

SATYAWADI RAJA HARISH CHANDRA HOSPITAL, NARELA

Manual-1:-The particular of this Hospital, functions and duties.

The objective of this hospital is to provide adequate care and treatment to the patients. Its principal service is medical, surgical and nursing services to the patients and its central concern is the life and health of the patients. This hospital is committed to provide quality health care services free of cost without any discrimination to all within the resources available and limits laid down by the Government from time to time.

The hospital is providing services for the specialities of Medicine, Paediatrics, Orthopaedics, Obs. & Gynae, Surgery, ENT, Eye, Skin, Lab and X-ray and pharmacy through the outpatient department (OPD). The hospital has 200 beds for admission of patients in various wards for patients suffering from different diseases under these specialities.

Patients are seen in OPD and in casualty (emergency) for treatment and admission are done, if necessary. Casualty (Emergency) functions round the clock (24 Hours) under the supervision of senior doctors.

FACILITIES.

A. General Facilities:-

1. **OPD Services:-** The services of following departments are available in the OPD during the routine hours (8.00 AM to 3.00 PM, Monday to Friday, 8:00 AM to 1:00 PM, Saturday)
Medicine, Paediatrics, Orthopaedics, Obs. & Gynae, Surgery, ENT, Eye, Skin, and The Hospital also has Ayurvedic and Homeopathy OPD's
2. **Emergency Services:-** Services are available round the clock in the Emergency Block of the hospital and are managed by Casualty Medical Officer, SR's & JR's and other paramedical staff. The serious patients are transferred to higher centres on the advice of the concerned specialty for the further management by the Hospital Ambulance/CAT with JR and ambulance attendant with necessary resuscitative kits and medicines.
3. **Blood Bank Storage Centre :-** Services are available in this hospital and blood is being issued for the needy patients after proper blood grouping and cross matching round the clock under supervision of Specialist.
4. **Kitchen for patients:-** Services are available for all admitted patients and provision of hygienic diet as per the dietary manuals to patients.
5. **Labour Room and Gynae Casualty:-** Round the clock delivering services and other Gynae emergencies is being managed.
6. **IPD:-** IPD services for Medicine, Paediatrics, Orthopedics, Obs and Gynaecology, Surgery, Eye, Routine and emergency.
7. **O.T.:-** O.T. services for Orthopedics, Obs & Gynae, Surgery, Eye are available during the routine hours (8.00 AM to 3.00 PM, Monday to Friday, 8:00 AM to 1:00 PM, Saturday)

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Manual 2:- Powers of duties of officers and details.

