

OPERATIONAL GUIDELINE

MAA GRUHA

SPECIAL INITIATIVES FOR PROMOTION OF INSTITUTIONAL DELIVERY IN INACCESSIBLE AREAS

Rationale: Geographical barrier/Lack of communication hinders transportation of expectant Mothers to hospital in the last stage of labour or in emergency. Suitable place & cost factors involved in staying outside before delivery is also not up to their reach because of their poor economic status. So, in spite of provision given under JSY, institutional delivery is not reported to have increased.

These problems can be approached through establishing **MAA GRUHA** (Maternity Waiting Home) especially for people living in most difficult pockets.

Objectives:

- To establish alternative support infrastructure for addressing communication problems in difficult and inaccessible pockets for ensuring institutional delivery.
- To increase institutional delivery in the difficult and inaccessible pockets ultimately minimising maternal & newborn mortality & morbidity.

MAA GRUHA

It is a temporary home for expectant mothers where they can wait for safe delivery preferably 7 -10 days before EDD. On onset of labour, they are to be shifted to nearby health facility having at least BeMOC facilities for delivery. No post-partum cases will be allowed to stay at this Home. Ideally it should be located nearer to the hospital.

Salient Features

- Maa Gruha project implementing through PPP mode
- Provision of one ANM-cum-Coordinator, three lady health assistant & one cook-cum-attendant for each project.
- Accommodation facilities for expectant mothers & her escorts (one).
- Provision of food for expectant mothers, dependant/escorts(one)
- Lady Health Care Assistant for attending cases in shifts.
- Provision for shifting of cases from Maternity Waiting Home to hospital.
- Recreation facilities at Maternity Waiting Home like TV, CDplayer etc.

Major activities

- Community mobilization
- Counseling to pregnant mothers about safe delivery, immunization, family planning, health & sanitation etc
- Free transportation facility for pregnant mother
- Regular health check-up.

- Health education sessions through IPC & Audiovisual aids.
- Act as client friendly environment & support
- Submission of monthly & quarterly report time to time

Key deliverables:

- Under observation of pregnant mother before EDD.
- Ensure 100% institutional delivery of cases refer to Maa Gruha
- Minimization of unsafe & Home delivery in the project area

Targeted beneficiary:

- The pregnant mother those are from the Sub centre with more than 20% of Home delivery will be eligible for admission in the Maa Gruha. Such Sub centres will be identified and listed by DDM and will be submitted to CDMO through ADMO (FW) for final notification.
- The pregnant mother, from the notified villages those are inaccessible and no road connectivity with the main road are also eligible to admission in the Maa Gruha.
 - ✓ **The facility would not be extended to any person other than from notified area.**

Transportation:

- Home to Maa Gruha & then to Hospital by 102/108
- Hospital to Home 102/108

Escort:

- Only one escort is to be accepted to remain with the client.
- She / He may be her dependant, relative.
- She may also be ASHA/ Equivalent Worker of that area.

Intake capacity of the Maternity Waiting Home

It will accommodate 6 pregnant mothers at any point of time and average 20 cases in a month. However, in no case, the annual Bed of occupancy rate should not be less than 80%. If, admission is more than the sanctioned strength, then the expenditure incurred on such cases with all personal details & related documents may be placed before the Executive committee, ZSS for approval for reimbursement under RCH-II Untied fund.

Period of stay at Maa Gruha

- Cases may be advised to be admitted in the MWH for at least **seven days** before the expected date of delivery or as advised by the Medical Officer/ANM Concerned.
- A client will stay at Maa Gruha up to a Maximum period of 10 days and if required, another seven days more may be extended, after the approval of MO I/C.

Register: Following Register will be maintained in the Maa Gruha

- Admission register of Pregnant mothers' - should be maintained in the designed format attached in the Annexure-I.
- Case card should be maintained in a printed book consisting of 100 pages for 100 pregnant mother as per designed format at (**Annexure –D**)
- Daily Diet register
- Stock Register
- Staff attendance Register

Data validation and Reporting:

- The implementing NGO will be submitted the Line listing report of the pregnant mother in the designed format at (**Annexure-I, part-A**) to DPMU and copy to MD,NHM by 2nd of every month with a soft copy in excel sheet.
- The scan copy of the entire beneficiary list from admission register will be submitted to the CDMO for data validation and the district will submit the report to MD, NHM by 15th of every month.
- At district level DDM and DMRCH will verify at least 10% of the beneficiaries as per the data validation checklist format at (**Annexure-I, part-B**), and report to ADMO (FW) by 10th of every month. Validation will be made with MCTS and also by telephonic calls to ANM/ ASHA for cross verification. Scrutiny will be made in respect of their residence.
- The validation will be ensure, the beneficiaries admitted in the Maa Gruha are belongs to the define area or not.

