

1. ICU: ICU unit with 10 beds is fully equipped and functioning under Anesthesia Department.

2. ICCU: A 10 bedded fully equipped ICCU is functioning in the Department of Medicine.

3. VCTC Centre: VCTC Centre was started ON 13.8.2002 for pretest and post test counseling on HIV/AIDS Serological Testing for HIV by rapid kits, for all direct walk-in-clients, as well as for clients and patients referred by NGOs, Doctors, DDU OPD and admitted patients. (Confidential Report)
Timing: MON to FRI 9:00am to 1:00pm.

4. Paediatric Emergency: Recently started in year 2014 which is fully dedicated to Paediatric Emergency patients.

5. Thalasaemic Treatment Centre: Separate ward for transfusion to Thalassemic patients is there along with all facilities (ward-5).

6. Hemophilic Centre: 24 hrs facilities for hemophilic patients.

7. Janani Suraksha Yojana: AS per this scheme run by GNCT of Delhi we pay special care to pregnant women.

8. Mortuary service: Autopsy and preservation of Death Body 9am to 4pm.
Attached Police stations: Hari Nagar, Tilak Nagar, Janka Puri, Vikas Puri, Uttam Nagar, Dwarka, Dabri, and Maya Puri etc.

9. An ART Centre: Has been started during October, 2005 for providing treatment and counseling to AIDS patients.
Timing 9:00am to 1:00pm. Tel.: 25494402-08 Ext. 355.

10. DOTS: Under National Tuberculosis Control Program, a DOTS Centre is the Hospital along with a chest clinic, free diagnostic facilities and treatment provided to patients of the TB and other Chest Diseases.

11. Leprosy Control Programme: Leprosy Control Programme is being implemented. Diagnosis and treatment is provided all suspected and diagnosed Leprosy patients.

12. Oral Substitution therapy: Started in year 2013. Patients with drug addiction are treated.

13. Ayurvedic, Homeopathy, Unani Unit: OPD facilities have been made available for all the three alternative medical systems.

14. Voluntary Social Service Centre: A social service centre with social workers is presently functioning at D.D.U. Hospital to guide help the needy patients.

15. DNB Courses and Internship: D.D.U. Hospital has been accredited ENT for DNB course in OBG & Gyane, Surgery, Medicine, Ortho, Paeds, Eye and Anesthesia Department.

16. Internship: Internship of doctors, Nurses, Physiotherapist, Tech. and Pharmacy.

17. School of Nursing: School of nursing came into being in October 93. 30 students are admitted for three year course via entrance exam.

18. Computerization of Hospital Service: OPD and Casualty indoor admission service have been already computerized.

Plans for computerization of other parts of the Hospital are being prepared as part of Hospital Information Management System (HIMS).

19. Police Chowki: Dedicated for helping patients and DDU Hospital staff.

EXPANSION PLANS

Expansion of Casualty and OPD services. Separate unit for Haemodialysis in Medicine Block, Medical College.

GRIEVANCES/COMPLAINTS/RESRESSAL

In case of any grievance/complaints/following officers may be contacted.

Nursing Care	Quality of Food	Accounting	Pharmacy	ADM. Right to information & Security/ Sanitation
Nursing Suptd.	I/C Kitchen	Accounts Officers	I/C Pharmacy	
Ext. 226	Ext. 279	Ext. 205	Ext. 311, 312	Ext. 204 25494013
Emergency & Casualty services				
Ext. 410, 232, 231, 25125408 (Police Post), 25494336				

CONTACT US

Contact Person	Contact Number	Extension
(Medical Superintendent)	25494337,25494331	211, 201
AMS & HOO	25125456	140, 202
HOD. Emergency Dept	25125393	410
Social worker	9868555013	264
REGIONAL BLOOD TRANSFUSION CENTRE	25129345, 9718990267	515, 519

Fax No. 25494264 : E-mail Id: msdduh@yahoo.co.in
HOSPITAL EXCHANGE : 25494402-08 (7 LINES) (24 Hours)
CATS : 102



Citizen Charter

GOVT. OF NCT OF DELHI

DEEN DAYAL UPADHYAY HOSPITAL

HARI NAGAR,

NEW DELHI-110064

PLEASE HELP US TO ACHIEVE OUR MOTTO

"Health for All"

Facilities available in the hospital are subject to any change as and when required.

OPD SERVICES

Registration from 8:30AM to 12PM on Mon to Fri and 8:30AM to 11AM Sat.