Sl. No.	Designation	Powers	Duties
1.	Medical Superintendent	Head of Department (Administrative, Financial and Statutory)	Over all supervision of hospital working.
2.	DMS/HOO	Head of Office	Supervision of staff, proper utilization of manpower and as per delegations of powered by MS.
3.	CMO		Patients Management.
4.	Section Officer		Supervision and guidance to Establishment staff.
5.	Accounts Officer /Assistant Accounts Officer		Preparation of salary and contingency bills.
6.	Doctor's- Specialist, Medical Officer, Senior and Junior Resident's		Patients Management.
7.	ANS		Posting and control of staff nurses and group-D.
8.	Senior Nursing officer		Look after the ward for work, stores, manpower, duty roster, record maintenance and other admin work.
9.	Nursing Officer		Patients Care.
10.	PS to MS		Assist with MS
11.	Assistant Section Officer/ Head Clerk		To prepare RTI, NHRC matter, Vigilance matter, Parliament and Vidhan Sabha Questions and assurance, VIP references and Miscellaneous matters.
12.	Statistical Officer		Compile data for statistics
13.	Statistical Assistant		Collect data
14.	Senior Assistant/UDC		Maintain personal files/Service Book of Officer/Officials and put up notes for decision
15.	Junior Assistant/LDC		Dairy & Dispatch etc., Maintain Personal files/Service Book of Officer/Officials and put up notes for decision.
16.	Pharmacist		Distribution of Medicines.
17.	Refractionist		Refraction for spectacle
18.	Stenographer-Gr.II		Taking dictation and typing work.
19.	Audiometric Assistant		Audiometry.
20.	O.T. Technician, O.T. Assistant		Operate O.T. Machine and cleanliness of O.T.
21.	CSSD Technician		Operate Sterilization Machine (Autoclaving)
22.	ECG Technician		Perform ECG and maintain ECG machine.
23.	Senior and Junior Radiographer		Take X-ray photo
24.	Physiotherapist		Physiotherapy
25.	Occupational Therapist		To train physically handicapped person for new occupation
26.	Lab Technician, Lab Assistant		Perform laboratory test and collects samples and cleanliness of machine
27.	Dental Hygienist		Maintaining Oral Hygiene of Patients.
28.	Drivers		For Ambulance
29.	Dresser		Dressing of Wounds
30.	Ambulance Attendant		Cleanliness of ambulance and assist in transfer of patients
31.	Nursing Orderly		Assist the Staff Nurse and Nursing Sister
32.	Peon		Carry files and distribution of Dak
33.	Store Officer		Making Indent for Hospital Procurement Goods/Items/Medicine, receive the good, items, verification of bills accordingly related to goods, items, sending goods, items, medicine for quality control to the CPA randomly
34.	Purchase Officer		Preparation of Purchase proposal, issuing of supply orders, conveying of sanction

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Manual 3:- The procedure followed in the decision making process, including channels of Supervision and accountability.

The hospital deals with the patients care basically.

(A) CASUALTY PATIENT

PATIENT RECEIVED BY JUNIOR RESIDENT

CMO EXAMINES THE PATIENT (ML CASES, MLC SHEETS/RECORDS MAINTAINED)

REFERRED TO DOCTOR OF CONCERNED SPECIALTY IF REQUIRED

AFTER DUE EXAMINATION PENDING ON THE CONDITION & DISEASE OF THE PATIENT

DISCHARGED AFTER TREATMENT OR FIRST AID ADVICE TO FOLLOW UP IN OPD /ADMITTED UNDER CONCERNED SPECIALTY AND TREATED/ REFERRED TO HIGHER CENTRE FOR SUPER SPECIALTY CONSULTATION AND TREATMENT

(B)

FOR OPD & SPECIALTY CLINIC PATIENTS

REGISTRATION COUNTERS FOR MAKING OPD CARD

VISIT DOCTORS ROOM FOR ADVICE TREATMENT

AFTER DUE EXAMINATION PENDING ON THE CONDITION & DISEASE OF THE PATIENT

1. ADVISED ADMISSION → **CENTRAL REGISTRATION COUNTER FOR GETTING ADMISSION PAPERS** → **GOES TO CONCERNED WARD FOR INDOOR TREATMENT**

2. VISIT LABORATORY, RADIOLOGY DEPARTMENT FOR INVESTIGATION IF ADVISED SO (NEXT DAY) → **PHARMACY FOR COLLECTING PRESCRIBED MEDICINE** →

INJECTION ROOM FOR GETTING INJECTION AS PRESCRIBED →

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Manual 4:- The norms set by this hospital for discharge of its function.

- Patient examination, investigation and treatment in casualty, indoor and Medico Legal cases as per standard protocols laid down in medical text books.
- The services are available for various departments of this hospital are as under:-

1. Out Patient Department

A) Medical OPD

B) Surgery OPD

C) Orthopaedic OPD

D) Paediatric OPD

E) ENT OPD

F) Obs. & Gynae OPD

G) Eye OPD

H) Skin OPD

I) Pathology & Lab Services

All OPD's run from Monday to Friday
between 8.00 AM to 3.00 PM and on
Saturday 8.00 AM to 1.00 PM

Registration

Monday to Friday:- 07.30 AM to 12:00 Noon
Saturday 07.30 AM to 11.30 AM

Special Clinic's

(1). High Risk Pregnancy Clinic

(2). Infertility Clinic

(3). Anaemia Clinic

(4). Leprosy Clinic

(5). STD Clinic

(6). Diabetic Retina Clinic

(7). Asthma Clinic

(8). Hypertension Clinic

(9). Re-strengthening of Diabetic Clinic (10). CTEV Clinic

Dot's Centre : Services are available in the Routine Hospital working Hour's

Integrated Counselling & Testing Centre's Services are available in the Routine Hours.

