Yes
	Examination table with privacy curtain/ screen	Yes
6.	Waiting area with sitting arrangements for patients/ attendants	No
7.	Availability of furniture:	
	Table	Yes
	Chairs	Yes
	Almirah/Rack	Yes
8.	Laboratory	No
9.	Pharmacy /Drug store	Yes
10.	Space/ room identified for Wellness activities including Yoga sessions	Yes
11.	Separate functional toilets for males and females	Yes
12.	Availability of Running water in the facility	Yes
13.	Facilities for elderly and differently abled people (ramps at entry, wheel chairs etc.)	Yes
14.	Electricity connection	Yes
15.	Power back up	No
16.	Availability of Safe drinking Water	Yes

17.	Functional Handwashing corner (designated) with running water and soap	Yes
18.	Provision of BMW management	Yes
19.	Colour coded waste bins (used for segregation of biomedical waste)	Yes
20.	Bio-medical waste disposal mechanism in place (Sharps pit and Deep burial pits for sharp /waste collection mechanism for disposal at higher facility)	Yes
21.	Residential Quarters available for Staff If yes, Specify the staff for which quarters available	No

B.1 Information, Education & communication (IEC) material		
1	Display of signages and name of the facility	Yes
2	Display of IEC material (related to service packages TB, FP, RMNCHA, NCD Eye, oral care, etc)	Yes
3	Display of IEC on water, sanitation & hygiene	Yes
4	IEC/Poster on BMW displayed at the facility.	Yes
5	Installation of TV/ LED screen in the waiting area for IEC display	No
6	Display of citizen charter	No
7	Information on grievance redressal displayed	Yes
8	Information on referral transport displayed	No
9	Information on nearest referral facility displayed	No

C. Human Resource Availability						
	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
1	CHO/MLHP	1	-	-	-	-
2	ANM/MPW-F	2	-	-	-	1
3	MPW-M		-	-	-	-
3	ASHA (Population Norms -1 ASHA per 1000 population)	-	-	-	-	2
4	Any other (If yes, specify)	Nursing Staff	-	-	-	1

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases			
Services	Nursing Staff (Yes/ No)	MPW (F) / (M) (Yes/ No)	ASHA (Yes/ No)
Maternal Health (ANC/PNC Care)	Yes	Yes	Yes
Child Health (New Born Care/ HBNC/HBYC)	Yes	Yes	Yes
Family Planning	Yes	Yes	Yes
Communicable Diseases (TB/ Leprosy/ Malaria/ Dengue/ Filariasis)	Yes	Yes	Yes
NCD	Yes	Yes	Yes

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Yes/ No)	Trained in ENT care (Yes/ No)	Trained in oral care (Yes/ No)	Trained in MNS (Yes/ No)	Trained in Elderly & Palliative care (Yes/ No)	Trained in Trauma & Emergency care (Yes/ No)
CHO	Yes	Yes	Yes	Yes	Yes	Yes
ANM/ MPW (F)	Yes	Yes	Yes	Yes	Yes	Yes
MPW (M)	-	-	-	-	-	-
ASHA	Yes	Yes	Yes	Yes	Yes	Yes

E. Service Delivery	
Service provided	<p>Reproductive Maternal and Child Health</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services <p>Communicable diseases</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB <input checked="" type="checkbox"/> Leprosy <input checked="" type="checkbox"/> Acute simple illnesses <p>Non-Communicable Diseases</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Screening and management of common NCDs (DM, HTN) <input checked="" type="checkbox"/> Screening of common cancers – Oral <input checked="" type="checkbox"/> Screening of common cancers – breast <input type="checkbox"/> Screening of common cancers – cervix

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	Yes	Yes	Yes
Basic ear, nose, throat (ENT) care services	Yes	Yes	Yes
Oral health care services	Yes	Yes	Yes
Elderly and palliative care services	Yes	Yes	Yes
Screening & management of mental health ailments	Yes	Yes	Yes
Emergency Medical Services	Yes	Yes	Yes

F. Essential medicines	
Number of medicines at AAM-SHC as per State Essential Medicines list (Link for essential medicines for reference-	48 (Total medicines at AAM-SHC as per national EML is 105)

https://nhsrindia.org/essential-medicines-list-hwc-shc-phc)	
Total number of medicines available at AAM-SHC	48
Availability of medicines for priority conditions	<input type="checkbox"/> Tuberculosis <input checked="" type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Hypertension <input checked="" type="checkbox"/> Fever
Medicine categories with shortfall/ stockouts on the day of assessment None	<input type="checkbox"/> Oral Contraceptives <input type="checkbox"/> Analgesics / NSAIDs) <input type="checkbox"/> Anti-pyretic <input type="checkbox"/> Anti-allergics <input type="checkbox"/> Antidotes for poisoning <input type="checkbox"/> Gastrointestinal meds <input type="checkbox"/> Anti-filarial <input type="checkbox"/> Antibiotics <input type="checkbox"/> Anti-leprosy <input type="checkbox"/> Anti-tuberculosis <input type="checkbox"/> Anti-fungal <input type="checkbox"/> Anti-malarial <input type="checkbox"/> Anti-hypertensive <input type="checkbox"/> Oral hypoglycemics <input type="checkbox"/> Hypolipidemic <input type="checkbox"/> ORS <input type="checkbox"/> Multi-vitamins <input type="checkbox"/> Dermatological (cream)
What is the indenting cycle that is followed at the facility?	<input type="checkbox"/> Fortnightly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> As required <input type="checkbox"/> Other (Specify)
What is the lead time for supply of drugs which are indented? (record in days)	<input checked="" type="checkbox"/> Less than 1 Week <input type="checkbox"/> 1-2 Weeks <input type="checkbox"/> More than 2 Weeks
Is buffer stock for drugs maintained?	No
DVDMS or any other software is being used for stock management	No

G. Essential diagnostics	
Number of diagnostics at AAM-SC as per State Essential Diagnostic list	14 (Total diagnostics at AAM-SC as per national EDLis 14)
Total number of diagnostic tests available at AAM-SC	4
Mode of diagnostic services	<input checked="" type="checkbox"/> In-house <input type="checkbox"/> PPP <input type="checkbox"/> Hybrid
Arrangements for Sputum sample transport for TB	No
Availability of diagnostic testing aids/ equipment	<input type="checkbox"/> Rapid diagnostic testing kits <input checked="" type="checkbox"/> Sphygmomanometer <input checked="" type="checkbox"/> Glucometer <input checked="" type="checkbox"/> Haemoglobinometer <input checked="" type="checkbox"/> Thermometer <input type="checkbox"/> Urine dipstick <input checked="" type="checkbox"/> Vaginal speculum

	<input type="checkbox"/> Ortho-toluidine reagent <input type="checkbox"/> H ₂ S strip test kit
User fee charged for diagnostics	No

H. Information Technology & Teleconsultation	
Infrastructure (Availability)	<input type="checkbox"/> Tablet <input checked="" type="checkbox"/> Smartphone <input type="checkbox"/> Laptop <input type="checkbox"/> Internet connectivity (government funded or other, specify)
Functionality	<input type="checkbox"/> Tablet <input checked="" type="checkbox"/> Smartphone <input type="checkbox"/> Laptop <input type="checkbox"/> Internet connectivity (government funded other, specify)
Arrangements for teleconsultation made	Yes
Linked Hub for Teleconsultation	<input checked="" type="checkbox"/> PHC <input type="checkbox"/> CHC <input checked="" type="checkbox"/> DH <input type="checkbox"/> Medical College Any other, specify:
Platform utilized for teleconsultation	<input type="checkbox"/> e-Sanjeevani OPD <input checked="" type="checkbox"/> e-Sanjeevani.in <input type="checkbox"/> State specific app Any other (Specify)
Whether teleconsultation schedule has been prepared and displayed	Yes
Common Conditions for which teleconsultation being done	DM,
Total Teleconsultations in the last 01 month	2

