



GOVERNMENT OF THE PUNJAB  
HEALTH DEPARTMENT

Dated Lahore, the 30<sup>th</sup> June, 2010

To

All Executive District Officers (Health)  
in Punjab.

Subject:- INSTRUCTIONS REGARDING MONITORING OF HEALTH FACILITIES AND LINKING HEALTH SECTOR REFORMS ALLOWANCE WITH PERFORMANCE OF DOCTORS AND STAFF.

In pursuance of approval by the Chief Minister, it has been decided to implement following measures in order to improve monitoring of performance of doctors and staff at primary and secondary health facilities.

2. Accordingly, following monitoring and inspection scheme shall come into operation with effect from July 5, 2010:-

- i) EDOs (H), DOs (H) and DDOs (H) will conduct regular visits to the health facilities in the districts according to the schedule given at Annex-A. In addition to this, authorized officers of the Health Department, office of Director General Health Services, Health Sector Reforms Program may visit the facilities for the purpose of monitoring and inspection.
- ii) Proformae for furnishing reports of monitoring and inspection visits are given at Annex-B. DDOs (H) will fill in these proformas and reports shall be entered into a web based system at district level. Until such a system is developed, these reports will be sent manually by all the Monitoring Officers to the office of EDO (H) and will be consolidated there. One copy of these reports will be sent to the Health Sector Reforms Program. This information will be validated by the MEAs and DMOs through random sampling. In case there is variance between facts and figures reported by the Health Department's monitoring system and sample based verification by the MEAs and DMOs beyond an acceptable range i.e. 3 to 5%, EDO (H) and the concerned facility incharge(s) would be proceeded against under relevant service rules. It may further be noted that in case of OPD, in door patients and all those patients undergoing diagnostic tests of any kind, surgeries, deliveries or the patients who have been provided ambulances services, complete record i.e. full name, complete address, NIC Nos., contact numbers etc. must be entered in the relevant registers.



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*dated 6-7-2010*


*circulate to all  
DDO H & DO H for  
strict compliance.*

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- iii) In case of absence of doctors and staff or lack of proper functioning of the health facilities e.g. closure of facility or non-availability of medicines or staff etc. is reported by any of the Monitoring Officers, EDO (H) will examine the matter and order stoppage of Health Sector Allowance by writing to the District Accounts Officer. Stoppage of HSR Allowance may be made in the following manner:-

Reported Absence or Malfunctioning	Stoppage of HSR Allowance
One unauthorized absence during a month or an incidence of serious malfunctioning.	Deduction of half a month's HSR Allowance of the doctor or staff member concerned and in case of malfunctioning of the facility incharge as well doctor and staff member involved.
Two unauthorized absence during a month or two incidences of serious malfunctioning at the facility.	Stoppage of HSR Allowance for three months at the minimum but may be up to six months depending on severity of the reported matter.
Any adverse report beyond the above mentioned frequency.	Initiation of summary disciplinary proceedings for dismissal from service and permanent stoppage of HSR Allowance.

- iv) Any other administrative action may be taken by the authorities concerned along with stopping the Allowance, as stoppage of allowance is just withdrawal of additional incentive in case of absenteeism and/ or lack of performance of duties and is not a penal action according to service rules.
- v) In case, EDO (H) is of the opinion that report is not correct or the doctor or staff member reported against has a reasonable explanation to make, he shall give his opinion and recommendations in writing and send the case to Secretary Health, through Divisional Director concerned, for final decision. In case, original report has been made by an officer of the office of DGHS or Health Sector Reforms Program, EDO (H) shall send his recommendations or opinion, as referred above, to the Secretary Health through Director General Health Services or Program Director, Health Sector Reforms Program, as the case may be. Final decision shall be made by Secretary Health in any case. No officer shall withhold a report for more than three working days after receiving it.
- vi) Monitoring Officers shall enter their observations in the visitors' note book placed at the facility and check whether follow up actions have been taken by the facility incharge concerned on observations made by a Monitoring Officer during the previous visit(s). EDOs (H) shall discuss important points highlighted in these monthly reports during Monthly Review Meetings and address these issues through appropriate administrative actions.

  
30.06.2020

3. EDOs (Health) shall send a consolidated monthly report on number of cases reported and disposed of along with details of action taken to Secretary Health with copies to Program Director, Health Sector Reforms Program, Director General Health Services and Divisional Directors by 5<sup>th</sup> of every month.

*Fawad Hasan Fawad*  
20th June, 2020  
(FAWAD HASAN FAWAD)  
SECRETARY HEALTH

**C.C. for information:-**

- 1) Chief Secretary, Punjab, Lahore.
- 2) Secretary to Chief Minister, Punjab, Lahore.
- 3) Accountant General, Punjab, Lahore, with a request to issue instructions to all District Accounts Officers accordingly.
- 4) Program Director, Health Sector Reforms Program, Lahore.
- 5) Director General Health Services, Punjab, Lahore.
- 6) All District Coordination Officers, in Punjab.

