



Sindh Integrated Health &  
Population Project



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# SINDH INTEGRATED HEALTH AND POPULATION PROJECT (SIHPP)

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## AMBULANCE/MOBILE MEDICAL VANS/MOBILE LABORATORIES AUDIT REPORT

JOINTLY WITH SINDH INTEGRATED EMERGENCY HEALTH SERVICES

(SIEHS)

JULY 18, 2024  
HEALTH DEPARTMENT  
GOVERNMENT OF SINDH



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## Abbreviations

ALS	Advance Life Support
BEmONC	Basic Emergency Obstetric & Newborn Care
BLS	Basic Life Support
CEmONC	Comprehensive Emergency Obstetric And Newborn Care
CTD	Clinical Training Department
DHQ	District Head Quarter
EMA	Emergency Medical Assistance
EMD	Emergency Medical Dispatcher
EMT	Emergency Medical Technician
EMR	Electronic Medical Record
ETC	Emergency Tele Communicator
EVO	Emergency Vehicle Operator
FOC	Free of Cost
GIS	Global Information System
GPS	Global Positioning System
I.T	Information Technology
ISO	International Standard Organization
HES	Health Echo System
HTO	Handing Over Taking Over
KPI	Key Performance Indicator
SIEHS	Sindh Integrated Emergency Health Services
SIHPP	Sindh Integrated Health and Population Project
RHC	Rural Health Centre
THQ	Taluka Head Quarter
QA Software	Quality Assurance Software
PPE	Personal Protective Equipment

## Executive Summary

The Sindh Integrated Health and Population Project prioritizes the delivery of preventive and life-saving services through a well-structured referral mechanism. Ambulances/Mobile Medical Vans/Mobile Laboratories services play a crucial role in this initiative, acting as a critical link between healthcare providers and patients. The Sindh Integrated Health and Population Project's collaboration with the Sindh Integrated Emergency & Health Services (SIEHS). It details the coordination and management of emergency medical services, emphasizing the operational effectiveness of Ambulances /Mobile Medical Vans/Mobile Laboratories services in addressing emergency situations.

To ensure that Comprehensive Emergency Obstetric and Newborn Care (CEmONC) facilities are accessible, we analyzed the distances between government dispensaries and the nearest CEmONC facilities. This analysis is pivotal for understanding and improving access to essential medical services, particularly in emergency situations.

The key aspects such as dispatch protocols, the operational phase of Ambulances /Mobile Medical Vans/Mobile Laboratories services, fleet management processes, and the crucial roles of the biomedical, clinical training, and quality assurance departments. These departments are responsible for maintaining protocol adherence, providing effective personnel training, ensuring proper equipment maintenance, upholding quality standards, and fostering continuous improvement. Their combined efforts highlight a strong commitment to saving lives, enhancing patient care, and achieving excellence in all operational areas.

As E & S screening has not been carried out prior to the procurement and handing over ambulances to SIEHS, therefore, E & S team of PMU have been advised to do the E & S audit, to determine if SIEHS has implemented appropriate systems and procedures to ensure the safe, sustainable and secure operations of a vehicle, as per approved ESMF.

## 1. Introduction

The Sindh Integrated Health and Population Project is dedicated to providing timely and effective emergency medical services to the community. The project proposes an integrated approach that leverages the expertise and collaboration with the Sindh Integrated Emergency Health Service (SIEHS) to enhance the efficiency, quality, and effectiveness of Ambulances /Mobile Medical Vans/Mobile Laboratories service operations.

By aligning the efforts of the Command & Control Operations, Fleet Management, Biomedical Department, Clinical Training Department, and Quality Assurance, the project aims to create a streamlined and comprehensive system. This system is designed to ensure timely emergency response, optimal patient care, and continuous improvement. The focus on environmental and social considerations includes evaluating the environmental impact of Ambulances /Mobile Medical Vans/Mobile Laboratories operations, such as fuel consumption and emissions, and addressing the social implications, such as equitable access to emergency services and patient satisfaction.

As E & S screening has not been carried out prior to the procurement and handing over ambulances to SIEHS, therefore, E & S team of PMU have been advised to do the E & S audit to determine if SIEHS has implemented appropriate systems and procedures to ensure the safe, sustainable and secure operations of a vehicle, as per approved ESMF.

### 1.1 Justification for Audit Report

The E & S audit was conducted to assess the effectiveness of ambulance, mobile medical van, and mobile laboratory services. The report identified areas for improvement in deployment, operation, maintenance, staff training, and infrastructure. By highlighting deficiencies and providing recommendations, the report aims to improve the efficiency, safety, and reliability of emergency medical services.

### 1.2. Objectives of the Ambulances/Mobile Medical Vans/Mobile Laboratories Audit

The main objectives of the performance audit:

- Assess the preparedness of the emergency rescue and health care arrangements
- Assess that emergency activities carried out
- Assess whether emergency activities were managed with due regard to economy, efficiency and effectiveness
- Determine whether proper monitoring & evaluation mechanism was in place
- Analyze the key performances indicators (KPIs) of organization and their effectiveness.

## 2. Institutional Arrangements

### 2.1 Scope of SIEHS in the Project:

SIEHS will be responsible to operate Ambulances, Mobile Medical Vans and Mobile Laboratories through a specific management and operational team especially designated for the project activities.

- A. The Ambulance Service will be operated by Sindh Integrated Emergency & Health Services (SIEHS) under PPP. The SIEHS is public company established under Section 42 of the Companies Act 2017. SIEHS is the unique entity which have adequate infrastructure and experience to maintain and scale up the emergency services all over Sindh Province. SIEHS's independent board, which includes government officials and experts which ensures that funds are managed effectively, through the process of annual audits by reputed audit firms. This allows for high-quality emergency care while expanding services through mobile health vans and laboratories.
- B. Mobile Health Vans and Mobile Laboratories will be used to provide medical care and diagnostic services to individuals in underserved or remote areas. These units may also be utilized to support disaster or outbreak response.
- C. SIEHS will be responsible to operate Tele Medicine Hub in 23 districts (Annexure-1) and provide health promotion and awareness through mass public messaging. Tele Medicine Hub will be established in 23 districts to provide 24/7 virtual health services to the underserved community through a dedicated team, especially assigned to the project. Health promotion will be executed with the help of Tele-Tabeeb platform to create awareness among communities.

### 2.2 Responsibilities of PMU of Sindh Integrated Health and Population Project-SIHPP:

- A. The PMU of the project will procure ambulances, mobile clinics and mobile laboratories, equipment for telemedicine hubs as per approved in the PC-I and hand over to SIEHS after equipping them with equipment as approved by the Technical Committee.
- B. Ensure that warranties are in place for all the equipment's installed in the ambulances.
- C. Consider the recommendations proposed by SIEHS and provide support to enhance their services.
- D. To ensure the strong coordination between PMU, SIEHS and other stake holders for successful implementation of the Project.

### 2.3 Responsibilities of SINDH INTEGRATED EMERGENCY HEALTH SERVICES -SIEHS:

- A. Operate ambulances, Mobile Medical Vans, Tele Medicine Hubs, Health promotion via Tele-Tabeeb. Additionally, the operation of mobile laboratories will be conducted through a Memorandum of Understanding (MoU) with the relevant Public Medical University or College in the respective division.
- B. Operate ambulances to support referral from the health facilities to the agreed and identified referral facilities and.
- C. Ensure insurance of vehicles and equipment.
- D. Ensure routine maintenance of vehicles.
- E. Ensure 24/7 availability of staff.
- F. 24/7 availability of Tele-Medicine Hub/virtual services that would be provided.
- G. Facilitate community involvement in Health promotion via Tele-Tabeeb.



- H. Tele-Medicine/Tele-Tabeeb to allocate trained medical professionals comprising of trained Health Advisory agents, nurses, doctors and clinical psychologist who will also be able to communicate with callers in regional languages, i.e., Urdu and Sindhi.
- I. Ensure that the agreed Key Performance Indicators (KPIs) outlined in (Annexure-II) are met and upheld.
- J. SIEHS will create mini-PMU in Head Office to manage and implement the project activities at its Head Office, Regional Offices, District Offices and Government Dispensary level. The staff can be added from the existing resources or new staff can be added as per the agreed budget.

### 3. Audit Scope & Methodology

The audit involved a comprehensive review of the deployment status of ambulances through E & S checklist, procurement data, and related information on emergency/rescue services training and recruitment, sourced from departmental files, records, and documents. Additionally, interviews were conducted with management, staff of Sindh Integrated Emergency Health Services (SIEHS) - Rescue 1122, other relevant Personnel from the Health department, Government of Sindh, and affected individuals.

Following audit methodology was adopted during the course of execution of performance audit:

#### 3.1 Primary Data

The primary data were mainly collected through approved E & S Audit checklist attached at Annex-I, and Interviews and discussions with the management of SEIHS staff.

#### 3.2 Secondary Data

Secondary data was collected through the available reports, current practices and data available at SIEHS station for the operation and maintenance of Ambulances/Mobile Medical Vans/Mobile Laboratories at their stations.

