



# NATIONAL AYUSH MISSION KERALA

## SPMSU-OFFICE MANUAL

### VERSION 2.0



Government of Kerala

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# NATIONAL AYUSH MISSION KERALA

## SPMSU OFFICE MANUAL

### VERSION 2.0

The Office Manual is intended to serve as a guide for regulating office procedure in the State Programme Management and Support Unit. This provides a framework about the National AYUSH Mission's SPMSU and individual responsibilities of the employees.

#### **1. INTRODUCTION**

Ministry of AYUSH, Government of India launched the Centrally Sponsored Scheme of National AYUSH Mission (NAM) on 15<sup>th</sup> September 2014 for implementing the same through States/UT Governments to ensure easy access to quality and cost-effective AYUSH healthcare services across the country. Union Cabinet on 20<sup>th</sup> March 2020 had also approved operationalization of 12500 AYUSH Health & Wellness Centers component under AYUSHMAN BHARAT for implementation through NAM to provide a holistic wellness model based on AYUSH principles and practices, to empower masses for "self-care" to reduce the disease burden, and out-of-pocket expenditure. AYUSH System of healthcare play a significant role in providing preventive, promotive and curative care which is easy to access, cost effective and traditionally prevalent.

The NAM addresses inequities in healthcare by supporting the efforts of State/UT governments for providing the AYUSH health service/education services in the country particularly in deprived and far-flung areas. Under NAM special focus is given to backward and tribal areas encouraging the State/UTs to plan for the specific needs of such area and allocate, adequate, resources in their annual plans to achieve goal of Health & Wellness for all.

**Organisational culture:**

The National AYUSH Mission Kerala follows a hierarchical, role-based culture in its operations, which places emphasis on the organisation's structure and stability. While the organisation follows established procedures and frameworks in its operations, it also encourages innovation and creativity among its members to deliver novel and sustainable outcomes. Creative thinking and innovative ideas are always welcomed within the organisation.

The following characteristics are part of National AYUSH Mission's organisational culture:

**Respecting Hierarchy:** NAM Kerala has definite hierarchical roles in the organisation that must be respected by all the employees.

**Delivering Quality Service:** The organisation is committed to provide high-quality services.

**Creative Problem-Solving and Decision-Making:** The organisation encourages employees to generate innovative ideas that provide better outcomes.

**Continuous Improvement:** The organisation adheres to the principle that improvement is a never-ending process.

**Core objectives:** The core objective of the National AYUSH Mission Kerala is to provide sustainable healthcare through AYUSH and ensure the sustainability of AYUSH systems in the State.

**Organisational goals:**

Improve the accessibility and affordability of traditional and complementary medicine to the people of Kerala while preserving its ancient knowledge and heritage. Create a robust system that provides quality infrastructure, education, training, and research opportunities in Ayush practices while ensuring the Quality, Safety, Efficacy of Ayush drugs and services. Establish Kerala as a Center Of Excellence in Ayush practices, thereby contributing to the overall health and well-being of the people of the State. Improve visibility, awareness, and interest in the public about AYUSH systems and maximise their reach in the population of Kerala.

## **2. VISION**

- i. To provide cost effective and equitable AYUSH health care throughout the country by improving access to the services.
- ii. To strengthen preventive and promotive aspects in primary health care.
- iii. To provide services of a holistic wellness model based on AYUSH principles and practices.
- iv. To improve AYUSH educational institutions for imparting quality education.

## **3. OBJECTIVES**

- i. To provide AYUSH health care services throughout the country by strengthening and improving AYUSH health care services.
- ii. To establish a holistic wellness model through AYUSH Health and Wellness Centres focusing on preventive and promotive health care based on AYUSH principles and practices, to reduce the disease burden and out of pocket expenditure.
- iii. To provide informed choice to the needy public through co-location of AYUSH facilities at PHCs, CHCs and DHs resulting in medical pluralism.
- iv. To emphasize the role of AYUSH in Public Health as per NHP 2017.
- v. To enhance and strengthen the infrastructure of AYUSH educational institutions.