Staff Structure and their role/ responsibilities:

| Position | Sanctioned strength | Qualification | Roles & responsibility |
|--|---------------------|---|--|
| HW(F)-cum-Coordinator (Contractual) | 1 | Passed HSC examination Undergo 1 year 6 months training for MHW(F) | <ul style="list-style-type: none"> • Supervise & coordinate the activities of home for smooth service delivery. • Coordinate with hospitals & other agencies for ensuring essential services. • Provide treatment under the supervision of the physician. • Counsel mothers & her family members on various issues of Maternal & Child Health. • Record keeping and maintenance from time to time. • Responsible for report & return. • Consult with MO/ BPM at the time of any difficult situation occurred in MAA GRUHA. • Follow up activities will be |

| | | | |
|-------------------------------------|---|----------------------|---|
| | | | extended to those who are discharged without delivery. |
| Lady Health Asst (Contractual) | 3 | +2 from any stream | <ul style="list-style-type: none"> • Counsel mothers & her family members on various issues of Maternal & Child Health. • Serve inmates as per need • Assist HW (F)-cum-Coordinator in taking up assignments. • Willing to work on rotation & at night shift. • Consult with MO/ BPM at the time of any difficult situation occurred in MAA GRUHA. • Follow up activities will be extended to those who are discharged without delivery. |
| Cook-cum-Attendant (Contractual) | 1 | 7 th Std. | <ul style="list-style-type: none"> • Cook food for inmates • Responsible for housekeeping & maintenance of cleanliness in the home |

Recruitment will be done by the implementing agency following due procedures as decided in Executive Committee, ZSS. DPMU will coordinate this task.

Role of ASHA & her incentives provision:

- ASHA will touch with the Maa Gruha personel about the status of pregnant mother in her areas.
- In case of ASHA serve the role of escort of the beneficiary and accompanying mother to the Maa Gruha then she will be eligible to get her usual incentives as per the JSY norm, even if she is not present during the institutional delivery at hospital.

District & State level monitoring & review plan:

Each MAA GRUHA should be monitored at least 4 times in a year by district level Officers. Similarly the Block level officers have to monitor at least twice in a month by using the key indicator in the prescribed format at (**Annexure-H**)

Implementing Agency: Eligible NGO from district

Eligibility criteria of NGO selection:

1. **Registration:** Three years under the society Registration Act/Indian Trust act. Registration under section sector 12-A of income tax act, 1961 for exemption.

2. **District presence:** Office in the same district for last two year
3. **Experience:** Minimum three years proven experience in H&FW Programme or any social Developmental sector. Advantages will be given having experience in respective schemes specific area.
4. **Assets:** Minimum fixed assets of rupees three lakh in the name of Organization in terms of land/building/assets.
5. Turnover- Minimum of Rs 10 lakh as per the last balance sheet.
6. Not been blacklisted or placed under funding restriction by any government or Govt agencies.
7. Adverse Report from the district /NHM/Department or poor performing organization as per the external evaluation report will not be eligible.

Selection Process:

1. **Wide advertisement** in leading news paper. Application form at annexed Annexure-A) from NGOs for managing Maa Gruha Project.
2. **Desk Appraisal** of the application/ proposal by a committee. as suggested by CDMO (Format annexed at Annexure B).
3. **Field appraisals** of short listed application/proposal by representative/s of the same committee (Format annexed at Annexure-C).
4. **Approval** State NGO Committee of H&FW society followed by the recommendation District NGO Committee. In case of State level proposal, direct by the State NGO Committee of the H&FW Society, Odisha.

Implementation Plan

- Step 1.** Selection of implementing agency
- Step-2.** Sign of MOU with implementing agency as per format at Annexure-F.
- Step 3.** Release of first instalment of grant-in-aid.
- Step 4.** Opening of Maternity Waiting Home.
- Step 5.** Monthly Review at block level & quarterly review at district level.
- Step 6.** Annual evaluation by an independent agency appointed by NHM/district/state authorities.
- Step 7.** Renewal of the project period based on evaluation report/satisfactory performance of District NGO Committee.



Annexure-D

CASE CARD OF MAA GRUHA PROJECT

S.NO.....