I. Reporting	
Online Platforms	Reporting
<input type="checkbox"/> AAM Portal/App	Yes
<input type="checkbox"/> National NCD Portal/App	Yes
<input type="checkbox"/> IHIP	Yes
<input type="checkbox"/> HMIS	No
<input type="checkbox"/> FPLMIS	No
<input type="checkbox"/> DVDMS	No
<input type="checkbox"/> Nikshay	No
Specify others, if any:	No

J. Finance			
Renumeration & Incentives			
Timely disbursement of incentives to ASHAs	Yes		
Timely disbursement of renumeration to CHOs	No		
Timely disbursement of renumeration to AAM-SC team (other than CHO)	No		
Disbursement of performance-based incentives to CHO	No		
Disbursement of team-based incentives to AAM-SHC team	No		
Facility funds			
Timely disbursement of untied funds	Yes		
Fund flow through other sources	No		
Specify any other fund source:			
Fund utilization			
% NHM Fund utilized last year:		Funds received (Amt in Rs.)	Expenditure (Amt in Rs.)
		20,000	20000
			% Expenditure
			100%
Is untied fund being spent on following activities		Regular payment of Bills: <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, specify <input type="checkbox"/> Electricity <input type="checkbox"/> Drinking Water <input type="checkbox"/> Internet Regular purchase: <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, specify <input type="checkbox"/> Medicines <input type="checkbox"/> Reagents/Consumables <input type="checkbox"/> Equipment Payment of support/cleaning Staff: Yes	
K. Governance			
Community-based platforms			
Constitution of Jan Arogya Samiti	No		
Periodic JAS meetings in the last 6 months (Once a month)	No		
JAS meeting minutes available	No		
VHSNC Meeting held and minutes available	Yes		
Periodic VHND sessions undertaken (Sessions held against planned)	Yes		
Involvement of CHO in community-based platforms	No		
L. Wellness Activities			
Wellness sessions being held periodically	Yes		
Availability of a trained instructor for wellness session	Yes		
Health Days are celebrated as per the Wellness Activity Calendar	Yes		
Number of Wellness sessions conducted in Last month	2		
ASHA Functionality			
Status of availability of Functional HBNC Kits (weighing scale/digital thermometer/ blanket or warm bag)	Yes		
Status of availability of Drug Kits (Check for PCM/ Amoxicillin/ IFA/ ORS/ Zinc/ IFA Syrup/ Cotrimoxazole)	Yes		
Number of Village Health & Sanitation days conducted in last 6 months	6		

M. Service delivery Output Indicators (Data of previous quarter)				
1	Total number of outpatient department visits			2769
2	No. of PW registered for ANC			19
3	No. of PW received 4 or more ANC check-ups			15
4	Total number of institutional deliveries			23
5	Total no. of High-Risk Pregnancies received treatment against no. of high-risk pregnancies identified			4
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine			24
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine			22
8	Number of cases referred from Sub centre AAM to PHC AAM during last 3 months			-
9	TB patients undergoing treatment			
	Indicators			Current year
	No. of presumptive TB patients identified			-
	No. of TB patients diagnosed out of the presumptive patients referred			-
	No. of TB patients taking treatment in the AAM			3
10	Community Based Screening for NCDs: % of target population administered CBAC: % of target population with score below 4: % of target population with score 4 and above:			2666 957 4
11	NCDs (No. of individuals in last 6 Months)	Screened	Referred	Followed-up
	Hypertension	36	36	36
	Diabetes	36	36	36
	Oral Cancer	36	36	36
	Breast Cancer	19	19	19
	Cervical Cancer	19	19	19

N. Implementation of NQAS Quality Assurance and Patient Safety	
1	Has there been an internal assessment for NQAS? No
2	Is the facility certified at the State-level for NQAS? No
3	Is the facility certified at the National level for NQAS? No
4	Is Facility participating in Kayakalp? Yes
5	If yes, achievement under Kayakalp (Winner, commendation) and score Winner 2020-21
6	Patient Rights <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity care being practiced <input checked="" type="checkbox"/> All services provided free of cost <input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured

		<input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Data management using digital technology <input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables)
8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management <input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection
9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions <input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms <input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance

O. IPHS Compliance

1	Date of assessment using ODK tool kit	10 th October, 2024
2	Facility aggregate score using ODK Took kit	36.94

Remarks & Observations

- The Health and Wellness Centre-Sub-Centre (HWC-SC) at Koravallimedu was awarded the Kayakalp certification in the financial year 2020-21. In 2024, the internal assessment score has declined to 54.3%. The facility is currently struggling with the Quality Certification Standards (QCS) as teamwork is lacking, and no one is willing to take responsibility for the certification process. Additionally, the staff is unaware of the existing gaps and the reasons for the facility's lag in QCS certification. At present, the facility is not able to qualify for the internal assessment.
- Despite these challenges, certain healthcare services are well accepted by the community. In family planning, contraceptive pills and Antra injections are widely preferred. No issues were noted concerning the availability of medications. The facility has a grievance redressal system in place, allowing beneficiaries to provide feedback and suggestions.
- One of the major concerns raised by the community is the OPD hours, which currently run from 8:00 AM to 10:30 AM. Many beneficiaries have suggested extending the facility's operational hours, as the current schedule is not feasible for them. The suggestion box also contained requests to keep the facility open until 2:00 PM. On average, the facility handles an OPD load of 30-50 patients per day.
- The untied funds for the facility have primarily been utilized for health mela activities and to support staff. Moving forward, addressing the gaps in QCS certification, improving teamwork, and extending OPD hours based on community needs should be key priorities for the facility.

Appendix-List of equipment

S. No.	Equipment	Available	Not available	Functional	Not functional
1	BP apparatus- Digital/ Sphygmomanometer	✓		✓	
2	BP apparatus- Aneroid/ Sphygmomanometer	✓		✓	
3	Weighing machine Electronic	✓		✓	
4	Hemoglobinometer	✓		✓	
5	Glucometer	✓		✓	
6	Thermometer	✓		✓	
7	Baby weighing scale				
8	Stethoscope	✓		✓	
9	Near Vision chart				
10	Snellen vision chart				
11	Stadiometer				
12	Tuning fork				

Field Monitoring Format-Ayushman Arogya Mandir-Sub Health Centre (AAM-SHC)

Date of Visit: 30th January, 2025

A. General Information	
1. State	Pondicherry
2. District Name	Puducherry
3. Block/Taluka Name	Ariyankuppam
4. Name of Facility	HWC Seliamedu
5. Type of Facility	Subcentre
6. NIN of the facility	7833685626
7. No. of days in a week facility is operational	6
8. OPD Timings	8:00-10:30am
9. Month & Year of AAM operationalization	-
10. Accessible from nearest road head (Yes/No)	Yes
11. Next Referral Facility	PHC Bahour
12. Distance of next referral facility (Km)	3km