# **STATE PROGRAMME MANAGEMENT &**

## **SUPPORT UNIT (SPMSU)**

### **4. DIVISIONS**

#### **1. OPERATIONS DIVISION**

- a. Finance Section
- b. Administration Section
- c. Information, Education and Communication (IEC) Section

#### **2. PROJECTS DIVISION**

- a. Services Section
  - i. Infrastructure
  - ii. Education
- b. Quality Accreditation Section

#### **3. SUPPORT DIVISION**

- a. Procurement Section
- b. Documentation & Research Coordination Section
- c. IT Section
- d. HR-Training, Skill Development & LMS Section

## 5. SPMSU ORGANOGRAM

OPERATIONS		PROJECTS				SUPPORT			
<i>Headed By :</i>									
<b>SPM (ISM)</b>	<b>SPM (ISM)</b>	<b>SPM (Hom)</b>	<b>SPM (Hom)</b>		<b>SPM (ISM)</b>	<b>SPM (ISM)</b>	<b>SPM (ISM)</b>	<b>SPM (ISM)</b>	<b>SPM (Hom)</b>
<b>FINANCE</b>	<b>ADMIN</b>	<b>IEC</b>	<b>SERVICE</b>		<b>Quality Accreditation</b>	<b>Procurement</b>	<b>Documentation &amp; Research coordination</b>	<b>IT</b>	<b>HR-Training, Skill Development &amp; LMS</b>
			<b>Infra</b>	<b>Education</b>					
<b>FM</b>	<b>Consultant - AHWC</b>	<b>MIMO</b>	<b>SCE</b>	<b>IEC- IEC Coordinator</b>	<b>SQC</b>	<b>Procurement Manager</b>	<b>PHRC</b>	<b>HMIS</b>	<b>CBO</b>
		<b>Graphic Designer</b>	<b>CE</b>	<b>LAB- PHRC</b>					
<b>Accounting Clerk</b>	<b>Clerk cum DEO A1</b>	<b>Content Editor</b>	<b>JCE</b>	<b>MVT- CBO</b>	<b>DEO A2</b>	<b>DEO A3</b>			<b>DEO A2</b>
		<b>OA</b>	<b>FTS</b>						

## **6. POSITION WISE ROLES & RESPONSIBILITIES**

### **6.1 STATE PROGRAMME MANAGER**

#### **Responsibilities:**

- The Programme manager shall be the overall in charge in administering /supervising the work & monitoring performance of manpower of SPMU and DPMUs of State /UT and shall work as a team leader. The main responsibilities shall be:
  - i. Planning, Implementation, Monitoring and Evaluation of activities of National AYUSH Mission including AYUSH Health & Wellness Centres as well as AYUSH Public Health Programs in the entire State.
  - ii. To play a lead role in Preparation and finalization of State Annual Action Plans (SAAP) in coordination with relevant program divisions /Field functionaries, its vetting from State NAM head / State AYUSH Society and timely submission to Ministry.
  - iii. To control and regulate at various levels for timely communication with field functionaries for taking implementation of Plan activities, release of funds, monitoring of expenditure, timely reporting of Physical /financial returns on monthly / quarterly basis to State and Central ministry.
  - iv. Maintenance of profile of AYUSH sector for the State / UT as an annual document.
  - v. Maintenance and submission of the financial sanctions, expenditure statement as well as utilization certificates to Govt. of India with the assistance of finance manager and accounts manager.
  - vi. Data validation of the information before uploading on the National AYUSH Mission website with the support of HMIS Manager and other PMU Manpower.
  - vii. Periodical field visits to monitor and evaluate different activities approved under NAM.

- viii. To provide relevant information time to time to Govt. of India as per the requirement regarding Parliament Questions, Parliament assurances, Parliament Standing committee, etc.
- ix. To oversee in planning and organizing IEC activities in various parts of State/UT.
- x. To facilitate 3<sup>rd</sup> party evaluation team/ central monitoring team etc. as and when required.
- xi. To maintain regular liaison with manpower of Central Programme Management Unit of NAM division for close coordinated working.
- xii. Any other work assigned by the concerned.

### Sectional Charge Dissemination for SPMs

<b>SPM (ISM)</b>	<b>SPM (Homeopathy)</b>
Finance	IEC
Procurement	Infrastructure
Administration	Quality Accreditation
Documentation & Research Coordination	Training, Skill Development & LMS
IT	Lab
MVT	AHWC

## FINANCE SECTION

### 6.2 FINANCE MANAGER

#### **Responsibilities:**

- i. Have expertise in Public Financial Management System (PFMS), Budget Estimate/ Revised Estimate etc.
- ii. Handle all financial matters of the National AYUSH Mission.
- iii. Financial management, tracking and monitoring of funds for AYUSH up to the lowest level.
- iv. Ensure timely preparation of Financial Monitoring Report (FMR), Statements of Funds position in the States and coordinate with CPMU on all aspects of financial issues.
- v. Operationalization of financial MIS.
- vi. Pursue with State Govt. treasury, finance department etc. for early release of funds and maintain the database of funds lying at various levels to be shared with CPMU on monthly basis.
- vii. All matters related to budget preparation, performance budget, outcome budget, financial status, detail of expenditure, Zero base budgeting, gender budgeting, audit etc. to be dealt.
- viii. Prepare the sanction – wise, year wise & component wise status of grant in aid received from Govt. of India and its expenditure as well as utilization certificate for timely submission to Govt. of India.
- ix. Periodical updation of U.C. Statements and preparation of monthly Statements on outstanding U.Cs
- x. Preparation of Replies of various paras raised by different Audit parties.
- xi. Facilitate 3<sup>rd</sup> party evaluation team/ central monitoring team etc. on financial matters as and when required.
- xii. Data validation of all the information to be uploaded on the National AYUSH Mission website with the support of HMIS Manager and other PMU Manpower.

