

# MANUAL 1

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

### 1. Aims and Objectives of the organization:

The Aims and Objectives of Aruna Asaf Ali Government Hospital is to provide holistic healthcare which includes physical, emotional, and psychological needs and promote the well being of to the citizens of Delhi. This hospital is designated to provide state of the art secondary level patient care facilities to its patrons FREE of COST.

It is also geared towards management of any untoward incident or disaster in its vicinity especially as the Lieutenant Governor's Office , Vidhan Sabha, Tees Hazari Courts and residences of senior officers of Delhi Government are in the neighborhood.

The hospital also implements national and state health programmes of Govt. of Delhi and Central Government.

### 2. Mission / Vision:

The hospital will achieve its objectives by providing Secondary level health care which includes the following:

- Diagnosis
- Treatment
- Follow up
- Rehabilitation
- Health promotion
- Health education
- Medical training

It provides specialized care in the following disciplines:

- General Medicine
- General Surgery
- Orthopedic Surgery
- Physiotherapy and Rehabilitation medicine
- Obstetric and Gynaecology
- Family Welfare ad Family control
- Pediatrics with ICU and Neonatology unit
- Eye
- E.N.T
- Dental
- Pathology
- Blood Storage

- Microbiology
- Radiology
- Anesthesia
- DOTS
- Homeopathy
- Skin

### 3. Brief history and Background:

This hospital is working since pre-independence period and was known as Police Hospital. Initially this was providing medical facilities to Delhi Police personnel only and was also doing all Medico legal work and Postmortems of whole of Delhi. However in 1984 name of this hospital was changed from Police Hospital to Civil Hospital. Then in 1994 foundation stone was laid for first Phase of hospital expansion, which was completed on 23rd August 1996 with 40 beds, and again the name was changed to Aruna Asaf Ali Government Hospital. Later in July 2000 another building in second phase was constructed with facilities for Operation and addition of 60 more beds. Apart from this hospital also looks after Mortuary in Subji Mandi area which is oldest and biggest mortuary in Delhi. This hospital also looks after 60 bedded Poor House Hospital, which is situated in Sewa Kutir Campus in Kingsway Camp.

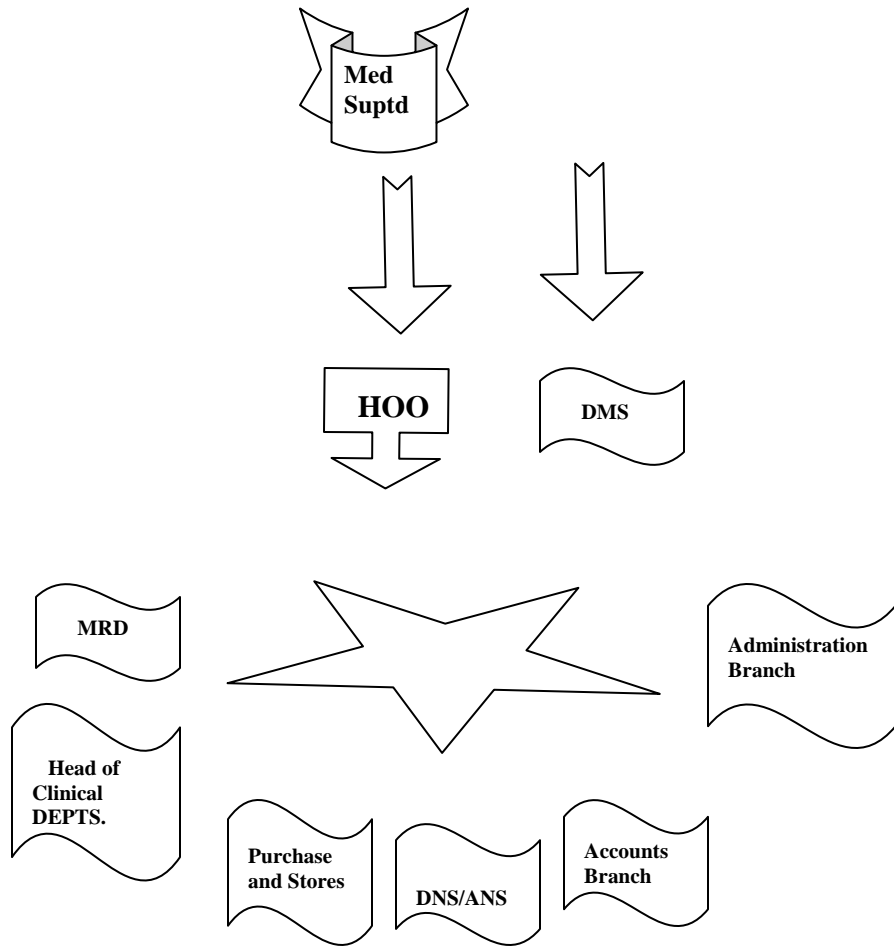
### 4. Organisation Charts:

The Hospital functions under the Ministry of Health of Government of N.C.T. of Delhi under control of Secretary (Health & Family Welfare)

Medical Superintendent

Head of Office

Deputy Medical Superintendent				
Head Clinical Departments	Specialists	Medical Officers	Senior Residents	Junior Residents
Administrative Officer	Head Clerk	Upper Division Clerks	Lower Division Clerks	Peons
Accounts Officer	Cashier	Upper Division Clerks	Lower Division Clerks	
Purchase and Stores	M.O. Store Incharge	Pharmacist / LDC		
Deputy Nursing Superintendent	Assistant Nursing	Nursing Sister	Staff Nurse	Nursing Orderly and



**5. Allocation of duties:**

**1. Medical superintendent:**

- Supervision of all Hospital activities, including Mortuary and Poor House.
- Implementation of Government Policies like public health programmes, Bhagidari schemes, swasthya and health melas, Stri Shakti Programmes
- Human Resource planning and management
- Financial planning and management
- Monitoring of all health care delivery facilities

**2. Head of the Office:**

- All delegated financial powers
- Monitoring of procurement process
- Vigilance Officer

**3. Dy. Medical Superintendent**

- General Administration of all staff of the hospital
- Proper utilization of human resources and
- Nodal officer for public grievances.
- Execute orders of Medical Superintendent.

**4. Administrative Officer:**

- Supervision of administrative functions
- Execution of instructions given by M.S. and H.O.O.
- Assistant Public Information Officer (APIO)
- In-Charge Out Source Services

**5. Accounts Officer:**

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

**6. Heads 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.

## **7. Duties to be performed to achieve the mission:**

Primary mission of Hospital is to provide holistic healthcare which includes physical, emotional, and psychological needs and promote the well being of to the citizens of Delhi.

In order to perform its mission the hospital offers Out Patient, In patient and Emergency (round the clock) services.

Patients are registered between 8.30 A.M. and 12:00 Noon. from Monday to Friday and 09:00 A.M. to 11:00 A.M. on Saturday. The timing of Laboratory are 09:00 to 12:00 on all working days and on Saturday 9.00 to 10.30 AM and in case of emergencies the Casualty department which functions round the clock on all 365 days of the year.

Detailed process of utilizing these services is as follows:

- Registration Done by Clerk
- Consultation Given by Doctor of relevant Department
- Medicines Issued from pharmacy
- Interventional procedures if required given in various operation theatres with the team of Surgeon, Anesthetist, Staff Nurses, O.T. Technician, O.T. Asst. and Nursing orderly etc.
- Investigations provided 24 hours in emergency cases in Laboratory and Radiology (Except ultrasound but this service is temporary suspended due to non availability of Ultrasound Machine and Radiologist)

Administrative functions include:

- Maintenance of Building
- Provision of Medicines
- Provision and maintenance of Equipment and Instruments
- Management of Human resources.

## **8. Details of services rendered:**

Following Specialties are available in this Hospital:

- Medicine
- Surgery
- Obstetrics and Gynaecology
- Pediatrics
- Orthopaedic and Rehabilitation
- E.N.T.
- Ophthalmology
- Pathology
- Radiology with Ultra sound
- Anasthesia

- Dental
- Family Welfare
- DOTS
- Blood Storage
- Microbiology
- Homeopathy
- Skin

**Facilities available in the hospital:**

- Out Door Treatment
- Indoor treatment (Patients are admitted from O.P.D. or Casualty)
- Investigative services like
  - Pathology & Biochemistry
  - Radiology
  - Ultrasonography (but this service is temporary suspended due to non availability of Ultrasound Machine and Radiologist)
- Pharmacy for Issue of Medicines
- Operative facilities
- Labour room for 24 hours Deliveries
- Emergency services (24 hours on all 365 days of year)
- DOTS Centre
- HIV Counseling
- 4 Bedded ICU