A.1 Demographic Details	
1. Number of Villages	3
2. No. of Households	1316
3. Total catchment Population	4385
4. Population who are 30 years of age and above	2203

B. Physical Infrastructure	
Infrastructure Status and details	Availability
1. Availability of Govt owned Building	Yes
2. If No Govt owned Building, specify building type (Other Govt. /Panchayat Bhawan/ Rented etc.)	
3. Availability of boundary Wall	Yes
4. External branding as per CPHC guidelines (<i>colour and logo</i>)	Yes
5. OPD room	Yes
Examination table with privacy curtain/ screen	Yes
6. Waiting area with sitting arrangements for patients/ attendants	Yes
7. Availability of furniture:	
Table	Yes
Chairs	Yes
Almirah/Rack	Yes
8. Laboratory	No
9. Pharmacy /Drug store	No
10. Space/ room identified for Wellness activities including Yoga sessions	Yes
11. Separate functional toilets for males and females	Yes
12. Availability of Running water in the facility	Yes
13. Facilities for elderly and differently abled people (ramps at entry, wheel chairs etc.)	Yes
14. Electricity connection	Yes
15. Power back up	No
16. Availability of Safe drinking Water	Yes

17.	Functional Handwashing corner (designated) with running water and soap	Yes
18.	Provision of BMW management	Yes
19.	Colour coded waste bins (used for segregation of biomedical waste)	Yes
20.	Bio-medical waste disposal mechanism in place (Sharps pit and Deep burial pits for sharp /waste collection mechanism for disposal at higher facility)	Yes
21.	Residential Quarters available for Staff If yes, Specify the staff for which quarters available	Yes ANM

B.1 Information, Education & communication (IEC) material

1	Display of signages and name of the facility	Yes
2	Display of IEC material (related to service packages TB, FP, RMNCHA, NCD Eye, oral care, etc)	Yes
3	Display of IEC on water, sanitation & hygiene	No
4	IEC/Poster on BMW displayed at the facility.	Yes
5	Installation of TV/ LED screen in the waiting area for IEC display	No
6	Display of citizen charter	No
7	Information on grievance redressal displayed	No
8	Information on referral transport displayed	Yes
9	Information on nearest referral facility displayed	No

C. Human Resource Availability

	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
1	CHO/MLHP	1	-	-	-	1
2	ANM/MPW-F	2	-	-	-	1
3	MPW-M		-	-	-	-
3	ASHA (Population Norms -1 ASHA per 1000 population)	-	-	-	-	1
4	Any other (If yes, specify)	-	-	-	-	-

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases

Services	CHO (Yes/ No)	MPW (F) / (M) (Yes/ No)	ASHA (Yes/ No)
Maternal Health (ANC/PNC Care)	Yes	Yes	Yes
Child Health (New Born Care/ HBNC/HBYC)	Yes	Yes	Yes
Family Planning	Yes	Yes	Yes
Communicable Diseases (TB/ Leprosy/ Malaria/ Dengue/ Filariasis)	Yes	Yes	Yes
NCD	Yes	Yes	Yes

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Yes/ No)	Trained in ENT care (Yes/ No)	Trained in oral care (Yes/ No)	Trained in MNS (Yes/ No)	Trained in Elderly & Palliative care (Yes/ No)	Trained in Trauma & Emergency care (Yes/ No)
CHO	Yes	Yes	Yes	Yes	Yes	Yes
ANM/ MPW (F)	Yes	Yes	Yes	Yes	Yes	Yes
MPW (M)	-	-	-	-	-	-
ASHA	Yes	Yes	Yes	Yes	Yes	Yes

E. Service Delivery	
Service provided	<p>Reproductive Maternal and Child Health</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services <p>Communicable diseases</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB <input checked="" type="checkbox"/> Leprosy <input checked="" type="checkbox"/> Acute simple illnesses <p>Non-Communicable Diseases</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Screening and management of common NCDs (DM, HTN) <input checked="" type="checkbox"/> Screening of common cancers – Oral <input checked="" type="checkbox"/> Screening of common cancers – breast <input type="checkbox"/> Screening of common cancers – cervix

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	Yes	Yes	Yes
Basic ear, nose, throat (ENT) care services	Yes	Yes	Yes
Oral health care services	Yes	No	No
Elderly and palliative care services	Yes	Yes	Yes
Screening & management of mental health ailments	Yes	Yes	Yes
Emergency Medical Services	Yes	Yes	Yes

F. Essential medicines	
Number of medicines at AAM-SHC as per State Essential Medicines list	105 (Total medicines at AAM-SHC as per national EML is 105)

(Link for essential medicines for reference- https://nhsrindia.org/essential-medicines-list-hwc-shc-phc)			
Total number of medicines available at AAM-SHC	98		
Availability of medicines for priority conditions	<input type="checkbox"/> Tuberculosis <input checked="" type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Hypertension <input checked="" type="checkbox"/> Fever		
Medicine categories with shortfall/ stockouts on the day of assessment No shortfall	<table border="0"> <tr> <td> <input type="checkbox"/> Oral Contraceptives <input type="checkbox"/> Analgesics / NSAIDs) <input type="checkbox"/> Anti-pyretic <input type="checkbox"/> Anti-allergics <input type="checkbox"/> Antidotes for poisoning <input type="checkbox"/> Gastrointestinal meds <input type="checkbox"/> Anti-filarial <input type="checkbox"/> Antibiotics <input type="checkbox"/> Anti-leprosy </td> <td> <input type="checkbox"/> Anti-tuberculosis <input type="checkbox"/> Anti-fungal <input type="checkbox"/> Anti-malarial <input type="checkbox"/> Anti-hypertensive <input type="checkbox"/> Oral hypoglycemics <input type="checkbox"/> Hypolipidemic <input type="checkbox"/> ORS <input type="checkbox"/> Multi-vitamins <input type="checkbox"/> Dermatological (cream) </td> </tr> </table>	<input type="checkbox"/> Oral Contraceptives <input type="checkbox"/> Analgesics / NSAIDs) <input type="checkbox"/> Anti-pyretic <input type="checkbox"/> Anti-allergics <input type="checkbox"/> Antidotes for poisoning <input type="checkbox"/> Gastrointestinal meds <input type="checkbox"/> Anti-filarial <input type="checkbox"/> Antibiotics <input type="checkbox"/> Anti-leprosy	<input type="checkbox"/> Anti-tuberculosis <input type="checkbox"/> Anti-fungal <input type="checkbox"/> Anti-malarial <input type="checkbox"/> Anti-hypertensive <input type="checkbox"/> Oral hypoglycemics <input type="checkbox"/> Hypolipidemic <input type="checkbox"/> ORS <input type="checkbox"/> Multi-vitamins <input type="checkbox"/> Dermatological (cream)
<input type="checkbox"/> Oral Contraceptives <input type="checkbox"/> Analgesics / NSAIDs) <input type="checkbox"/> Anti-pyretic <input type="checkbox"/> Anti-allergics <input type="checkbox"/> Antidotes for poisoning <input type="checkbox"/> Gastrointestinal meds <input type="checkbox"/> Anti-filarial <input type="checkbox"/> Antibiotics <input type="checkbox"/> Anti-leprosy	<input type="checkbox"/> Anti-tuberculosis <input type="checkbox"/> Anti-fungal <input type="checkbox"/> Anti-malarial <input type="checkbox"/> Anti-hypertensive <input type="checkbox"/> Oral hypoglycemics <input type="checkbox"/> Hypolipidemic <input type="checkbox"/> ORS <input type="checkbox"/> Multi-vitamins <input type="checkbox"/> Dermatological (cream)		
What is the indenting cycle that is followed at the facility?	<input type="checkbox"/> Fortnightly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> As required <input type="checkbox"/> Other (Specify)		
What is the lead time for supply of drugs which are indented? (record in days)	<input checked="" type="checkbox"/> Less than 1 Week <input type="checkbox"/> 1-2 Weeks <input type="checkbox"/> More than 2 Weeks		
Is buffer stock for drugs maintained?	Yes		
DVDMS or any other software is being used for stock management	No		
G. Essential diagnostics			
Number of diagnostics at AAM-SC as per State Essential Diagnostic list	14 (Total diagnostics at AAM-SC as per national EDLis 14)		
Total number of diagnostic tests available at AAM-SC	4		
Mode of diagnostic services	<input checked="" type="checkbox"/> In-house <input type="checkbox"/> PPP <input type="checkbox"/> Hybrid		
Arrangements for Sputum sample transport for TB	No		
Availability of diagnostic testing aids/ equipment	<input type="checkbox"/> Rapid diagnostic testing kits <input checked="" type="checkbox"/> Sphygmomanometer <input checked="" type="checkbox"/> Glucometer <input checked="" type="checkbox"/> Haemoglobinometer <input checked="" type="checkbox"/> Thermometer <input type="checkbox"/> Urine dipstick <input checked="" type="checkbox"/> Vaginal speculum		