- xiii. Maintain regular liaison with Ministry's NAM Division for close coordination & timely reporting.
- xiv. Any other work assigned by officers concerned.

**Additional Responsibilities:**

- Maintenance of Cash Book, Monthly Bank Reconciliation statement, preparation of annual financial statements, TDS and other income Tax related matters.
- Co-ordinate with Statutory auditors for finalization of accounts, books of accounts in TALLY software, UC and CAG auditors.
- Consolidation and timely submission of monthly financial statements to GOI, Planning Board & State Government.
- Ensure regular trainings to all finance/accounts related HR in coordination with CBO.
- Inviting quotations and tenders, work orders and its register maintenance
- Plan space updation.
- Functional Administrative Sanctions

### **6.3 ACCOUNTANT**

**Responsibilities:**

- i. Managing the accounts of National AYUSH Mission.
- ii. Prepare Utilization Certificates to be submitted to the Central Govt. in the prescribed format and ensuring its timely submission.
- iii. Pursue with the Central Govt. with submissions of UCs etc.
- iv. Assist the Finance Manager in Preparation of all the financial data/MIS related to sanction – wise, year wise & component wise status of grant in aid received from Govt. of India and its expenditure as well as utilization certificate submitted to Govt. of India.
- v. Periodical updation of U.C. Statements and preparation of monthly Statements on outstanding U.Cs and Reconciliation of same with Central Govt.

- vi. Coordinate with State/District AYUSH Societies/ AYUSH Directorate/ State treasury/finance department for monitoring and reconciliation of expenditure and proper maintenance of accounting procedure of the Grant-in-aid.
- vii. Assist the Finance manager in ensuring proper flow of funds and in all financial matters.
- viii. Examine the Audit reports submitted by the various Auditing agencies and assist the finance manager in taking follow up action.
- ix. Attending the work of Reconciliation of UCs with Central Govt.
- x. Assist the Programme Manager in planning & in budgeting for different components for the Scheme.
- xi. Any other work assigned by officers of the State Govt. from time to time.

**Additional Responsibilities:**

- PFMS related works.
- Assist in the preparation of State Annual Action Plan
- Verification & settlement of TA for NAM Officials of NAM SPMSU and DPMSU
- Preparing and maintaining finance proceedings, cheque and fund transfer letters.
- Preparing reply letters to implementing agencies/offices regarding financial queries.
- Keeping imprest money and maintaining register.
- Assistance to audit team for finance matters (CAG & Statutory).
- Ensure timely settlement of advance and maintaining Advance Register and settlement etc.
- Timely remittance of statutory deductions of officials in SPMSU & DPMSU.
- Verification and settlement of mobility bills.
- Drafting of Administrative Sanctions.

## 6.4 ACCOUNTING CLERK

### **Responsibilities:**

- i. PFMS related works.
- ii. Preparing and maintaining finance proceedings, cheque and fund transfer letters.
- iii. Verification & Settlement of various bills related to Phone & Internet, mobile, KSEB, Rent etc.
- iv. Salary Processing of SPMSU & DPMSU.
- v. Preparing reply letters to DMO's regarding financial queries.
- vi. Assistance to audit team for finance matters (CAG & Statutory).
- vii. Tapal processing and replies related to the work assigned.
- viii. Tallying works.
- ix. Drafting of Administrative Sanctions.

## PROCUREMENT SECTION

### 6.5 PROCUREMENT MANAGER

#### **Responsibilities:**

- E-Procurement of Goods & Services including medicines /HR etc.
- Approve the ordering of necessary goods and services.
- Finalize purchase details of orders and deliveries.
- Discover potential suppliers and initiate business and organization partnerships.
- Examine and test existing contracts
- Perform risk management for supply contracts and agreements
- Maintenance of stock /Supply/ Demand
- Study of Market and Market Intelligence.
- Assess the feasibility of indents.
- Preparation of RFPs/BOQs
- Preparation of e-Tenders.

#### **Additional Responsibilities:**

- Help the line departments in e-Tender process.
- Arrange trainings on e-procurement for the officials of line departments.