Registration Number : _____

Background Information

Name : _____

Mobile No: _____ Mobile No. (ASHA) : _____

Terms of Pregnancy including current (Mention No's): _____

History of earlier deliveries (Mention in no) : At institution _____ At home _____

Delivery conducted by (Mention nos.): By ANM/LHV _____ By Dhai _____ By Relatives _____

Nos. of live Children (current): _____

Death of any of her children : During delivery (no) _____ Within 7 days _____ 8 days-29days _____ 1 month -1year _____

Admission Details

Date of admission: _____ Date of EDD _____

Escorts accompanying the Client: 1) Family member 2) Relatives 3) ASHA

4) Others (Specify)

Discharge Details

Date of discharge : _____ Total nos. of days stayed _____

Shifted from MWH to _____

Date of delivery : _____ Normal/CS

Outcome: Live /still birth , Boy/Girl

If, referred to where : SDH/DHH/Others (specify)

Signature of Coordinator

Counselling Record

| Date | Subject of focus | Signature of Counsellor |
|------|------------------|-------------------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Medical Record

| Date | Complaints | Prescription & advice |
|------|------------|-----------------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Discharge Report to Beneficiary.

S.NO.....

Date of discharge : _____ Total nos. of days stayed _____

Shifted from MWH to _____

Date of delivery : _____ Normal/CS

Outcome: Live /still birth , Boy/Girl

If, referred to where : SDH/DHH/Others (specify)

Signature of Coordinator.



Annexure-E

PHYSICAL & FINANCIAL PROGRESS REPORT

(To be submitted quarterly at CDMO with a copy to respective Block MO)

Reporting period :

Name of the Project :

Name of the Reporting Agency:

Contact details :

Physical Progress :

Beneficiaries

| Period | Nos. of cases admitted |
|--------------------|------------------------|
| During the Quarter | |

Period of stay at Maternity Waiting Home

| Period | Nos. of days (after one night) stayed in Maternity Waiting Home (mention nos. of Beneficiaries) | | | | | | | | | | |
|--------------------|---|---|---|---|---|---|---|---|---|----|-------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | More than 10 days |
| During the Quarter | | | | | | | | | | | |

Services

| Services | During the Quarter |
|------------------------------------|--------------------|
| Counselling Sessions Organised | |
| Physicians attended (Nos. of days) | |

Financial Status:

| Heads of account | Allotted Budget | Expenditure during the Quarter(In Rs) | Balance amount with the Organisation |
|--------------------------------------|-----------------|---------------------------------------|--------------------------------------|
| Personnel cost | | | |
| Travel cost | | | |
| Establishment charges & meeting cost | | | |
| House rent | | | |
| Fooding | | | |
| Case mobilisation | | | |
| Medicine cost | | | |
| IEC intervention | | | |
| Training /Orientation | | | |
| Service charges to NGO | | | |
| Non recurring expenses | | | |
| Untied fund | | | |
| Total | | | |

UC submitted of amount :

Problems faced if any :

Suggestion for improvement if any:

List of Beneficiaries with detail address enclosed.

Signature of the Coordinator

Annexure-F

MEMORANDUM OF UNDERSTANDING (MoU)

1. Parties:

It is hereby agreed on this date _____ between Zilla Swasthya Samiti (ZSS), _____ and NGO _____ to run "MAA GRUHA" (Maternity Waiting Home) project under Tribal Health component of NHM.

2. Period of Partnership:

The project will be implemented initially for a period of one year i.e. from _____ 20.... It may be renewed if found beneficial & subject to the approval of PIP.

3. Budget & terms of Payment:

NGO will receive fund amounting _____ from ZSS for implementation of the project. Funds will be disbursed to NGOs in two instalments. The first instalment (50% of the project cost) will be disbursed at the time of sanction & the rest will be released after review either through an outside agency or through representatives from state/district authorities & on receipt of final progress, financial report.

4. NGO's Contribution:

Counterpart contributions are additional contribution in cash, kind or services which complement or supplement the assistance provided by ZSS.

5. Major activities

- Community mobilization
- Counseling to pregnant mothers about safe delivery, immunization, family planning, health & sanitation etc
- Free transportation facility for pregnant mother
- Regular health check-up.
- Health education sessions through IPC & Audiovisual aids.
- Act as client friendly environment & support
- Submission of monthly & quarterly report time to time

6. Support from Government in addition to the funding during the period of MoU

The Zilla Swastya Samiti through its CDMO shall provide to implementing NGO, the following services.

1. Contraceptives and drugs.
2. IEC/BCC materials
3. Technical support in terms of training, technical manpower (as per requirement) manual, circulars etc.

