

MANUAL I

Particulars of organization, Functions and Duties (Section 4 (1)(b)(i))

1. Aims and Objectives of the organization:

The aims and objectives of Dr.N.C.Joshi Memorial Hospital is to provide treatment to patients attending in OPD, IPD & Emergency.

2. Mission / Vision:

Health for All

1. To provide quality health care to the sick persons free of cost.
2. To adopt preventive measures to avoid health related problems.
3. To follow National and state government health policies.

3. At present we are providing the following facilities in our Hospital :-

A) OUTPATIENT SERVICES:-

This Hospital is providing primary and secondary level health care facilities to the patients attending the Hospital in the following specialities:-

- ❖ General Medicine
- ❖ Orthopaedics
- ❖ Surgery
- ❖ Ophthalmology
- ❖ Gynaecology
- ❖ Dental
- ❖ Immunization
- ❖ Paediatric
- ❖ ENT
- ❖ Physiotherapy

- ❖ Family Welfare
- ❖ Sr.Citizen Clinic
- ❖ Skin and VD

The increasing OPD attendance over the years and addition of new services to the Hospital proves the growing popularity of the Hospital.

B) IN-PATIENT SERVICES:-

The Hospital is providing round the clock 100 bedded inpatient services to the patient attending the Hospital on all general specialities.

C) DIAGNOSTIC SERVICES:-

The various diagnostic services available in the Hospital are given below:-

1. LABORATORY SERVICES

This Hospital is equipped with latest machines like Semi Automatic Analyzer, all common blood investigations are done daily from 9 A.M. to 4 P.M. once Emergency and Labour Room Services are started the services will be provided round the clock.

2. X-RAY & ULTRASOUND SERVICES

There is one 500 MA X-ray Machine and one Ultrasound Machine are presently functioning the Hospital. Services are provided from 9 A.M. to 4 P.M. once Emergency and Labour Room Services are started the services will be provided round the clock.

D. CASUALTY SERVICES :-

This Hospital is providing limited emergency services to the patients

w.e.f. 2nd October, 2014 from 8 A.M. to 8 P.M. once adequate staff is available services will be provided round the clock.

E. CONTINUED MEDICAL EDUCATION (CME) PROGRAMME:-

Our Hospital staff actively involves the CME Programme for updating the latest development of medical science for patient welfare.

F. I.E.C. ACTIVITIES:-

IEC activities are regularly carried out in the Hospital through display of posters etc.

G. IMPLEMENTATION OF VARIOUS NATIONAL & STATE HEALTH PROGRAMMES :-

This Hospital actively participates in implementation of various National & State Health Programmes.

H. INFRASTRUCTURE DEVELOPMENT:-

At present Hospital have adequate infrastructure for catering the 100 bedded indoor services, round the clock emergency & labour room services along with multispecialities OPD services & Diagnostic Services. PWD has finished work for renovation and extension of Hospital. Now, adequate rooms are available to provide round the clock, Indoor, Maternity and Emergency Services.

4. Brief history and Background:

Dr.N.C.Joshi Hospital, Karol Bagh, New Delhi was established in 1930. Founder of this Hospital was renowned Surgeon of India. Unfortunately he was assassinated in 8th September, 1947 during communal violence after partition. Trust/family members were unable to manage this Hospital, therefore, they handed over this Hospital to Delhi Government in 1970. This Hospital is situated in Karol

Bagh, Near Ajmal Khan Park and caters nearby inhabitant population of about 5-6 lacs. Initially this Hospital was primarily provided the Orthopaedic care facilities hence was regarded as Orthopaedic Hospital in Delhi and was managed by Orthopaedic Surgeon, Physician, Anaesthetic and supportive staff. In 1989 a new OPD Block was inaugurated for expansion of services.

In 1996 a new Anaesthesia machine was installed for strengthening of O.T. services. In the year 1997, Director of Health Services, Govt. of NCT of Delhi advised the Surgeon Incharge that this Hospital to be develop as a multispeciality Hospital, keeping in consideration of the needs of the community.

Surgeon Incharge demanded the additional staff from DHS for provision of multispeciality Hospital. DHS detailed Eye Specialists and ENT Specialists for three days in a week. Later on they have detailed full time in this Hospital. In the year 1998 the expansion of Physiotherapy Department, Establishment of Minor OT, Establishment of Dental, Surgery & Gynae. Department were done. Initially all new Departments were established by detailed staff from other zones.