	<input type="checkbox"/> Ortho-toluidine reagent <input type="checkbox"/> H ₂ S strip test kit
User fee charged for diagnostics	No

H. Information Technology & Teleconsultation	
Infrastructure (Availability)	<input type="checkbox"/> Tablet <input checked="" type="checkbox"/> Smartphone <input type="checkbox"/> Laptop <input checked="" type="checkbox"/> Internet connectivity (government funded or other, specify)
Functionality	<input type="checkbox"/> Tablet <input checked="" type="checkbox"/> Smartphone <input type="checkbox"/> Laptop <input checked="" type="checkbox"/> Internet connectivity (government funded other, specify)
Arrangements for teleconsultation made	Yes
Linked Hub for Teleconsultation	<input checked="" type="checkbox"/> PHC <input type="checkbox"/> CHC <input checked="" type="checkbox"/> DH <input type="checkbox"/> Medical College Any other, specify:
Platform utilized for teleconsultation	<input type="checkbox"/> e-Sanjeevani OPD <input checked="" type="checkbox"/> e-Sanjeevani.in <input type="checkbox"/> State specific app Any other (Specify)
Whether teleconsultation schedule has been prepared and displayed	No
Common Conditions for which teleconsultation being done	HTN/DM
Total Teleconsultations in the last 01 month	3

II. Reporting	
Online Platforms	Reporting
<input type="checkbox"/> AAM Portal/App	Yes
<input type="checkbox"/> National NCD Portal/App	Yes
<input type="checkbox"/> IHIP	Yes
<input type="checkbox"/> HMIS	No
<input type="checkbox"/> FPLMIS	No
<input type="checkbox"/> DVDMS	No
<input type="checkbox"/> Nikshay	No
Specify others, if any:	No

K. Finance	
Renumeration & Incentives	
Timely disbursement of incentives to ASHAs	Yes
Timely disbursement of remuneration to CHOs	Yes

Timely disbursement of remuneration to AAM-SC team (other than CHO)	No						
Disbursement of performance-based incentives to CHO	No						
Disbursement of team-based incentives to AAM-SHC team	No						
Facility funds Timely disbursement of untied funds Fund flow through other sources Specify any other fund source:	Yes -						
Fund utilization % NHM Fund utilized last year:	<table border="1"> <thead> <tr> <th>Funds received (Amt in Rs.)</th> <th>Expenditure (Amt in Rs.)</th> <th>% Expenditure</th> </tr> </thead> <tbody> <tr> <td>15000</td> <td>15000</td> <td>100%</td> </tr> </tbody> </table>	Funds received (Amt in Rs.)	Expenditure (Amt in Rs.)	% Expenditure	15000	15000	100%
Funds received (Amt in Rs.)	Expenditure (Amt in Rs.)	% Expenditure					
15000	15000	100%					
Is untied fund being spent on following activities	<p>Regular payment of Bills: Yes If yes, specify <input checked="" type="checkbox"/> Electricity <input type="checkbox"/> Drinking Water <input type="checkbox"/> Internet</p> <p>Regular purchase: <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, specify <input type="checkbox"/> Medicines <input type="checkbox"/> Reagents/Consumables <input type="checkbox"/> Equipment</p> <p>Payment of support/cleaning Staff: Yes</p>						
K. Governance							
Community-based platforms Constitution of Jan Arogya Samiti Periodic JAS meetings in the last 6 months (Once a month) JAS meeting minutes available VHSNC Meeting held and minutes available Periodic VHND sessions undertaken (Sessions held against planned) Involvement of CHO in community-based platforms	No No No Yes Yes Yes						
L. Wellness Activities							
Wellness sessions being held periodically Availability of a trained instructor for wellness session Health Days are celebrated as per the Wellness Activity Calendar Number of Wellness sessions conducted in Last month	Yes Yes Yes10.....						
ASHA Functionality							
Status of availability of Functional HBNC Kits (weighing scale/digital thermometer/ blanket or warm bag)	Yes						
Status of availability of Drug Kits (Check for PCM/ Amoxicillin/ IFA/ ORS/ Zinc/ IFA Syrup/ Cotrimoxazole)	Yes						
Number of Village Health & Sanitation days conducted in last 6 months	6						
M. Service delivery Output Indicators (Data of previous quarter)							
1 Total number of outpatient department visits	1750						
2 No. of PW registered for ANC	8						
3 No. of PW received 4 or more ANC check-ups	19						

4	Total number of institutional deliveries	14		
5	Total no. of High-Risk Pregnancies received treatment against no. of high-risk pregnancies identified	3		
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	11		
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	7		
8	Number of cases referred from Sub centre AAM to PHC AAM during last 3 months	-		
9	TB patients undergoing treatment			
	Indicators	Current year		
	No. of presumptive TB patients identified	-		
	No. of TB patients diagnosed out of the presumptive patients referred	-		
	No. of TB patients taking treatment in the AAM	2		
10	Community Based Screening for NCDs: % of target population administered CBAC: % of target population with score below 4: % of target population with score 4 and above:	4097 1544 406		
11	NCDs (No. of individuals in last 6 Months)	Screened	Referred	Followed-up
	Hypertension	53	5	5
	Diabetes	53	7	7
	Oral Cancer	53	-	-
	Breast Cancer	53	-	-
	Cervical Cancer	28	-	-

N. Implementation of NQAS Quality Assurance and Patient Safety	
1	Has there been an internal assessment for NQAS? Yes
2	Is the facility certified at the State-level for NQAS? No
3	Is the facility certified at the National level for NQAS? No
4	Is Facility participating in Kayakalp? No
5	If yes, achievement under Kayakalp (Winner, commendation) and score -
6	Patient Rights <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity care being practiced <input checked="" type="checkbox"/> All services provided free of cost <input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured <input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Data management using digital technology <input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables)

8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management <input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection
9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions <input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms <input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance

O. IPHS Compliance

1	Date of assessment using ODK tool kit	18/1/24
2	Facility aggregate score using ODK Took kit	55.64

Remarks & Observations

- The Subcentre (SHC) in Seliamedu, Pondicherry, serves a population of approximately 5000 people and is accessible within 30 minutes from the community.
- The facility is housed in a government building with adequate space and a water supply, but it lacks a separate toilet for female staff. It is equipped with essential infrastructure, including a delivery table, examination table, adult and infant weighing machines, a BP apparatus, and a stethoscope.
- The SHC provides various services such as maternal and child healthcare, immunization, family planning, and disease surveillance. It does not conduct deliveries, as there is no skilled birth attendant available. Staffing includes a Community Health Officer (CHO), an Auxiliary Nurse Midwife (ANM), and a Multipurpose Health Worker (Male). While the ANM is present daily, the CHO visits twice a week.
- The SHC maintains records of births, deaths, and immunizations but lacks a computer for digital record-keeping.
- Outreach activities, including Village Health and Nutrition Days (VHNDs) and home visits, are conducted regularly.
- Essential medicines, including iron and folic acid tablets, ORS, zinc, and contraceptives, are available. The SHC is linked to the Primary Health Centre (PHC) for referrals and receives regular supervision.
- Despite providing crucial primary healthcare services, challenges such as the absence of delivery services, limited staff availability, and inadequate sanitation facilities for female staff remain areas for improvement.

Appendix-List of equipment

S. No.	Equipment	Available	Not available	Functional	Not functional
1	BP apparatus- Digital/ Sphygmomanometer	✓		✓	
2	BP apparatus- Aneroid/ Sphygmomanometer	✓		✓	
3	Weighing machine Electronic	✓		✓	
4	Hemoglobinometer	✓		✓	
5	Glucometer	✓		✓	
6	Thermometer	✓		✓	
7	Baby weighing scale	✓		✓	
8	Stethoscope	✓		✓	
9	Near Vision chart	✓		✓	
10	Snellen vision chart				
11	Stadiometer				
12	Tuning fork				

Field Monitoring Format-Ayushman Arogya Mandir-Sub Health Centre (AAM-SHC)

Date of Visit: 29th January, 2025

A. General Information	
1. State	Pondicherry
2. District Name	Puducherry
3. Block/Taluka Name	Villianur
4. Name of Facility	UHWC Kurumbapet
5. Type of Facility	UHWC
6. NIN of the facility	1532831219
7. No. of days in a week facility is operational	6 days
8. OPD Timings	8:00am to 10:30pm
9. Month & Year of AAM operationalization	-
10. Accessible from nearest road head (Yes/No)	Yes
11. Next Referral Facility	HWC Mettupalayam
12. Distance of next referral facility (Km)	3.5 km

A.1 Demographic Details	
1. Number of Villages	4
2. No. of Households	3359
3. Total catchment Population	11406
4. Population who are 30 years of age and above	7346

B. Physical Infrastructure		
Infrastructure Status and details		Availability
1.	Availability of Govt owned Building	Yes
2.	If No Govt owned Building, specify building type (Other Govt. /Panchayat Bhawan/ Rented etc.)	
3.	Availability of boundary Wall	Yes
4.	External branding as per CPHC guidelines (<i>colour and logo</i>)	Yes
5.	OPD room	Yes
	Examination table with privacy curtain/ screen	Yes
6.	Waiting area with sitting arrangements for patients/ attendants	Yes
7.	Availability of furniture:	
	Table	Yes
	Chairs	Yes
	Almirah/Rack	Yes
8.	Laboratory	Yes
9.	Pharmacy /Drug store	No
10.	Space/ room identified for Wellness activities including Yoga sessions	Yes
11.	Separate functional toilets for males and females	No
12.	Availability of Running water in the facility	Yes
13.	Facilities for elderly and differently abled people (ramps at entry, wheel chairs etc.)	No
14.	Electricity connection	Yes
15.	Power back up	No
16.	Availability of Safe drinking Water	Yes

17.	Functional Handwashing corner (designated) with running water and soap	Yes
18.	Provision of BMW management	Yes
19.	Colour coded waste bins (used for segregation of biomedical waste)	Yes
20.	Bio-medical waste disposal mechanism in place (Sharps pit and Deep burial pits for sharp /waste collection mechanism for disposal at higher facility)	No
21.	Residential Quarters available for Staff If yes, Specify the staff for which quarters available	No

B.1 Information, Education & communication (IEC) material

1	Display of signages and name of the facility	Yes
2	Display of IEC material (related to service packages TB, FP, RMNCHA, NCD Eye, oral care, etc)	Yes
3	Display of IEC on water, sanitation & hygiene	Yes
4	IEC/Poster on BMW displayed at the facility.	Yes
5	Installation of TV/ LED screen in the waiting area for IEC display	No
6	Display of citizen charter	Yes
7	Information on grievance redressal displayed	Yes
8	Information on referral transport displayed	Yes
9	Information on nearest referral facility displayed	No

C. Human Resource Availability

	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
1	CHO/MLHP	1	0	0	1	1
2	ANM/MPW-F	2	1	1	1	1
3	MPW-M		-	-	-	-
3	ASHA (Population Norms -1 ASHA per 1000 population)	-	-	-	2	2
4	Any other (If yes, specify)	Nursing Officer			1	1

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases

Services	CHO (Yes/ No)	MPW (F) / (M) (Yes/ No)	ASHA (Yes/ No)
Maternal Health (ANC/PNC Care)	Yes	Yes	Yes
Child Health (New Born Care/ HBNC/HBYC)	Yes	Yes	Yes
Family Planning	Yes	Yes	Yes
Communicable Diseases (TB/ Leprosy/ Malaria/ Dengue/ Filariasis)	Yes	Yes	Yes
NCD	Yes	Yes	Yes

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Yes/ No)	Trained in ENT care (Yes/ No)	Trained in oral care (Yes/ No)	Trained in MNS (Yes/ No)	Trained in Elderly & Palliative care (Yes/ No)	Trained in Trauma & Emergency care (Yes/ No)
CHO	-	-	-	-	-	-
ANM/ MPW (F)	Yes	Yes	Yes	Yes	Yes	Yes
MPW (M)	-	-	-	-	-	-
ASHA	Yes	Yes	Yes	Yes	Yes	Yes

E. Service Delivery	
Service provided	<p>Reproductive Maternal and Child Health</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services <p>Communicable diseases</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB <input checked="" type="checkbox"/> Leprosy <input checked="" type="checkbox"/> Acute simple illnesses <p>Non-Communicable Diseases</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Screening and management of common NCDs (DM, HTN) <input checked="" type="checkbox"/> Screening of common cancers – Oral <input checked="" type="checkbox"/> Screening of common cancers – breast <input checked="" type="checkbox"/> Screening of common cancers – cervix

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	Yes	Yes	No
Basic ear, nose, throat (ENT) care services	Yes	Yes	No
Oral health care services	Yes	Yes	No
Elderly and palliative care services	Yes	Yes	No
Screening & management of mental health ailments	Yes	No	No
Emergency Medical Services	Yes	Yes	No

F. Essential medicines	
Number of medicines at AAM-SHC as per State Essential Medicines list (Link for essential medicines for reference- https://nhsrcindia.org/essential-medicines-list-hwc-shc-phc)	105 (Total medicines at AAM-SHC as per national EML is 105)