7. Audit and Accounting:

- All funds will be properly accounted for in a separate bank account of NGO & Jointly operated by Secretary and Treasurer.
- The grants shall not be used for the purpose other than those outlined in the appended budget and work-plan.
- On receipt of the grant an official stamped receipt should be sent so as to reach CDMO within the 15 days.
- NGO is required to track separately all incomes and expenditure under this contract and to retain all vouchers relating to this project for inspection.
- The recipient agrees to give ZSS the right to conduct internal audit of the organization accounts either through its own officers or duly appointed auditors.
- NGO will submit the audited statement of expenditure on an annual basis within two months from the completion of the financial year besides SoE in every quarter.
- Balance funds if any must be returned in favour of respective ZSS within 15 days from the end of the grant period through a Demand Draft.
- NHM reserves its right to get a special audit conducted of the accounts after giving at least 30 days notice to the Agency. Further, Audit General of Orissa, can as per their discretion, conduct an audit of the accounts of said project.
- A copy of income tax return statement must accompany the financial statement.
- Any assets created from the funds will be the property of the Government and thus will be handed over to ZSS, as such, after the completion of the said project.

8. Monitoring, Evaluation, Report & return

- The Performance of the Agency will be monitored largely on the basis of output based indicators, a list of which has been mentioned in the guideline. These indicators and performance standards can be suitably expanded and/or modified after mutual consultation and in the interest of better service delivery to the general public.

- The indicators and standards for the health delivery expected from the Agency are the minimum standards. The Agency would be encouraged to serve as a role model and to provide services at a much higher standard.
- State health official including NHM officials along with the CDMO, ADMO (FW), DPM, DAM, DDM, DyMEIO from district level and concerned MO I/c, BPM/BAM from the block level will monitor the implementation of the project on monthly basis, and as & when required.
- The NGO will have to present the progress in the fixed NGO review meeting at the district level.
- The NGO will submit the progress report on monthly basis to Block & District & State (both Programme & Finance).
- NGO will submit the physical and financial reports (soft and hard copies) to district authority & Mission Directorate in the desired format as per given schedule & maintain the records & books of account as suggested.
- NGO will permit officials from ZSS, State Health & FW Department, NHM, Government of India & other evaluating agencies to access all project documents, including financial and programme monitoring documents relating to the project.

9. Withdrawal of support:

- ZSS shall have the option to terminate this agreement in the event of termination of the primary agreement by Ministry of Health & FW Govt. of India for what ever reasons.
- Any unutilized funds left at the end of the Project shall be returned to ZSS.
- If, the Agency will disengage from implementation of the project, he will hand over all the iteam purchase under Non-recurring head to ZSS.
- Failure to comply with terms and condition ZSS may withhold, suspend, reduce or cancel the contribution in the event that NGO/RKS fails to comply with the terms and conditions of the Memorandum of Understanding.
- Either party shall have the rights to terminate the understanding at any time with thirty days notice in writing indicating reasons for same to the other party.
- The ZSS reserves the right to cease the operated Bank account by giving direction directly to the Banker.

10. Changes:

In case of any change in the management, objectives, contribution of the organization based on which the sanction was obtained the NGO/RKS must inform ZSS in writing within 15 days of such change/s.

11. Dispute Resolution and Court Jurisdiction:

- Any dispute or differences of interpretation between the Government and the Agency Vis-à-vis this MOU will be taken up with the Collector at district level & if not solved may be taken up to Mission Director, NHM at State level for decision.
- For the purpose of this MOU the jurisdiction will be local court and local laws as applicable in the State of Orissa.

12. Miscellaneous:

- The agency will not indulge in promoting or encouraging any religious or political activities. The agency should be sensitive to the local sensibilities and the tribal culture. It is presumed that the agency will undertake only lawful activities.
- The agency will not be permitted to further sub contracts or engage other NGOs /organizations for performing in full or in part any of the activities expected from the agency as per this MOU.

- Zila Swastya Samiti shall not be responsible for any liabilities assumed by NGO nor will assume any obligations financial or otherwise, entered into by NGO with any third party, unless these fall explicitly within the terms of this contract.
- The ZSS reserves its rights to give directions to the agency, in public interest regarding the management and operation or for any other matter related including the selection of personal.
- Any changes in any clauses(s) of this MOU can be carried out by the ZSS, in the public interest after due consultation with the agency. Further if any aspect of the arrangement between the ZSS and the agency as also the obligations of the either party has been left out in this MOU, the same can be included, in the due course, after mutual discussion.