#### 3.3 Field Plan

In order to ascertain the proper deployment status and current practices of SIEHS at different districts, a field visit plan scheduled and conducted, the summary of field visit is, The inspection trip began on Wednesday, June 12, 2024, with visits to SIEHS stations in various districts starting from Thatta, Sujawal and Badin, with overnight stays mainly in Hyderabad and Sukkur. The trip involved daily consultations with District Health Officers (DHO) and Family Planning (FP) personnel, along with visits to SIEHS stations across different districts including Tando Mohammed Khan, Hyderabad, Jamshoro, T Allahyar, Umerkot, SBA, Sanghar, Naushahro Feroze, Khairpur, Sukkur, Ghotki, Jacobabad, Kashmore, Shikarpur, Kambar/Shahdadkot, and Dadu. The team took a break for Eid holidays from June 17th to 19th and completed the inspection by June 27, 2024, before returning to Karachi. The field visit schedule attached as **Annex-II**.

#### 3.4 Feedback on the Consultations

The consultation feedback highlighted key areas needing attention to improve ambulance services. Concerns about operational efficiency were raised, particularly regarding slow response times and limited availability during peak hours. To tackle this, we suggested optimizing shift patterns and implementing real-time tracking and a better dispatch system. There were also calls for enhanced training for EMTs and vehicle operators, with a focus on advanced life support and handling hazardous materials, prompting the development of comprehensive training programs and regular assessments. Infrastructure deficiencies, like inadequate parking and disinfection areas, led to recommendations for upgrading facilities to protect vehicles and ensure compliance with hygiene standards. Feedback on waste management practices underscored the need for improved protocols, along with partnerships with licensed disposal services. The need for greater gender diversity was also noted, and plans are in place to encourage female participation through targeted recruitment and support measures.



## 4. Ambulances /Mobile Medical Vans/Mobile Laboratories Operations Overview

Ambulances/Mobile Medical Vans/Mobile Laboratories operations encompass a series of coordinated activities aimed to provide timely and effective emergency medical services. Further, to ensure efficiency, safety, and optimal patient / client care, the Ambulances/Mobile Medical Vans/Mobile Laboratories operations are divided into eight phases:

### 1. Pre-run Phase:

- Crew equips Ambulances/Mobile Medical Vans/Mobile Laboratories with necessary supplies and checks equipment readiness.
- Exterior and front cabin cleaning, while rear cabin cleaning and disinfection are carried out by Paramedics (PMs) or Emergency Medical Technicians (EMTs).
- Handing & Taking over Checklists are filled by both of the Ambulances/Mobile Medical Vans/Mobile Laboratories crews (PM/EMT & Emergency Vehicle Operator - EVO) at the start of the shift.
- Observations & non-compliances are documented and reported to station management by Ambulances/Mobile Medical Vans/Mobile Laboratories crews.

### 2. Dispatch Phase:

- Information about the assigned call is relayed by the EMD (Emergency Medical Dispatcher: is a professional who works in emergency communication centers, such as 1122 call centers, and is responsible for receiving emergency calls and dispatching appropriate emergency medical services to the scene) of Command and Control.
- Crew receives information about the patient / client condition, incident scene, and nature of the emergency.
- Dispatch information is noted in the Ambulances/Mobile Medical Vans/Mobile Laboratories report for accurate record-keeping.

### 3. En Route to the Scene:

- Vehicle safety measures, communication protocols, and road safety rules are adhered to.
- Ambulances /Mobile Medical Vans/Mobile Laboratories lights and siren usage is based on patient / client condition and road situation.

### 4. At the Scene:

- Crew ensures personal and scene safety and surveys the scene for hazards.
- Patient / client assessment and stabilization are performed, followed by lifting/moving if required.
- Patient / client belongings are collected; medico-legal case valuables are handed over to authorities.

### 5. En Route to the Receiving Facility:

- Patient / client is securely strapped; seat belts are fastened for the crew.
- Patient / client care, monitoring, and interventions are continued during transport.
- Communication with Command and Control for any updates or changes in patient / client status.

## 6. At the Receiving Facility:

- Arrival at the facility is reported to Command and Control and receiving facility staff.
- Oral report provided to the receiving facility provider includes vital patient / client information.
- Patient / client transfer is coordinated, and any valuables/possessions are handed over properly.

## 7. En Route to Key Point/Station:

- Equipment and supplies retrieved, reusable equipment cleaned and disinfected.
- Command and Control is notified, waste properly discarded, and oxygen status checked.
- Ambulances/Mobile Medical Vans/Mobile Laboratories Report is filled, and any necessary restocking or disinfection is done.

## 8. Post-run Phase:

- Inventory of equipment and supplies is checked and noted.
- An Ambulances/Mobile Medical Vans/Mobile Laboratories is cleaned and disinfected if necessary, and all equipment is properly stored.
- Handing over-Taking over (HTO) forms are filled for the next crew's reference.
- Ambulances/Mobile Medical Vans/Mobile Laboratories Parking Protocol:
- Ambulances/Mobile Medical Vans/Mobile Laboratories parking is based on safety, visibility, and communication criteria.
- Different parking rules apply based on various occasions such as station, key point, patient / client pick-up, and hospital visits.
- Safety, proper direction, spaciousness, and monitoring are key considerations.

### a. Accident/Incident Management:

- In case of accidents or incidents involving the ambulance, information is immediately communicated to Command and Control and relevant departments.
- Safety of crew, patients / clients, and by standers is prioritized.
- Accident reports are generated, and vehicle maintenance and repair are arranged.
- Investigations and actions are carried out as per organizational policies.

### b. Data Automation:

- Relevant data is entered into the Health Echo System (HES) using appropriate forms.
- The data of Sindh Integrated Health and Population Project covered area will be shared with the health facilities i.e both BEmONC and CEmONC on routine basis.

### c. Patient / Client Tracking during transportation:

Effective patient / client tracking during transportation is a critical component of the Ambulances/Mobile Medical Vans/Mobile Laboratories service provided by the Sindh Integrated Emergency & Health Services. This system ensures continuous monitoring and efficient management of patients / clients from the moment they are picked up until they reach the healthcare facility.

### **i. Real-Time GPS Tracking**

Each Ambulances/Mobile Medical Vans/Mobile Laboratories is equipped with GPS technology, enabling real-time tracking of its location. This allows the Command & Control Operations team to monitor the ambulance's route and estimated time of arrival, ensuring timely response and coordination with the receiving medical facility.

### **ii. Patient / Client Monitoring Systems**

Ambulances are outfitted with an advanced patient / client monitoring systems that continuously track vital signs such as heart rate, blood pressure, oxygen levels, and more. These systems provide paramedics with critical information to make informed decisions during transit and to communicate the patient's / client's status to the receiving CemONC facility.

### **iii. Communication and Data Transfer**

Paramedics use secure communication channels to relay patient information to the referral coordinator available in CemONC. This includes real-time updates on the patient's / client's condition, medical history, and any administered treatments. The seamless transfer of data ensures that the hospital is prepared to provide immediate and appropriate care upon the patient's / client's arrival.

### **iv. Electronic Medical Records (EMR)**

The integration of Electronic Medical Records (EMR) systems allows for the automatic updating of patient / client data. As soon as the patient / client is in transit, their EMR is updated with real-time information, ensuring continuity of care. This system reduces the risk of errors and ensures that all healthcare providers have access to the most current patient / client information.

### **d. Catering to Life-Threatening Cases:**

- Command and Control prioritizes sending Advanced Life Support (ALS) resources, but Basic Life Support (BLS) resources may also be dispatched for critical cases.
- Crews must prioritize patient / client care and safety, and support is available from on-call physicians and senior personnel.

This summarized overview highlights the key phases and protocols within Ambulances/Mobile Medical Vans/Mobile Laboratories operations. The emphasis is on patient / client care, crew safety, effective communication, and adherence to organizational (SIEHS) guidelines for efficient emergency response and medical care.

### **e. Deployment Strategy and Stations**

Each Ambulances/Mobile Medical Vans/Mobile Laboratories will cover the cluster of 3 to 4 Upgraded Government Dispensaries / People Health Centers depending upon the distance of the health facilities from BEmONC to CEmONC services and the patient's / client's flow. The staff working in the Upgraded Government Dispensaries / People Health Centers will be trained on the referral mechanism and each facility will have the list of nearby CEmONC facilities including the contact details. The SIEHS have established the parking stations for ambulances in every district. Currently (Total of 60 ambulances are deployed across 24 districts. Karachi



has the highest number with 10 ambulances, followed by Umerkot with 7. In other districts i.e, Badin 2, Dadu 3, Ghotki 2, Hyderabad 1, Jacobabad 2, Jamshoro 3, Kandhkot/Kashmore 2, Khairpur 2, Naushero Feroz 4, Qamber/Shahdadt 2, Sanghar 2, Qazi Ahmed 2, SBA 3, Shikarpur 3, Sujawal 3, Sukkur 2, Tando Allahyar 2, Thatta 2, Tando Muhammad Khan 2, Some districts like Larkana, Matiari, Mirpur Khas, and Tharparkar have no ambulances. Whereas the mobile clinics and labs are parked at the Karachi SIEHS head office those will be deployed once operational budget will be issued by health department government of Sindh), the ambulances are parked in the stations from where the ambulances operation will take place to key points. Secondly to keep the project objectives on priority a detailed and reviewed mapping is hereby given in the heading of Geographical Coverage, showing the details of Upgraded Government Dispensaries / People Health Centers taken up in phase-I, to support the proper and on-time referral mechanism and deployment accordingly.

