

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

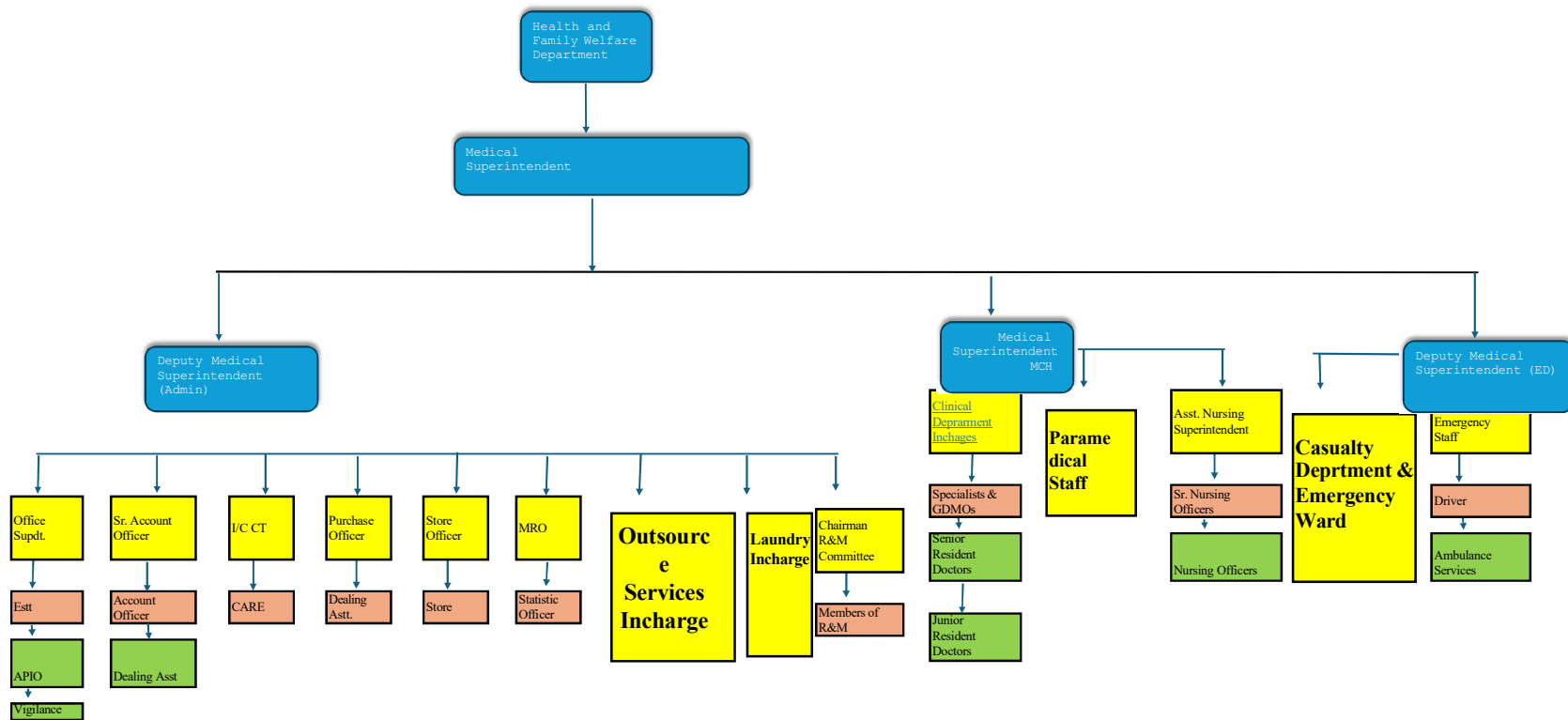
MANUAL - 1

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.	Initially taken up from MCD in 1996. ABG Hospital started OPD services in Dec. 1997 in all major specialties i.e. Medicine, Surgery, Orthopedics, Obs. & Gynae, Pediatrics Ophthalmology, ENT, Skin, and Dental. It gradually progressed and expanded its services and as on date following services are available. 1. OPD services on daily basis. 2. Emergency & MLC services round the clock. 3. Indoor services – 150 beds. 4. Diagnostic services – ECG, X-Ray, Pathology Lab. Services including FNAC. 5. Supportive services – Pharmacy, Physiotherapy, Occupational Therapy. 6. OT services – Major and Minor OT, Emergency OT round the clock. 7. Immunization Services. 8. I Y C F Room 9. Outreach OPD of IHBAS, Shahdara for Psychiatry on Wednesday & Saturday. 10. Ambulance services round the clock. 11. Blood Storage Center 12. Integrated counseling and testing center 13. Afternoon clinics- Geriatric Clinic, Diabetes & HTN Clinic, ENT Clinic, Cancer Clinic & Asthma Clinic. 14. Senior Citizen Clinic on Sunday morning, Kitchen and Dietary services for indoor. 15. Polyclinic at Basant Gaon has been started under this hospital w.e.f. 27.01.2016.. 16. Public address system through Fire Department for important announcement/ information to the patients & health education. 17. Display board for available drugs in the OPD area. 18. Computerized Registration for OPD, Emergency & Indoor admissions. 19. Online OPD Registration through official website, GNCT of Delhi. 20. Online Public Grievance Redressal System through GNCT of Delhi website. 21. Ayush Clinic with Homeopathy, Ayurvedic & Unani OPD Services under Directorate of Ayush, GNCT of Delhi.
4	Organization Chart	Annexure-I
5	Allocation of business	Moti Nagar.

6	Duties to be performed to achieve the mission	Administrative –Establishment, Accounts Medical Record Department, Care Taking Branch, Purchase Section, Stores. Clinical -Patient care in OPD, IPD & Emergency, Labour Room and Nursery, Diagnostic facilities and OT Services. Supportive - Pharmacy, Physiotherapy / Occupational Therapy, Ambulance Services & Audiometry
7	Details of services rendered	Annexure-II
8	Citizens interaction	Levels--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 9:00 a.m. to 1:00 p.m. - Saturday Emergency, Indoor & Labour Room : 24 hours
12	Public interaction, if any	Levels--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 notified one Grievance Redressal Officer(GRO), one Adl. GRO and one Asst. GRO to look in to the public complaints, both online and offline.

Organization Chart



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 (visiting Spl.)	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	yes	
6.	Immunization Clinic.	Yes	Daily	18.	Rectal Clinic	No	
7.	ORT Clinic	Yes	Daily in Casualty	19.	Speech Clinic	no	
8.	Adolescent Clinic	Yes		20.	Retina Clinic	No	
9.	Chest Clinic	Yes		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/ 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- Gynae, 20- Medicine, 05-ENT, 05- Eye, 15- Ortho, 15- Surgery (Isolation

			Rooms – 02), Paeds-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	yes	Waste disposal 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.	Facilities for disabled persons		
	Ramp	Yes	
	Lift	Yes	
	Public address system	Yes	
	Signage's	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	No	

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	

Annexure III