## ADMINISTRATION SECTION

### 6.6 CONSULTANT

#### **Responsibilities:**

- i. Consultant (NAM) shall work as a technical support to PMU team.
- ii. Provide technical inputs and support for planning, implementation, monitoring & outcome analysis of National AYUSH Mission including AYUSH Health & Wellness Centres as well as AYUSH Public Health Programs in the State/UT.
- iii. Provide assistance / technical inputs in preparation of State Annual Action Plans (SAAP) as per NAM guidelines.
- iv. Assist & provide technical support in capturing data related to NAM, its analysis and usage in Policy planning, impact analysis etc.
- v. Assist in conducting training /short duration orientation courses for manpower to enhance capacity.
- vi. Assist in preparation of operational guidelines for Public health outreach activity through AYUSH School Health programme, AYUSH Gram, Behaviour Change Communication programme or other IEC related activities.
- vii. Assist in updating AYUSH profile document.
- viii. Conduct field visits periodically in order to monitor and evaluate different activities approved & being implemented under NAM
- ix. Coordinate and assist with 3<sup>rd</sup> party evaluation team/ central monitoring team etc. as and when required.
- x. Assist in Data validation of the information to be uploaded on the National AYUSH Mission website with the support of HMIS Manager and other PMU Manpower.
- xi. Liaison with Officers and State Programme Management
- xii. Maintain and share with State/Gol a database of all the officers/officials dealing with NAM scheme

- xiii. Facilitate 3<sup>rd</sup> party evaluation team/central monitoring team etc. as and when required
- xiv. Any other work assigned by the management from time to time

**Additional Responsibilities:**

- Any other work assigned by SMD.
- Liaisoning with all AYUSH line departments.
- Medical Value Travel
- Design Project Proposals
- Establishment of AWC.

## **6.7 CLERK CUM DATA ENTRY OPERATOR [A1]**

**Responsibilities:**

- i. All files related to administration, HR recruitment, vacancies, leave at state and district level.
- ii. All Flexi pool projects.
- iii. Consolidation of LA/RTI answers, drafting letters.
- iv. International Research Institute in Ayurveda related files.
- v. Over all communication with programme officers/Govt. officers and others etc.
- vi. Printing of –Envelops, Letter Heads, Office Seal/Stamp, SIM/Data Card etc.
- vii. Files related to quality control of Ayurveda, Siddha, Unani & Homoeopathy drugs.

## 6.8 OFFICE ATTENDANT

### Responsibilities:

- i. Make necessary arrangements for the meeting organized (seat arrangements / Tea/ & Snacks / Meals for the meetings )
- ii. Work related to Photostat copies, Printing, Postage, file movement & phone calls.
- iii. Timely distribution of Tapals to concerned officials through E-office.
- iv. Maintain dispatch register, local delivery register, Tapal register, Movement register. Office stamps, seal etc.

## 6.9 FULL TIME SWEEPER

### Responsibilities:

- i. Office duty starts from 9 am.
- ii. All cleaning works - keep office neat and clean ,Photostat copies, printing , postage, Assist purchasing of stationeries and file movement
- iii. Make necessary arrangements of the meeting organized in office and for the office (Seat arrangements/ Tea & Snacks/ Meals for the Meetings).

## IEC SECTION

### 6.10 STATE IEC COORDINATOR

#### **Responsibilities:**

- i. Develop and implement IEC strategies of NAM
- ii. Develop and implement a Media plan
- iii. Develop and implement strategy for the creation of IEC content and materials
- iv. Coordinate IEC activities such as awareness campaigns, community mobilization programs, and workshops.
- v. Monitor and evaluate IEC activities.
- vi. The IEC Coordinator is responsible for identifying and networks with other organisations and stakeholders to leverage resources and expertise to achieve project goals.
- vii. Publication of AYUSH e-newsletter.
- viii. Implementing and monitoring content production for LMS.
- ix. Convener for all IEC meetings with different stake holders.

### 6.11 MASS MEDIA OFFICER

#### **Responsibilities:**

- i. Plan and execute all IEC activities of NAM.
- ii. Preparing press release. & regular interaction with print /audio/visual /digital media.
- iii. Prepare Annual calendar of IEC events.
- iv. Ensuring media coverage of AYUSH Programmes.
- v. Keeping NAM activities updated in media.
- vi. Facilitate various Publications in NAM/AYUSH.
- vii. Manage and update the NAM website.
- viii. Formulate and manage AYUSH Social media/New media.
- ix. Charge Officer of conducting all AYUSH Days and events.

- x. Content development of NAM projects and programs for Mass media and events at State/National/International level.

**Additional Responsibilities:**

- Work in association with State IEC coordinator.
- To coordinate the GoI meetings Online/Offline.