In the year 1999, Ultrasound Machine was installed for strengthening of Diagnostic Services.

In the year 2001 C-Arm X-Ray Machine was installed for closed Orthopaedic surgical procedure.

In the year 2001, Administrative Reforms Department, Govt. of NCT of Delhi study was done for creation of additional posts for providing the multispeciality services, resulting in the approval of 18 temporary posts of various categories in the year 2002.

Gradually & gradually all the departments developed and provide the OPD & Indoor Services with modern technology & equipments.

In January, 2003 new OPD Block was inaugurated for providing the multispecialty OPD & Diagnostic Services. At present OPD Block is not sufficient for needs of the staff and patients. Later on we may shift some specialities to other place.

In the year 2007 MAJOR OT BLOCK and HOSPITAL STORE BLOCK was renovated keeping in view of the expansion of services.

A meeting was held on 17.06.2011 under chairmanship of Hon'ble Health Minister, Govt. of NCT of Delhi and it was decided that Hospital may be upgraded from 30 to 60 beds with the provision of round the clock Emergency and 30 bedded Maternity Block catering to the needs of the nearby population. Since then Hospital authority continue to work for expansion of infrastructure development, strengthening of services and additional staff requirement.

In the month of January, 2013, Hon'ble L.G. approved 47 posts (29 on regular basis and 18 on outsourced basis) for starting round the clock Emergency & Maternity Services with increase bed strength from 60 to 100 beds. After filling of these posts we have started 12 hours Emergency Services (started from 2nd October, 2014) & strengthening of OPD & Indoor Service.

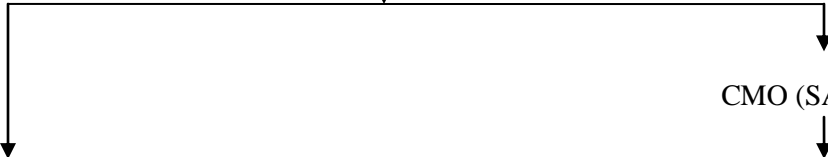
5. Organization Charts:

1. Organizational Structure – Head of the Department to lowest functionary in the department:-

MEDICAL SUPERINTENDENT (HOD)



CMO (SAG)/H.O.O.



ADMINISTRATION

CMO (SAG)

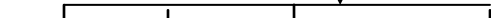


FUNCTIONAL



ADMN. OFFICER

ASSTT.ACCOUNTS OFFICER

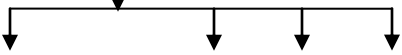


SPLTS.

M.O.

NURSING
STAFF

PARA.
STAFF



HEAD CLERK

U.D.C.

L.D.C.

STENO.



L.D.C.

L.D.C.

MANUAL II

Powers and Duties of Officers and employees:

(A) Medical Superintendent:

- Supervision of all Hospital activities
- Implementation of Government Policies (National and State run) public health programmes, Stree Shakti Programmes
- Human Resource planning and management
- Financial planning and management
- Monitoring of all health care delivery facilities

(B) Head of the Office:

- General Administration of all staff of the hospital
- Proper utilization of human resources
- P.I.O.
- Execute orders of Medical Superintendent.
- Co-ordinate the Audit of Hospital.

(C) DMS

- Overall I/C of outsourced Services.
- PWD Incharge.
- Punctuality Incharge.
- Incharge Junior Resident/Senior Resident.

(D) CMO(SAG)

- Incharge Casualty

(E) Administrative Officer:

- Supervision of administrative functions
- APIO
- Execution of instructions given by M.S. and H.O.O.

(F) Assistant Accounts Officer:

- Supervises Salary and Contingency Expenditure
- Monitors maintenance and purchase and ensures observance of financial rules codal formalities.

- Planning budget.
- Drawing and Disbursing Officer.

(G) Incharges of the Departments:

- Responsible for overall management of their respective department.
- Effective and efficient utilization of all resources including human and material.
- Planning of services offered by their respective department.
- Others works assigned by M.S

(H) ANS -To control and supervise nursing staff & nursing orderlies.

(I) Chief Medical Officer - Patient management and duties as assigned by MS.

(J) Dental Surgeon - Patient management and duties as assigned by MS.

(K) Specialist - Patient management and duties as assigned by MS.

(L) Medical Officer - Patient management and duties as assigned by MS.

(M) Staff Nurse - Patient care.

(N) Senior Residents – Patient management.