A Female Medical Officer and/or Skilled Birth Attendant present in the Upgraded Government Dispensaries / People Health Centers will assess the complex cases including mother and child health. Depending on the type and degree of the complication, they will decide whether a referral to the closest RHC, THQ, or DHQ is necessary after doing the assessment. If an Ambulances/Mobile Medical Vans/Mobile Laboratories is required, the facility staff will call for one to be sent from the nearest station or the patient / client (pregnant mother) will call from the registered number in the system at the time of emergency as in some cases. With a focus on SIHPP's Government Dispensaries sites and population catchment areas being covered, the best location for these Ambulances/Mobile Medical Vans/Mobile Laboratories stations will be identified by GIS mapping and implemented through SIEHS. Additionally, the mapping will be a useful tool for the ambulances, allowing them to select the fastest and safest path for the transfer of patients / clients to the specified referral health center, through a robust referral network. This tactical strategy will give all 392 Upgraded Government Dispensaries / People Health Centers access to comprehensive healthcare, process as below; **Table 4.1:** The process of emergency referral cases and Ambulances/Mobile Medical Vans/Mobile Laboratories operations are as follows.

**Table 4.1: The process of emergency referral cases and Ambulances/Mobile Medical Vans/Mobile Laboratories operations**

Stages	Process
Stage – 1	When the patient / client is stabilized, FMO/SBA will call SIEHS Helpline <b>(1122)</b> for Ambulance.
Stage – 2	SIEHS caller to record the data of the patient / client through online dashboard.
Stage – 3	SIEHS to inform the closest Ambulances/Mobile Medical Vans/Mobile Laboratories station to the GDs / PHC, to dispatch the Ambulance.
Stage – 4	The Ambulances/Mobile Medical Vans/Mobile Laboratories station dispatches the Ambulances/Mobile Medical Vans/Mobile Laboratories to the PHC (BEmONC)
Stage – 5	SIEHS caller calls the referral coordinator of the closest (functional) CEmONC center.
Stage – 6	Referral coordinator confirms the availability of required treatment at the CEmONC center.
Stage – 7	The Referral Coordinator informs the concerned specialists to prepare for the treatment.



Stage – 8	SIEHS caller confirm the driver for the optimal CEmONC service.
Stage – 9	1. SBA to monitor patient / client transfer upon arrival of the ambulance. 2. Handover required documents (based on guideline) to the paramedic staff of the ambulance.
Stage – 10	The driver takes the patient / client to the optimal CEmONC and the paramedical staff stabilizes the patient / client during transfer.
Stage – 11	The referral coordinator supervises the arrival and ensures the provision of the treatment.
Stage – 12	After necessary treatment at the CEmONC, the referral coordinator will ensure the proper discharge, update the record (EMR) and inform the BEmONC facility as well.
Stage - 13	After successful transportation of the patient, an adequate disinfection process will be conducted using P-Clean Solution at the designated washing area, either at a moderate or high level, depending on the severity of the emergency case.
Stage -14	Parking at designated key point of emergency vehicle.

### Deployment status of SIHPP Vehicles

The details of the deployment status of the SIHPP vehicles at the SIEHS ambulances stations, (Total of 60 ambulances are deployed across 24 districts. Karachi has the highest number with 10 ambulances, followed by Umerkot with 7. In other districts i.e, Badin 2, Dadu 3, Ghotki 2, Hyderabad 1, Jacobabad 2, Jamshoro 3, Kandhkot/Kashmore 2, Khairpur 2, Naushero Feroz 4, Qamber/Shahdadt 2, Sanghar 2, Qazi Ahmed 2, SBA 3, Shikarpur 3, Sujawal 3, Sukkur 2, Tando Allahyar 2, Thatta 2, Tando Muhammad Khan 2, Some districts like Larkana, Matiari, Mirpur Khas, and Tharparkar have no ambulances. Whereas the mobile clinics and labs are parked at the Karachi SIEHS head office those will be deployed once operational budget will be issued by health department government of Sindh) as attached **Annex-III**.

### f. Role of Station Management

The provided information outlines the operational procedures of Sindh Integrated Health and Emergency Services-SIEHD for managing emergency medical services. It covers various aspects, including staff allocation, Ambulances /Mobile Medical Vans/Mobile Laboratories allocation, staff deployment, deputation, duty roster, attendance recording, waste management, security, building maintenance, parking areas/stations and more. Mentioned below are the key points:

#### i. Ambulances /Mobile Medical Vans/Mobile Laboratories Deployment and Staff Allocation

- Ambulances/Mobile Medical Vans/Mobile Laboratories in SIHPP covered areas, the ambulances are deployed according to Geographical Coverage given above.
- Ambulances/Mobile Medical Vans/Mobile Laboratories staffing follows specific ratios of ALS (Advanced Life Support) and BLS (Basic Life Support) crews.
- ALS ambulances are managed by 3-member crews, while BLS ambulances have 2-member crews.

#### ii. Deputation and Staff Rotation

- Deputation of staff to ambulances is based on staffing requirements and availability.



- Clinical training rotations are arranged for staff from medical institutions.
- Shifts rotation for all the field operational crews.
- Monthly duty schedules are prepared in advance and changes are approved by Station Chiefs.

### iii. Support Staff and Their Functions

- Support staff including security guards, office boy, and housekeeper.
- Office boy assists with office tasks, while housekeeper maintains cleanliness.

### iv. Attendance Recording

- Employees report for duty on time and mark their attendance using an automated system.
- Absences and leaves are recorded and managed through an attendance register and system.
- Leaves require prior approval and follow an established hierarchy.

### v. Handing Taking Over

- Ambulances/Mobile Medical Vans/Mobile Laboratories crews perform proper handover of vehicles, equipment, medicines, and supplies at the end of each shift.
- Medicines are checked and replenished, and equipment functionality is verified.
- Coordinators hand over station-related responsibilities, including vehicle status and materials.

### vi. Waste Management

- Proper waste management procedures will be followed as per the guidelines of Infection Control & Prevention (SIEHS waste management plan), including disposal of expired or unused medicines.

### vii. General Discipline Guidelines

- Dress code for staff, designated smoking areas while Ambulances/Mobile Medical Vans/Mobile Laboratories are no smoking zones, and professional conduct are emphasized.
- Proper behavior towards colleagues, patients / clients, attendants, and the public is required.

### viii. Monitoring Key Performance Indicators (KPIs)

- Key performance indicators (attached as **Annex-IV**) are tracked daily and displayed on KPI boards. SIHPP will be given access to KPI board
- Regular surprise checks are conducted to ensure adherence to protocols.

### ix. Management of Technical Infrastructure

- Wireless communication and technical equipment are monitored and maintained.

### x. Ambulances /Mobile Medical Vans/Mobile Laboratories Inspection

- Ambulances are inspected daily for equipment functionality and vehicle condition. Daily inspection by EVOs- Emergency Vehicle Operators.
- Quarterly inspections are conducted by Operational and Station management.

## xi. Reporting Breakdowns

Breakdowns of various accessories of (Ambulances/Mobile Medical Vans/Mobile Laboratories accessories) are reported immediately to relevant departments i.e. Fleet Management for prompt resolution.

## g. Fleet Management

The below mentioned is a procedure for maintaining an Ambulances/Mobile Medical Vans/Mobile Laboratories fleet within the organization (Sindh Integrated Health and Emergency Services) and covers various aspects of vehicle repair and maintenance, responsibility assignments, procedures for periodic maintenance, accident repairs, and coordination with external workshops. Here's a concise summary of the main points:

Repair & maintenance of ambulances along with biomedical equipment's will be managed through an Agreement between the Vendor and SIEHS. All the activities regarding the services will be conducted in accordance with the agreement signed by the co-partners.

### Responsibility:

- Manager Fleet, Bio & Workshop oversees all fleet, workshop, and parts-related activities, compliance, fuel management, and coordination during accidents.
- Assistant Manager Fleet & Workshop assists in managing fleet activities, compliance, and accident coordination.
- Field Service Technicians ensure quality of work, road tests vehicles, and maintains repair records.
- Repair & Maintenance Technicians handle minor issues, assist in breakdowns, and maintain activity records.
- Fleet Analyst manages fleet-related reporting and coordination with third-party vendors.
- Fleet Coordinator monitors Ambulances/Mobile Medical Vans/Mobile Laboratories movement, communicates with operation and workshop staff, and provides updated status reports.

### Procedure:

Periodic maintenance involves tracking vehicle mileage, arranging maintenance, and addressing breakdowns.

- Major and minor repairs are carried out at third-party workshops, with the exception of rear fabrication jobs.
- Body/accident repairs involve reporting damages, generating work orders, and coordinating repairs.
- External/outsource workshops handle maintenance, and repair coordination for non-contractual ambulances.
- Repair & Maintenance Technicians address minor issues at stations and perform preventive maintenance.
- In-house workshop operations involve job card creation, part requisition, technician oversight, and inspection before delivery.



