

**OFFICE OF THE MEDICAL SUPERINTENDENT  
ACHARYASHREE BHIKSHU GOVERNMENT HOSPITAL  
MOTI NAGAR, NEW DELHI – 110015.**

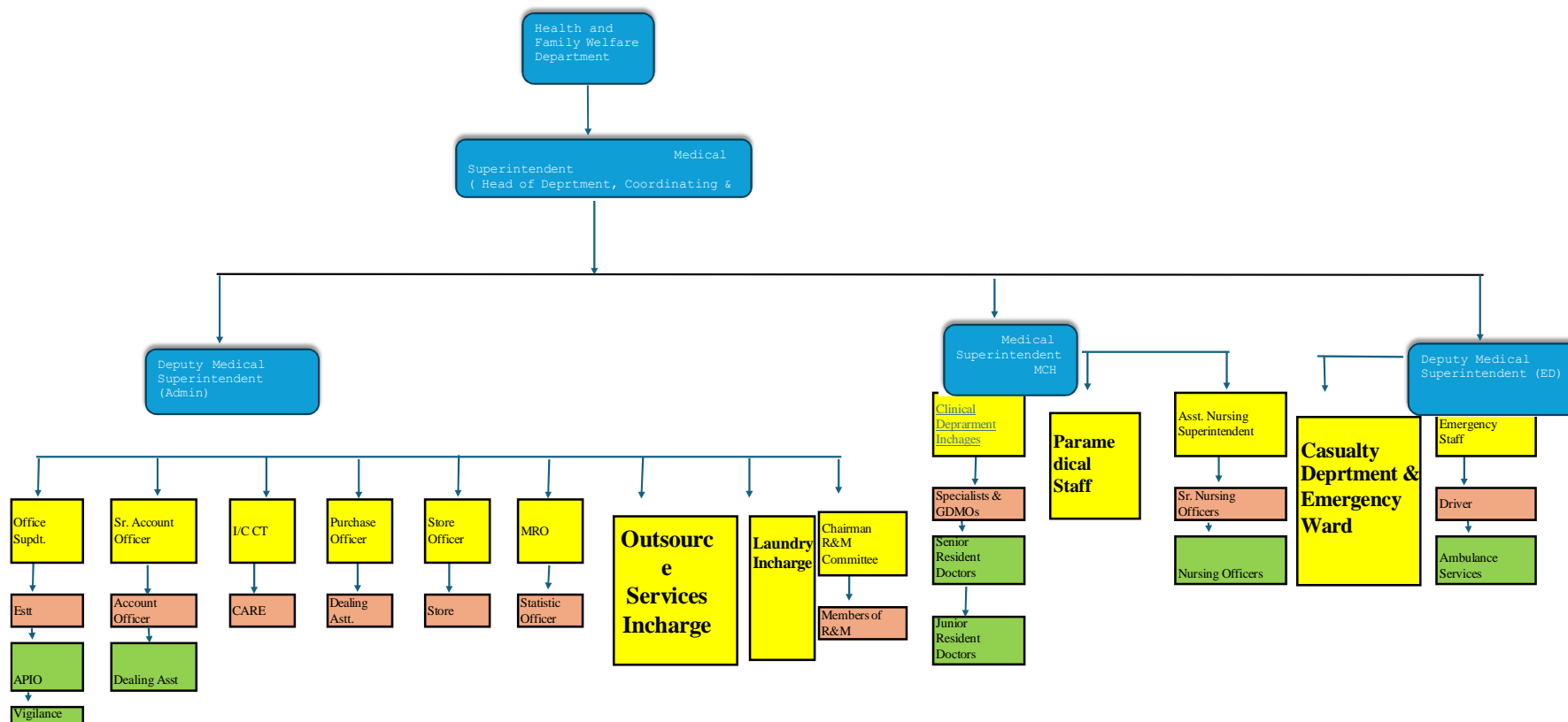
MANUAL - 1

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. | <p>Initially taken up from MCD in 1996.<br/>ABG Hospital started OPD services in Dec., 1997 in all major specialties i.e Medicine, Surgery, Orthopedics, Obs. &amp; Gynae, Pediatrics Ophthalmology, ENT, Audiometry, Skin, and Dental. It gradually progressed and expanded its services and as on date following services are available.</p> <ol style="list-style-type: none"> <li>1. OPD services on daily basis.</li> <li>2. Emergency &amp; MLC services round the clock.</li> <li>3. Indoor services – <b>150 beds</b>.</li> <li>4. Diagnostic services – ECG, X-Ray, Ultra Sound and Pathology Lab. Services including FNAC.</li> <li>5. Supportive services – Pharmacy, Physiotherapy, Occupational Therapy.</li> <li>6. OT services – Major and Minor, Emergency OT round the clock.</li> <li>7. Immunization Services.</li> <li>8. <b>I Y C F Room</b></li> <li>9. <b>Outreach OPD of IHBAS, Shahdara for Psychiatry on Wednesday &amp; Saturday.</b></li> <li>10. Ambulance services round the clock.</li> <li>11. Blood Storage Center</li> <li>12. Integrated counseling and testing center</li> <li>13. Afternoon clinics- Geriatric Clinic, ENT Clinics, Cancer Clinic &amp; Asthma Clinic.</li> <li>14. Senior Citizen Clinic on Sunday morning, Kitchen and Dietary services for indoor.</li> <li>15. Polyclinic at Basant Gaon has been started under this hospital w.e.f. 27.01.2016.</li> <li>16. Patients Canteen Services for staff and Outdoor Patients and Patients Attendant.</li> <li>17. <b>Public address system through Fire Department for important announcement/ information to the patients &amp; health education.</b></li> <li>18. <b>Display board for available drugs in the OPD area.</b></li> <li>19. <b>Computerized Registration for OPD, Emergency &amp; Indoor admissions.</b></li> <li>20. <b>Online OPD Registration through official website, GNCT of Delhi.</b></li> <li>21. <b>Online Public Grievance Redressal System through GNCT of Delhi website.</b></li> <li>22. <b>Ayush Clinic with Homeopathy, Ayurvedic &amp; Unani OPD Services under Directorate of Ayush, GNCT of Delhi.</b></li> </ol> |
| 4 | Organization Chart                                  | Annexure-I   |
| 5 | Allocation of business                              | Moti Nagar.  |

