

## SATYAWADI RAJAHARISH CHANDRA HOSPITAL, NARELA

### Manual-1:-The particular of this Hospital, functions and duties.

The objective of this hospital is to provide adequate care and treatment to the patients. Its principal service is medical, surgical and nursing services to the patients and its central concern is the life and health of the patients. This hospital is committed to provide quality health care services free of cost without any discrimination to all within the resources available and limits laid down by the Government from time to time.

The hospital is providing services for the specialities of Medicine, Paediatrics, Orthopaedics, Obs. & Gynae, Surgery, ENT, Eye, Skin, Dental, Lab and X-ray and pharmacy through the outpatient department (OPD). The hospital has 200 beds for admission of patients in various wards for patients suffering from different diseases under these specialities.

Patients are seen in OPD and in casualty (emergency) for treatment and admission are done, if necessary. Casualty (Emergency) functions round the clock (24 Hours) under the supervision of senior doctors.

### FACILITIES.

#### A. General Facilities:-

- 1. OPD Services:-** The services of following departments are available in the OPD during the routine hours (8.00 AM to 3.00 PM, Monday to Friday, 8:00 AM to 1:00 PM, Saturday )  
Medicine, Paediatrics, Orthopaedics, Obs. & Gynae, Surgery, ENT, Eye, Skin, and Dental  
The Hospital also has Ayurvedic and Homeopathy OPD's
- 2. Emergency Services:-** Services are available round the clock in the Emergency Block of the hospital and are managed by Casualty Medical Officer, SR's & JR's and other paramedical staff. The serious patients are transferred to higher centers on the advice of the concerned specialty for the further management by the Hospital Ambulance/CAT with JR and ambulance attendant with necessary resuscitative kits and medicines.
- 3. Blood Bank Storage:-** Centre services are available in this hospital and blood is being issued for the needy patients after proper blood grouping and cross matching round the clock under supervision of Specialist.
- 4. Kitchen for patients:-** Services are available for all admitted patients and provides hygienic diet as per the dietary manuals to patients.
- 5. Labour Room and Gynae Casualty:-** Round the clock delivering services and other Gynae emergencies is being managed.
- 6. IPD:-** IPD services for medicine, Paediatrics, Orthopedics, Obs and Gynaecology, Surgery, ENT, Eye, Routine and emergency.
- 7. O.T.:-** O.T. services for orthopedics, Obs & Gynae, Surgery, ENT, Eye are available during the routine hours (8.00 AM to 3.00 PM, Monday to Friday, 8:00 AM to 1:00 PM, Saturday )

**Manual 2:- Powers of duties of officers and details.**

Sl. No.	Designation	Powers	Duties
1.	Medical Superintendent	Head of Department (Administrative, Financial and Statutory)	Over all supervision of hospital working
2.	DMS/HOO	Head of Office	Supervision of staff, proper utilization of manpower and as per delegations of powers by MS
3.	CMD		Patients Management
4.	Administrative Officer		Supervision and guidance to Establishment staff
5.	Assistant Accounts Officer		Preparation of salary and contingency bills.
6.	Doctor's- Specialist, Medical Officer, Dental Surgeon, Senior and Junior Resident's		Patients Management
7.	ANS		Posting and control of staff nurses and group-D
8.	Nursing Sister		Look after the ward for work, stores, manpower, duty roster, record maintenance and other admin work
9.	Staff Nurse		Patients Care
10.	PA to MS		Assist with MS
11.	Head Clerk		To prepare RTI, NHRC matter, Vigilance matter, Parliament and Vidhan Sabha Questions and assurance, VIP references and Miscellaneous matters.
12.	Statistical Officer		Compile data for statistics
13.	Statistical Assistant		Collect data
14.	UDC		Maintain personal files/Service Book of Officer/Officials and put up notes for decision
15.	LDC		Dairy & Dispatch etc., Maintain Personal files/Service Book of Officer/Officials and put up notes for decision.
16.	Pharmacist		Distribution of Medicines.
17.	Refractionist		Refraction for spectacle
18.	Stenographer-Gr.II		Taking dictation and typing work.
19.	Audiometry Assistant		Audiometry.
20.	O.T. Technician, O.T. Assistant		Operate O.T. Machine and cleanliness of O.T.
21.	CSSD Technician		Operate Sterilization Machine (Autoclaving)
22.	ECG Technician		Perform ECG and maintain ECG machine.
23.	Senior and Junior Radiographer		Take X-ray photo
24.	Physiotherapist		Physiotherapy
25.	Occupational Therapist		To train physically handicapped person for new occupation
26.	Lab Technician, Lab Assistant		Perform laboratory test and collects samples and cleanliness of machine
27.	Dental Hygienist		Maintaining Oral Hygiene of Patients.
28.	Drivers		For Ambulance
29.	Dresser		Dressing of Wounds
30.	Ambulance Attendant		Cleanliness of ambulance and assist in transfer of patients
31.	Nursing Orderly		Assist the Staff Nurse and Nursing Sister
32.	Peon		Carry files and distribution of Dak
33.	Store Officer		Making indent for Hospital Procurement Goods/Items/Medicine, receive the good, items, verification of bills accordingly related to goods, items, sending goods, items, medicine for quality control to the CPA randomly
34.	Purchase Officer		Preparation of Purchase proposal, issuing of supply orders, conveying of sanction

