



Government of Rajasthan  
Rajasthan State Health Society-NHM  
Swasthya Bhawan, Tilak Marg, Jaipur 302005

F.32(140)/NRHM/CSR/BSBY/ 2745

Date: 04/12/2015

To  
Commissioner & Secretary, DoIT&C  
Yojna Bhawan,  
Jaipur  
secretary.itc@rajasthan.gov.in

**Subject: Regarding issues informed during dry-run of BSBY software.**

Ref.: Discussions held in the VC held on date 04.12.2015.

Sir,

In reference to the above cited subject, a video conferencing was held under the chairmanship of Hon'ble Health Minister on 04.12.2015. Following issues have been informed by the districts.

1. BSBY software is not running seamlessly or continuously i.e. server down problem.
2. Unable to login in spite of entering the correct user-id and password of institution provided by DoIT&C. No alert message is displayed regarding unsuccessful attempt.
3. Unable to block the package through package code and package name search options.
4. Verification of patient or attendant through finger-print scanner is not working i.e. devices are not compatible with the software. Suitable instructions are needed for trouble-shooting of such situations.

In this regard, it is requested to kindly instruct the concerned officers to make necessary amendments/ corrections in the BSBY software.

(Dr. Niraj K. Pawan)  
Addl. Mission Director, NHM  
and Director, IEC

Copy for information and necessary action:-

1. PS to Principle Secretary, Medical & Health
2. PS to Commissioner & Secretary, DoIT&C
3. Dr. Avtar Singh Dua, General Manager (Technical)
4. Sh. Tapan Kumar, ACP (DD), DoIT&C
5. Consultant-ISC/ IT, NHM
6. All concerned.....

Addl. Mission Director, NHM  
and Director, IEC

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