Total number of medicines available at AAM-SHC	25
Availability of medicines for priority conditions	<input checked="" type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Hypertension <input checked="" type="checkbox"/> Fever
Medicine categories with shortfall/ stockouts on the day of assessment	No Shortfall
What is the indenting cycle that is followed at the facility?	Quarterly
What is the lead time for supply of drugs which are indented? (record in days)	1-2 Week
Is buffer stock for drugs maintained?	Yes
DVDMS or any other software is being used for stock management	Yes

G. Essential diagnostics	
Number of diagnostics at AAM-SC as per State Essential Diagnostic list	14 (Total diagnostics at AAM-SC as per national EDLis 14)
Total number of diagnostic tests available at AAM-SC	4
Mode of diagnostic services	In-house
Arrangements for Sputum sample transport for TB	No
Availability of diagnostic testing aids/ equipment	<input checked="" type="checkbox"/> Sphygmomanometer <input checked="" type="checkbox"/> Glucometer <input checked="" type="checkbox"/> Haemoglobinometer <input checked="" type="checkbox"/> Thermometer <input checked="" type="checkbox"/> Vaginal speculum
User fee charged for diagnostics	No

H. Information Technology & Teleconsultation	
Infrastructure (Availability)	Tablet Smartphone <input checked="" type="checkbox"/> Computer <input checked="" type="checkbox"/> Internet connectivity (government funded or other, specify)
Functionality	Tablet Smartphone <input checked="" type="checkbox"/> Computer <input checked="" type="checkbox"/> Internet connectivity (government funded other, specify)
Arrangements for teleconsultation made	Yes
Linked Hub for Teleconsultation	<input checked="" type="checkbox"/> PHC <input checked="" type="checkbox"/> CHC <input checked="" type="checkbox"/> DH <input checked="" type="checkbox"/> Medical College Any other, specify:
Platform utilized for teleconsultation	<input checked="" type="checkbox"/> e-Sanjeevani OPD <input checked="" type="checkbox"/> e-Sanjeevani.in <input checked="" type="checkbox"/> State specific app

	Any other (Specify)		
Whether teleconsultation schedule has been prepared and displayed	Yes		
Common Conditions for which teleconsultation being done	DM, HTN, CAD		
Total Teleconsultations in the last 01 month	-		
III. Reporting			
Online Platforms	Reporting		
<input type="checkbox"/> AAM Portal/App	Yes		
<input type="checkbox"/> National NCD Portal/App	Yes		
<input type="checkbox"/> IHIP	Yes		
<input type="checkbox"/> HMIS	No		
<input type="checkbox"/> FPLMIS	Yes		
<input type="checkbox"/> DVDMS	Yes		
<input type="checkbox"/> Nikshay	No		
Specify others, if any:			
L. Finance			
Remuneration & Incentives			
Timely disbursement of incentives to ASHAs	Yes		
Timely disbursement of remuneration to CHOs	Yes		
Timely disbursement of remuneration to AAM-SC team (other than CHO)	Yes		
Disbursement of performance-based incentives to CHO	Yes		
Disbursement of team-based incentives to AAM-SHC team	Yes		
Facility funds			
Timely disbursement of untied funds	Yes		
Fund flow through other sources	No		
Specify any other fund source:			
Fund utilization	Funds received (Amt in Rs.)	Expenditure (Amt in Rs.)	% Expenditure
% NHM Fund utilized last year:	15000	15000	100%
Is untied fund being spent on following activities	Regular payment of Bills: No If yes, specify <input type="checkbox"/> Electricity <input type="checkbox"/> Drinking Water <input type="checkbox"/> Internet Regular purchase: No If yes, specify <input type="checkbox"/> Medicines <input type="checkbox"/> Reagents/Consumables <input type="checkbox"/> Equipment Payment of support/cleaning Staff: No		
K. Governance			
Community-based platforms			
Constitution of Jan Arogya Samiti	Yes		

Periodic JAS meetings in the last 6 months (Once a month)	No			
JAS meeting minutes available	Yes			
VHSNC Meeting held and minutes available	Yes			
Periodic VHND sessions undertaken (Sessions held against planned)	Yes			
Involvement of CHO in community-based platforms	Yes			
L. Wellness Activities				
Wellness sessions being held periodically	Yes			
Availability of a trained instructor for wellness session	Yes			
Health Days are celebrated as per the Wellness Activity Calendar	Yes			
Number of Wellness sessions conducted in Last month	2			
ASHA Functionality				
Status of availability of Functional HBNC Kits (weighing scale/digital thermometer/ blanket or warm bag)	Yes			
Status of availability of Drug Kits (Check for PCM/ Amoxicillin/ IFA/ ORS/ Zinc/ IFA Syrup/ Cotrimoxazole)	Yes			
Number of Village Health & Sanitation days conducted in the last 6 months	6			
M. Service delivery Output Indicators (Data of previous quarter)				
1	Total number of outpatient department visits	2863		
2	No. of PW registered for ANC	26		
3	No. of PW received 4 or more ANC check-ups	25		
4	Total number of institutional deliveries	35		
5	Total no. of High-Risk Pregnancies received treatment against no. of high-risk pregnancies identified	10		
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	34		
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	26		
8	Number of cases referred from Sub centre AAM to PHC AAM during last 3 months	121		
9	TB patients undergoing treatment			
	Indicators	Current year		
	No. of presumptive TB patients identified	21		
	No. of TB patients diagnosed out of the presumptive patients referred	0		
	No. of TB patients taking treatment in the AAM	0		
10	Community Based Screening for NCDs:			
	% of target population administered CBAC:	170		
	% of target population with score below 4:	26		
	% of target population with score 4 and above:	-		
11	NCDs (No. of individuals in last 6 Months)	Screened	Referred	Followed-up
	Hypertension	251	7	769
	Diabetes	251	13	707
	Oral Cancer	251	-	-
	Breast Cancer	138	-	-

	Cervical Cancer	-	-	-
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N. Implementation of NQAS Quality Assurance and Patient Safety		
1	Has there been an internal assessment for NQAS?	No
2	Is the facility certified at the State-level for NQAS?	No
3	Is the facility certified at the National level for NQAS?	No
4	Is Facility participating in Kayakalp?	No
5	If yes, achievement under Kayakalp (Winner, commendation) and score	-
6	Patient Rights	<input checked="" type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity care being practiced <input checked="" type="checkbox"/> All services provided free of cost <input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services	<input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured <input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Data management using digital technology <input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables)
8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management <input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection
9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions <input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms <input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance

O. IPHS Compliance		
1	Date of assessment using ODK tool kit	5 th September, 2024
2	Facility aggregate score using ODK Took kit	53.3

Remarks & Observations
<ul style="list-style-type: none"> The UHWC-Kurumbapet serves a population of 11,406 and has HWC-PHC Mettupalayam as its next referral point, located 3.5 km away. The facility performs well in Non-Communicable Disease (NCD) management, particularly in the treatment of hypertension and diabetes, with an average of 400 NCD cases reported per month. In terms of record maintenance, all service-related records are well maintained; there are gaps in financial documentation.

- The untied fund is not maintained, and the staff is unaware of the allocated amount for the facility. This issue requires attention, as the accountant visits the facility monthly to assess its requirements.
- A Rogi Kalyan Samiti (RKS) has been formed at the center, but its meetings are held only once every four months, indicating a need for more regular engagement.