Manual 3:- The procedure followed in the decision making process, including channels of Supervision and accountability.

The hospital deals with the patients care basically.

(A) CASUALTY PATIENT

PATIENT RECEIVED BY JUNIOR RESIDENT

CMO EXAMINES THE PATIENT ( ML CASES, MLC SHEETS/RECORDS MAINTAINED)

REFERRED TO DOCTOR OF CONCERNED SPECIALTY IF REQUIRED

AFTER DUE EXAMINATION PENDING ON THE CONDITION & DISEASE OF THE PATIENT

DISCHARGED AFTER TREATMENT OR FIRST AID ADVICE TO FOLLOW UP IN OPD / ADMITTED UNDER CONCERNED SPECIALTY AND TREATED/ REFERRED TO HIGHER CENTRE FOR SUPER SPECIALTY CONSULTATION AND TREATMENT

(B)

FOR OPD & SPECIALTY CLINIC PATIENTS

REGISTRATION COUNTERS FOR MAKING OPD CARD

VISIT DOCTORS ROOM FOR ADVICE TREATMENT

AFTER DUE EXAMINATION PENDING ON THE CONDITION & DISEASE OF THE PATIENT

1. ADVISED ADMISSION  $\Rightarrow$  CENTRAL REGISTRATION COUNTER FOR GETTING ADMISSION PAPERS  $\Rightarrow$  GOES TO CONCERNED WARD FOR INDOOR TREATMENT

2. VISIT LABORATORY, RADIOLOGY DEPARTMENT FOR INVESTIGATION IF ADVISED SO (NEXT DAY)  $\Rightarrow$  PHARMACY FOR COLLECTING PRESCRIBED MEDICINE  $\Rightarrow$

INJECTION ROOM FOR GETTING INJECTION AS PRESCRIBED  $\Rightarrow$



Manual 4:- The norms set by this hospital for discharge of its function.

- Patient examination, investigation and treatment in casualty, indoor and Medico Legal cases as per standard protocols laid down in medical text books.
- The services are available for various departments of this hospital are as under:-

1. Out Patient Department

A) Medical OPD	All OPD run from Monday to Friday
B) Surgery OPD	between 8.00 AM to 2.00 PM and on
C) Orthopaedic OPD	Saturday 8.00 AM to 1.00 PM
D) Paediatric OPD	<u>Registration</u>
E) ENT OPD	Monday to Friday
F) Obs. & Gynae OPD	Saturday 8.00 AM to 11.30 Noon
G) Eye	
H) Pathology	

Special Clinic

Dot's Centre                      Services are available in the Routine Hour's

Integrated Counselling & Testing Centre's Services are available in the Routine Hours.

CATS & Ambulance Services are available round the clock.

Referral for EWS category.

Disability Board.

PAC                                      Every Saturday and Wednesday

Sunday Clinic      For Senior Citizens from 9.00 AM to 12.00 Noon

Diary & Dispatch                      From 9.00 AM to 4.00 PM

Laboratory & X-ray                      Round the clock (24 Hours)

- Homeopathy & Ayurvedic Services are also being provided.

Manual 5:- The rules, regulation, instruction, manuals and records, held by SRHC Hospital or under its control or used by its employee for discharging its functions.

All the Rules, Regulations and other instructions are applicable as governed by Central Civil Rules and other associated Rules.

Manual-6:- A statement of categories of documents that are held by SRHC Hospital or under its control.