(O) Junior Residents – Patient management

(P) Head Clerk - To prepare RTI, NHRC matter, Vigilance matter, Parliament/Assembly questions and assurances, VIP references and PGC Matters.

(Q) Sr. P.A – Supervision and Assist with M.S.

(R) Upper Division Clerk – Maintains personal files/Service book of Officer/official and puts up notes for decision

(S) Lower Division Clerk - Diary and Dispatching and etc. Maintains personal files/Service book of official and puts up notes for decision

(T) Pharmacist - Check & manage drug store Distribution of medicine.

(U) Refractionist - Refraction for spectacle

(V) Stenographer Gr.-II - Take dictations & typing work.

(W) O.T.Technician - Operate OT Machine

(X) O.T.Assistant - Cleanliness of O.T. Machines

(Y) ECG Technician - Performs ECG and maintains ECG Machine

(Z) Senior Radiographer - To take Special X-Ray Photo

(AA) Junior Radiographer - Take X-Ray Photo

(AB) Physiotherapist – Physiotherapy (Exercise) for early recovery

(AC) Occupation Therapist - To train physically handicap person for new occupation

(AD) Lab. Technician – Performs laboratory test

(AE) Lab. Assistant - Collection of samples and cleanliness of machine

(AF) Dental Hygienist - Maintaining of oral hygiene of the patient

(AG) Driver - To carry the patient in ambulance

(AH) Dresser - Dressing of wounds

(AI) N.O - Assist the Staff Nurse for the care of patient

(AJ) Peon - Carry files and Distribution of Dak.

(AK) Store Officer - As assigned by MS. Making indent for hospital procurement of goods/item/Med/Receive the goods/item Verification of bills accordingly related to goods/item Sending the goods/item/Med/ for quality control to the CPA randomly.

(AL) Purchase Officer - As assigned by MS. Preparation of purchase proposal, issuing of supply order, conveying of sanction.

Manual III

Procedure followed in decision-making process

(Section 4(1)(b)(iii))

Flow Process Chart for decision-making

There are various sorts of decision making process involved in the hospital

- 1) Related to Patient
- 2) Related to Complaints received
- 3) Related to Letters or Orders received in Admn. Branch
- 4) Related to Requirements and purchase of Drugs, Surgical Material or Equipments for Patients' care.
- 5) Related to Maintenance of Hospital Buildings
- 6) Related to RTI Matters

1) Flow Process of Patient Treatment

1. To get Registration and Treatment Card Prepared : Either in OPD or Casualty (for urgent attention) Registration Clerk 2-5 minutes
2. Consult Doctor Doctor (JR, SR, MO, or Specialist 2-15 minutes
3. Get Medicine Pharmacist 10 -15 Minutes
4. If needed Advised Investigations Doctor 5 Minutes
5. Collection of Sample (During Collection hours) Lab. Asst. 5 Minutes
6. Performance of Investigations (Tests on Sample) Lab. Tech. Checked by Pathologist 5 Minutes to 2 Hours
7. Report of Blood or Urine Test Lab. Asst. Next Day in routine cases
8. X-Ray Registration X-Ray Tech. 5 Minutes
9. Taking X-Ray Film X-Ray Tech. 10 Minute to 2 Hours (IVP) etc.
10. Developing X-Ray Film Dark Room Asst. 30 Minutes
11. Reporting of X-Ray Radiologist 5 to 15 Minutes
12. Report of X-Ray X-Ray Tech. Next Day in routine cases
13. Patient Requires Expert Opinion Specialist 5-10 Minutes
14. Dressing Dresser 15 Minutes
15. Advised Operation Surgical Specialist 10 Minutes
16. Pre Anesthetic Check up Anesthetist 10 to 20 Minutes

17. Admission Registration Clerk 15 Minutes

18. Discharge from Hospital Junior / Senior Resident 20 –30 Minutes

* Note:- Time frame may vary depending upon work load.

2) Flow Process Related to Complaints received

1. Receiving of Complaint at Diary Counter or Complaint Box Diary Clerk Same Day

2. Scrutiny of Documents and marking to respective branch Medical Superintendent Same Day.

3. Dispatch to dealing assistant Dairy Dispatch Clerk Same Day

4. Dealing with matter and putting up note for decision Dealing Assistant Same Day

5. Asking explanation from respondent Grievance Officer 2 to 3 days

6. Receiving Explanation Respondent 4 to 7 Days

7. Decision Making Medical Superintendent 2 to 3 days

8. Preparing of letter to Communicate the decision taken to concerned Dealing Assistant 1 to 2 days

9. Signatures on Letter / Order Head of Office Same Day

10. Dispatch of Order Diary Disp. Clerk same day

* Note:- Time frame may vary depending upon work load.