## H. Quality Assurance

The Quality Assurance department at Sindh Integrated Emergency & Health Services serves as a vital technical support arm. Its scope encompasses both process and programmatic oversight of all interventions within SIEHS. The key operational domains of Quality Assurance include the following:

- Compliance and Monitoring
- Customer Satisfaction
- Complaint Management
- Quality Management Systems (ISO9001:2015)
- Change Management and Control

**To ensure compliance and effective monitoring, the QA department undertakes the following activities:**

- Establish sound policies and procedures for Quality Assurance and Management Representative (MR)
- Assist relevant stakeholders in documentation processes and offer necessary support for process streamlining Facilitate businesses in risk assessment and collaborate in determining recovery objectives for key systems
- Implement robust monitoring systems for achieving excellence
- Conduct comprehensive oversight of Operations and Teletabeeb processes against established standards and provide timely and effective reporting to support strategic decision-making by the respective business/service units.

**To assess customer perception of the extent to which their needs are met, the QA department engages in the following actions:**

- Conduct feedback calls to beneficiaries of SIEHS to gather insights
- Ensure a continuous flow of information from customer feedback channels
- Ensure corrective actions are promptly implemented by business/service units if service satisfaction levels fall below acceptable standards

**To establish a robust complaint management system, the QA department carries out the following functions:**

- Act as an impartial Complaint Management System to ensure fair handling of complaints and standardize complaint investigation practices.
- Establish and maintain a Complaint Management System, utilizing data to drive quality enhancement.
- Implement mechanisms to track complaint volumes and types
- Address operational shortcomings and inefficiencies.



**To uphold compliance with Quality Management Systems, the QA department takes the following measures:**

- Utilize a process-oriented approach to the Quality Management System to determine required inputs and expected outputs. Apply criteria, methods, monitoring, measurement, and performance indicators to ensure effective operations.
- Establish, implement, and maintain processes necessary for the Quality Management System (QMS)
- Provide top management within SIEHS with reports on QMS performance and improvement needs.
- Implement an internal audit program to verify QMS conformity to planned arrangements, and take corrective action as needed.
- Coordinate continuous QMS improvement efforts, recording and reviewing evidence of corrective and preventive actions taken.
- Plan, coordinate, and participate in system reviews and quality audits, aiding staff in identifying potential enhancements to systems, processes, and workflows.
- Guide the organization through quality system deployment and certification processes.
- Ensure ISO processes are completed on time and facilitate surveillance audits.
- Oversee adoption of corrective measures based on audit findings (Reference: SIEHS-MR-F-08)

**To establish an effective mechanism for change management and control within SIEHS, the QA department will introduce and manage the change management process.**

#### **J. Command & Control Operations of the Ambulances**

In the Command-and-Control setup of Sindh Integrated Emergency & Health Services, there are two distinct roles that operate independently yet closely coordinate, Emergency Medical Dispatcher (EMD) and Emergency Tele-communicator (ETC). The EMD receives and manages incoming calls, following the protocols of the Medical Priority Dispatch System (MPDS). Subsequently, they relay pertinent information to the ETC, who then coordinates the dispatch of the nearest available Ambulances/Mobile Medical Vans/Mobile Laboratories to the emergency location. The Emergency Call Handling Procedure is meticulously crafted to ensure the swift and effective management of calls for medical assistance. Within the Command-and-Control framework, trained personnel fulfil specific duties ranging from call reception to ensuring ambulances reach their designated destinations promptly. The summary highlights key sections and steps:

#### **Responsibilities:**

- EMDs receive Emergency calls, follow Medical Priority Dispatch System (MPDS) scripts, and provide instructions. Mentioned below are the dispatch priorities:
- The Emergency Tele-communicator plays a pivotal role in selecting the appropriate ambulance, conveying patient details along with dispatch codes, providing guidance to Ambulances/Mobile Medical Vans/Mobile Laboratories crews via tracking systems, and ensuring that information is relayed back to the EMD for communication with the caller.
- Quality Assurance Team evaluates emergency calls, ensuring EMD protocol adherence.
- Assistant Manager Training & Quality Assurance conducts training sessions
- Data Executive manages data analysis and reporting.

- Navigation Officers/Tracker Executive monitors Ambulances/Mobile Medical Vans/Mobile Laboratories movement.
- Priority shall be given to maternal and neonatal emergencies in the SIHPP covered area.

**Table 4.2:** Emergency response codes

S #	Priority	Description	Tentative Response Time (Home to Hospital)
1	Echo	Life-Threatening Emergency	12 minutes
2	Delta	Life-Threatening Emergency	12 minutes
3	Charlie	Potentially Life-Threatening Emergency	15 minutes
4	Bravo	Mid Priority ( <i>calls that may involve First Responders</i> )	15 minutes
5	Alpha	Non-critical situation with a likely potential for patient / client transport	30 minutes
6	Omega	reflect patient / client conditions that may not require an EMS response	60 minutes

#### k. Emergency Tele Communicator Procedures for Emergency Medical Services

Emergency Tele-communicators (ETCs) receive dispatch information from Emergency Medical Dispatchers using "HES Call Forms" that outline the severity of cases and determine the type of response needed, such as ambulances, mobile medical vans, or laboratories. ETCs locate available resources, and if none are found within 3 minutes, they activate Tele-health services for support. They map the location and dispatch the nearest resource based on the call's priority level, which ranges from Echo to Alpha, each with specific protocols and response times. Communication with crews is maintained via wireless, relaying critical information such as dispatch details, patient data, and response closures. ETC performance is monitored through recordings, tracking, and evaluations by supervisory personnel. Additionally, ETCs handle non-emergency communications for coordination and use specific codes for major incidents or management issues, Details have be provided as **Annex V**.

#### l. Tele Tabeeb

Sindh Integrated Emergency and Health Services Tele Tabeeb 1123, will be taken on board with their respective skilled professional to ensure their services in the Ambulances/Mobile Medical Vans/Mobile Laboratories during transfer of patient / client to support the existing and proposed services structure.

The role of tele-health in Ambulances/Mobile Medical Vans/Mobile Laboratories services is crucial for enhancing patient / client care and operational efficiency. Telehealth service helps in transmitting vital signs and other medical data from the Ambulances/Mobile Medical Vans/Mobile Laboratories to healthcare providers at hospitals or emergency response centers in real-time. This allows medical personnel to assess a patient / client condition promptly and make informed decisions regarding treatment even before arrival at the hospital. Telehealth also facilitates communication between paramedics and receiving healthcare teams, ensuring seamless continuity of care and potentially improving patient / client outcomes. By integrating telehealth into Ambulances/Mobile Medical Vans/Mobile Laboratories services can enhance their ability to deliver timely and effective medical interventions, ultimately saving lives and improving overall emergency response effectiveness.



Sindh Integrated Health &  
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### **m. Monitoring and Reporting to SIHPP**

The Sindh Integrated Health and Population Project will monitor the activities of the Ambulances/Mobile Medical Vans/Mobile Laboratories services under the project intervention areas. The SIEHS will submit the monthly progress report which covers the key performance indicators (attached as Annex-IV) set and agreed as per the Project PC-1.

## 5. Key Audit Findings

### 5.1 Ambulances/Mobile Medical Vans/Mobile Laboratories Operation cost & Budget

The SIEHS receives funds, from the Health Department, Government of Sindh annually, to cover the operational costs associated with providing emergency services in its designated areas, These funds are utilized for maintaining and upgrading Ambulances/Mobile Medical Vans/Mobile Laboratories fleets, ensuring regular maintenance, purchasing necessary medical equipment and supplies, and supporting the overall logistics and infrastructure required for effective emergency response.

The 60 Ambulances, 30 Mobile medical vans, and 05 Mobile Labs, provided by the Sindh Integrated Health and Population (SIHPP) project are parked in the premises of SEIHS field offices/stations due to non-availability of Operation and Maintenance Cost. However, the summary of operation and maintenance cost plus the salaries of additional staff has been proposed by the SIEHS in the Budget of Fiscal Year 2024-2025. After the release of funds from the Health Department, Government of Sindh, the hiring process for the staff will be initiated and these ambulances will be functional.

### 5.2 Ambulances/Mobile Medical Vans/Mobile Laboratories Parking Shade

The parking space is available at all SIEHS where SIHPP supported ambulances are deployed and a few stations have permanent, well-built shades available for the existing ambulances of SIEHS. However, the concern is that the parking sheds are not sufficient to accommodate the additional ambulances, provided by SIHPP. For Instance, parking sheds at SEIHS station Tando Allah Yar, located in Civil Hospital, can hardly accommodate 2 ambulances (Figure. 1) whereas the total number of Ambulances are 6 whereas in SEIHS station Tando Muhammad Khan, with the 3 ambulances and the parking sheds are sufficient to accommodate 3. (Figure. 2). Overall, the stations have permanent existing parking shades are; Thatta, Tando Mohammad Khan, Hyderabad, Tando Allahyar and Karachi.