SPECIALITY	ROOM NO.	SERVICES
EMERGENCY	Trauma Block	Round the clock, 24hr x 7 days 365
Medicine	OPD No. 10	All days 9:00-1:00
Dermatology	OPD No. 5A TO 5C	All days 9:00-1:00
Gen. Surgery	OPD No. 4	All days 9:00-1:00
Ortho	OPD No. 3	All days 9:00-1:00
Pediatric	OPD No. 7	All days 9:00-1:00
ENT	OPD No. 8	All days 9:00-1:00
OBG & Gynae	OPD No. 6	All days 9:00-1:00
Eye	OPD No. 9	All days 9:00-1:00
Dental	OPD No. 12	All days 9:00-1:00
Plastic Surgery	OPD No. 2	Mon & Thu 2PM to 4PM Sat 10AM to 12PM
Neurosurgery	OPD No. 2	Mon to Fri 9AM to 1PM Tue & Fri 2-4PM
Ayurvedic	Medical Block G.F	All Days 9:00-1:00
Homeopathic	Medical Block Ground floor	Mon to Fri. 9am to 1pm+2pm to 3pm Sat. 9am to 12pm
Unani	Medical Block Ground floor	Mon to Fri. 9am to 12pm+2pm to 3pm Sat. 9am to 12pm
Medical Exam. Board	Ward Block	All Days 9:00-1:00
Regional Blood Transfusion centre		Round the clock 24hr x 7 days 365
Pediatric Emergency	Pediatric Emergency	Round the clock 24hr x 7 days 365
Thalassemia	Ward No. 5	All Days 9:00-1:00
Psychiatry	OPD No. 5 D	All Days 9:00-1:00
Chest Clinic	OPD No. 11	All Days 9:00-1:00
ART	5 G	All days 9am-1pm
Special Clinics	OPD	2Pm Onwards

Laboratory Services

Specimen collection : Week days: 9:00Am to 11:30Am
Report dispatch to Hosp. personel : 03pm to 04pm (Mon to Fri)
Emergency facility : 24hrs round the clock, (Emer. Block)

Emergency Services

- One senior Doctor from each department on call round the clock
- One CMO (Grievance Officer) available 24hrs x 7 =365days
- Blood Bank Service available round the clock.
- Board indicating list of staff on duty available in casualty.
- Wheel chairs/Trolley when required available 24hrs round the clock

Indoor Facilities

DEPARTMENT	BEDS
Medicine & ICCU	124
General surgery	80
Orthopedics	80
Pediatrics & Nursery	81
OBS & Gynae	92
Labour room	18
Eye	14
Ent	18
ICU	10
Thalassemia	06
Emergency & Casualty	65
Post Operative ward	10
Burn & Plastic	06
Elective OT	10
Emergency OT	05
Neurosurgery	18
Skin	06
Dental	02

- Maternity and operative facilities available in this hospital

The hospital provide all type of maternity service with 2 labour rooms and an attached neonatal unit and on as average 30-35 deliveries occur every day.

Operative Facilities

The Hospital has 17 functional Operation Theatres. All operative services are free of cost.

OPERATION	WAITING TIME	ROOM NO.
Gen. surgery	1-2 Months	OPD No. 4
Ortho	Approx. 15 days	OPD No. 3
Gynae.	10-15 Days	OPD No. 6
Ophthalmology	1 Week	OPD No. 9
ENT	2-3 Months for minor & major operation	OPD No. 8

Diagnostic Facilities

Test	Charges (In Rs.)	
I.V.P.	32	
Ultra Sound	50 (For OPD cases Only)	
ECHO	100 (For OPD cases Only)	
Blood Processing (private Hospital & Nursing Homes)	850 Rs. (For whole blood & packed cell) 400(Platelet concentrate & ffp)	
CT Scan	Plain	Contrast
Brain	750	1100
PN/Orbit	750	1100

Neck Pharynx, Larynx	750	1100
Thyroid	750	1100
Chest	1000	1600
Abdomen Upper	1000	1600
Abdomen Lower	1000	1600
Abdomen Whole	2000	2500
Chest with complete abdomen Spine-3 vertebral level 1 region)	2500	3000
(only non ionic Contrast)		
CT guided Biopsy Whole Body	2000	4000

SERVICES	LOCATION	CHARGES
Pathology	GF. OT Block	Free
Biochemistry	-Do-	Free
Microbiology	-Do-	Free
Blood Bank	1 st Floor Emergency	Free
Radiology IVP	GF OT Block	Subsidized
Ultra sound/ CT Scan	-DO-	Charges
EKG	Casualty Block	Free
ECHO	New Medicine Block	100
Test Hotler/ Analysis	-Do-	Free
TMT/ Haemo- Dialysis/ Endoscope	-Do-	Free

Free Medicines Available

All medicines are supplied free of cost to the patients. The medicines are purchased as per the guidelines and list of essential drugs issued by Govt. of Delhi. A new Pharmacy facility has also been opened rate for Govt. of India.

BLOOD BANK

- D.D.U. Hospital has been made Regional Blood Transfusion centre (West Zone)
- Functions 24 x 7.
- The Blood Bank deals with whole and its components like packed cell, platelet rich plasma, and fresh frozen plasma.
- For Govt. Hospital, after blood donation no money is charged. For private hospital & Nursing homes an amount of Rs. 850/-.

Pharmacy Facilities

Medicine Counter	Ext.	Room no.
OPD Counter	311	OPD No. 1
Emergency Services	232, 410	Trauma Block

Nursing Home facilities No nursing home facilities are available at DDU Hospital.

Other services

Paid parking facilities for relatives of patients are available in this hospital.

Cycle Rs. 5/-	Scooter Rs. 10/-	Car Rs. 20/-
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