Flow Process Related to Admn. Branch

1. Receiving of Letter at Diary Counter Diary Clerk Same Day

2. Scrutiny of Documents and marking to respective branch Medical Superintendent Same Day

3. Marking to specific dealing assistant Office Supdt. Same Day

4. Receiving by Dealing Assistant Clerk Next Day

5. Dealing with matter and putting up note for decision Dealing Assistant Clerk 1 to 2 days

6. Checking note for factual accuracy Office Superintendent Same Day

7. Suggesting appropriate action Head of Office Same Day

8. Agreeing with decision or discussing alternate action Medical Superintendent 1 to 2 days

9. Preparing of letter to Communicate the decision taken to concerned Dealing Assistant 1 to 2 days

10. Signatures on Letter / Order Head of Office Same Day

11. Dispatch of Order Diary Disp. Clerk Same Day

* Note:- Time may vary depending upon work load.

3) Flow Process Related to Requirement and purchase of Drugs, Surgical Material or Equipments for Patients' care.

1. Receiving of Requirement of material from Doctors or other sections Diary Clerk Same Day

2. Scrutiny of Documents and marking to respective branch Medical Superintendent Same Day

3. Dispatch to specific stores caretaker Diary Dispatch Clerk Same Day

4. Receiving by stores caretaker Pharmacist Next Day

5. Checking of Stock Position and calculating previous years consumption Stores caretaker Same Day

6. Checking if approved rates are available which can be either of this hospital or DHS or any other hospital of Govt. of N.C.T. if yes then go to step no. 10 Pharmacist Same Day

7. If no rates are available then check urgency from concerned person and take permission of Medical Superintendent for Step No. 9 Pharmacist 1 day

8. Urgent Requirement to be procured through Local Purchase within limit of Rs.15000/- Pharmacist 1 day

9. Putting up note for procurement Pharmacist Same Day

10. Checking note for factual accuracy & need for requirement M.O./C of concerned stores Same Day

11. Overall checking of requirement and rates etc. DMS 1-2 Days

12. Checking for full observance of CODAL FORMALITIES for expenditure from Governments fund and availability of funds Assistant Accounts Officer (Nominee of Finance Department) Same Day

13. Administrative Approval and Expenditure Sanction for purchase of Required Item Medical Superintendent Same Day

14. Preparing of Supply Order to firm Pharmacist 1 to 2 days
 15. Signatures on Supply Order Purchase Officer Same Day
 16. Dispatch of Order Dairy Dispatch Clerk Next day
 17. Receiving of Material Supply in stores Pharmacist Same Day
 18. Verifying that Material is as per Supply Order M.O.I/C stores with help of Technical Committee and Requisitioning Doctor One day
 19. Entering material in stock register Pharmacist Same Day
 20. Verifying on body of bill M.O.I/C of concerned stores Same Day
 21. Put up for Expenditure Sanction Pharmacist Same Day
 22. Checks all entries M.O.I/C of concerned stores Same Day
 23. Cross Check from finance angle Assistant Accounts Officer Same Day
 24. Verification of Note DMS Same Day
 25. Grant of Expenditure Sanction Medical Superintendent Same Day
 26. Preparation of Contingency Bill Clerk Same Day
 27. Checking and Signing of Bill Assistant Accounts Officer (DDO) Same Day
 28. Submission to Pay and Accounts Office for preparation of Cheque Cashier On fixed days.
 29. Receiving of Cheque from P.A.O. Cashier After 2 to 3 days
 30. Issue of Cheque to Supplier Cashier Within a week
 31. Payment through ECS PAO As per RBI guideline
- * Note:- Time frame may vary depending upon work load.

4) Flow Process Related to Maintenance of Hospital Building

1. Receiving of Demand for Repair or Addition or Alteration in building from various Incharges Diary Clerk Same Day
2. Scrutiny of Documents and Medical Same Day marking to respective branch Superintendent
3. Marking to (PWD) DMS Same Day
4. Marking to Caretaker or Clerk dealing with PWD of Hospital DMS (PWD) Same Day
5. Puts up on file with note Clerk Same Day
6. Takes decision for type of work required DMS (PWD)/MS Same Day
7. Taking approval for the work DMS/Head of Office Same Day

8. Approval and Sanction of the work Medical Superintendent Same Day
9. Sanction order for work execution is prepared Clerk Same Day
10. Order is signed DMS (PWD)/MS Same Day
11. Dispatch to A.E. PWD Elect or Civil Dispatch Clerk 1 Day

* Note:- Time frame may vary depending upon work load.