Figure. 1. Parking shade at SIEHS station Allah Yar, located in Civil Hospital





Figure 2. Parking shade at SIEHS station Tando Mohammed Khan

Majority of the SIEHS stations rely on temporary tent structures for parking. While tents provide basic shelter, they may not offer the same level of protection and durability as permanent shades. Temporary structures are more susceptible to wear and tear over time, potentially compromising the safety and maintenance of the ambulances housed within. Overall, except Thatta, Tando Mohammad Khan, Hyderabad, Tando Allahyar and Karachi, all the ambulances deployed at the rest of SIEHS stations don't have parking sheds, as shown in Figure 3 (Temporary Parking sheds at Umer Kot), Figure 4-A (Temporary Parking Sheds at Badin), Figure 4-B (Parked Mobile Medical Van and Mobile Laboratories- at SIEHS station P.I.B colony Karachi) and figure 4-C (Ambulances parked at different SIEHS stations).



Figure 3. Temporary Parking shade at Umer Kot Station



Figure. 4. Temporary Parking Sheds at SEIHS station Sujawal.

However, during the visit the SIEHS staff has been advised to upgrade these temporary tents to permanent, well-fabricated shades upon the release of operation and maintenance cost by the Health Department, Government of Sindh. By investing in permanent shades, SIEHS can ensure that Ambulances/Mobile Medical Vans/Mobile Laboratories stations across their jurisdiction maintain consistent standards of safety, reliability, and operational efficiency. This upgrade not only supports the longevity of Ambulances/Mobile Medical Vans/Mobile Laboratories fleet but also enhances the overall preparedness and response capabilities during emergency situations, ultimately benefiting the community and healthcare system at large.



Figure- 4-B (Parked 30 Mobile Medical Van and 05 Mobile Laboratories- at SIEHS station P.I.B colony Karachi).





(A) Ambulances parked at SIEHS Sukkur



(B) Ambulances parked at SIEHS Jacobabad



(C) Ambulances parked at SIEHS Bin Qasim Karachi



(D) Ambulances parked at SIEHS Ancholi Karachi

Figure-4-C (Ambulances parked at different SIEHS stations)

### 5.3 Trainings to be conducted

Training sessions are essential to cover several key areas to ensure that staff are well-prepared and knowledgeable. The Emergency Medical Technicians (EMTs) and vehicle operators were interviewed during E & S audit about their skills and trainings (Figure 5 and 6). It was found that EMTs and Vehicle operators were fully trained on the basic and advanced life support services and going through the regular refresher courses in the field of medical but lack in the Environment and Social (E & S) trainings particularly, on Gender Based Violence /Sexual Exploitation and Abuse/Sexual Harassment, Personal protective equipment's (PPEs) and Health Safety and Environment (HSE) etc. These trainings will be conducted by the PMU, SIHPP to equip the staff, in order to work in more efficient way, to prevent any gender-based violence and to maintain good and healthy working environment for their safety and prevent contamination. Collectively, these training sessions are crucial for maintaining a safe, efficient, and responsive workplace.



Figure 5. Data collection at SEIHS station, Umerkot



Figure 6. Data Collection at SIEHS, NSF and Qazi Ahmed SBA.



#### 5.4 Hazardous and Non-Hazardous Waste Management

Adequate waste management practices have been implemented at all SIEHS Ambulances/Mobile Medical Vans/Mobile Laboratories stations to ensure a clean and safe environment. At the Ambulances/Mobile Medical Vans/Mobile Laboratories stations, large waste bins in yellow, red, and black color are provided to facilitate proper waste segregation, as shown in Figure 7 (SEIHS station Thatta) and Figure 8. (SEIHS station Sijawal). These color-coded bins help staff easily differentiate between various types of waste. Yellow bins are typically designated for infectious waste, which may include items contaminated with blood or bodily fluids. Red bins are used for hazardous materials, such as sharp objects and chemicals that require special handling and disposal. Black bins are reserved for general waste, including non-hazardous materials that do not pose a risk of infection or injury.



Figure 7. Waste Management Bins at SEIHS Station Thatta



Figure 8. Waste Managements Bins at SEIHS Station Sijawal

Further, each Ambulances/Mobile Medical Vans/Mobile Laboratories are equipped with waste bins to handle immediate waste generated during medical emergencies and patient care (Figure 9). This ensures that waste is contained and managed right at the source with waste disposal record, however, staff needs adequate refresher training on how to segregate and dispose of the waste collected during emergencies.



Figure. 9. The waste collection bin in one of the Ambulances at SEIHS Station Thatta.

Despite these provisions, it is crucial to ensure that the waste is properly segregated and disposed of and treated in accordance with stringent health and safety regulations i.e. World Bank Health and Safety Guidelines, Pakistan Health and Safety Act, Sindh Health and Safety Act etc. Proper disposal protocols must be followed, especially for hazardous and biomedical waste, to prevent contamination and ensure environment safety. This includes using licensed waste disposal services, ensuring that waste is incinerated or treated in a manner that neutralizes potential hazards, and maintaining detailed records of waste management practices.

Regular training and monitoring are essential to ensure compliance with these protocols. Staff must be educated on the importance of waste segregation, the risks associated with improper disposal, and the specific procedures for handling different types of waste. By adhering to these practices, Ambulances /Mobile Medical Vans/Mobile Laboratories stations can maintain a safe working environment for their staff and contribute to broader public health and environmental protection efforts.

### 5.5 Ambulances Disinfection System

SIEHS follows a structured approach to disinfection across three levels: low-level disinfection at pickup points, intermediate disinfection at health facilities, and high-level disinfection at specialized washing areas within SIEHS Ambulances/Mobile Medical Vans/Mobile Laboratories stations, as shown in Figure 8. (Ambulances/Mobile Medical Vans/Mobile Laboratories disinfection area at SEIHS, Thatta Station). The P-Clean solution, as shown in Figure 9, was utilized for disinfection process after each use of ambulance, provision and usage of PPE's is mandatory. These specialized washing areas are equipped with sufficient water sources and with proper drainage to ensure the safe disposal of wastewater, maintaining hygiene standards which are crucial for infection control.



Figure. 10. Ambulances/Mobile Medical Vans/Mobile Laboratories Cleaning/ Disinfections area at SEIHS, station, Thatta



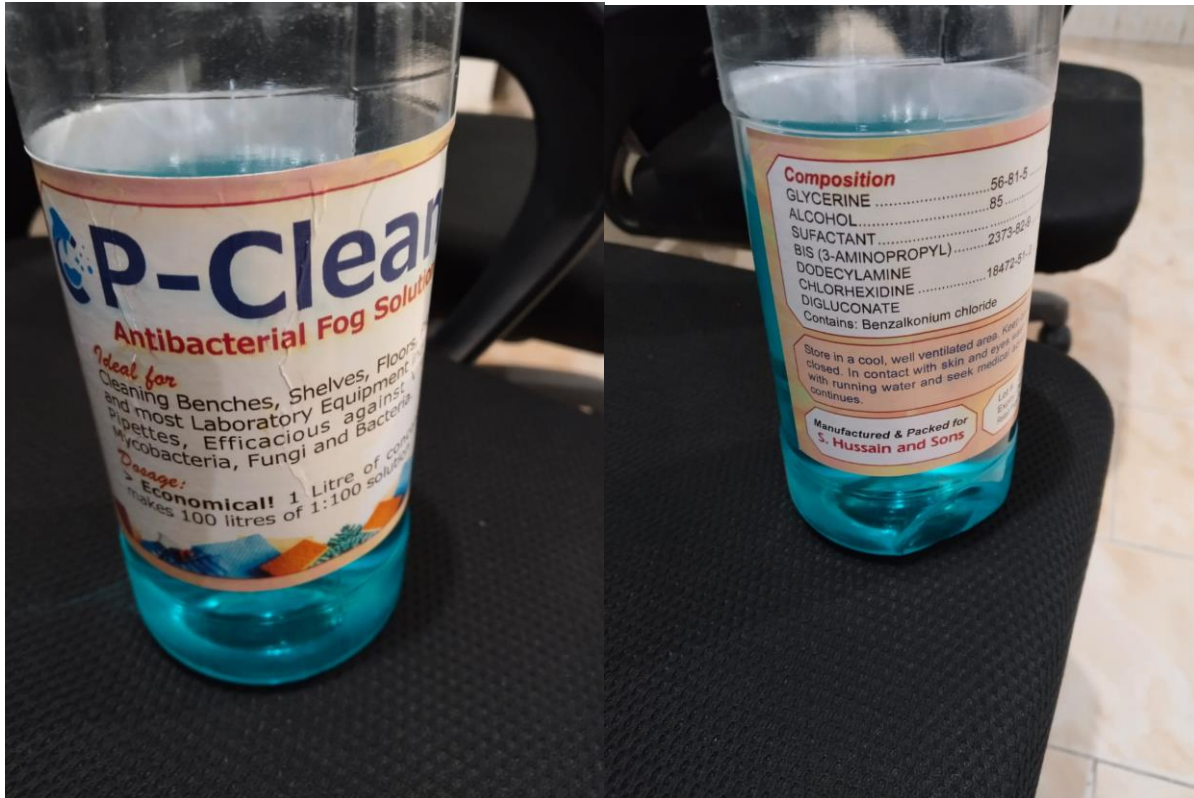


Figure. 11. P-Clean Solution used for disinfection.

However, despite these measures, deficiencies were identified at certain stations regarding their disinfection and washing areas. These shortcomings included the presence of temporary ramps, which may compromise accessibility and safety during operations, as shown in Figure 10 (SIEHS Station, Badin). Additionally, there were also concerns about the inadequate display of disinfection instructions and signage, which may lead to misunderstandings in the disinfection process. Improper handling of disinfection chemicals was also observed, highlighting potential risks to both personnel and environmental safety.