|    |   |  |
|----|---|--|
| 6  | Duties to be performed to achieve the mission                                   | <b>Administrative</b> –Establishment, Accounts Medical Record Department, Care Taking Branch, Purchase Section, Stores.<br><b>Clinical</b> -Patient care in OPD, IPD & Emergency, Labour Room and Nursery, Diagnostic facilities and OT Services.<br><b>Supportive</b> - 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, Online Grievance Redressal System/PGMS GNCT of Delhi, RTI.                          |
| 9  | Postal address of the main office, attached/subordinate office/field units etc. | Acharyashree Bhikshu Govt. Hospital, Moti Nagar, New Delhi-110015.   |
| 10 | Map of office location  | Annexure-III   |
| 11 | Working hours both for office and public  | 9:00 a.m. to 4:00 p.m. - Monday to Friday<br>9:00 a.m. to 1:00 p.m. - Saturday<br>Emergency, Indoor & Labour Room : 24 hours   |
| 12 | 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.   |
| 13 | 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. Complains are also forwarded online by the GNCTD under PGMS.   |

## Organization Chart



## Annexure- II

### 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                 | No  |
| 18.  | Malaria Clinic       | No  |
| 19.  | Mental Health Clinic | 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    | Mon, Wed, Thurs., Fri, | 13.   | Sr. Citizen Clinic  | Yes    | Sunday Morning |
| 2.   | Post Natal Clinic      | Yes    | Daily                  | 14.   | Hypertension Clinic | Yes    | Mon, Wed (A/N) |
| 3.   | Infertility Clinic     | No     |                        | 15.   | Diabetes Clinic     | Yes    | Mon, Wed (A/N) |
| 4.   | Well baby Clinic       | Yes    | Wednesday (A/N)        | 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             | Yes    | Daily in Casualty      | 19.   | Speech Clinic       | Yes    |                |
| 8.   | Adolescent Clinic      | Yes    |                        | 20.   | Retina Clinic       | No     |                |
| 9.   | Chest Clinic           | No     |                        | 21.   | ICTC                | Yes    | Daily          |
| 10.  | DOTS/TB Clinic         | No     |                        | 22.   | PPTCT               | No     |                |
| 11.  | Asthma Clinic (Paeds.) | Yes    | Thurs (A/N)            | 23.   | Leprosy Clinic      | Yes    | Tue, Thursday  |
| 12.  | Geriatric Clinic       | Yes    | Tue. Fri. (A/N),       | 24.   | Vertigo clinic      | No     |                |

Any other Clinic /Specialties not covered above: Glaucoma clinic on Friday?

**Outreach Psychiatric OPD by IHBAS, Shahdara – Wednesday & Saturday**

**Aam Admi Polyclinic at Basant Gaon being run by the hospital.**

#### F. IPD SERVICES

| S.No. | IPD Services                           | Yes | 150 beds functional   |
|-------|--|-----|---|
| 1     | Emergency                              | Yes | 24 hours/<br>No of beds : 15  |
| 2     | Nursery                                | Yes | No of beds : 10   |
| 3     | ICU                                    | No  | No of beds : Nil  |
| 4     | CCU                                    | No  | No of beds : Nil  |
| 6     | Anti Retroviral Therapy (ART)          | No  | Nil   |
| 7     | Other IPD Services if any Give details | Yes | 25- Gyane, 20- Medicine, 05-ENT, 05- Eye, 15- Ortho, 15- Surgery (Isolation |

|   |             |     |                      |
|---|-------------|-----|----------------------|
|   |             |     | Rooms – 02), Beds-30 |
| 8 | Labour Room | Yes | 03 Tables, 10 beds   |
| 9 | HDU         | Yes | 03 Beds              |

#### G. OPERATION FACILITIES

| S.No | Services   | Available /NA |
|------|--|---------------|
| 1    | Laparoscopic Facilities  | Yes           |
|      | Gynecological  | Yes           |
|      | General Surgery  | Yes           |
|      | Orthopedic   | Yes           |
| 2    | No. of Operation Theaters  | 06            |
|      | Major  | 04            |
|      | Emergency  | 02            |
| 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     |                               |
|      | b. Autoclave  | No     | Waste disposal<br>Out Sourced |
|      | c. Shredder   | No     |                               |
| 3.   | Ambulance   | Yes    |                               |
| 4.   | Hearse Van  | Yes    |                               |
| 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.  | <b>Facilities for disabled persons</b>                |        |                               |
|      | Ramp  | Yes    |                               |
|      | Lift  | Yes    |                               |
|      | Public address system                                 | Yes    |                               |
|      | Signage's   | Yes    |                               |
| 13.  | <b>Separate Counters at OPD Registration/Pharmacy</b> |        |                               |
|      | 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/<br>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 |  |

## Annexure III

