

Manual 3

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
- 4) Related to Requirements and purchase of Drugs, Surgical Material or Equipments for Patients' care.
- 5) Related to Maintenance of Hospital Buildings

1) Flow Process of Patient Treatment

S.No.	Activity	Level of action	Time frame
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 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.	5 Minutes
13.	Patient Requires Expert Opinion	Specialist	10-15 Minutes
14.	Dressing	Dresser	15 Minutes
15.	Advised Operation	Surgical Specialist	10 Minutes
16.	Pre Anasthetic Check up	Anasthetist	10 to 20 Minutes
17.	Admission	Registration Clerk	15 Minutes
18.	Discharge from Hospital	Junior / Senior Resident	20 -30 Minutes
19.	M.L.C.	Casualty Medical Officer	10 Minutes to 2 Days

2) Flow Process Related to Complaints received

S.No.	Activity	Level of action	Time frame
1.	Receiving of Complaint at Diary Counter or Complaint Box	Diary Clerk	2 Minutes
2.	Scrutiny of Documents and marking to respective branch	Medical Superintendent	1-5 Minutes each
3.	Marking to specific dealing assistant	Head of Office	1-5 Minutes
4.	Dispatch to dealing assistant	Dairy Dispatch Clerk	2 Minutes each
5.	Receiving by Dealing Assistant	Clerk	Next Day
6.	Dealing with matter and putting up note for decision	Dealing Assistant	5 to 30 minutes
7.	Asking explanation from respondent	Vigilance Officer	2 Days
8.	Receiving Explanation	Respondent	4 to 7 Days
9.	Decision Making	Medical Superintendent	2 to 3 days
10.	Preparing of letter to Communicate the decision taken to concerned	Dealing Assistant	1 to 2 days
11.	Signatures on Letter / Order	Head of Office	5 Minutes
12.	Dispatch of Order	Diary Disp. Clerk	Next day

3) Flow Process Related to Letters or Orders received

S.No.	Activity	Level of action	Time frame
1.	Receiving of Letter at Diary Counter	Diary Clerk	2 Minutes
2.	Scrutiny of Documents and marking to respective branch	Medical Superintendent	1-5 Minutes each
3.	Marking to specefic dealing assistant	Head of Office	1-5 Minutes
4.	Dispatch to dealing assistant	Diary Dispatch Clerk	2 Minutes each
5.	Receiving by Dealing Assistant	Clerk	Next Day
6.	Dealing with matter and putting up note for decision	Dealing Assistant Clerk	5 to 30 minutes
7.	Checking note for factual accuracy	Administrative Officer	5 to 10 Minutes
8.	Suggesting appropriate action	Head of Office	5 to 10 minutes
9.	Agreeing with decision or discussing alternate action	Medical Superintendent	5 to 30 minutes
10.	Preparing of letter to Communicate the decision taken to concerned	Dealing Assistant	1 to 2 days
11.	Signatures on Letter / Order	Head of Office	5 Minutes
12.	Dispatch of Order	Diary Disp. Clerk	Next day

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

S.No.	Activity	Level of action	Time frame
1.	Receiving of Requirement of material from Doctors or other sections	Diary Clerk	2 Minutes
2.	Scrutiny of Documents and marking to respective branch	Medical Superintendent	1-5 Minutes each
3.	Marking to specific Stores	Head of Office	1-5 Minutes
4.	Dispatch to specific stores caretaker	Diary Dispatch Clerk	2 Minutes each
5.	Receiving by stores caretaker	Clerk / Pharmacist	Next Day
6.	Checking of Stock Position and calculating previous years consumption	Stores caretaker	30 minutes
7.	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	Clerk / Pharmacist	5 Minutes to 1 Hour
8.	If no rates are available then check urgency from concerned person and take permission of Medical Superintendent for Step No. 9	Clerk / Pharmacist	1 day
9.	Urgent Requirement to be procured through Local Purchase value upto Rs.15000/- with certification by the Competent Authority each occasion or through limited tender for Items costing value upto Rs. 25 Lakhs	Clerk / Pharmacist	1 day
10.	Putting up note for procurement	Clerk / Pharmacist	20 minutes
11.	Checking note for factual accuracy	M.O.I/C of concerned stores	5 to 10 Minutes
12.	Checking need of requirement	Requirement Assessment Committee	1 to 2 days

13.	Checking decision of Requirement Assessment Committee	M.O.I/C of concerned stores	5 to 10 minutes
14.	Overall checking of requirement and rates etc.	Head of Office	10 Minutes
15.	Checking for full observance of CODAL FORMALITIES for expenditure from Governments fund and availability of funds	Assistant Accounts Officer (Nominee of Finance Department)	10 to 15 Minutes
16.	Administrative Approval and Expenditure Sanction for purchase of Required Item	Medical Superintendent	5 to 10 Minutes
17.	Preparing of Supply Order to firm	Clerk / Pharmacist	1 to 2 days
18.	Signatures on Supply Order	Purchase Officer	5 Minutes
19.	Dispatch of Order	Dairy Dispatch Clerk	Next day
20.	Receiving of Material Supply in stores	Clerk / Pharmacist	Few Hours
21.	Verifying that Material is as per Supply Order	M.O.I/C stores with help of Technical Committee and Requisitioning Doctor	5 Minutes to few days
22.	Entering material in stock register	Clerk / Pharmacist	1-5 Minutes each
23.	Verifying on body of bill	M.O.I/C of concerned stores	1-5 Minutes
24.	Put up for Expenditure Sanction	Clerk / Pharmacist	10 to 15 Minutes
25.	Checks all entries	M.O.I/C of concerned stores	10 Minutes
26.	Cross Check from finance angle	Accounts Officer	10 Minutes
27.	Verification of Note	Head of Office	5 Minutes
28.	Grant of Expenditure Sanction	Medical Superintendent	2 Minutes
29.	Preparation of Contingency Bill	Clerk	10 Minutes
30.	Checking and Signing of Bill	Accounts Officer (DDO)	10 Minutes
31.	Submission to Pay and	Cashier	On fixed days

	Accounts Office for preparation of Cheque		
32.	Receiving of Cheque fro P.A.O.	Cashier	After 2 to 3 days
33.	Issue of Cheque to Supplier/ECS	Cashier	Within a week

5) Flow Process Related to Maintenance of Hospital Building

S.No.	Activity	Level of action	Time frame
1.	Receiving of Demand for Repair or Addition or Alteration in building from various incharges	Diary Clerk	2 Minutes
2.	Scrutiny of Documents and marking to respective branch	Medical Superintendent	1-5 Minutes each
3.	Marking to DMS (PWD)	Head of Office	1-5 Minutes
4.	Marking to Caretaker or Clerk dealing with PWD of Hospital	DMS (PWD)	2 Minutes each
5.	Puts up on file with note	Clerk	10 to 15 minutes
6.	Takes decision for type of work required	DMS (PWD)	10 minutes
7.	Taking approval for the work	Head of Office	5 Minutes to 1 Hour
8.	Approval and Sanction of the work	Medical Superintendent	5 to 10 minutes
9.	Sanction order for work execution is prepared	Clerk	15 Minutes
10.	Order is signed	DMS (PWD)	2 minutes
11.	Dispatch to A.E. PWD Elect or Civil	Dispatch Clerk	1 Day