**9. Citizens interaction:**

Rogi Kalyan Samiti has been registered on 19<sup>th</sup> October, 2010

**10. Postal address of the main office, attached/subordinate office/field units etc.**

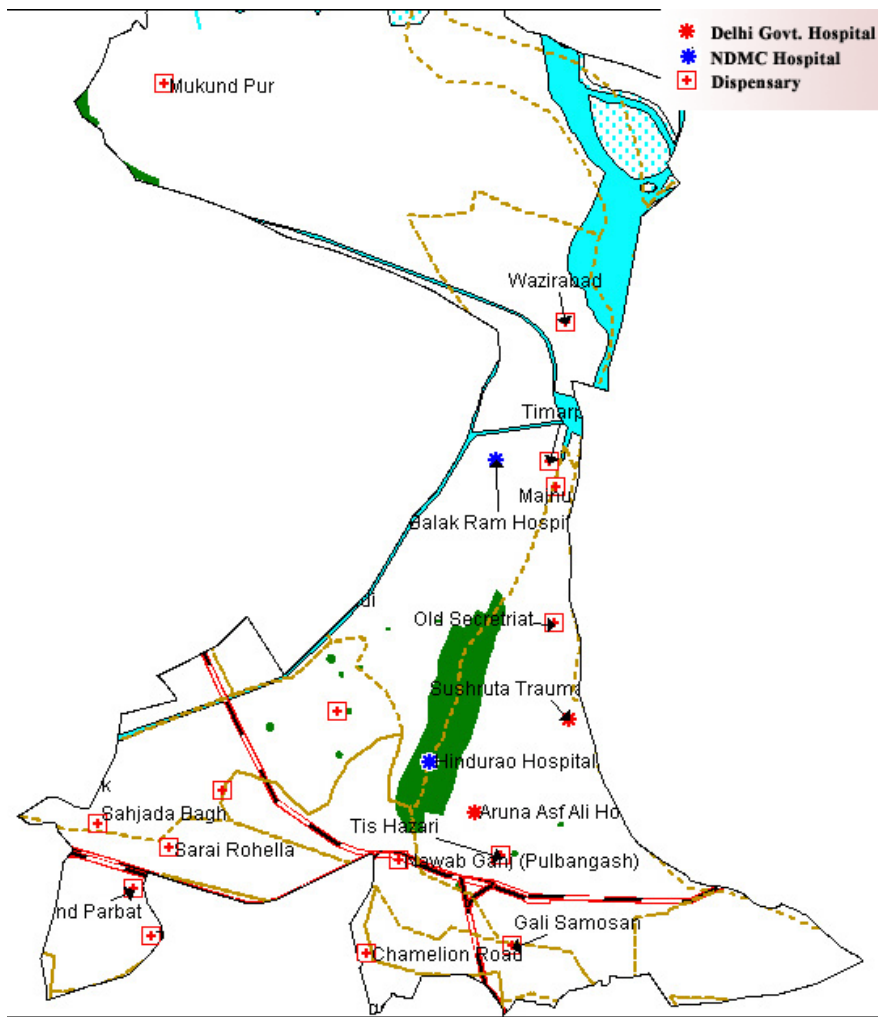
**Main Office:** Aruna Asaf Ali Government Hospital,  
5, Rajpur Road,  
Delhi 110054

**Poor House:** Poor House Hospital,  
Sewa Kutir Campus,  
Kingsway Camp, Delhi

**Mortuary:** Mortuary, Subji Mandi, Delhi

**10. Map of office location:**

DELHI



## **11. Working hours both for office and public:**

### **Monday to Friday**

Office: 9 A.M. to 4 P.M.  
O.P.D. 9 A.M. to 01.00 P.M.  
Laboratory 9 A.M. to 01.00PM.

### **Saturday**

Office: 9 A.M. to 1 P.M.  
O.P.D. 9 A.M. to 01.00 P.M.  
Laboratory 9 A.M. to 12:30 P.M.

**Casualty/X-Ray/Emergency Room/Emergency OT      Investigation/Blood Storage Centre/Labour Open 24 Hours**

Office, O.P.D. and Laboratory closed on Sunday and Gazetted Holidays

## **12. Public interaction, if any:**

This Organization is totally oriented to provide services to the general public.

## **13. Grievance redress mechanism:**

### **Grievance Officer:**

Dr. Kulbushan Goyal                      9560593077

Different avenues for redress of grievances are as follows

If any member of public has any problem in getting treatment he/she can approach the following:

Head of concerned Department  
O.P.D. Incharge / Casualty Incharge  
Deputy Medical Superintendent  
Head of Office  
Medical Superintendent

If patient has no time to personally follow his/her complaint he/she can also give complaint in writing at Dairy Dispatch counter where his/her complaint is seen by Medical superintendent himself and appropriate remedial action is taken immediately.

He / She can also put their grievance in complaint box in office of M.S.

### **Officials' Grievances:**

Any official having any problem can complaint in writing and action is taken by Medical superintendent at the earliest.



**Harassment of Women:**

There is a committee of three senior Female Members of hospital, which looks after any complaint of nature of Female Sexual Harassment category.

**Vigilance Officer:** Dr. Kumud Bharti Mob. 9560593066

There is a vigilance Officer appointed in hospital who enquires various complaints with special emphasis to quickly investigate cases involving some form of corrupt practice by any employee of the hospital.