## **6.12 GRAPHIC DESIGNER**

**Responsibilities:**

- i. Conceptualising and creating visual designs that effectively communicate the intended message or information.
- ii. Brainstorming and developing concepts, sketching rough drafts, and refining the final design.
- iii. Using graphic design software such as Adobe Photoshop, Illustrator, InDesign, and other similar tools.
- iv. Designing IEC materials such as flyers, posters, brochures, social media graphics, hoardings, backdrops and other IEC materials.
- v. Should adhere to visual guidelines and are consistent in style and messaging.
- vi. Designing, Layouting and Printing of AYUSH Newsletter
- vii. Assisting State IEC Coordinator and the editorial committee.
- viii. Keeping up with design trends and incorporating them into design work.
- ix. Managing projects and deadlines

## **6.13 CONTENT EDITOR**

**Responsibilities:**

- i. Keeping the quality standard of articles - ensure that content is accurate, well-written, and engaging.
- ii. Work closely with authors and other editorial team members to create and produce high-quality content.
- iii. Reviewing and editing written content for accuracy, clarity, and style

- iv. Using domain expertise along with language and writing skills, correcting spelling and grammar errors, improving sentence structure and flow, and ensuring that the content is engaging and informative.
- v. Developing and managing editorial calendars to ensure that content is produced promptly and consistently.
- vi. Assigning articles and stories to writers, managing deadlines, and coordinating with other departments.
- vii. Collaborating with writers, reporters, photographers, and other members of the editorial team to develop and produce content.
- viii. Guide, and support the team to produce high-quality work.
- ix. Ensuring that content adheres to the publication's standards and guidelines which is set by the higher authorities and editorial committee .
- x. Ensuring the tone and style of articles are appealing to the target audience:
- xi. Monitoring the editorial works of AYUSH Newsletter making sure sufficient articles are collected beforehand and the content pool is prepared.
- xii. Guiding the editorial team within the timeline allowed for the works.

## SERVICES SECTION

### 6.14 SENIOR CONSULTANT ENGINEER

#### **Responsibilities:**

- i. Examine/review concept plan(s)/ Detailed Project Report(s)/ give recommendations.
- ii. Examine/review tender documents(s) for civil works and submit advice;
- iii. Examine all technical issues related to and arising during implementation of civil works in NAM Projects and submit advice;
- iv. Assist and to render advice in evaluation of specifications and in quality assurance;
- v. Evaluate work progress against planned schedule and update construction schedule and submit advice;
- vi. Identify potential problems areas, likely cause of delay/slippage and suggest preventive and contingent action and submit advice;
- vii. Carry out any other and all tasks as may be assigned by NAM Division.
- viii. Suggest preventive measures against defaulters in civil workers.

### 6.15 CONSULTANT ENGINEER

#### **Responsibilities:**

- i. All file works related to construction works.
- ii. Preparation of concept note for new construction project.
- iii. Verification of all drawings, DPR, TS, Tender Documents etc.
- iv. Assisting SCE for preparation of Letters and Approvals.
- v. Random site visit for analyzing physical progress of works with prior approval and cross verify of M-Books.
- vi. Verify M-Books, Revision Estimate adheres with prevailing rules.
- vii. Preparation of Draft approvals for various level works, Payment Proceedings.

- viii. Coordination of various level officials for reviewing construction works for smooth completion of projects.
- ix. Preparation and consolidation of all civil works statements – physical and financial status report.
- x. Verification of documents (concept notes, DPRs, M-Books with relevant correspondence, payment recommendations, certificates) submitted by various JCEs.
- xi. Timely updation ERP software on civil works of Ayush-Kerala.

## 6.16 JUNIOR CONSULTANT ENGINEER

### **Responsibilities:**

- i. Coordinate all civil works related activities of NAM in charge districts.
- ii. Preparation of estimates for suggested civil works as per KMBR/KPBR/NBC/NABH/KASH/IPHS and Kerala PWD manuals.
- iii. Ensure quality and timely completion of NAM Civil works.
- iv. Assist quality accreditation process in NAM.
- v. Manage and update civil works in NAM software.
- vi. Conduct regular civil work reviews and update the status as per requirement.
- vii. Provide technical support in solving civil work-related issues and contingencies.
- xi. Regular visit of construction sites for checking progress and quality.
- xii. Assisting CE for the paper works related to construction activities
- xiii. Submit Part & Final bill payment recommendation & forward to DPM.

### **Additional Responsibilities:**

- Support AYUSH line departments on civil work matters.
- Civil work-related data entry in NAM Portal.