CATS & Ambulance Services are available round the clock.

Referral for EWS category.

Disability Board.

PAC

Monday to Saturday

Sunday Clinic For Senior Citizens from 9.00 AM to 12.00 Noon

Diary & Dispatch

From 9:00 AM to 4.00 PM

Laboratory & X-ray

Round the clock (24 Hours)

- Homeopathy & Ayurvedic Services are also being provided.

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Manual 5:- The rules, regulation, instruction, manuals and records, held by SRHC Hospital or under its control or used by its employee for discharging its functions.

All the Rules, Regulations and other instructions are applicable as governed by Central Civil Rules and other associated Rules.

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Manual-6:- A statement of categories of documents that are held by SRHC Hospital or under its control.

Sl. No.	Nature of Record	Details of Information Available	Unit/Section Which Available
1.	O.P.D. Registration Register	Name, Age, and Sex of Patients	Registration Counter, MRD
2.	Lab Report Register	Investigation Report	Pathology
3.	X-ray Report Register	X-ray Report	Radiology
4.	M.L.C. Register	Complete MLC Report	MRD
5.	Case Sheet	Details of Patients treatment & daily progress while in the hospital	MRD
6.	Casualty Register	Name/Age/Sex etc.	MRD
7.	Court Summon Register	Record of summons issued by the court for MLC etc.	MRD
8.	Tender Documents	Rates quoted by firm	Purchase & Caretaking
9.	Stock Register	Entry of all Items received in hospital with rates	Main Stores (General, Medical & Surgical) and in all others places where stores are Kept.
10.	Salary Bill	Details of salary Paid	Accounts Branch
11.	Contingency Bills and Miscellaneous Bills	Details of Payment for Purchase, OT, Medical, Phone, Conveyance etc.	Accounts Branch
12.	Personal Files & Service Book	All details of Service Records of Employees	Establishment Branch
13.	Vigilance Files	All Complaints, Their inquiries and results	Establishment Branch
14.	RTI Files	RTI Matters, Appeal Cases	Establishment Branch

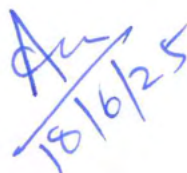
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Manual-7:- Particular of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of SRHC's policy of implementation.

ROGI KALYAN SAMITI

It is submitted that, at present, Hon'ble MLA (Narela Constituency), Shri Raj Karan Khatri is being nominated the Chairman of the Rogi Kalyan Samiti (Hospital) by State Program Management Unit, DSHM after the approval of Department of Health and Family Welfare, GNCTD and nomination of non official members of Rogi Kalyan Samiti is still awaited from competent authority. The Rogi Kalyan Samiti of this hospital will be reconstituted after the nomination of non official members by competent authority.


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Manual-8:- A statement board, Council Committees and other bodies constituted.

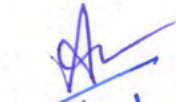
Following committees exist for discharge of various functions:-

- 1. Bio-Medical waste Committee.**
- 2. Internal Complaints Committee.**
- 3. Mosquito Breeding Control Committee.**
- 4. Purchase Committee.**
- 5. Store Inspection Committee (Surgical, Medicine and General).**
- 6. Disaster Management Committee.**
- 7. Prescription Audit Committee.**
- 8. Tender Committee.**
- 9. SDF verification and destruction committee.**
- 10. Death Review Committee.**
- 11. Quality and Safety Committee.**
- 12. Repair and Maintenance Committee.**
- 13. Fire Safety Committee.**
- 14. Drug Therapeutic Committee.**
- 15. Infection Control Committee.**
- 16. Dengue Surveillance Committee.**
- 17. Public Grievances Committee.**
- 18. Medical Examination Board Committee.**
- 19. Disability Board Committee.**
- 20. Condemnation Board and Auction Committee.**

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Manual-9:- Officers Telephone No./Mobile No. of SRHC Hospital.