Signed on behalf of (Agency)
(Authorized members of the GB)

Signed on behalf of (ZSS)

Date:

Date:

Name:

Name:

Designation:

Designation

(Each page on this MOU has to be signed by above two signatories.)

Witness

1. Name :

2.Name

Address:

Address

Annexure-G

Admission Register:

| Sl.No | Name, address and contact ph no of pregnant mother | Name of Sub-centre | MCTS No | Age | Community | Mode of transport | Date of admission | Date of Discharge | Outcome |
|-------|--|--------------------|---------|-----|-----------|-------------------|-------------------|-------------------|---------|
|-------|--|--------------------|---------|-----|-----------|-------------------|-------------------|-------------------|---------|

Annexure-H

Monitoring Format for MAA GRUHA Project

1. Name of the observer:

2. Designation:

3. Maa Gruha location:

4. District:

Observation Remarks

- 5. No of Expected date of delivery (EDD) mother Present:
- 6. Register maintained -
 - a. Staff attendance register : Fully/Partially/not maintained
 - b. Admission Register of EDD mother : Fully/Partially/not maintained
- 7. Case card keeping properly : Yes /No
- 8. Counselling record of the case card is filled up properly: Yes /No
- 9. Medical record of the case card filled : Fully/Partially/not filled
 Comments, if, any.....
- 10. Fooding standard (from EDD mother):Very good / good /Average/Below Average
 Comments, if, any.....
- 11. Cleanliness of the Maa Gruha: very good / good /Average/Below Average
 Comments, if, any.....
- 12. Logistic facility : very good / good /Average/Below Average
 Comments, if, any.....
- 13. Condition of the toilet : very good / good /Average/Below Average/No toilet
- 14. Condition of the bathroom :
 Very good / good /Average/Below Average / No bath room
 Comments, if, any.....
- 15. Water facility : very good / good /Average/Below Average
 Comments, if, any.....
- 16. Water filter is functional : Yes /No/Filter not available
- 17. Inverter is functional : Yes /No/ Inverter not available
- 18. Use of mosquito net : Yes /No /mosquito net not available
- 19. Part time Doctor’s visit to the Maa Gruha: Everyday/occasional/Not at all
 Comments, if, any.....
- 20. Response of the Maa Gruha staff towards observer:
 Very good / good /average/Below Average
- 21. Coordination of Maa Gruha’s staff with Health Dept: regular/occasional/Not at all

Signature of the observer

Annexure-I

Part-A Monthly Reporting Format

| | | | Total Mother admitted | Age-group | Catagory | Distance from Home to MWH in KM |
|--|--|--|-----------------------------|-----------|----------|------------------------------------|
|--|--|--|-----------------------------|-----------|----------|------------------------------------|

| | | | | | | | | | | | | | | | | |
|------|-----|-----------|---|-----|-------|-------|-----|------|----|----|--------|-----|------|-------|-------|-----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| Dist | S.N | MWH-Venue | | <18 | 18-25 | 26-45 | 45+ | PVTG | ST | SC | Others | 1-5 | 6-10 | 11-15 | 16-20 | 20+ |
| | | | | | | | | | | | | | | | | |

| from target Area | from non target areas | Mode of transport | | | Admission in the MWH before delivery | | | Accompanied by | | | Delivery at MWH | | | |
|------------------|-----------------------|-------------------|-----|--------|--------------------------------------|--------|--------|----------------|--------|-----------|-----------------|----|----|-------|
| | | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| | | 102 | 108 | Others | 5days | 10days | 15days | ASHA | member | Relatives | PVTG | ST | SC | other |
| | | | | | | | | | | | | | | |

| Delivery at hospital | | | | Referred | Left before delivery | No. of days stayed at MWH | | | Nature of delivery | | Outcome | |
|----------------------|----|----|-------|----------|----------------------|---------------------------|-----|----|--------------------|----|------------|-------------|
| 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 |
| PVTG | ST | SC | other | | | <3days | 4-6 | 7+ | Normal | CS | live birth | still birth |
| | | | | | | | | | | | | |

| Monitored by Programme Officer (Yes / No) | | | | | |
|---|-----------|-----|------|---------|-------|
| 46 | 47 | 48 | 49 | 50 | 51 |
| Doctor/MO | CDMO/ADMO | DPM | DMCH | BPM/BAM | Other |
| | | | | | |

Part-B Case details for validation:

| Sl.No | Name, address and contact no of pregnant mother | Name of Sub-centre | MCTS No | Date of admission | Date of Discharge |
|-------|---|--------------------|---------|-------------------|-------------------|
| | | | | | |