## QUALITY ACCREDITATION SECTION

### 6.17 STATE QUALITY CONSULTANT

#### **Responsibilities:**

- i. Plan, guide and train AYUSH officials to enable AYUSH institutions for attaining various quality accreditations like NABH /NQAS/JCI
- ii. Nodal officer for implementation of NABH standards in AHWCs/MVT institutions.
- iii. Develop/ update various quality documents like Guidelines, Manuals, SOPs, ToRs.
- iv. Coordinate/convene various committees on quality accreditations. (Accreditation board, Technical committee, Assessment management committee etc.)
- v. Coordinate with quality teams of AYUSH line depts at State level, District & Institutional level.
- vi. Liaisoning with various external quality accreditation agencies at Centre and State.
- vii. Ensure regular trainings to all quality related HR in coordination with CBO.

#### **Additional Responsibilities:**

- Coordinating the implementation of AHWCs in association with engineering wing.

## 6.18 DATA ENTRY OPERATOR [A2]

### Responsibilities:

- i. Front Office Management.
- ii. Files related to Celebration of Days- Ayurveda/Yoga/Unani/Siddha/Homoeopathy/Naturopathy.
- iii. All typing works of LA answers, Preparing Letters related to Administration Files.
- iv. Reply to LA Questions.
- v. Files related to KASH AYUSH Office Stationery and maintaining of stationery stock register.
- vi. Make travel/stay arrangements for NAM officials for official tours Information and reporting to District and State Officials. (Laisoning with GAD, District level officers & Other )
- vii. Make arrangements for review meetings and any other meetings (such as informing the invitees, stationery, arranging tea/lunch etc.)
- viii. Sort and deliver incoming mails.
- ix. Keep the office in order.
- x. Guest relations.
- xi. Maintaining register of visitors, meeting attendance register and movement register.

## DOCUMENTATION AND RESEARCH COORDINATION SECTION

### 6.19 PUBLIC HEALTH RESEARCH CO-ORDINATOR

#### **Responsibilities:**

- i. Lead the team for Research activities under State AYUSH research coordination wing for undertaking professional pre and post implementation studies.
- ii. Development of Protocols, guidelines, and SOPs in AYUSH as per SDG
- iii. Coordination with research team under various AYUSH Department to provide necessary support and guidance in public health research
- iv. Coordination with various AYUSH research councils, interdisciplinary research institutions, universities, and stake holders
- v. Drafting of scientific and feasible public health projects & proposal for NAM
- vi. Preparation of Technically perfect projects for NAM
- vii. Defining key performance indicators of various programmes & to develop monitoring and evaluation mechanism in AYUSH Public health
- viii. Impact Assessments of various NAM /AYUSH projects and activities
- ix. Ensure continuous research related trainings to AYUSH HR
- x. Data collection, documentation and data analysis of various AYUSH projects and activities.
- xi. ABDM related activities including HFR & HPR.
- xii. Publication of Research Articles on AYUSH public health programme.
- xiii. Introduction of JRF &SRF in AYUSH Sector.
- xiv. Designing of various AYUSH public health programs and projects(interactive implementation of activities) of NAM

## 6.20 BIostatistician

### Responsibilities:

- i. Use advanced statistical techniques to collect data from medical research and analyze it to draw conclusions or make predictions.
- ii. Develop and execute data analyses & research studies in collaboration with Public Health Research Coordinator and monitor clinical activities of AYUSH to ensure the integrity of the results.
- iii. Prepare research proposals and conduct impact assessments of approved activities and submit the evidence based findings to the scientific community.
- iv. Support the AYUSH personnel with research aptitude in conducting research activities and in publishing them in peer reviewed scientific journals of national and international repute.
- v. Supporting the Public Health Research Coordinator in formulating Key Performance Indicators (KPIs) of various programmes & activities to develop Monitoring and Evaluation mechanism in AYUSH Public health programmes.

### Additional Responsibilities:

- Other works assigned by SMD.
- Assist Data collection, documentation and data analysis of various AYUSH projects and activities.
- Maintain good liaison with relevant scientists, researchers and Scientific Institutions.
- Support SAAP preparation with technical data input

## 6.21 DATA PROGRAMMER

### **Responsibilities:**

- i. Update HWC Portal and ABHWC portal regularly.
- ii. NIN ID creation and portal management.
- iii. Support the activities of research coordination wing under the supervision of public health research officer.
- iv. Assist HMIS Manager in various data related activities.
- v. Make arrangements for networking/repairs/maintenance of computers and any other IT assets in NAM SPMU.

### **Additional Responsibilities:**

- Other works assigned by SMD, SPMs
- Assist in all data related matters of NAM in general
- Support for SAAP Data entry and Portal management.

