

प्रति,

दिनांक - 30.08.2024

जनसूचना अधिकारी

झारखंड रूरल हेल्थ मिशन

मिशन सोसाइटी, (जेआरएचएमएस)

जीवीआई कैपस , नामकुम- रांची, झारखण्ड

महोदय,

झारखंड रूरल हेल्थ मिशन विभाग द्वारा इमरजेंसी मेडिकल एम्बुलेंस सर्विस के लिए दिनांक 5.01.2024 को जिकित्सा हेल्थ केयर लिमिटेड को अनुभव प्रमाण पत्र संख्या 512 (RHC) जारी किया गया है।

अतः आपसे अनुरोध है कि निम्न जानकारी जनहित में सूचना के अधिकार अधिनियम 2005 के तहत उपलब्ध कराने की कृपा करें।

मांगी गई जानकारी :-

- 1) जिकित्सा हेल्थकेयर को जारी किए गए अनुभव प्रमाण पत्र में जो भी जानकारी दी गयी है वो जानकारी किन दस्तावेजों के आधार पर दी गयी है वो सभी दस्तावेज (सम्पूर्ण फाइल) एवं जारी किये गए अनुभव प्रमाण पत्र की कॉपी प्रदान करें।

धन्यवाद

संलग्न: आवेदन शुल्क के रूप में पोस्टल आर्डर क्रमांक 66F024077.....।

Bhavik Bhojani

आवेदक का नाम :- भाविक भोजानी

पता :-

जयशंकर निवास, ओल्ड सिविल लाइन, स्टेशन रोड राजनांदगांव,

जिला - राजनांदगांव, छत्तीसगढ़

पिन कोड - 491441

मोबाइल नंबर - 9425577990

66F 024077



Government of Jharkhand

Jharkhand Rural Health Mission

Department Health, of Medical, Education & Family Welfare, Jharkhand.

Namkum, Ranchi

Phone No.& 0651&2261000/2261856&2261002 mail id : mdnrhmjharkhand@gmail.com

No. 512(RCH) Date. 05/01/2024

EXPERIENCE CERTIFICATE

This is to certify that M/s Ziqitza Healthcare Limited whose Head Office is situated at 23rd Floor, Sunshine Tower, Senapati Bapat Marg, Dadar West, Mumbai 400013 is providing Emergency Medical Service through an Command and Control Centre from 15th November 2017 to 18th August 2023 without any discontinuity in Jharkhand (State / Province / County / Region) of India (Country). The Said Emergency Medical Service consists of the following Services:

1. Emergency Medical Service (EMS) / Emergency Medical Ambulance Service from 15th November 2017 to 18th August 2023 without any discontinuity.
2. The Emergency Medical Service / Emergency Medical Ambulance Service consists of Operation & amp; Maintenance of an Emergency Medical Service Ambulance Fleet of 50 Advance Life Support Ambulances & 287 Basic Life Support Ambulances Four-Wheeled Emergency Medical Service Ambulances (A total of Three Hundred Thirty Seven - Four- Wheeled Ambulances) from 15th November 2017 to 18th August 2023 without any discontinuity.
3. The EMS / Emergency Medical Ambulance Service consists of Operation & Maintenance of an Emergency Medical Service Contact Centre without any discontinuity of functional capacity of 65 Seats (Sixty-Five) from 15th November 2017 to 18th August 2023.
4. The contract value pertaining to period 10th Nov 2018 till date includes the IT implementation and post implementation support amounting to Rs. 12 crores. The IT implementation and post implementation includes application development/customizations/configurations and operations & maintenance of software and corresponding IT hardware
5. The System Integration of the EMS Contact and Control Centre System Integration for all the project / contract has been Implemented, developed and operated by ZHI. The project value of this contract is Rs. 239.69 Cr.
6. The EMS Contact Centre consists of the following services*:
 - a) A Data Centre for Emergency Medical Service.
 - b) Computer Aided Dispatch for Emergency Medical Service.
 - c) GIS, GUI, and GPS Based Ambulance Assignment and Tracking System.
 - d) Integration of all Public and Private or Public / Private (in countries where there are no Private or Public Hospitals) Hospitals' Emergency Departments or Casualty / Trauma Care Centres or Hospitals' contact Databases with the Emergency Medical Service Contact Centre and EMS Ambulance MDTs / Mobile Digital Computers of the Service Provider, in its area of operation

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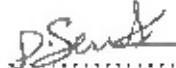
- e) Data Analytics & I. T Solution which comprises Descriptive, Advanced and Big Data Analytics.
- f) Paramedic / Emergency Medical Technician App available in the Contact Centre, Smart Phones of the Pre-Hospital Care Staff, and MDI's of Ambulances.
- g) Electronic Medical Records / e-Patient Care Records Management IT Solution integration with the Contact Centre and MDI's / Mobile Digital Computers of the Ambulance Fleet.
- h) Grievance Redress App for patients / attenders to register their grievances.
- i) Contact Centre IT Solution for managing patients / their attenders / callers for Emergency Medical Services across multiple channels like voice calls, video calls, SMS, Chat, IVRS, and other social media.
- j) **Implementation** of 24X7 operational **Centralised** Contact and Control Centre has computer telephony integration (CTI) with the ability to log calls with GPS (Global Positioning System) incorporated in GIS (Geographical Information System) with GSM/GPRS (Global System for Mobile Communication / General Packet Radio Service).
- k) The CAD solution has a dispatch software which is customized and developed with facility of integrating the Ambulances fitted with GPS and supports to dispatch and monitor ambulance movements on real time.

