



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

J.O. No.: G-20017/1/2018-NHM-II
Dated the 12th November, 2018

Dear colleague,

Experiences across the globe and within the country have proved that Social Audit helps in improving accountability and transparency, and thereby ensures effective delivery of public services. The Framework for Implementation of the National Health Mission (NHM) envisages a move towards involving continuous assessment of planning and implementation by community. The Framework, also stresses the need to link such community monitoring to local health planning and facilitation of service delivery.

Regular Social Audits and action on feedback would also help in building trust between the public health system and the people. Under the PIP, States and Uts have been supported to implement these interventions as part of Community Action for Health (CAH) framework. However, I am concerned to see that, only few States have institutionalised Community Monitoring Processes. You are aware that both NRHM and NUHM envisages that Village Health Sanitation and Nutrition Committee (VNSHC) and Mahila Arogya Samiti (MAS) are to be community level institutional structure to undertake Community Action for Health (CAH).

In view of the above, I would urge you to

Ensure the implementation of activities under CAH as planned and approved under the PIP. The programmes should aim at building mechanisms for regular conduct of Social Audits at various levels of service delivery and programme planning and implementation and integrate these within the Village Health Sanitation and Nutrition Committee (VNSHC) and Mahila Arogya Samiti (MAS).

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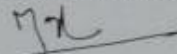
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- To complement Social Audit processes, IT systems such as Mera Aspatal, and other periodic patient feedback mechanisms should also be established across all levels of health facilities.

You are aware that the Advisory Group on Community Action (AGCA) supports the CAH programme and you may seek guidance from the Advisory Group on Community Action under NHM (<https://nrhmcommunityaction.org>)

With regards,

Yours sincerely



(Manoj Jhalani)

Encl.: Current Status of Implementation of CAH in States (2018)

Additional Chief Secretary / Principal Secretary / Secretary
(Health & Family Welfare) of all States / UTs