Sl.NO.	Name	Contact No.
1.	Dr. Jyotsna Bharti, Medical Superintendent	011-20872602
2.	Dr. Saurabh Kumar, Spl. Grade-I (Surgery)/Head of Office	011-20872602
3.	Dr. Jyoti Talwar, Spl. Grade-I, (Eye)	011-20872609
4.	Dr. Ashutosh Gupta, Spl. Grade-I (Orthopaedic)	011-20872609
5.	Dr. Vivek Kumar, Spl. Grade-I(Paediatrics)	011-20872610
6.	Dr. J. Anupama, Spl. Grade-I (Obs. & Gyane)	011-20872608
7.	Dr. Rishi Anand, Spl. Grade-I (ENT) diverted to IGH	011-20872602
8.	Dr. Vijay Saroha, Spl. Grade-I (Pathology)	011-20872601
9.	Dr. Vandna Jain, Spl. Grade-I (Medicine)	011-20872618
10.	Dr. Satish Chander Sharma, Spl. Grade-III (Skin)	011-20872602
11.	Dr. Sanjana Narula Wadhwa, Spl. Gr.III (Obs. & Gynae)	011-20872608
12.	Dr. Rakesh, Spl. Orthopedics(Contractual)	011-20872609
13.	Dr. Namrata Kochar, Spl. Anaesthesia (Contractual)	011-20872602
14.	Dr. Shilpi, Specialist, Anesthesia (NRHM)	011-20872602
15.	Dr. Bharti Sarogi, Specialist ,Paeds (NRHM)	011-20872602
16.	Dr. Sushil Kumar, CMO(NFSG)	011-20872601
17.	Dr. Surender Kumar Aggarwal, CMO (NFSG)	011-20872601
18.	Dr. Rishi Kanava, CMO (NFSG) diverted from DDUH	011-20872606
19.	Dr. Anu Beniwal, Senior Medical Officer (Pathology)	011-20872601
20.	Dr. Mukesh Bharti, Senior Medical Officer (CCMO)	011-20872606
21.	Dr. Vinod Dahiya, Senior Medical Officer	011-20872606
22.	Dr. Ashutosh Kumar, Senior Medical Officer	011-20872613
23.	Dr. Abhishek, Senior Medical Officer	011-20872605
24.	Dr. Anil Kataria, Senior Medical Officer diverted from CDMO	011-20872602
25.	Dr. Arun Kumar, Medical Officer	011-20872605
26.	Dr. Nidhi, Medical Officer	011-20872605
27.	Dr. Mitali Dua, Medical Officer	011-20872605
28.	Dr. Matiur Rehman, Medical Officer	011-20872605
29.	Dr. Prabhakar Sahoo, Medical Officer	011-20872605
30.	Dr. Kumar Bharat, Medical Officer	011-20872605
31.	Dr. Shikha, Medical Officer	011-20872605
32.	Dr. Deepak Kumar, Medical Officer	011-20872605
33.	Sh. Shyam Sundar Dhingra, Senior Accounts Officer	011-20872604
34.	Sh. Pardeep Kumar, Statistical Officer	011-20872603
35.	Mrs. Mamta Rani, Statistical Officer	011-20872603
36.	Mrs. Sunita Piwal, Assistant Nursing Superintendent	011-20872602
37.	Mrs. Indu Dhillon, Assistant Nursing Superintendent	011-20872602
38.	Sh. Mahesh Kumar, Senior Pharmacy Officer	011-20872602
39.	Sh. Kuldeep Kumar ,Senior Pharmacist (Medicine Store)	011-20872602
40.	Ms. Charu Baghel, Senior Pharmacist (General & Surgical Store)	011-20872602