Appendix-List of equipment

S. No.	Equipment	Available	Not available	Functional	Not functional
1	BP apparatus- Digital/ Sphygmomanometer	✓		✓	
2	BP apparatus- Aneroid/ Sphygmomanometer	✓		✓	
3	Weighing machine Electronic		✓		
4	Hemoglobinometer	✓		✓	
5	Glucometer	✓		✓	
6	Thermometer	✓		✓	
7	Baby weighing scale	✓		✓	
8	Stethoscope	✓		✓	
9	Near Vision chart		✓		
10	Snellen vision chart		✓		
11	Stadiometer		✓		
12	Tuning fork		✓		

Field Monitoring Format-Ayushman Arogya Mandir-Sub Health Centre (AAM-SHC)

Date of Visit: 29th January, 2025

A. General Information	
1. State	Pondicherry
2. District Name	Puducherry
3. Block/Taluka Name	Onlgaret
4. Name of Facility	UHWC Kadirkamam
5. Type of Facility	PHC- Gorimedu
6. NIN of the facility	-
7. No. of days in a week facility is operational	6 days
8. OPD Timings	8:00am to 10:30pm
9. Month & Year of AAM operationalization	-
10. Accessible from nearest road head (Yes/No)	Yes
11. Next Referral Facility	PHC Gorimedu
12. Distance of next referral facility (Km)	1 km

A.1 Demographic Details	
1. Number of Villages	7
2. No. of Households	2986
3. Total catchment Population	10016
4. Population who are 30 years of age and above	4223

B. Physical Infrastructure		
Infrastructure Status and details		Availability
1.	Availability of Govt owned Building	Yes
2.	If No Govt owned Building, specify building type (Other Govt. /Panchayat Bhawan/ Rented etc.)	
3.	Availability of boundary Wall	Yes
4.	External branding as per CPHC guidelines (<i>colour and logo</i>)	Yes
5.	OPD room	Yes
	Examination table with privacy curtain/ screen	Yes
6.	Waiting area with sitting arrangements for patients/ attendants	Yes
7.	Availability of furniture:	
	Table	Yes
	Chairs	Yes
	Almirah/Rack	Yes
8.	Laboratory	No
9.	Pharmacy /Drug store	Yes
10.	Space/ room identified for Wellness activities including Yoga sessions	Yes
11.	Separate functional toilets for males and females	No
12.	Availability of Running water in the facility	Yes
13.	Facilities for elderly and differently abled people (ramps at entry, wheel chairs etc.)	No
14.	Electricity connection	Yes
15.	Power back up	No

16.	Availability of Safe drinking Water	Yes
17.	Functional Handwashing corner (designated) with running water and soap	Yes
18.	Provision of BMW management	Yes
19.	Colour coded waste bins (used for segregation of biomedical waste)	Yes
20.	Bio-medical waste disposal mechanism in place (Sharps pit and Deep burial pits for sharp /waste collection mechanism for disposal at higher facility)	Yes
21.	Residential Quarters available for Staff If yes, Specify the staff for which quarters available	No

B.1 Information, Education & communication (IEC) material		
1	Display of signages and name of the facility	Yes
2	Display of IEC material (related to service packages TB, FP, RMNCHA, NCD Eye, oral care, etc)	Yes
3	Display of IEC on water, sanitation & hygiene	Yes
4	IEC/Poster on BMW displayed at the facility.	Yes
5	Installation of TV/ LED screen in the waiting area for IEC display	No
6	Display of citizen charter	No
7	Information on grievance redressal displayed	No
8	Information on referral transport displayed	No
9	Information on nearest referral facility displayed	No

C. Human Resource Availability						
	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
1	CHO/MLHP	1	0	0	Nursing officer	1
2	ANM/MPW-F	2	2	2		-
3	MPW-M		-	-	-	-
3	ASHA (Population Norms -1 ASHA per 1000 population)	2	-	-	2	1
4	Any other (If yes, specify)	Security outsourced	-	-	1	1
			-	-	1	1

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases			
Services	CHO (Yes/ No)	MPW (F) / (M) (Yes/ No)	ASHA (Yes/ No)
Maternal Health (ANC/PNC Care)	Yes	Yes	Yes
Child Health (New Born Care/ HBNC/HBYC)	Yes	Yes	Yes
Family Planning	Yes	Yes	Yes
Communicable Diseases (TB/ Leprosy/ Malaria/ Dengue/ Filariasis)	Yes	Yes	Yes
NCD	Yes	Yes	Yes

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Yes/ No)	Trained in ENT care (Yes/ No)	Trained in oral care (Yes/ No)	Trained in MNS (Yes/ No)	Trained in Elderly & Palliative care (Yes/ No)	Trained in Trauma & Emergency care (Yes/ No)
CHO	-	-	-	-	-	-
ANM/ MPW (F)	Yes	Yes	Yes	Yes	Yes	Yes
MPW (M)	-	-	-	-	-	-
ASHA	Yes	Yes	Yes	Yes	Yes	Yes

E. Service Delivery	
Service provided	<p>Reproductive Maternal and Child Health</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services <p>Communicable diseases</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB <input checked="" type="checkbox"/> Leprosy <input checked="" type="checkbox"/> Acute simple illnesses <p>Non-Communicable Diseases</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Screening and management of common NCDs (DM, HTN) <input checked="" type="checkbox"/> Screening of common cancers – Oral <input checked="" type="checkbox"/> Screening of common cancers – breast <input checked="" type="checkbox"/> Screening of common cancers – cervix

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	No	No	No
Basic ear, nose, throat (ENT) care services	No	No	No
Oral health care services	No	No	No
Elderly and palliative care services	Yes	No	No
Screening & management of mental health ailments	No	No	No
Emergency Medical Services	Yes	No	No

F. Essential medicines	
Number of medicines at AAM-SHC as per State Essential Medicines list (Link for essential medicines for reference-	105 (Total medicines at AAM-SHC as per national EML is 105)

https://nhsrindia.org/essential-medicines-list-hwc-shc-phc)	
Total number of medicines available at AAM-SHC	40
Availability of medicines for priority conditions	<input checked="" type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Fever
Medicine categories with shortfall/ stockouts on the day of assessment	Antidotes for poisoning Anti-filarial Anti-leprosy Anti-tuberculosis Anti-fungal Anti-malarial Dermatological (cream)
What is the indenting cycle that is followed at the facility?	Monthly
What is the lead time for supply of drugs which are indented? (record in days)	Less than 1 Week
Is buffer stock for drugs maintained?	Yes
DVDMS or any other software is being used for stock management	Yes

G. Essential diagnostics	
Number of diagnostics at AAM-SC as per State Essential Diagnostic list	2 (Total diagnostics at AAM-SC as per national EDLis 14)
Total number of diagnostic tests available at AAM-SC	2
Mode of diagnostic services	In-house
Arrangements for Sputum sample transport for TB	Yes
Availability of diagnostic testing aids/ equipment	<input checked="" type="checkbox"/> Sphygmomanometer <input checked="" type="checkbox"/> Glucometer <input checked="" type="checkbox"/> Haemoglobinometer <input checked="" type="checkbox"/> Thermometer <input checked="" type="checkbox"/> Urine dipstick <input checked="" type="checkbox"/> Vaginal speculum
User fee charged for diagnostics	No

