

**OFFICE OF THE MEDICAL SUPERINTENDENT
GURU GOBIND SINGH GOVT. HOSPITAL
RAGHUBIR NAGAR , NEW DELHI – 110027.**

MANUAL - 1

Particulars of Organization, functions and duties
(Section 4(1)(b)(i))

1	Aims and objectives of the organization	To provide Promotive, Preventive and Curative services to the masses in the areas in and around Moti Nagar.
2	Mission/vision	Health for all by Health Education, Health Promotion and Clinical Care.
3	Brief history and background for its establishment.	Hospital started on 12.12.1995. and started OPD services in Dec,1995, IPD services started in the year 2003-2004 and have since been strengthened and upgraded to the current level in a phased manner. all major specialties i.e Medicine, Surgery, Orthopaedics, Obs. & Gynae, Paediatrics Ophthalmology, ENT, Audiometry, Skin, Dental. It gradually progressed and expanded its services and as on date following services are available. 1. OPD services on daily basis. 2. Emergency & MLC services round the clock. 3. Indoor services–100 beds expanded to 200 beds recently 4. Diagnostic services – ECG, X-Ray, Sound and Pathology Lab. Services including FNAC. 5. Supportive services – Pharmacy, Physiotherapy, Occupational Therapy. 6. OT services – Major and Minor, Emergency OT round the clock. 7. Immunization Services. 8. I Y C F Room 9. Ambulance services round the clock. 10. Blood Storage Center 11. Integrated counseling and testing center 12. Afternoon clinics, ENT Clinics, Cancer Clinic & Asthma Clinic. Hypertension and diabetes 13. Kitchen and Dietary services for indoor Patients. Canteen Services for staff and Outdoor Patients and Patients Attendant. 14. Public address system through Fire Department for important announcement/ information to the patients & health education. 15. TVs & Moving message system in OPD AREAS FOR Health Education & information. 16. Computerized Registration for OPD, Emergency & Indoor admissions. Through HIMS
4	Organization Chart	Annexure-I
5	Allocation of business	Raghubir Nagar.

6	Duties to be performed to achieve the mission	Administrative –Establishment, Accounts Medical Record Department, Care Taking Branch, Purchase Section, Stores. Clinical -Patient care in OPD, IPD & Emergency, Labour Room and Nursery, Diagnostic facilities and OT Services. Supportive - Pharmacy, Physiotherapy / Occupational Therapy, Ambulance Services & Audiometry
7	Details of services rendered	Annexure-II
8	Citizens interaction	At Eight levels i.e O.P.D, Emergency, Indoor, OTs, PAC, Diagnostic Departments & Public Grievance Redressal Forum. Public can meet the Grievance Redressal Officer, HODs and Medical Superintendent of the hospital during designated hours or as and when required.
9	Postal address of the main office, attached/subordinate office/field units etc.	Guru Gobind Singh Govt. Hospital Raghbir Nagar New Delhi-110027.
10	Working hours both for office and public	9:00 a.m. to 4:00 p.m. - Monday to Friday 9:00 a.m. to 1:00 p.m. - Saturday Emergency, Indoor & Labour Room : 24 hours
11	Public interaction, if any	At five levels i.e O.P.D, Emergency, Indoor, OTs, Diagnostic Departments & Public Grievance Redressal Forum, Public can meet the Grievance Redressal Officer, HODs and Medical Superintendent of the hospital during designated hours or as and when required.
12	Grievances Redressal Mechanism	Complaint boxes have been placed at all prominent places. Hospital has also notified one Grievance Redressal Officer to look in to the public complaints.

Manual -1 Annexure -1 Attached

DETAILS OF SERVICES AVAILABLE

E(1). Specialties Available (please Mark Yes or No)

S.No	Spl.	OPD
1.	Medicine	Yes
2.	Gynae/Obst.	Yes
3.	Pediatrics	Yes
4.	Surgery	Yes
5.	Skin	Yes
6.	Ortho	Yes
7.	Eye	Yes
8.	ENT	Yes
9.	Dental	Yes
10.	Ayurvedic	Yes