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Manual-10:- Pay Scale of the employee.**Vacancy position of Doctors as on 17.06.2025.**

Sr. No.	Name of post	Pay Matrix level	Sanctioned	Filled		Vacant
				Regular	Contract	
1.	Medical Superintendent(SAG)	Level -14, Rs.144200-218200/-	1	1	Nil	Nil
2.	Addl. Med Supdt.	Level -14, Rs.144200-218200/-	1	Nil	Nil	01
3.	DMS-Cum Casualty I/c	Level-12, Rs.78800-209200/-	1	Nil	Nil	01
4.	CMO/Medical Officer	Level-10, Rs.56100-177500/-	16	16	Nil	Nil
5.	Specialists	Level-11, Rs.67700-208700/-	23	10	02	11
6.	Dental Surgeon	Level-10, Rs.56100-177500/-	02	Nil	Nil	02
7.	Senior Resident	Level-11, Rs.67700-208700/-	43	06	30	07
8.	Junior Resident	Level-10, Rs.56100-177500/-	34	10	23	01
9.	ANS	Level-10, Rs.56100-177500/-	02	02	Nil	Nil
10.	Sen. Nursing Officer/Nursing Sister	Level-08, Rs.47600-151100/-	17	15	Nil	02
11.	Nursing Officer/Staff Nurse	Level-07, Rs.44900-142400/-	115	110	05	Nil
12.	Sr. Radiographer	Level-05, Rs.29200-92300/-	01	01	Nil	Nil
13.	Jr. Radiographer	Level-04, Rs.25200-81100/-	07	02+1*	05	Nil
14.	Dark Room Assistant	Level-02, Rs.19900-63200/-	04	01	Nil	03
15.	Lab Technician	Level-05, Rs.29200-92300/-	02	02	Nil	Nil
16.	Lab Assistant	Level-04, Rs.25200-81100/-	06	03	02	01
17.	O.T. Technician	Level-04, Rs.25200-81100/-	02	01	Nil	01
18.	O.T. Assistant	Level-02, Rs.19900-63200/-	07	Nil	07	Nil
19.	Dresser	Level-01, Rs.18000-56900/-	03	02	Nil	01
20.	Physiotherapist	Level-06, Rs.35400-112400/-	02	02	Nil	Nil
21.	Occupational therapist	Level-06, Rs.35400-112400/-	01	Nil	01	Nil
22.	ECG Technician	Level-05, Rs.29200-92300/-	04	Nil	04	Nil
23.	Audiometric Assistant	Level-05, Rs.29200-92300/-	01	Nil	Nil	01
24.	CSSD Technician	Level-04, Rs.25200-81100/-	02	Nil	02	Nil
25.	CSSD Attendant	Level-02, Rs.19900-63200/-	02	Nil	Nil	02
26.	Refractationst	Level-05, Rs.29200-92300/-	01	Nil	Nil	01
27.	Dental Hygienist	Level-05, Rs.29200-92300/-	01	01	Nil	Nil
28.	Research Officer	Level-06, Rs.35400-112400/-	01	Nil	Nil	01
29.	Pharmacist	Level-05, Rs.29200-92300/-	12	07	Nil	05
30.	Store & Purchase officer	Level-06, Rs.35400-112400/-	01	Nil	Nil	01
31.	Account Officer	Level-10, Rs.56100-177500/-	01	01	Nil	Nil
32.	Assistant Account Officer	Level-08, Rs.47600-151100/-	01	Nil	Nil	01
33.	MRO/Statistical Officer	Level-07, Rs.44900-142400/-	02	02	Nil	Nil
34.	Statistical Assistant	Level-06, Rs.35400-112400/-	03	02	Nil	01
35.	Office Suptd./Section Officer	Level-08, Rs.47600-151100/-	01	Nil	Nil	01
36.	Assistant Section Officer	Level-06, Rs.35400-112400/-	01	01	Nil	Nil
37.	Senior Assistant/ UDC	Level-04, Rs.25200-81100/-	02	02	Nil	Nil
38.	Junior Assistant/ LDC	Level-02, Rs.19900-63200/-	05	04	Nil	01
39.	Sr. Personal Astt./Private. Secretary	Level-08, Rs.47600-151100/-	01	01	Nil	Nil
40.	Stenographer Gr- II/Pers. Assistant	Level-06, Rs.35400-112400/-	01	Nil	Nil	01
41.	Cashier	Level-04, Rs.25200-81100/-	01	01	Nil	Nil
42.	Driver	Level-02, Rs.19900-63200/-	05	02	Nil	03
43.	Ambulance Attendant	Level-02, Rs.19900-63200/-	03	Nil	Nil	03
44.	Nursing orderly	Level-01, Rs.18000-56900/-	71+3 Out Source	22+1* (House keeping)	48	03