Sl. No.	Nature of Record	Details of Information Available	Unit/Section Which Available
1.	O.P.D. Registration Register	Name, Age, and Sex of Patients	Registration Counter, MRD
2.	Lab Report Register	Investigation Report	Pathology
3.	X-ray & Ultra Sound Report Register	X-ray & Ultra Sound Report	Radiology
4.	M.L.C. Register	Complete MLC Report	MRD
5.	Case Sheet	Details of Patients treatment & daily progress while in the hospital	MRD
6.	Casualty Register	Name/Age/Sex etc.	MRD
7.	Court Summon Register	Record of summons issued by the court for MLC etc.	MRD
8.	Tender Documents	Rates quoted by firm	Purchase.
9.	Stock Register	Entry of all Items received in hospital with rates	Main Stores (General, Medical & Surgical) and in all others places where store are Kept.
10.	Salary Bill	Details of salary Paid	Accounts Branch
11.	Contingency Bills and Miscellaneous Bills	Details of Payment for Purchase, OT, Medical, Phone, Conveyance etc.	Accounts Branch
12.	Personal Files & Service Book	All details of Service Record of Employees	Establishment Branch
13.	Vigilance Files	All Complaints, Their inquiries and results	Establishment Branch
14.	RTI Files	RTI Matters, Appeal Cases	Establishment Branch

Manual-7:- Particular of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of SRHC's policy of implementation.

## Rogi Kalyan Samiti

Sl.No.	Designation	Name	Contact details
1.	Chairman (Hon'ble MLA)	Sh. Sharad Chauhan	sharadchauhanaap@gmail.com
2.	Vice-Chairman Dy. Comm. (Revenue)	Ms. Isha Khosla	dcnorth@nic.in
3.	Member Secretary (MS)	Dr. Sanjay Kumar Jain	mssrhch@gmail.com
4.	Head of Office	Dr. Rishi Anand	mssrhch@gmail.com
5.	RKS Nodal Officer	Dr. Anu Beniwal	mssrhch@gmail.com
6.	Treasurer (AO)	Sh. Vinay Madan	mssrhch@gmail.com
7.	CDMO, North District.	Dr. Namrita Nayar	DGD Building, Gulabi Bagh
8.	DC Narela ZONE	NDMC	MCD Office, Narela
Non Official Member			
9.		Sh. Nagender Prajapati	9999577066
10.		Sh. B S Mann	9899775392
11.		Sh. Pankaj Khatri	9555557411
12.		Sh. Ramdev Yadav	7503389653
13.		Sh. Omkar	8802364849
14.		Smt. Salma Khokhar	7838630030
15.		Sh. Joginder Mann	9582326464
16.		Sh. Rohtash Singh	9990355515
17.		Smt. Reshma	9717737792
18.		Smt. Vijender Rana	9599102154
19.		Smt. Lucky Aggarwal	9990472229

Manual-8:- A statement board, Council Committees and other bodies constituted.

Following committees exist for discharge of various functions:-

1. Bio-Medical waste Committee.
2. Sexual Harassment Committee.
3. Grievance Redressal Committee.
4. Mosquito Breeding Control Committee.
5. Purchase Committee.
6. Store Inspection Committee.
7. Condemnation Committee.
8. Disaster Management Committee.
9. Prescription Audit Committee.
10. Tender Committee.
11. SDF verification and distruction committee.



Manual-9:- Officers Telephone No./Mobile No. of SRHC Hospital.

Sl.NO.	Name	Contact No.
1.	Dr. Sanjay Kumar Jain, Medical Superintendent	9540067779
2.	Dr. Rishi Anand, Spl. (ENT)/HOO	9968660975
3.	Dr. Vivek Kumar, Jr. Spl. (Paediatrics)	9968660126
4.	Dr. Jyoti Talwar, Jr. Spl. (Eye)	9968660185
5.	Dr. Anu Beniwal, Medical Officer (Pathology)	9968660986
6.	Dr. J Anupama, Spl. (Obs. & Gyane)	9968660970
7.	Dr. Ashutosh Gupta, Jr. Spl. (Orthopaedic)	9968660186
8.	Dr. Vijay Saroha, Spl. (Pathology)	9968660978
9.	Dr. Rajesh Kumar, Medical Officer (Casualty)	9968660140
10.	Dr. Vandna Jain, Spl. (Medicine)	9717455800
11.	Dr. Sorabh, Jr. Spl. (Surgery)	9968660971
12.	Dr. Apurba Rajbongshi, Spl. (Pathology)	9968660148
13.	Dr. Mukesh Bharti, Medical Officer (Casualty)	9968660253
14.	Dr. Ashutosh Kumar, Medical Officer (Casualty)	9968990190
15.	Sh. Vinay Kumar Mongia, Administrative Officer	
16.	Sh. Vinay Madan, AO	
17.	Ms. Urmil Kanta Sharma, Section Officer	
18.	Ms. Sunita Piwal, Assistant Nursing Superintendent	9968660125
19.	Sh. Ved Prakash, Pharmacist (Medicine Store)	
20.	Sh. Rakesh Kumar Sharma, Pharmacist (Surgical Store)	
21.	Mrs. Charu Baghel, Pharmacist (General Store)	