SNo.	Spl.	OPD
11.	Homeopathic	Yes
12.	Unani	Yes
13.	Yoga	No
14.	Physiotherapy	Yes
15.	Occupational therapy	Yes
16.	ICTC	Yes
17.	DOTS	Yes
18.	Malaria Clinic	Yes
19.	Mental Health Clinic	No
20.	Radiology	Yes

E(2). Special Clinics (availability and days of Clinic)

S.No	Spl. Clinic	Yes/No	Week Days	S.no.	Spl. Clinic	Yes/No	Week Days
1.	ANC Clinic	Yes	Mon, Wed, Fri,	13.	Sr. Citizen Clinic	Yes	Sunday Morning
2.	Post Natal Clinic	Yes	Daily	14.	Hypertension Clinic	Yes	Wednesday, Monday A/N
3.	Infertility Clinic	Yes	Monday A/N	15.	Diabetes Clinic	Yes	Mon, Wed (A/N)
4.	Well baby Clinic	Yes	Wednesday	16.	Cancer Clinic	Yes	Tue, Fri (A/N)
5.	Child Guidance	No		17.	Breast Clinic	No	
6.	Immunization Clin.	Yes	Daily	18.	Rectal Clinic	No	
7.	ORT Clinic	No	Daily in Casualty	19.	Speech Clinic	Yes	Wednesday, Morning
8.	Adolescent Clinic	Yes	Saturday	20.	Retina Clinic	Yes	Wednesday, A/N
9.	Chest Clinic	No		21.	ICTC	Yes	Daily
10.	DOTS/TB Clinic	No		22.	PPTCT	No	
11.	Asthma Clinic (Paeds.)	Yes	Friday (A/N)	23.	Leprosy Clinic	Yes	Tuesday Only
12.	Geriatric Clinic	No			Vertigo clinic	Yes	Monday, Thursday

F. IPD SERVICES

S.No.	IPD Services	Yes	200 beds functional
1	Medicine	Yes	21
2	Surgery	Yes	12
3	Ortho	Yes	12
4	Peads	Yes	50
5	O&G	Yes	74
6	HDU	Yes	04
7	ENT	Yes	06
8	Eye	Yes	06
9	Casualty	Yes	10
10	Postoperative Ward-	Yes	05

G. OPERATION FACILITIES

S.No	Services	Available /NA
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1	Laparoscopic Facilities	Yes
	Gynecological	Yes
	General Surgery	Yes
	Orthopedic	Yes
2	No. of Operation Theaters	04
	Major	04
	Minor	01
3	Other facilities (1) Minor OT in ENT, Surg., Eye, Gynae., Casualty.	

H. OTHER FACILITIES

S.No	Facility	Yes/ No	Details
1.	Blood storage center	Yes	
2.	a. Incinerator	No	Waste disposal Out Sourced
	b. Autoclave	No	
	c. Shredder	No	
3.	Ambulance	Yes	
4.	Hearse Van	No	
5.	On-line facilities for Birth-Death rate Registration	Yes	
6.	Kitchen/Dietary Services	Yes	Out Sourced
7.	House Keeping	Yes	Out Sourced
8.	Canteen	Yes	Out Sourced
9.	Parking facility	Yes	Out Sourced
10.	Conference room	Yes	
11.	Audio Visual Aids	Yes	
12.	Facilities for disabled persons		
	Ramp	Yes	
	Lift	Yes	
	Public address system	Yes	
	Signages	Yes	
13.	Separate Counters at OPD Registration/Pharmacy		
	For Senior Citizen	Yes	
	For Beneficiaries, DGEHS	Yes	
14	Sexual harassment committee at work Place	Yes	
15	Hospital advisory committee	No	
16	Rogi Kalyan Samiti	Yes	

I. NATIONAL /STATE PROGRAMMES

	Participation in		Any details/ Achievements
1	Pulse Polio Immunization Program	Yes	
2	Matri Suraksha Abhiyan/ Janani Suraksha Yojna	Yes	
3	National Blindness Control Programme	Yes	
4	Motia Bind Mukti Abhiyan	Yes	
5	Cancer Detection Programme	Yes	
6	Community Health Education	Yes	
7	Stree Shakti Abhiyan	No	
8	Shravan Shakti Abhiyan	Yes	
9	Any Others National /State Programmes - Leprosy Eradication, Aids Control Programme, Revised National Tuberculosis Programme etc.	Yes	