5) Flow Process Related to RTI Matter

1. RTI Applications Diary clerk Same Day
2. Marking to APIO MS 1 Day
3. Scrutiny of applications & sending to PIO APIO 1-2 Days
4. Marking to various Officers (Deemed PIO)/ Transferred out PIO 1-2 Days
5. Submission of replies Various Officers (Deemed PIO) 3-5 Days
6. Scrutiny /Consolidation of replies & sending to APIO for final reply PIO 1-2 days
7. Preparation of final Reply & sending to PIO for final sign. APIO 1-2 days
8. Final scrutiny/sign. & Sending to APIO for Dispatch PIO Same Day
9. Reply dispatched to Applicant APIO 1 day

* Note:- Time may vary depending upon work load.

Manual IV

Norms set for discharge of functions

(Section 4(1)(b)(iv))

Details of norms and standards set out can be given in respect of various activities.

Some of the norms are indicated below :

Illustration

1. Diary of Letter 3 Minutes
2. Dispatch of Letter 5 Minutes Usually Done as and when received for despatch.
3. Registration of Patient 2 Minutes
4. Admission of Patient 5 Minutes
5. Patient Examination Average 5 Minutes per Patient Ranges from 2 to 30 Minutes
6. Blood Collection Average 5 Minutes per Patient
7. X-Ray Film taking 15 Minutes including registration Reporting is done later by Radiologist
8. Ultrasonography 10 to 20 Minutes
9. Operation 15 to 120 Minutes
10. Refraction 15 Minutes
11. Dressing or plaster 15 Minutes

PURCHASE : As per the rules laid down in GFR & procurement guidelines issued by FD.

Note- Time frame may vary depending upon the workload.

Manual V

Rules, regulations, instructions, manuals and records for discharging functions (Section 4 (1)(b)(iv))

List of regulations, instructions, manual and records

1. CCS (CCA) Rules For disciplinary control over staff CCS(CCA) Rules, 1965
2. Medical Attendance Rules Control medical facilities of staff CS(MA) Rules, 1944
3. FR & SR Rules (Part-I) Control financial expenditure of Government FR & SR, 1922
4. FR & SR Rules (Part-II) T.A. Rules.
5. FR & SR Rules (Part-III) Leave Rules CCS (Leave) Rules, 1972.
6. FR & SR Rules (Part-IV) DA, Dearness Relief FR & SR, 1922
7. FR & SR Rules (Part-V) HRA & CCA FR & SR, 1922
8. General Provident Fund Controls contributions, advance & withdrawal GPF(Central Services) Rules, 1960
9. L.T.C Disposal of LTC Cases CCS (LTC) Rules, 1988
10. Children's Education Assistance Provides assistance for children education
11. CCS (Pension) Rules Governs Payment of pension CCS Pension Rules, 1972

Manual VI

A statement of the category of documents that are held by the Hospital or under its control.

Details of the records available may be made in a statement form, wing wise, unit wise, branch wise and it may be got tabulated, indexed and catalogued.

1. O.P.D. Registration Register -Name Age and Sex of Patient MRD
2. Lab Report Register - Investigation Report Pathology
3. X-Ray & Ultra Sound Report Register - X-Ray and Ultra Sound Report Radiology
4. Case Sheet - Details of Patients, treatment & daily progress while in the hospital MRD
5. Casualty Register - Name/Age/Sex/ Diagnoses and MRD
6. Tender documents - Rates quoted by firm Purchase
7. Supply Order - Cost & quantity of items ordered Purchase
8. Comparative statement - Compares relative rate Purchase
9. History Sheet of equipment - Details of repair expenditure on equipment Purchase & maintenance
10. Stock Register Entry of all items received in hospital with rates Stores (General, Medical & Surgical).
11. Receipt Voucher - Details of issue of items for use in various sections.
12. Salary Bills - Details of salary paid Accounts Branch
13. Contingency Bills - Details of payments for purchase Accounts Branch
14. Misc. Bills - OT, Medical, Phone, Conveyance etc. Accounts Branch
15. Personal files - Personal details of each employee Establishment Branch from the date of joining till retirement/transfer
16. Service Book - All details of employees service including leaves Establishment Branch
- 19 Guard File All orders issued in the department Establishment Branch
17. Vigilance Files - All complaints, their inquiries and results Establishment Branch
18. RTI Files - RTI Matters, Appeal Cases, Establishment Branch.

