

**Bare Minimum Services Provided at Primary Health Centre**  
**Running under PPP Mode in Pratapgarh**



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**Report by**

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## Acronyms

ANM	Auxiliary Nurse and Midwife
GNM	General Nurse and Midwife
MBBS	Medicine and Bachelor of Surgery
PHC	Primary Health Centre
PHM	Public Health Manager
PPP	Public Private Partnership
UPHC	Urban Primary Health Centre
WHO	World Health Organization

## Introduction

Free and proficient public healthcare services provided by the State is a fundamental right under the expanded definition of the Right to Life as enshrined in the Indian Constitution and upheld by several decisions of the Supreme Court. The Right to Life is meaningless without the Right to Health. It is therefore the duty of the state to look after the primary health care issues and problems of the population. At the World Health Assembly of the World Health Organisation (WHO), at Alma Ata in 1978, member countries including India pledged 'Health for All by 2000'. This declaration makes it binding on the state to provide universal affordable health care. The National Health Policy of 2002 reaffirms this commitment. Any attempt to privatize health care is a backing away by the State from this commitment.

The Rajasthan Government had decided to hand over 213 Primary Health Centres (PHC) to Private parties to operate under the Public Private Partnership (PPP) model, as part of the 'Run a PHC' scheme. The move had received considerable attention in the press; several reports questioning this move have appeared in media. Concerned individuals and Civil Society Organizations of Rajasthan had therefore filed a Writ Petition (Public Interest Litigation) against the move in the Rajasthan High Court in the year 2016. The case went on for more than a year and in between it had put a stay order on the handing over as well but ultimately it was dismissed by the end of 2017 and no good order came out of it.

Now Rajasthan government passed another tender to hand over 41 urban PHCs in Rajasthan to private sector. The PPP model is an invidious privatization scheme that is designed to ultimately destroy the public healthcare system because private bodies would enter into collaboration with the government only because profit, and not service, is the motive that drives them. Handing over of PHCs to them would facilitate development of unholy nexus between the private parties running the PHCs and the bigger private medical establishments in the neighborhood. In a country that already allocates grossly inadequate amounts for health care, this move will further harm the public health care system. In India, 70% of all expenditure on health is out of the pocket expenditure. This is one of the largest in the world. As a result, 23% of patients do not seek any medical care on falling sick and families of 40% patients slide below the poverty line after a single hospitalization. With privatization, these figures are set to worsen and health care will be absolutely out of reach for

## The rationale of the Investigation

Since the time these PHC have been handed over to private hands, civil society organizations and people of the community have been raising their voice against this. During several meetings, people have shared how the PPP model is not a solution for the betterment of the health care system. To find out more about this, a team of investigators decided to make some visits to those UPHCs that are running on PPP mode. The following are the major reasons for opposing privatization. Some of the reasons why handing over government health centers into the private sector is not a good idea are as follows:-

The referral of patients in public health system operates in a chain system from Sub Health Centre to PHC, PHC to Community Health Centre (CHC), CHC to District hospital and finally to medical college hospitals. This chain system of referral would be broken with the entry of private operators who would begin to refer patients to private hospitals because the tender document does not make it mandatory for private operators to refer patients to only public hospitals. This will lead to several unnecessary referrals and patients will be forced to shell out money for unnecessary treatment. As such, private parties will refer the patients to the private medical establishments by which a number of referral cases will be increased without much of indications of illnesses.

Attempts to provide PHCs on PPP mode have been tried in few other States but they failed. The Health Department of Karnataka State had decided to do away with the Arogya Bandhu Scheme and has decided to take the PHCs back into its fold.

The 71st report prepared by the NSSO “Key Indicators of Social Consumption in India – Health” released in June 2015 shows that a hospitalized person in public hospital spends Rs.6120/- while the average expenditure in private hospital is Rs.25850/. In India charging from the poor for health care services in the public healthcare system is a violation of the fundamental rights of the citizens. A large part of the population of Rajasthan is covered by the subsidy scheme in the National Food Security Act, 2012 which is about 75% of the population of Rajasthan. This means that they can be considered as poverty-stricken people requiring state intervention.

## Methodology

The fact-finding of *Rampuriya Primary Health Centre* was conducted by Jawahar Singh Dagur, Prayas in April 2019. The fact-finding team carried out observations of the health facilities and interviewed the service providers, as well as the people living in nearby villages.