## IT SECTION

### 6.22 HMIS MANAGER

#### **Responsibilities:**

- i. Collection, compilation, and maintenance of data from all Departments of Hospitals & Dispensaries (in terms of OPD & IPD data), Educational Institutions, Drug Enforcement mechanism, Medicinal Plants.
- ii. Preparation of data in terms of physical & financial support provided under NAM for different activities.
- iii. Performance statistics on Mainstreaming AYUSH / AYUSH to be culled from various database sources.
- iv. Preparation of MIS formats for reporting the baseline information and progress under NAM and Preparation of data related to SAAP approved unit wise, component wise & year wise and to share the data with CPMU.
- v. Maintain the Health Statistics Information Portal facilities, the flow of physical and financial performance from the field level to the State H.Q.
- vi. Meet the HMIS (AYUSH) requirements through close coordination with PMU (AYUSH & NRHM), National/State Health & Family Welfare institute and National/ State Health System Resource Centre to get and provide data regarding AYUSH sector.
- vii. Data handling of software (HMIS-AYUSH), data incorporation, retrieval of data.
- viii. Maintenance of Direct Benefit Transfer (DBT) database on monthly basis of National AYUSH Mission activities and its transmission to NAM Division of Central Ministry and also to State Govt. as a monthly return.
- ix. Maintenance of data on TSP and SCSP component activities approved and accomplished.
- x. Upload the contents related to NAM on its website.
- xi. Ensure timely submission of consolidation of monthly and quarterly MIS report of NAM to GOI/GOK & Planning Board.

- xii. Any other work assigned by officers from time to time or any other work related to the concerned State/ UT.

**Additional Responsibilities:**

- HR related works of NAM.
- Leave matters of all NAM employees.
- Manage and monitor NAM HR software.
- Nodal Officer- E- Office, DBT & HoD Review meeting.
- CM portal updation.
- RTI Public Information Officer.
- Management of various portals.
- Ccoordinate with all line departments HMIS teams.

### **6.23 DATA ENTRY OPERATOR [A3]**

**Responsibilities:**

- i. Act as CA to SMD.
- ii. All typing works, printing of – Name Boards, ID Cards, Visiting Cards, Programme Notices. Brochures, Invitation Card, Banner/Backdrop printing etc.
- iii. Assist HMIS Manager in E-office implementation and website.
- iv. Assist HMIS Manger for Data Collection and Consolidation.
- v. Assist PM for preparation of e-Tenders.
- vi. HWC, Web Portal updation to Govt. of India.
- vii. Files relating to HWC, E-Sanjeevani, Training and Procurement.
- viii. Scheduling of online meetings and Hosting.
- ix. Assist make arrangements for networking/repairs /maintenance of computers and any other assets in NAM SPMU.

## HR - TRAINING, SKILL DEVELOPMENT & LMS SECTION

### 6.24 CAPACITY BUILDING OFFICER

#### **Responsibilities:**

- i. Plan and execute Capacity Building programmes for various categories of HR in NAM/AYUSH.
- ii. Establish LMS platform for training in AYUSH.
- iii. Coordinate with various training facilities/institutes inside & outside the State.
- iv. Coordinate with AYUSH line depts training teams
- v. Formulate effective yearly proposals regarding Capacity Building to be included in SAAP.
- vi. Formulate annual cascading training plan for various categories of AYUSH HR.
- vii. Preparation of Agenda Notes and Minutes of Governing Body and Executive Committee
- viii. Drafting of meeting minutes and reports for NAM in general

#### **Additional Responsibilities:**

- HR related Work in association with SQC in quality process.
- Coordinate the GoI meetings Online/Offline.
- Supporting the recruitment processes.
- Convene staff meetings.

## 6.25 DATA ENTRY OPERATOR [A2]

### **Responsibilities:**

- i. Files related to Celebration of Days- Ayurveda/Yoga/Unani/Siddha/Homoeopathy/Naturopathy.
- ii. Make travel/stay arrangements for NAM officials for official tours Information and reporting to District and State Officials (Laisoning with GAD, District level officers & other) related to training.
- iii. Make arrangements for trainings and any other meetings related to training (such as informing the invitees, stationery, arranging tea/lunch etc.)
- iv. Sort and deliver incoming mails.