**Manual-10:- Pay Scale of the employee.**

Varancy position of Doctors as on 15.07.2021.

Sr. No.	Name of post	Pay Matrix level	Sanction	Filled Regular	Contract	
1.	Medical Superintendent(SAG)	Level -14, Rs.144200-218200/-	1	1	Nil	Nil
2.	Addl. Med Suptd.	Level -14, Rs.144200-218200/-	1			01
3.	DMS-Cum Casualty i/c	Level-12, Rs.78800-209200/-	1			01
4.	CMO/Medical Officer	Level-10, Rs.56100-177500/-	16	12		04
5.	Specialists	Level-11, Rs.67700-208700/-	23	10		13
6.	Dental Surgeon	Level-10, Rs.56100-177500/-	02			02
7.	Senior Resident's	Level-11, Rs.67700-208700/-	43		34	09
8.	Junior Resident	Level-10, Rs.56100-177500/-	34		34	Nil
9.	ANS	Level-10, Rs.56100-177500/-	02	02		
10.	Nursing Sister	Level-08, Rs.47600-151100/-	17	04		13
11.	Staff Nurse	Level-07, Rs.44900-142400/-	115	110+09	05	Nil
12.	Sr. Radiographer	Level-05, Rs.29200-92300/-	01	01		
13.	Jr. Radiographer	Level-04, Rs.25200-81100/-	07	04	05	
14.	Dark Room Assitant.	Level-02, Rs.19900-63200/-	04	01		03
15.	Lab Technician	Level-05, Rs.29200-92300/-	02	02		
16.	Lab Assistant	Level-04, Rs.25200-81100/-	06	04	02	
17.	O.T. Technician	Level-04, Rs.25200-81100/-	02	02		
18.	O.T. Assistant	Level-02, Rs.19900-63200/-	07		07	
19.	Dresser	Level-01, Rs.18000-56900/-	03	03		
20.	Physiotherapist	Level-06, Rs.35400-112400/-	02	02		
21.	Occupational therapist	Level-06, Rs.35400-112400/-	01		01	
22.	EKG Technician	Level-05, Rs.29200-92300/-	04		04	
23.	Audiometric Assistant	Level-05, Rs.29200-92300/-	01			01
24.	CSSD Technician	Level-04, Rs.25200-81100/-	02		02	
25.	CSSD Attendant	Level-02, Rs.19900-63200/-	02			02
26.	Refractionist	Level-05, Rs.29200-92300/-	01		01	
27.	Dental Hygienist	Level-05, Rs.29200-92300/-	01	01		
28.	Research Officer	Level-06, Rs.35400-112400/-	01			01
29.	Pharmacist	Level-05, Rs.29200-92300/-	11	10		01
30.	S.A.	Level-06, Rs.35400-112400/-	02	02		
31.	MRO/SD	Level-07, Rs.44900-142400/-	02			02
32.	Account Officer	Level-10, Rs.56100-177500/-	01	01		
33.	AAO	Level-08, Rs.47600-151100/-	01			01
34.	Office Suptd.	Level-08, Rs.47600-151100/-	01			01
35.	Head Clerk	Level-06, Rs.35400-112400/-	01			01
36.	UDC	Level-04, Rs.25200-81100/-	02	02		
37.	Statistical Investigator	Level-04, Rs.25200-81100/-	01			01
38.	LDC	Level-02, Rs.19900-63200/-	05	05		
39.	Stenographer Gr-1/PS	Level-08, Rs.47600-151100/-	01	01		
40.	Stenographer Grade II/PA	Level-06, Rs.35400-112400/-	01			01
41.	Cashier	Level-04, Rs.25200-81100/-	01	01		
42.	Driver	Level-02, Rs.19900-63200/-	05	04		01
43.	Ambulance Attendant	Level-02, Rs.19900-63200/-	03			03
44.	Nursing orderly	Level-01, Rs.18000-56900/-	71+3 Out Sourced	46	28 Out Source	
45.	Assistant Dietician	Level-06, Rs.35400-112400/-	01			01
46.	Store & Purchase officer	Level-06, Rs.35400-112400/-	01			01
47.	Security-cum-Sanitation Officer (Out-Source)	Out Sourced	01			01
48.	DEO (Out-Source)	Out Sourced	03			03
49.	Plaster Room Assistant (Out Source)	Out Sourced	02			02
50.	Driver (Out Source)	Out Sourced	01			01

Manual-11:- The Budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made.