## Background

Rampuriya village is located in Peepalkhoont block of Pratapgarh district in Rajasthan. It is situated 60km away from sub-district headquarter Peepalkhoont and 20km away from district headquarter Pratapgarh. Ram Puriya is the gram panchayat of Rampuriya village.

The total geographical area of the village is 740 hectares. Rampuriya has a total population of 1,539 people. There are about 286 houses in Rampuriya village. Pratapgarh is the nearest town to Rampuriya which is approximately 20km away.

### Population of Rampuriya

Total Population	Male Population	Female Population
1,539	824	715

According to community members, Rampuriya Primary Health Centre is about 40 years old. Earlier this region was in Pratapgarh block but when Pratapgarh formed district in 2008, it was merged into the Peepalkhunt Block. From the time government started to behave differently; Community member made many efforts, attempts even after opposition the government handover Rampuriya PHC to Chitransh Education and Welfare Society - Jaipur under PPP mode on 1<sup>st</sup> December 2017. While it was the oldest primary health centre of this area, other PHCs like Devgarh, Gayaspur was built later. Before handover the PHC operated by the government that time the PHC used to serve all kinds of treatment, post mortem, delivery process, but when the government handed over the PHC Rampuria under PPP mode, this PHC has stopped providing quality health care services.

## Observation

On Date 27 April 2019, around 10.00 am, the Fact- Finder Mr Jawahar Singh Dagur Reached to the primary health centre Rampuria, he observed that time no patient was there. Male Nurse (Second Class), LHV, ANM, ASHA and Computer were sitting in a room gossiping with each other, some staff member Male nurse (second class), Lab technician, ward boy and



cleaning worker were absent. On being asked the reason, presented staff said Lab technician was absent due to a family function, one male nurse left informally, ward boy and cleaning staff were absent due to some personal work. When asked the reason for absent staff, presented staff said that we are being paid less than daily wages and that too is not available on time. For the last four months we

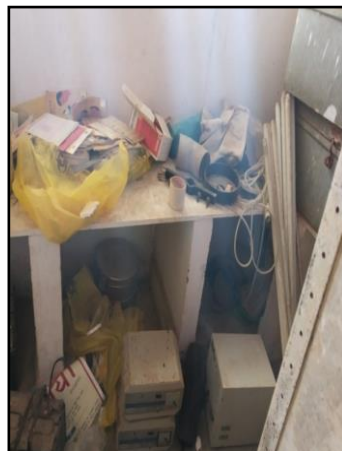
have not been paid, salary structure is very low, male nurse, lady health visitor, ANM and computer operator are paid just 6000 rupees, field ANM is paid Rs. 5500, cleaning staff and ward boy are paid only 3000 Rupees

The employees of PHC are not supported by the responsible organization; every small task has to be requested every time; Every time employees spend money from their pocket, otherwise they have to work without resources. A staff member said that we spend money

from our pocket and our salary is not enough, so we are working without any basic resources. The employees did not have any information about what kind of machines they have in PHC and how they are used, some machines and equipment are still packed and employees have refused to open.



#### *Poor Condition of PHC*



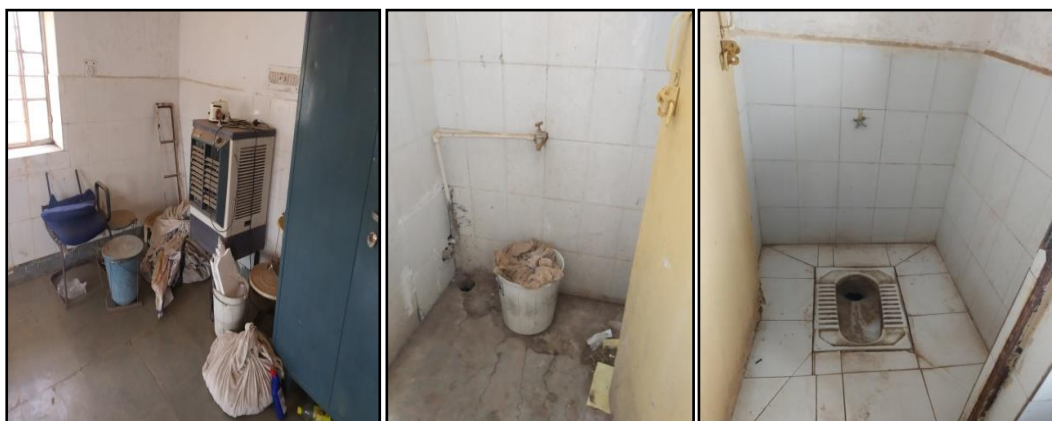
During the observation the fact -finder found that marks of water leakage showing everywhere, the responsible organization did not provide any color and painting on the building, nor did provide the basic cleaning material

Sheets, blankets, toilets, and floors were very dirty; Due to lack of wall around the building, dirt was spread everywhere by the animal .Many rooms were stacked with broken chairs and bad equipment accessories. No arrangement of water, the motor of the tube well was not working; there was no source of clean water for patients, even the staff members brought their water bottles from home.