Addressing these deficiencies is crucial to maintain the effectiveness of the disinfection system and ensuring the safety of Ambulances/Mobile Medical Vans/Mobile Laboratories crew and patients. It requires implementing permanent solutions for accessibility, enhancing the visibility of procedures through clear signage, and reinforcing proper protocols for chemical handling to mitigate risks effectively. By rectifying these issues, Ambulances/Mobile Medical Vans/Mobile Laboratories stations can uphold high standards of disinfection and hygiene, crucial for maintaining public health and safety during emergency responses.



Figure 12. Washing Area at SEIHS, Badin with temporary Ramp.

## 5.6 Gender mainstreaming

During the Ambulances/Mobile Medical Vans/Mobile Laboratories audit, it was observed that women are fulfilling roles as station coordinators and emergency medical technicians (EMT), which demonstrates progress towards gender diversity in emergency medical services (Figure 13). However, there is a recognized need to further enhance the deployment of female personnel within these services.

Increasing the representation of female emergency responders can lead to several benefits. Women often bring unique perspectives and communication styles that can improve patient care, especially when attending to female patients who may feel more comfortable or open discussing medical issues with female providers. This can foster a better patient-provider relationship and enhance the overall quality of care delivered during emergencies.

Moreover, having more female emergency medical technicians can help address cultural and social sensitivities, particularly in communities where gender norms or religious practices influence healthcare interactions. Female responders may be better equipped to navigate these dynamics sensitively and respectfully, ensuring that all patients receive dignified and appropriate care.

To achieve this goal, initiatives should focus on recruiting and retaining more women in emergency medical roles through targeted outreach, supportive workplace policies, and training opportunities that cater to diverse needs. By diversifying the workforce, Ambulances /Mobile Medical Vans/Mobile Laboratories services can better meet the needs of their communities and improve overall service delivery effectiveness, ultimately enhancing public trust and satisfaction in emergency medical care.



(A) SIEHS female Staff at Tando Allahyar



(B) SIEHS female Staff at Badin



(C) SIEHS female Staff at Thatta



(D) SIEHS female Staff at Tando Mohammed Khan

Figure 13. Female Staff at various SIEHS stations A) Tando Allahyar B) Badin, C) Thatta and D) Tandon Muhammad Khan



## 6. Conclusions and Recommendations

### 6.1 Conclusions

- 1) The Sindh Integrated Emergency Health Services (SIEHS) receives essential funds for operational costs, including maintaining and upgrading Ambulances/Mobile Medical Vans/Mobile Laboratories fleets, performing regular maintenance, purchasing medical equipment and supplies, and supporting logistics and infrastructure. The SIEHS has proposed a budget for fiscal year 2024-2025 that includes operating and maintenance costs, as well as staffing for new ambulances. Once the Department of Health releases the funds, the hiring process will begin, allowing these ambulances to become operational and improve service.
- 2) Out of 23, the 18 stations do not have parking sheds and even those stations who have parking sheds are not sufficient to accommodate the additional ambulances, provided by SIHPP. While the safe and secure parking area space is available at SIEHS stations.
- 3) The staff at SEIHS require training sessions in key areas like GBV/SEA/SH awareness, PPE usage, firefighting, and waste handling.
- 4) While adequate waste management practices are in place, proper disposal and treatment of segregated waste according to health and safety regulations must be ensured.
- 5) The current disinfection system is satisfactory, but issues such as temporary ramps, inadequate signage, and improper handling of disinfection chemicals requires special attention.
- 6) There has been progress in gender diversity, with women in roles as station coordinators and emergency medical technicians, but further efforts are needed to increase female personnel deployment.

### 6.2 Recommendations

Below are the recommendations, SIEHS can enhance its operational efficiency, improve the quality of emergency medical services, and ensure a safe and supportive working environment for its staff, ultimately benefiting the communities it serves.

- Advocate for increased budgetary allocations to cover the growing needs of SIEHS, ensuring that all operational and maintenance requirements are met.
- Implement stringent financial management practices to optimize the use of available funds, ensuring that all expenditures contribute to improving service quality and operational efficiency.
- Develop a long-term financial plan that includes potential funding sources and strategic investments in infrastructure and technology to ensure preparedness for future challenges and advancements in emergency healthcare.
- Replace temporary tent structures with permanent, well-fabricated shades across all Ambulances/Mobile Medical Vans/Mobile Laboratories stations to ensure consistent protection and operational efficiency.
- Prioritize investments in infrastructure that support the longevity of Ambulances/Mobile Medical Vans/Mobile Laboratories vehicles and equipment, ensuring a professional and reliable operational environment.



- Establish a routine maintenance schedule for all Ambulances/Mobile Medical Vans/Mobile Laboratories stations to ensure that the infrastructure remains in optimal condition, supporting rapid and efficient deployment during emergencies.
- Implement regular, comprehensive training programs that cover all critical areas to ensure staff are well-prepared and knowledgeable.
- Conduct periodic refresher courses to reinforce foundational knowledge and update staff on new policies and procedures.
- Develop training modules that emphasize the importance of interdepartmental coordination, promoting collaboration and improving overall efficiency.
- Strictly adhere to proper disposal protocols, especially for hazardous and biomedical waste, to prevent contamination and ensure environmental safety.
- Conduct regular monitoring and audits of waste management practices to ensure compliance with health and safety regulations.
- Continuously educate staff on the importance of waste segregation, the risks of improper disposal, and the specific procedures for handling different types of waste.
- Implement permanent solutions to improve accessibility and safety during disinfection operations.
- Improve the visibility of disinfection instructions and procedures through clear, well-placed signage.
- Reinforce proper protocols for handling disinfection chemicals to mitigate risks to personnel and environmental safety.
- Conduct regular audits of disinfection practices to identify and address any deficiencies promptly.
- Focus on recruiting more women into emergency medical roles through targeted outreach and recruitment campaigns.
- Develop and implement workplace policies that support the retention and career development of female staff.
- Provide training opportunities that cater to the diverse needs of female personnel, ensuring they have the skills and support needed to succeed.
- Engage with communities to promote the acceptance and integration of female emergency responders, improving public trust and satisfaction in emergency medical care.





## Annex-I: Environmental & Social Checklist Audit & Monitoring of Ambulances/Mobile Medical Vans

### Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name: Sindh Integrated Health & Population Project**

**Name of HF/station: Thatta**

**DHQ/RHC/BHU UC: DHQ – Makli Thatta**

**District: Thatta**

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		6 EVO's (Emergency Vehicle Operators) in 3 shifts of 8 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of Ambulances (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment's meet the ISO standards.
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipment's energy efficient?	✓		All the medical equipment's are battery operated; hence these are energy efficient.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from Ambulances/Mobile Medical Vans/Mobile Laboratories available?	✓		Yes, hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and upto date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.
19.	Is any properly designated existing parking space available for Ambulances/Mobile Medical Vans/Mobile Laboratories in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulances/Mobile Medical Vans/Mobile Laboratories personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
23.	Is the Ambulances/Mobile Medical Vans/Mobile Laboratories disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately, budget for new ambulances is proposed.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, operational cost is allocated for the existing vehicle operation, for new ambulances, the budget has been proposed.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the Ambulances/Mobile Medical Vans/Mobile Laboratories for Ambulances/Mobile Medical Vans/Mobile Laboratories users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health & District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_

Date: 13-06-24

Reviewed and approved by:

Name: Mazhar Designation: Environment Specialist Signature: \_\_\_\_\_

Date: 27-06-24



## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name:** Sindh Integrated Health & Population Project

**Name of HF/station:** Sujawal

**DHQ/RHC/BHU UC:** DHQ – Sujawal

**District:** Sujawal

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		6 EVO's (Emergency Vehicle Operators) in 2 shifts of 12 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipment are energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department,



Sindh Integrated Health & Population Project



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
				District Health & District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 13-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 25-06-2024



## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name:** Sindh Integrated Health & Population Project

**Name of HF/station:** Badin

**DHQ/RHC/BHU UC:** DHQ – Badin

**District:** Badin

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		11 EVO's (Emergency Vehicle Operators) in 2 shifts of 12 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.





Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipments energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health



Sindh Integrated Health & Population Project



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
				& District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 13-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 25-06-2024



## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name:** Sindh Integrated Health & Population Project

**Name of HF/station:** Tando Muhammad Khan

**DHQ/RHC/BHU UC:** DHQ – Tando Muhammad Khan

**District:** Tando Muhammad Khan & Hyderabad

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		12 EVO's (Emergency Vehicle Operators) in 2 shifts of 12 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.





Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipments energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health



Sindh Integrated Health & Population Project



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
				& District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 14-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 27-06-2024



## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name:** Sindh Integrated Health & Population Project

**Name of HF/station:** Sehwan

**DHQ/RHC/BHU UC:** Sehwan

**District:** Jamshoro

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		11 EVO's (Emergency Vehicle Operators) in 2 shifts of 12 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipments energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.





Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health



Sindh Integrated Health & Population Project



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
				& District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 14-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 27-06-2024



## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name:** Sindh Integrated Health & Population Project

**Name of HF/station:** Tando Allahyar

**DHQ/RHC/BHU UC:** DHQ – Tando Allahyar

**District:** Tando Allahyar

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		6 EVO's (Emergency Vehicle Operators) in 2 shifts of 12 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipments energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health





Sindh Integrated Health & Population Project



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
				& District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 15-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 27-06-2024

## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name: Sindh Integrated Health & Population Project**

**Name of HF/station: Umerkot**

**DHQ/RHC/BHU UC: DHQ – Umerkot**

**District: Umerkot**

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		6 EVO's (Emergency Vehicle Operators) in 2 shifts of 12 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipments energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health & District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 15-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 28-06-2024



## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name: Sindh Integrated Health & Population Project**

**Name of HF/station: Nawab Shah**

**DHQ/RHC/BHU UC: DHQ – Nawab Shah**

**District: Shaheed Benazir Abad**

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		5 EVO's (Emergency Vehicle Operators) in 3 shifts of 8 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipments energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.



Sindh Integrated Health & Population Project



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health & District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 20-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 28-06-2024



## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name:** Sindh Integrated Health & Population Project

**Name of HF/station:** Qazi Ahmed

**DHQ/RHC/BHU UC:** DHQ – Qazi Ahmed

**District:** Qazi Ahmed

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		4 EVO's (Emergency Vehicle Operators) in 3 shifts of 8 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.





Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipments energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health



Sindh Integrated Health & Population Project



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
				& District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 20-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 28-06-2024

## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name:** Sindh Integrated Health & Population Project

**Name of HF/station:** Sanghar

**DHQ/RHC/BHU UC:** DHQ – Sanghar

**District:** Sanghar

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		5 EVO's (Emergency Vehicle Operators) in 3 shifts of 8 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipments energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health





Sindh Integrated Health & Population Project



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
				& District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 21-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 28-06-2024

## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name:** Sindh Integrated Health & Population Project

**Name of HF/station:** Naushero Feroz

**DHQ/RHC/BHU UC:** DHQ – Naushero Feroz

**District:** Naushero Feroz

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		5 EVO's (Emergency Vehicle Operators) in 3 shifts of 8 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipments energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health



Sindh Integrated Health & Population Project



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
				& District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 22-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 28-06-2024

## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name: Sindh Integrated Health & Population Project**

**Name of HF/station: Khairpur**

**DHQ/RHC/BHU UC: DHQ – Khairpur**

**District: Khairpur**

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		7 EVO's (Emergency Vehicle Operators) in 3 shifts of 8 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.





Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipments energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health & District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 22-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 28-06-2024

## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name:** Sindh Integrated Health & Population Project

**Name of HF/station:** Sukkur

**DHQ/RHC/BHU UC:** DHQ – Sukkur

**District:** Sukkur

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		8 EVO's (Emergency Vehicle Operators) in 3 shifts of 8 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipment energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health





Sindh Integrated Health & Population Project



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
				& District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 24-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 28-06-2024

## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name:** Sindh Integrated Health & Population Project

**Name of HF/station:** Jacob Abad

**DHQ/RHC/BHU UC:** DHQ – Jacod Abad

**District:** Jacob Abad

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		5 EVO's (Emergency Vehicle Operators) in 3 shifts of 8 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipments energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health



Sindh Integrated Health & Population Project



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
				& District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 25-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 28-06-2024



## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name:** Sindh Integrated Health & Population Project

**Name of HF/station:** Kandhkot-Kashmore

**DHQ/RHC/BHU UC:** DHQ – Kandhkot-Kashmore

**District:** Kandhkot-Kashmore

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		6 EVO's (Emergency Vehicle Operators) in 3 shifts of 8 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.





Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipments energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health



Sindh Integrated Health & Population Project



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
				& District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 25-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 28-06-2024



## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name:** Sindh Integrated Health & Population Project

**Name of HF/station:** Shikarpur

**DHQ/RHC/BHU UC:** DHQ – Shikarpur

**District:** Shikarpur

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		5 EVO's (Emergency Vehicle Operators) in 3 shifts of 8 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipments energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health





Sindh Integrated Health & Population Project



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
				& District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 26-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 28-06-2024



## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

**Project Name:** Sindh Integrated Health & Population Project

**Name of HF/station:** Karachi Station – PIB Colony

**DHQ/RHC/BHU UC:** Karachi

**District:** Karachi

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		14 EVO's (Emergency Vehicle Operators) in 3 shifts of 8 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipments energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health



Sindh Integrated Health & Population Project



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
				& District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature: \_\_\_\_\_ Date: 28-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature: \_\_\_\_\_ Date: 01-07-2024

## Ambulances/Mobile Medical Vans

### Environmental & Social Checklist Audit and Monitoring

### Mobile Clinics & Mobile Laboratories

**Project Name:** Sindh Integrated Health & Population Project

**Name of HF/station:** Bin Qasim

**DHQ/RHC/BHU UC:** Karachi

**District:** Karachi

Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
1.	Is the driver familiar with the traffic rules and regulations to be followed during the operational phase, such as speed limits, vehicle registration, and weight limits and is sensitized on environmental aspects?	✓		EVO's Interviewed and Responded accurately
2.	How many drivers are deputed for the ambulance? Is there any shift duty timings?	✓		14 EVO's (Emergency Vehicle Operators) in 3 shifts of 8 hours.
3.	Is there proper written protocol in place for handing over the vehicle to the next shift/person in-charge?	✓		HTO (Handing Taking over) procedure is implemented.
4.	Is Vehicle operational log available?	✓		Yes, updated operational log is verified.
5.	Has the driver(s) been provided GBV/SEA/SH training?	✓		Covered in general training. Need to be conduct specific GBV/SEA/SH training.
6.	Is there a tracking mechanism available to check the vehicle whereabouts at any given time? Especially once it has on boarded any patient?	✓		Yes, Tracking mechanism is installed and it is in operation.
7.	What is the type of ambulance (Type I, II, III, or IV) based on the intended use (e.g., basic life support (BLS), advanced life support (ALS), or specialized transport)?	✓		All SIHPP ambulances are Advance Life Support (ALS)
8.	Is there adequate space for medical equipment, patients, and medical personnel?	✓		Yes, adequate space is available for medical, equipment, patients and medical personnel.





Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
9.	Does all the equipment meet the relevant medical and safety standards? If yes which standards are being followed?	✓		Yes, all the medical equipment meet the ISO standards.
10.	Does the vehicle offer good fuel efficiency?	✓		Yes, EURO II engine is installed which is fuel efficient.
11.	Are the medical equipments energy efficient?	✓		All the medical equipment are battery operated, hence these are energy efficient.
12.	Is the vehicle equipped with good condition tyres, seat belts, head/tail lights, radiator, fuel level, windshield wipers, Brake system, side indicators, side mirrors, front and central AC, Spare tyre and medical equipment?	✓		Yes, Vehicle was physically inspected and verified all the components.
13.	Has the driver obtained a valid driving license, verified by the project?	✓		Yes, All the EVO's has valid driving license and verified.
14.	Has the project provided an induction training to the driver before the start of the duty?	✓		Yes, Its SIEHS policy to conduct Trainings at the time of deployment.
15.	Has any mechanism been developed showing roles and responsibilities for regular cleaning and maintenance of the vehicle and its equipment?	✓		Yes, SIEHS established the mechanisms and displayed in Cleaning/Disinfection area.
16.	Is any mechanism for properly storing and disposing of potentially hazardous medical waste from ambulance available?	✓		Yes, Potential hazardous waste management mechanism is established, Kept all three color coded bins at the stations and inside the ambulances.
17.	Is the vehicle maintenance log book available and filled up to-date showing oil filling/consumption, and is periodic maintenance documented?	✓		Yes, Vehicle maintenance log book is available and up to date.
18.	Are there any safety measures to control the risk of oil/fuel leakage, fire, electrocution etc.?	✓		All the new vehicles are just deployed so there was no any sign of leakages. Furthermore, SIEHS Fleet department is managing all these issues.



Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
19.	Is any properly designated existing parking space available for ambulance in the health facility (HF)/station?	✓		Well maintained and fabricated permanent parking shade is available.
20.	Is the parking space/ and vehicle washing area sufficiently far from a water source?	✓		Yes, the water is readily available at sufficient distance.
21.	Is there any emergency mechanism in place in case of accidents?	✓		Yes, SIEHS Fleet department is managing such cases and established a robust mechanism.
22.	Are the Ambulance personnel (all the persons sitting inside the ambulance) using appropriate PPEs and supplies to ensure the health and safety of personnel and patients?	✓		Yes, all the ambulances personnel are using appropriate PPEs and supplies.
23.	Is the ambulance disinfected after the transfer of patients?	✓		P-Clean Disinfection solution is used for the disinfection after transfer of the Patients.
24.	Is there any budget for the implementation of mitigation measures?	✓		Yes, SIEHS is implementing adequately.
25.	Is sufficient operational cost allocated for the vehicle operation?	✓		Yes, Sufficient operational cost is allocated for the vehicle operation.
26.	Are emergency/health and safety instructions (emergency phone number/ SOPs in case of fire) displayed in the vehicle?	✓		Yes, all the emergency safety instructions are available and displayed.
27.	Is there any complaint from local communities regarding the operation of vehicles?		✓	No any complaint was recorded as it is managed by 1122 control center.
28.	Is there a complaint register in the ambulance for ambulance users to record a grievance and notice of existence of such a register is conspicuously displayed within the vehicle?	✓		The complaint universal number pasted in the ambulance.
29.	Does the operating partner have any SOPs for Disaster Preparedness and Response?	✓		Yes, Available.