**Please refer the Delhi Government finance department website  
["finance.delhigovt.nic.in"](http://finance.delhigovt.nic.in)**

Manual-12:- The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes.

The hospital does not grant-in-Aid to any agency.



**Manual-13:- Particulars of recipients of concession , permits or authorizations granted by SRHC Hospital.**

Status of Outsourced services at SRHC Hospital.

S.No.	Services	Firm	No. Of Workers	Contract Validity
1	Nursing Orderly	Ganpati Enterprises, CB-358, 1 <sup>st</sup> Floor, Ring Road, Naraina, New Delhi 110028	28	31.012.2021
2	OPD Registration	M/s GTI Infotel Pvt. Ltd., 6 <sup>th</sup> floor,601,Tower A Smart Homes, Near sterling Mall, Hazipur Sector 104, UP-201304.	12	15.11.2021
3	Sanitation	Mirror Touch Service, F-10/15, DLF Phase-1, Gurugram-122002, Haryana-122001	53	15.03.2022
4	Security Service	HRD Commercial & Industrial Security Force Pvt. Ltd., Regd. Office:-S.T. Road, Badarpur 788803 Dist- Karimganj (Assam)	41	13.04.2022
5	Kitchen & Dietary	M/S Prime Services, F-30, Moti Nagar, New Delhi-110015	05	31.12.2021
6	Laundry	Rohit Drycleaners, Ground Floor, House No. 576, Near Community Hall, Village Singhu, Delhi-110040	1	31.03.2022
7	Hiring of Vehicle	Ritvik Rentacab Pvt. Ltd.	01 (vehicle)	30.09.2021

Manual-14:- Details in respect of the information, available, to or held by it, reduced in an an electronic form.

1. Birth and Death records.
2. IPD/OPD Census.
3. Hospital Performance Monthly.
4. Communicable disease monthly.
5. IDSP weekly.

Manual-15:- The Particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use.

Facilities available for obtaining information.

Sl.No.	Facility Available	Information Available	Working Hour
1.	Sign Boards in Hospital		24 Hours
2.	Website	Basic information about facilities available in hospital	24 hours
3.	Notice Board	Various Government Orders & Circular	9.00 AM to 4.00 PM
4.	Citizen Charter	Basic information	9.00 AM to 4.00 PM

Manual-16:- The names, designations and other particulars of the Public information Officers.

#### Particulars of Nodal Officer

Sl. No.	Name & Designation	Address	Telephone No.	Email address.
1.	Dr. Rishi Anand, Specialist (ENT)	Room No.106, SRHC Hospital, Plot No. 30, Sec-7A, Narela, Delhi110040	011- 27787304	mssrch@gmail.com

#### Particulars of PIO

Sl. No.	Name & Designation	Address	Telephone No.	Email address
1.	Dr. Anu Beniwal, Medical Officer	Room No.104, First Floor, SRHC Hospital, Plot No. 30, Sec-7A, Narela, Delhi110040	011- 27787304	mssrch@gmail.com

#### First Appellate Authority

Sl. No.	Name & Designation	Address	Telephone No.	Email address.
1.	Dr. Sanjay Kumar Jain, Medical Superintendent	Room No.105, First Floor, SRHC Hospital, Plot No. 30, Sec-7A, Narela, Delhi110040	011- 27787304	mssrch@gmail.com



**Manual-17:- Other services available:-**

1. **Centralized RO System**: - It has installed to provide pure and safe drinking water for the patients and attendants.
2. **ETP Plant**:- It is installed for proper use of drainage water. The effluent treated water is used for gardening purposes.
3. **Solar Water Heating System**: - It has been installed to provide warm water in the hospital towards patient care managements.
4. **Oxygen Plant**: - It is installed for medical gas supply.
5. **Equal Opportunity policy for Persons with Disability**: - Provisions, under Section 21 of RPwD Act 2016 and Rule 12 of Delhi RPwD Act 2018.