

**OFFICE OF THE MEDICAL DIRECTOR
DEEN DAYAL UPADHAYAY HOSPITAL
HARI NAGAR , NEW DELHI – 110064.**

MANUAL - 1

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

1	Aims and objectives of the organization	To provide Preventive and Curative services to the masses in the areas in and around Hari Nagar.
2	Mission/vision	Health for all by Health Education, Health Promotion and Clinical Care.
3	Brief history and background for its establishment.	<p>Hospital is providing services in major specialties i.e Medicine, Surgery, Orthopaedics, Obs. & Gynae, Paediatrics Ophthalmology, ENT, Audiometry, Skin, Dental, plastic surgery and Neurosurgery.</p> <p>. It gradually progressed and expanded its services and as on date following services are available.</p> <ol style="list-style-type: none"> 1. OPD services on daily basis. 2. Emergency & MLC services round the clock. 3. Indoor services–640 beds 4. Diagnostic services – ECG, X-Ray, CT Scan 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/Blood Bank 11. Integrated counseling and testing center 12. Afternoon clinics, ENT Clinics, TB 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 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.
4	Organization Chart	Annexure-I
5	Allocation of business	Hari Nagar.
6	Duties to be performed to achieve the mission	<p>Administrative–Establishment, Accounts Medical Record Department, Care Taking Branch, Purchase Section, Stores.</p> <p>Clinical-Patient care in OPD, IPD & Emergency, Labour Room and Nursery, Diagnostic facilities and OT Services.</p> <p>Supportive- Pharmacy, Physiotherapy / Occupational Therapy, Ambulance Services & Audiometry</p>

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.	DEEN DAYAL UPADHAYAY HOSPITAL HARI NAGAR , NEW DELHI – 110064.
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 & Plastic surgery	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.	Neurosurgery	Yes
14.	Physiotherapy	Yes
15.	Occupational therapy	Yes
16.	ICTC	Yes
17.	DOTS	Yes
18.	Chest Clinic	Yes
19.	Psychiatry	Yes
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	Daily	13.	Sr. Citizen Clinic	Yes	Sunday Morning
2.	Post Natal Clinic	Yes	Daily	14.	Hypertension Clinic	Yes	Friday A/N
3.	Infertility Clinic	Yes	Wed 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	Wed a/n	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	yes	Daily	21.	ICTC	Yes	Daily
10.	DOTS/TB Clinic	yes	Daily	22.	PPTCT	No	
11.	Asthma Clinic (Paeds.)/adult	Yes	Wed 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	640 beds functional
1	Medicine	Yes	134
2	Surgery	Yes	95
3	Ortho	Yes	95
4	Peads	Yes	87
5	O&G	Yes	110
6	HDU	Yes	20

7	ENT		Yes	18
8	Eye		Yes	14
9	Casualty		Yes	15
10	Postoperative Ward-		Yes	10
11	NEURO SURGERY		YES	18
12	PLASTIC SURGERY		YES	06
13	SKIN		YES	06
14	DENTAL		YES	02
15	ISOLATION WARD		YES	10

G. OPERATION FACILITIES

S.No	Services	Available /NA
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/blood Bank	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	
7.	House Keeping	Yes	Partially 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	