



मनोज झालानी
Manoj Jhalani

अपर सचिव एवं मिशन निदेशक (रा.स्वा.मि.)
Additional Secretary & Mission Director (NHM)



भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
निर्माण भवन, नई दिल्ली - 110011
GOVERNMENT OF INDIA
MINISTRY OF HEALTH & FAMILY WELFARE
NIRMAN BHAVAN, NEW DELHI - 110011

D.O. No.: O-11011/3/2017-NHM-II
Dated the 01st July, 2019

Dear colleague,

As you are aware, Ministry of Health and Family Welfare initiated a phone survey for Community Health Officers (CHOs) in March, 2019 to understand the early experience of rolling out services and to assess the quality of service delivery at Ayushman Bharat-Health and Wellness Centres (AB-HWCs) - Sub Health Centres. This survey is being conducted by Jansankhya Sthirata Kosh (JSK) team with technical support from National Health System Resource Centre (NHSRC).

CHO survey will be done regularly to assess the quality of services delivered at the SHC-AB-HWCs. The contact details of CHOs for the survey were taken from the information uploaded on AB-HWC portal by the State/district NHM team and there is a provision of rescheduling the call survey time if CHOs are engaged in service delivery.

As survey will be conducted periodically, I request you to take the following actions to enhance the quality of data reported in the survey:

- Expedite the process of uploading the contact information of Community Health Officers (CHOs) in AB-HWC portal
- Verify the existing data already uploaded in the AB-HWC portal
- Sensitize the Community Health Officers (CHOs) about the survey to improve the response rate

The key findings of the CHO phone survey of the respective States are herewith enclosed for the necessary action.

With regards,

Yours Sincerely

(Manoj Jhalani)

Encl.: As above

Additional Chief Secretary/Principal Secretary/Secretary Health (HFW) -
Andhra Pradesh, Arunachal Pradesh, Assam, Bihar, Chhattisgarh, DNH, Gujarat, Haryana, J&K, Jharkhand, Karnataka, Maharashtra, Manipur, Meghalaya, Nagaland, Odisha, Punjab, Rajasthan, Tamil Nadu, Telangana, Uttar Pradesh, Uttarakhand and West Bengal

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(Manoj Jhalani)

Additional Secretary & Mission Director (NHM)