From several month hospital premises was not washed, water facilities were not available in toilets. Housekeeping staff said how they can clean the premises without basic cleaning stuff like water, finial and washing powder. At the fridge was handover by the government at the time of transfer to kept special and essential medicines, but that was not functional because the wire cut off by rats and no one did any effort to repair or changed it.



In the female ward, 5 beds are available, but in a male ward, a bed is always reserved by the drivers, which operates 104 ambulances, the driver always uses it to sleep. At the time of the investigation, he was sleeping on the same bed, childbirth and neonatal care rooms are not available; Investigators did not find any patients on that day. No arrangement of food for pregnant woman. Teenage counseling and clinic operating services are not provided. The primary health center has a single phase electrical connection;for any emergency generator and inverterare not available, most of the time electricity remains closed.





### *Status of patient*

#### *Sample of Quarterly Data When the PHC was operated by the government in 2017*

<i>S.no</i>	<i>Month</i>	<i>OPD</i>	<i>IPD</i>	<i>Delivery</i>	<i>TB</i>
<i>1</i>	<i>May 2017</i>	<i>352</i>	<i>29</i>	<i>01</i>	<i>06</i>
<i>2</i>	<i>June 2017</i>	<i>267</i>	<i>15</i>	<i>01</i>	<i>02</i>
<i>3</i>	<i>July 2017</i>	<i>458</i>	<i>20</i>	<i>01</i>	<i>03</i>

#### *Sample of Quarterly Data When the Chintranshwas operated by the government in 2019*

<i>S.no</i>	<i>Month</i>	<i>OPD</i>	<i>IPD</i>	<i>Delivery</i>	<i>TB</i>
<i>1</i>	<i>January 2019</i>	<i>369</i>	<i>33</i>	<i>0</i>	<i>0</i>
<i>2</i>	<i>February 2019</i>	<i>458</i>	<i>39</i>	<i>0</i>	<i>0</i>
<i>3</i>	<i>March 2019</i>	<i>566</i>	<i>60</i>	<i>0</i>	<i>0</i>

*During the 3months of the two quarterly statements, no TB patients were registered and no delivery procedure was done except that only 10- 12patients came daily, but there is not much difference between PPP and general mode.*

### **Feedback by community**

Shri Motilal Meena (Sarpanch of Gram Panchayat Rampuria), Mr. Ramchandra Meena, Mr. Kailash Meena, Mr. Shankarlal Meena (Former Vice President) Ramchandra Meena or other community member shared from December 2017, ANM and male nurse are operating PHC, no doctor has come up to date

For the treatment of any disease, whether it is a small disease or a major disease, people go to Pratapgarh or other nearby private hospital. Shri Kailash Meena said that when primary health center was functioning by the government, doctors and staff were available, the delivery process was also completed, there was an inverter for power backup, the fridge was running, the tubewell's motor was in good condition, cleanliness And when the washing was done properly, when there was clean drinking water, all facilities were available in the toilet.

MrShankarlal Meena (former vice-president of Panchayat) said at the present the PHC is not providing qualitative treatment. Doctor, nurse, compounder staffs are not regular PHC is mostly based on housekeeping, while putting the injection and giving the medicines with their shaking hands, staffs are untrained, community are afraid while getting the treatment. To remove the PHC Centre from PPP mode a demand was generated by Sarpanch Shri Moti Lal Meena and the other villagers in front of District Collector and Health Department Pratapgarh.

### **Conclusions**

Rampuriya panchayat is 99 % of the tribal area. For every small checkup, the patients go to the nearby private hospital; Public of Rampuriya is very unsatisfied with the quality of the hospital. No monitoring and action taken system are available by the government to monitoring those PHC who are running under PPP mode. Government should be taken action against the organization that is the responsible for PHC.