Manual VII

Particulars of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of its policy or implementation thereof.

Rogi Kalyan Samiti, DR. N.C.JOSHI MEMORIAL HOSPITAL

II Type of Affiliated Body (Board, Council, Committees, Other Bodies)

Committees

III Brief Introduction of the Affiliated Body (Establishment Year, Objective / Main Activities)

Establishment year – October, 2010

Objectives of Rogi Kalyan Samiti

- 1. To see the welfare of people while going through the process of hospitalization (OPD/Casualty/Indoor admission), their stay and treatment**
- 2. To see that the hospital functions in an efficient, smooth, well coordinated & ably supervised fashion.**
- 3. To guide and advise administration in a suitable manner to improve/better it's functioning.**
- 4. Role of the Affiliated Body (Advisory / Managing / Executive / Others)**

Manual VIII

A statement of board, council, committees and other bodies constituted (Section 4 (1)(b)(viii))

The Aims and Objectives of Rogi Kalyan Samiti are as under:-

AIMS: The Hospital Rogi Kalyan Samiti will facilitate delivery of quality assured health services through the hospital and ensure participation and monitoring in improving the functioning of the Institution.

OBJECTIVES : To provide organizational arrangement with local autonomy and flexibility resulting in optimal functioning of the institution.

- Assisting the Hospital in developing customized strategies and implementation plans to address the gaps in service delivery.
- Ensuring compliance to minimal standard for the hospital care and protocols for treatment (as adopted by the GNCTD).
- To ensure rational & prioritized planning/utilization of the hospital resources.
- Facilitate and support proper use, timely maintenance and repair of hospital building, equipment and machinery.
- To monitor and support continued availability of drugs/logistics.
- To monitor and facilitate availability of required manpower equipped with necessary skills and training.
- To make the hospital clean, hygienic, safe and patient friendly.
- To facilitate up gradation and modernization of the hospital services and physical infrastructure.
- To promote best medical practices in the hospital.
- To promote rational use of drugs and safety of drugs.
- To ensure safe disposal of biomedical waste generated by the hospital.
- To adopt eco friendly practices.

- To provide the required thrust on quality assessment and improvement.
- To develop and recommend oversight and accountability mechanisms at all levels.
- Ensure accountability of the health provides to the community.
- To functionalize efficient referral linkages.
- Ensure effective convergence with related agencies/departments.
- To assess and take measures for employee satisfaction.
- To assess patient satisfaction and take measures to build their trust and confidence.
- To establish public NPO, public private mechanisms to augment/strengthen service delivery from the hospitals.

Manual IX

Directory of Officers

S. No.	Name and Designation of the Officers	Office Telephone Number	Mobile Number
01.	Dr. Amar Singh, CMO (SAG)	23634828	8826998302
02.	Dr. R.P. Arya, CMO (SAG)		9711806541
03.	Dr. Rajesh Gupta, CMO (SAG)	23622498	9811129624
04.	Dr. Kamal Kanta Vij, Specialist Gr.-I (Radiology)		8826998306
05.	Dr. Anju Teri, CMO (NFSG)	23523677	8826998303
06.	Dr. Karan Singh, CMO		8826998311
07.	Dr. Bala Shankar, Senior Medical Officer		8826998305
08.	Dr. S.K. Narang, Specialist Gr.-III (Eye)		8826998322
09.	Dr. Urvashi Gupta, Specialist Gr.-III (Obs. & Gynae.)		8826998307
10.	Dr. Prachi Pundir, Specialist Gr.-I (Obs. & Gynae.)		8826998310
11.	Dr. Daljeet Kaur, Specialist Gr.I (Anaesthesia)		8826998308
12.	Dr. Rajinder Singh, Gr.-II (Surgery)		9999973287
13.	Dr. Manish Kapoor, Specialist Gr.-I (Ortho.)		8826998301
14.	Dr. Lalit Kumar Verma, Specialist Gr.-III (ENT)		8826998314
15.	Dr. Triveni G.S.. Specialist Gr.-III (Obs. & Gynae.)		8130396028
16.	Dr. Ujjwal Kumar Bhakta, Medical Officer		8130396026
17.	Dr. Devraj, Medical Officer		8130396031
18.	Sh. Rajan Bhatnagar, Administrative Officer	23522440	8826998315