Each of the 337 (108 LMS Service) Ambulances is manned by trained EMT, & Driver 24X7. The total manpower count for the 108 EMS Service is Approx. 1400+ which includes 674 EMTs and 674 Drivers and 85 Call Taker (in First Shift 40, 2nd Shift 30 and 3rd Shift 15) & Dispatcher associates and 2 qualified Doctors in company's payroll. ZIIL has handled/served 90,370 plus patients in the last 6 months. Each EMT have been trained for 6 weeks encompassing Soft skills and Behavioural training, General and Functional training, Basic Legal and other IIR related training, policy and process training pertaining to emergency medical services. This training is further complemented by refresher training every year spanning more than a week. Each Call Centre executive have undergone general and functioning training pertaining to Emergency Response project, soft skills and Behavioural Training and policy and process related training to emergency response project. This training is conducted for 14 days and is further complemented by a refresher training of 7 days.

The performance of Ziqitza Health care limited, is satisfactory

Date: 05-01-2024

Place: Ranchi

Signature: 

Name: **Dr D. Saxena**

Designation: Cell-in-Charge (MMU)

Complete Address: NHM Office Namkum
Ranchi - 834010





झारखण्ड ग्रामीण स्वास्थ्य मिशन समिति

स्वास्थ्य चिकित्सा शिक्षा एवं परिवार कल्याण विभाग, झारखण्ड नामकुम, राँची।

फोन नं-0651-2261000, 2261856, 2261002, मेल आईडी- nhmjharkhand2019@gmail.com

पत्रांक-9/RCH-374/2024-

2259 (RCH)

राँची, दिनांक 05/01/2024

प्रेषक,

जन सूचना पदाधिकारी,
राष्ट्रीय स्वास्थ्य मिशन, झारखण्ड
नामकुम, राँची।

सेवा में,

श्री भाविक भोजानी,
जयशंकर निवास, ओल्ड सिविल लाइन,
स्टेशन रोड राजनांदगांव,
जिला- राजनांदगांव, छत्तीसगढ़
पिन कोड- 491441

विषय - सूचना का अधिकार अधिनियम 2005 के अन्तर्गत सूचना उपलब्ध कराने के संबंध में।

महाशय,

उपर्युक्त प्रासंगिक विषयक आपके मूल आवेदन पत्रांक "शून्य" दिनांक 30.08.2024 द्वारा याचित सूचना के आलोक में पत्रांक 512 (RCH) दिनांक 05.01.2024 झारखण्ड रूरल हेल्थ मिशन द्वारा जिकित्सा हेल्थ केयर लिमिटेड को अनुभव प्रमाण पत्र निर्गत नहीं किया गया है, एवं संबंधित कोषांग से प्राप्त सूचना की छाया प्रति इस पत्र के साथ संलग्न कर सूचनार्थ प्रेषित की जा रही है।

अनुलग्नक-यथोक्त (3पृष्ठ)।

विश्वासभाजन

9-9-2024

जनसूचना पदाधिकारी

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05.01.2024

DAK RECEIPT REGISTER

Serial No.	Date of Receipt	Letter No.	From	Subject
62	05.01.24		Dr. J. K. Singh, Director, PWD, Govt. of NCT of Delhi	For the purpose of the project, the following details are required: 1. Details of the project, 2. Details of the work, 3. Details of the staff, 4. Details of the equipment, 5. Details of the materials, 6. Details of the other resources, 7. Details of the other facilities, 8. Details of the other services, 9. Details of the other arrangements, 10. Details of the other facilities, 11. Details of the other services, 12. Details of the other arrangements.
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SC
05/8/27

Wm. R. Doherty
New old Building
Newcomer Band

Wm. L. S. Pankel
Pankel's Restaurant & Bar
Pankel's Bar

Cont. A/c 1.11 1947

63	मिठा सफ़िरी.	कार्टर क्र. JML/MI/25/THALAS ENID के प्र.	प्रकार
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2	DIC		प्रकार
3	DE		प्रकार
5	IFA		प्रकार
1	AG		प्रकार
2	प्रकार के लिए ब्लूड ग्लोस		प्रकार
8	प्रकार के लिए		प्रकार