H. Information Technology & Teleconsultation	
Infrastructure (Availability)	Tablet Smartphone <input checked="" type="checkbox"/> Computer <input checked="" type="checkbox"/> Internet connectivity (government funded or other, specify)
Functionality	Tablet Smartphone <input checked="" type="checkbox"/> Computer <input checked="" type="checkbox"/> Internet connectivity (government funded other, specify)
Arrangements for teleconsultation made	No

Linked Hub for Teleconsultation	<input checked="" type="checkbox"/> PHC <input checked="" type="checkbox"/> CHC <input checked="" type="checkbox"/> DH <input checked="" type="checkbox"/> Medical College Any other, specify:
Platform utilized for teleconsultation	<input checked="" type="checkbox"/> e-Sanjeevani OPD <input checked="" type="checkbox"/> e-Sanjeevani.in <input checked="" type="checkbox"/> State specific app Any other (Specify)
Whether teleconsultation schedule has been prepared and displayed	No
Common Conditions for which teleconsultation being done	-
Total Teleconsultations in the last 01 month	-

IV. Reporting			
Online Platforms	Reporting		
<input type="checkbox"/> AAM Portal/App	Yes		
<input type="checkbox"/> National NCD Portal/App	Yes		
<input type="checkbox"/> IHIP	Yes		
<input type="checkbox"/> HMIS	Yes		
<input type="checkbox"/> FPLMIS	Yes		
<input type="checkbox"/> DVDMS	No		
<input type="checkbox"/> Nikshay	No		
Specify others, if any:			
M. Finance			
Remuneration & Incentives			
Timely disbursement of incentives to ASHAs	Yes		
Timely disbursement of remuneration to CHOs	No		
Timely disbursement of remuneration to AAM-SC team (other than CHO)	No		
Disbursement of performance-based incentives to CHO	No		
Disbursement of team-based incentives to AAM-SHC team	Yes		
Facility funds			
Timely disbursement of untied funds	Yes		
Fund flow through other sources	Yes		
Specify any other fund source:			
Fund utilization	Funds received (Amt in Rs.)	Expenditure (Amt in Rs.)	% Expenditure
% NHM Fund utilized last year:	15000	15000	100%
Is untied fund being spent on following activities	Regular payment of Bills: Yes If yes, specify <input checked="" type="checkbox"/> Electricity <input checked="" type="checkbox"/> Drinking Water <input type="checkbox"/> Internet Regular purchase: No		

	<p>If yes, specify</p> <p><input type="checkbox"/> Medicines</p> <p><input type="checkbox"/> Reagents/Consumables</p> <p><input type="checkbox"/> Equipment</p> <p>Payment of support/cleaning Staff:</p> <p>Yes</p>
K. Governance	
Community-based platforms	
Constitution of Jan Arogya Samiti	Yes
Periodic JAS meetings in the last 6 months (Once a month)	No
JAS meeting minutes available	No
VHSNC Meeting held and minutes available	No
Periodic VHND sessions undertaken (Sessions held against planned)	Yes
Involvement of CHO in community-based platforms	No
L. Wellness Activities	
Wellness sessions being held periodically	Yes
Availability of a trained instructor for wellness session	Yes
Health Days are celebrated as per the Wellness Activity Calendar	Yes
Number of Wellness sessions conducted in Last month	1
ASHA Functionality	
Status of availability of Functional HBNC Kits (weighing scale/digital thermometer/ blanket or warm bag)	Yes
Status of availability of Drug Kits (Check for PCM/ Amoxicillin/ IFA/ ORS/ Zinc/ IFA Syrup/ Cotrimoxazole)	Yes
Number of Village Health & Sanitation days conducted in the last 6 months	6

M. Service delivery Output Indicators (Data of previous quarter)				
1	Total number of outpatient department visits			-
2	No. of PW registered for ANC			12
3	No. of PW received 4 or more ANC check-ups			14
4	Total number of institutional deliveries			-
5	Total no. of High-Risk Pregnancies received treatment against no. of high-risk pregnancies identified			8
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine			15
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine			16
8	Number of cases referred from Sub centre AAM to PHC AAM during last 3 months			-
9	TB patients undergoing treatment			
	Indicators	Current year		
	No. of presumptive TB patients identified	0		
	No. of TB patients diagnosed out of the presumptive patients referred	0		
	No. of TB patients taking treatment in the AAM	No		
10	Community Based Screening for NCDs: % of target population administered CBAC: % of target population with score below 4: % of target population with score 4 and above:			- - -
11	NCDs (No. of individuals in last 6 Months)	Screened	Referred	Followed-up
	Hypertension	271	83	83
	Diabetes	271	37	37
	Oral Cancer	271	-	-
	Breast Cancer	125	-	-
	Cervical Cancer	125	-	-

N. Implementation of NQAS Quality Assurance and Patient Safety	
1	Has there been an internal assessment for NQAS? No
2	Is the facility certified at the State-level for NQAS? No
3	Is the facility certified at the National level for NQAS? No
4	Is Facility participating in Kayakalp? No
5	If yes, achievement under Kayakalp (Winner, commendation) and score No
6	Patient Rights <input type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity care being practiced <input checked="" type="checkbox"/> All services provided free of cost <input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services <input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured

		<input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Data management using digital technology <input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables)
8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management <input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection
9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions <input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms <input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance

O. IPHS Compliance

1	Date of assessment using ODK tool kit	20 th September, 2024
2	Facility aggregate score using ODK Took kit	49.52

Remarks & Observations

- The HWC at Kadirkamam caters to a population of 10,016, including 4,223 individuals aged 30 years and above. The facility records an average daily OPD load of around 40 cases. The designated referral point for this facility is PHC Gorimedu. However, due to the proximity of JIPMER and other medical colleges, many residents prefer seeking treatment at these higher-tier institutions.
- The facility is staffed by one nursing officer, one ANM, one ASHA worker, and one security staff. Training for expanded services under AAM is currently in progress. ASHA workers have received smartphones from the district; however, they are currently under repair, with a procurement request submitted to the state. ANM tablets have been reported as non-functional and were returned to the district six months ago. Regarding record maintenance, all service-related records were well maintained, except for financial documentation. It was observed that the untied fund was not maintained at the facility, which needs to be addressed.

Case Story:

- A pregnant woman regularly availed ANC services at the primary health tier and had a positive experience, appreciating the friendly and supportive behavior of the healthcare staff. She faced no difficulties in accessing services at the lower health tier, even during immunization services. During delivery, she went to Rajiv Gandhi Women's Hospital, where she unfortunately encountered rude and unprofessional behavior from the staff. Feeling uncomfortable and unsupported at such a critical stage, she ultimately opted for a private hospital for delivery instead of the government facility. This incident highlights how staff behavior at higher-tier facilities can significantly impact maternal healthcare choices. Despite the availability of government services, negative patient experiences often lead to a diversion

towards private institutions, emphasizing the need for improved patient interactions and staff sensitization in public healthcare settings.

Appendix-List of equipment

S. No.	Equipment	Available	Not available	Functional	Not functional
1	BP apparatus- Digital/ Sphygmomanometer	✓		✓	
2	BP apparatus- Aneroid/ Sphygmomanometer		-		
3	Weighing machine Electronic	✓		✓	
4	Hemoglobinometer	✓		✓	
5	Glucometer	✓		✓	
6	Thermometer	✓		✓	
7	Baby weighing scale	✓		✓	
8	Stethoscope	✓		✓	
9	Near Vision chart		✓		
10	Snellen vision chart		✓		
11	Stadiometer	✓		✓	
12	Tuning fork		✓		