**ABBREVIATIONS USED**

ABDM	Ayushman Bharat Digital Mission
ABHWC	Ayushman Bharat-Health and Wellness Centre
AHWC	AYUSH Health and Wellness Centre
ASU&H	Ayurveda, Sidha, Unani and Homoeopathy
CA	Confidential Assistant
CAG	Comptroller and Auditor General
CBO	Capacity Building Officer
CE	Consultant Engineer
CM Portal	Chief Minister Portal
CPMU	Central Programme Management Unit
DBT	Direct Benefit Transfer
DEO	Data Entry Operator
DMO	District Medical Officer
DPMU	District Programme Management Unit
DPR	Detailed Project Report
FM	Finance Manger
PM	Procurement Manager
FMR	Financial Monitoring Report
FTS	Full Time Sweeper
GAD	General Administration Department
GOI	Government of India
GOK	Government of Kerala
HFR	Healthcare Facility Registry
HMIS	Health Management Information System
HoD	Head of the Department
HPR	Healthcare Professional Registry
HR	Human Resource
IEC	Information Education and Communication
IPD	Inpatient Department
IPHS	Indian Public Health Standards
IRIA	International Research Institute in Ayurveda
ISM	Indian System of Medicine
JCE	Junior Consultant Engineer
KASH	Kerala Accreditation Standards for Hospitals
KMBR	Kerala Municipality Building Rules
KPBR	Kerala Panchayath Building Rules
LA	Legislative Assembly
LMS	Learning Management System
M-Books	Measurement Books

MIS	Management Information System
MMO	Mass Media Officer
MVT	Medical Value Tourism
NAAC	National Assessment and Accreditation Council
NABH	National Accreditation Board for Hospitals
NAM	National AYUSH Mission
NBC	National Building Code
NHM	National Health Mission
NIN	National Identification Number
NQAS	National Quality Assurance Standards
NRHM	National Rural Health Mission
OA	Office Attendant
OPD	Outpatient Department
PFMS	Public Financial Management System
PHRC	Public Health Research Co-ordinator
RTI	Right to Information
SAAP	State Annual Action Plan
SCE	Senior Consultant Engineer
SCSP	Schedule Caste Sub Plan
SDG	Sustainable Development Goals
SMD	State Mission Director
SOP	Standard Operating Procedure
SPM	State Programme Manager
SPMSU	State Programme Management and Supporting Unit
SPMU	State Programme Management Unit
SQC	State Quality Consultant
TA	Traveling Allowance
TDS	Tax Deducted at Source
TOR	Terms of Reference
TS	Technical Sanction
TSP	Tribal Sub Plan
UC	Utilization Certificate
UT	Union Territory
RFP	Request For Proposal
BOQ	Bill Of Quantities

**OFFICE PROCEDURES**

**Terms & Definition**

**Tappal**: All communications received in the office which are official, unofficial or demi-official are until registry known as tappal.

**Current**: Communications received in the office which are distributed to the sections with the dated seal and a number is called the current. The number assigned to a current is called a current number.

**Case**: A case consists of current file, note file and any previous papers and books put up for reference.

**Current file**: Current file is that part of a case consisting of papers received, drafts of interim references, replies thereto and draft of final orders issued. It is arranged chronologically from top to bottom.

**Note file**: Note file is that part of a case which contains the notes written by clerks and other officers including the Director. It is written to facilitate the disposal of the case.

**Disposal**: Disposal is the statement of the final decision of head of office on any case submitted for information and orders.

**Back file**: The disposals containing decisions already taken put up for reference to processing fresh cases are called back files.

**Drafting**: Drafting is the preparation of any communication which is proposed to be issued.

**Enclosure**: A communication or a statement or a plan, sketch or other document which is attached to another communication to supplement or elucidate the point is called an enclosure.

**Arising Reference**: Any reference issued from the office which originates the file.

**Demi-Official correspondence**: A correspondence is called Demi-Official when Govt. officers correspond with each other or with any member of the public on administrative or official matters without official formality and with a personal touch.

**Flagging**: Flagging is the process of attaching to the top of papers put up for reference in a case, slips with alphabetical letters.

**Linking**: When one case has relevance in relation to another case, both the cases are submitted together and this process is called linking of files.

**Registry**: A paper is said to be registered when it is given a current no. and entered with abstract in the PR. Referencing: Referencing is the process of putting up in a case, previous correspondence, laws, rules, reports etc. required for its disposal, flagging them, and indicating the fact in the margin of the note file/current file.

**New case**: A paper which is not connected with a pending case in the office or one which originates in the office is termed as a new case.

**Issue**: A term used to denote the process of copying and despatching communications.

**Put up papers**: Put up papers means the previous orders or other papers connected with or having a bearing on the subject of a current under consideration and put up with the current.

**Official correspondence**: A correspondence is called official when one Govt. officer addresses or is addressed by another Govt. officer or by any public body or private individual in writing in accordance with certain fixed rules as to form, matter and procedure and with the intention that such correspondence may be the public record regarding the question discussed.

**Section**: The minor division of the office consisting of an officer and one or more clerks.

**Old Case**: A reply to a reference issued from the office or a paper which though not a reply of that nature has for any other reason to be filed with the current already pending is called an old case.

**Tagging**: The current and its enclosures are punched at the top left-hand corner and a tag is passed through the hole. This process is called tagging.



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**SPMSU-OFFICE MANUAL**  
**VERSION 2.0**