19.	Mrs. Geeta Girdhar, Accounts Officer	23610378	9654556216
20.	Sh. Naveen Arora, Asstt. Accounts Officer/DDO	23610378	8826998316
21.	Smt. Nirmal Sharma, ANS		8826998320

Manual X

The monthly remuneration received by the Officers and employees of Dr.N.C.Joshi Memorial Hospital

S. No	Name of the Officer S/Sh./Ms.	Designation	Pay Level
(1)	(2)	(3)	(4)
1.	Dr.Amar Singh	CMO (SAG)	14
2.	Dr. R.P. Arya	CMO (SAG)	14
3.	Dr.Rajesh Gupta	CMO (SAG)	14
4.	Dr.Manish Kapoor	Specialist, Gr.III	13
5.	Dr.Anju Teri	CMO(NFSG)	13
6.	Dr. Karan Singh	CMO	12
7.	Dr.Prachi Pundir	Specialist, Gr.III (Gynae)	13
8.	Dr.Kamal Kanta Vig	Splt., Gr.I (Radiology)	13
9.	Dr.Bala Shanker Beriha	S.M.O.	11
10.	Dr.Lalit Kumar Verma	Specialist Gr.III (ENT)	11
11.	Dr. Rajinder Singh	Specialist Gr.-II (Surgery)	12
12.	Dr.Ujjwal Kumar Bhakta	GDMO	10
13.	Dr.Devraj	GDMO	10
14.	Dr.Daljeet Kaur	Specialist,Gr.III (Anaes.)	13
15.	Dr.Urvashi Gupta	Specialist, Gr.III (Gynae)	11
16.	Dr.Surender Kr. Narang	Specialist, Gr.III (Eye)	11
17.	Dr. Triveni G.S.	Specialist, Gr.-III (Obs. & Gynae)	11
18.	Dr.Soni Pandey (On Contract)	Specialist, Gr.II (Anaes.) (On contract)	Pay Band 15600-39100 + 6600(G.P.)
19.	Rajan Bhatnagar	AO	10
20.	Smt. Geeta Girdhar	Accounts Officer	9
21.	Naveen Arora	AAO	8
22.	Arun Satija	UDC	6
23.	Arjun Singh	LDC	2
24.	D.K.Solanki	LDC	2
25.	Krishan Kumar	Steno-II	8
26.	Nirmal Sharma	ANS	11
27.	Anita Verma	Nursing Sister	9
28.	Aneesa Ali	Nursing Sister	9

29.	Sunita Dogra	Nursing Sister	9
30.	Nisha Vij	Staff Nurse	9
31.	Asha Rani	Staff Nurse	8
32.	Praveen Kumar Yadav	Staff Nurse	7
33.	Rekha Rani	Staff Nurse	8
34.	Chander Kanta	Staff Nurse	8
35.	Kiran Singh	Staff Nurse	8
36.	Prem lata Gola	Staff Nurse	7
37.	Sangeeta	Staff Nurse	7
38.	Supriya Jain	Staff Nurse	8
39.	Ruby	Staff Nurse	8
40.	Anshu Dagar	Staff Nurse	7
41.	Nidhi Dagar	Staff Nurse	7
42.	Priyanka	Staff Nurse	7
43.	Shrestha	Staff Nurse	7
44.	Chamanpreet Kaur	Staff Nurse	
45.	Kusum Rana	Staff Nurse	7
46.	Priya	Staff Nurse	7
47.	Alka Nagpal	Occ. Therapist	10
48.	Sangeeta Nayyar	Lab. Tech.	7
49.	Nirmal Rai	Lab. Asstt.	6
50.	Jyoti Rishi	Lab. Asstt.	6
51.	Rajinder Singh	Pharmacist	8
52.	Virender Kumar	Pharmacist	8
53.	B.B.Mittal	Pharmacist	8
54.	Avnish Sharma	Pharmacist	8
55.	Pankaj Baweja	Pharmacist	7
56.	Lakhan Singh	Sr. Radiographer	8
57.	Chumman Prasad	OT Asstt.	3
58.	Arvind Kumar Singh	Dental Hygenist	5
59.	Sangeeta Kumari	Staff Nurse	7
60.	Prem Chand	Dresser	3
61.	Vikram Singh	Nursing Orderly	3
62.	Ravinder Kumar	Nursing Orderly	3
63.	Laxman Singh	Nursing Orderly	2
64.	Pardeep Kumar	Nursing Orderly	2
65.	Geeta	Nursing Orderly	2
66.	Neelam	Nursing Orderly	2
67.	Rakesh Kumar	S.C.C.	3
68.	Anil Kumar	S.C.C.	4
69.	Kanwar Pal	S.C.C.	4
70.	Chander Mohan	Sweeper	4
71.	Vidya Devi	Sweeper	3
72.	Khalid Haider	Physiotherapist	6