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Serial No.	E&S Risks & Issues	Yes	No	Remarks/ Corrective Measures
30.	Does the operating partner have coordination mechanisms in place with relevant departments?	✓		Yes, Coordination mechanisms established with Health Department, District Health & District Commissioner offices.
31.	Any other observation		✓	No Any

Monitored by:

Name: Naik Chand Rai Designation: Environment Officer Signature:  Date: 28-06-2024

Name: Mazhar Ali Designation: Environment Specialist Signature:  Date: 01-07-2024

## Annex-II: Field visit Plan

Day & Date	Purpose of visit	District
Wednesday (12-06-24)	<ul style="list-style-type: none"> <li>Departure from Karachi</li> <li>Visit to SIEHS Stations</li> </ul>	TM khan Badin Night stay at Hyderabad
Thursday (13-06-24)	<ul style="list-style-type: none"> <li>Consultation Meeting with DHO/FP</li> <li>Visit to SIEHS Stations</li> </ul>	Thatta Sujawal Night stay at Hyderabad
Friday (14-06-24)	<ul style="list-style-type: none"> <li>Consultation Meeting with DHO/FP</li> <li>Visit to SIEHS Stations</li> </ul>	T Allahyar Umerkot Night stay at Hyderabad
Saturday (15-06-24)	<ul style="list-style-type: none"> <li>Consultation Meeting with DHO/FP</li> <li>Visit to SIEHS Stations</li> </ul>	Hyderabad Jamshoro
17-06-24 to 19-06-24	<ul style="list-style-type: none"> <li>Eid Holidays</li> </ul>	
Thursday (20-06-24)	<ul style="list-style-type: none"> <li>Consultation Meeting with DHO/FP</li> <li>Visit to SIEHS Stations</li> </ul>	SBA (2 sites-SBA & Kazi Ahmed) Sanghar Night stay at SBA
Friday (21-06-24)	<ul style="list-style-type: none"> <li>Consultation Meeting with DHO/FP</li> <li>Visit to SIEHS Stations</li> </ul>	Naushahro Feroze Khairpur
Monday (24-06-24)	<ul style="list-style-type: none"> <li>Consultation Meeting with DHO/FP</li> <li>Visit to SIEHS Stations</li> </ul>	Sukkur Ghotki Night stay at Sukkur
Tuesday (25-06-24)	<ul style="list-style-type: none"> <li>Consultation Meeting with DHO/FP</li> <li>Visit to SIEHS Stations</li> </ul>	Jacobabad Kashmore Night stay at Sukkur
Wednesday (26-06-24)	<ul style="list-style-type: none"> <li>Consultation Meeting with DHO/FP</li> <li>Visit to SIEHS Stations</li> </ul>	Shikarpur Kambar/shahdadkot Night stay at Sukkur
Thursday (27-06-24)	<ul style="list-style-type: none"> <li>Consultation Meeting with DHO/FP</li> <li>Visit to SIEHS Stations</li> </ul>	Dadu Departure to Karachi



### Annex-III: Deployment Status of SIHPP Vehicles

Deployment Status of SIHPP Vehicles				
S.No	Name of the District	RMNCAH Ambulances	Mobile Clinic	Mobile Lab
1	Badin	2		
2	Dadu	3		
3	Ghotki	2		
4	Hyderabad	1		
5	Jacobabad	2		
6	Jamshoro	3		
7	Kandhkot/Kashmore	2		
8	Khairpur	2		
9	Larkana	0		
10	Matiari	0		
11	Mirpur Khas	0		
12	Naushero Feroz	4		
13	Qamber/Shahdadkot	2		
14	Sanghar	2		
15	Qazi Ahmed	2		
	SBA	3		
16	Shikarpur	3		
17	Sujawal	2		
18	Sukkur	2		
19	Tando Allahyar	2		
20	Tharparkar	0		
21	Thatta	2		
22	Tando Muhammad Khan	2		
23	Umerkot	7		
24	Karachi	10	30	5
	<b>Total</b>	<b>60</b>	<b>30</b>	<b>5</b>



## Annex-IV: Key Performance Indicators

KPI Component	Description	Target	Glossary of terms/Explanation	Frequency of Reporting
Response Time Efficiency	Efficiency in responding to emergency calls, measuring the timeliness and accuracy of response.	≥ 70% of calls within target response time	<b>Response Time:</b> Ambulances/Mobile Medical Vans/Mobile Laboratories notified by dispatch to Ambulances/Mobile Medical Vans/Mobile Laboratories arrived on scene. <b>Target Response Time:</b> <35minutes for Serious calls (Echo, Delta & Charlie), within 60 minutes for Non-Serious Calls (Alpha, Bravo)	Monthly
Vehicle Availability	Availability with reference to the available number of ambulances for rapid response, minimizing downtime for maintenance.	≥ 70% availability of all ambulances	<b>Downtime:</b> Refers to the amount of time that equipment is not operating, whether that's a result of unplanned equipment failure (like a fault or broken part) or planned downtime (like necessary downtime for preventive maintenance).	Quarterly
Downtime Ratio	Effective use of downtime for maintenance, ensuring vehicles are operational when needed.	≤ 30% scheduled maintenance and downtime		Quarterly
Timeliness of Reporting	Timely submission of data reports, financial reports, incident reports, ensuring swift data collection and analysis.	Monthly Reports by 10 <sup>th</sup> of Month Quarterly Reports within 15 days of completion of Quarter Annual Reports within one month of completion of year	Templates/formats of reports will be developed/agreed mutually.	Monthly
Training of Staff	Ambulances/Mobile Medical Vans/Mobile Laboratories crew must go through induction training before providing services	≥ 60% satisfaction score in SIEHS induction training	<b>Satisfaction Score:</b> Passing percentage in induction training	Quarterly
Refresher Trainings	Ambulances/Mobile Medical Vans/Mobile Laboratories Staff must go through with refresher trainings annually.	≥ 60% satisfaction score in refresher training	<b>Satisfaction Score:</b> Passing percentage in refresher training	Annually
Staff Availability for Ambulances /Mobile Medical Vans/Mobile Laboratories	Staff required to run 24/7 operations of Ambulances /Mobile Medical Vans/Mobile Laboratories may be available	>80 % of staff may be available for provided ambulances.	>90 % of the budgeted human resource should be present at a given time. No Ambulances/Mobile Medical Vans/Mobile Laboratories should be off road due to staff unavailability. In case, backup support must be provided.	Monthly
Equipment and Medicine functionality	Make sure the availability of Life saving medicine and equipment in full functional state	>90 %	Monthly report by Monitoring department (Quality Assurance (QA) in Ambulances/Mobile Medical Vans/Mobile Laboratories inspection report.	Quarterly



## Annex-V: Emergency Tele Communicator Procedures for Emergency Medical Services

### 1. Receiving Dispatch Information from EMD

- Emergency Tele-communicator (ETC) receives information from Emergency Medical Dispatcher (EMD) through "HES Call Form" based on the case's severity from the Skilled Birth Attendant
- Different call forms (*Echo, Delta, Charlie, Bravo, and Alpha*) provide varying levels of information.
- Address and requirements in an Ambulances/Mobile Medical Vans/Mobile Laboratories are important for appropriate dispatch.

### 2. Locating the Address and Ambulance

- ETC looks for available ambulances for dispatch and activates assistance if no Ambulances/Mobile Medical Vans/Mobile Laboratories is available within 3 minutes, through tele-health services.
- ETC reviews and processes information, locates the address on a map and dispatches the nearest Ambulances/Mobile Medical Vans/Mobile Laboratories based on the code level.

### 3. Dispatch Targets for Different Call Levels

- Different call levels (*Echo, Delta, Charlie, Bravo, and Alpha*) have specific dispatch procedures with target response times.
- Ambulances/Mobile Medical Vans/Mobile Laboratories type and communication protocol may vary based on the call level.

### 4. Communication with Ambulances/Mobile Medical Vans/Mobile Laboratories Crew

- ETC communicates with Ambulances/Mobile Medical Vans/Mobile Laboratories crew through wireless communication.
- ETC passes numerous messages to Ambulances/Mobile Medical Vans/Mobile Laboratories crews including dispatch time, location, ProQA code, speed limits, patient / client information, crew location confirmation, and response closure etc.

### 5. Performance Monitoring and Evaluation

- ETC's performance is monitored through wireless recording, tracking technology, call forms, data and reports, and call recordings.
- Assistant Managers, performance evaluation personnel, and tracker operators oversee ETC performance.

### 6. Other Wireless Communications

- Non-emergency communications involve interactions with Ambulances/Mobile Medical Vans/Mobile Laboratories crew, station, fleet, and management for information exchange and operational coordination.
- Specific communication codes are used for major incidents or management-related matters.