73.	Smt.Rosa P. Babu	Staff Nurse	8
74.	Smt.Rajni	Staff Nurse	7
75.	Smt.Deepti	Staff Nurse	7

Manual XI

The budget allocated to Dr. N. C. Joshi Memorial Hospital

	(₹ हजार) (₹ IN THOUSANDS) बजट अनुमान BUDGET ESTIMATES 2017-2018
	TOTAL
DR. N.C. JOSHI MEMORIAL HOSPITAL	
REVENUE SECTION:	
MAJOR HEAD "2210"	
Medical & Public Health (Major head)	
Urban Health Services Allopathy (Sub Major Head)	
Hospital & Dispensaries (Minor Head)	
Dr. N.C. Joshi Memorial Hospital (Sub Head)	
Salaries	157700
Medical Treatment	3500
Domestic Travel Expenses	400
Office Expenses	27900
Other Administrative Expenses	2900
Supplies & Materials	10000
Total- MAJOR HEAD "2210"	
Total- REVENUE SECTION	
CAPITAL SECTION:	
MAJOR HEAD "4210"	
Capital Outlay on Medical and Public Health (Major Head)	
Urban Health Services (Sub Major Head)	
Hospital & Dispensaries (Minor Head)	
Dr N.C. Joshi Memorial Hospital (Sub Head)	
Machinery & Equipment	7500
Total- MAJOR HEAD "4210"	
Total- CAPITAL SECTION	

Manual XII

The manner of execution of subsidy program (Section 4 (1)(b)(xii))

List of institutions given subsidy

NIL

Manual XIII

**Particulars of recipients of concessions, permits or authorizations granted
Section 4(1)(b)(xiii).**

NIL

Manual XIV

Information available in an electronic form (Section 4(1)(b)(xiv))

Details of Information

S. No.	Nature of information available	Can it be shared with public	Is it available on website or is being used as back end data base
01.	List of Employees On computer	Yes	Available on website
02.	Salary of Employees On computer	Yes	Available on website
03.	Budget of Hospital On computer	Yes	Available on website
04.	Citizen Charter	Yes	Available on website
05.	Receiving of communication from public on Email	Yes	Available on website

DR. N.C.JOSHI MEMORIAL HOSPITAL : GOVT. OF NCT OF DELHI

KAROL BAGH : NEW DELHI-110005

Manual XV

Particulars of facilities available to citizens for obtaining information (Section 4 (1)(b)(XV))

S.No.	Facility available	Nature of Information available	Working hours
01.	Facilities available for obtaining information	Information Counter OPD & Patient information	9:00 am to 4:00 pm
02.	Sign Boards in Hospital	Facilities available	24 Hours
03.	Website	Basic information about facilities available in hospital	24 hours
04.	Notice board	Various Govt. orders & circulars	9:00 am to 4:00 pm

Manual XVI

Names, Designations and other particulars of the Public Information Officers

S.No.	Name & Designation	Post Held as Public Authority	Telephone No.	E-mail id
01.	Dr.Ujjwal Kumar Bhakta, Medical Officer	Public Information Officer (P.I.O.)	-	drncjmh@gmail.com
02.	Dr.Amar Singh, CMO (SAG)	First Appellate Authority (F.A.A.)	23611786	drncjmh@gmail.com
03.	Sh.Rajan Bhatnagar, Administrative Officer	Assistant Public Information Officer (A.P.I.O.)	23522440	drncjmh@gmail.com

Manual XVII

Address of the Hospital

DR. N.C. JOSHI MEMORIAL HOSPITAL, JOSHI ROAD, OPP. AJMAL KHAN
PARK, KAROL BAGH, NEW DELHI – 110005