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Manual-11:- The Budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made.

Please refer the Delhi Government finance department website
"finance.delhigovt.nic.in"

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Manual-12:- The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes.

The hospital does not grant-in-Aid to any agency.

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Manual-13:- Particulars of recipients of permits or authorizations granted by SRHC Hospital.

Status of Outsourced Services at SRHC Hospital, Narela

S.No.	Services	Name of firm	No. of Sanctioned post	Contract Validity
1.	Nursing Orderlies	M/s R G S Enterprises, C-219, DeotEngne, Sector-63, Noida Sector 17 Bus stop, Ghaziabad, Uttar Pradesh-201302	48	The validity of contract w.e.f 01.05.2025 to 30.04.2026.
2.	Security	M/s High Command, 171-B, DG-II, VikasPuri, West Delhi, New Delhi-110018.	41	The validity of contract w.e.f 01.11.2024 to 31.10.2025.
3.	Sanitation & Housekeeping	M/s SDM Jobs & Consulting Private Limited, C-219, Sector-63, Gautam Buddha Nagar, Uttar Pradesh - 201301.	53	The Validity of contract w.e.f 06.09.2024 to 05.09.2025.
4.	Kitchen & Dietary	M/s Prime Services, F-30, Moti Nagar, New Delhi-110015.	03	The validity of contract w.e.f 01.02.2025 to 31.01.2026.
5.	Laundry	M/s Capital Laundry Services D-158, KH No. 444/10, North Ghonda, Gali No. 05, Delhi- 110053.	02	The validity of contract w.e.f 06.09.2024 to 05.08.2025.
6.	Pest Control	M/s Twenty Four Seven FacilityManagement Private Limited, 161, 2 nd floor, Ashram, jungpura, Ashram, South Delhi, Delhi- 110014.	1	The validity of contract w.e.f 01.07.2024 to 30.06.2025.
7.	Hiring of Vehicle	M/s Sneh Enterprises, H.No. 154, Village Rithala, near Devi mandir road, Village Rithala, Delhi- 110082.	1 (Vehicle)	The validity of contract w.e.f 01.07.2024 to 30.06.2025.

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Manual-14:- Details in respect of the information, available, to or held by it, reduced in an electronic form.

MEDICAL RECORD DEPARTMENT

DAILY BASIS REPORTING/WORKS:-

Birth and Death registration.

Daily reporting on COVID Data Management Portal.

P & L form reporting on IDSP/IHIP Portal.

Disability Certificate related works on UDID Portal.

Updation of ARI date on Google Sheet.

ILI/SARI reporting on Google Sheet.

WEEKLY REPORTING/WORKS:

Reporting of P-form & L form on IDSP.

Reporting of Acute Flaccid Paralysis and VPD Surveillance.

Reporting of Diphtheria cases

Reporting of Measles cases

Reporting of Neonatal Tetanus cases

Reporting of Mumps cases

Reporting of Pertussis cases

MONTHLY BASIS REPORTING/WORKS:

NBCC-New Born Care Cases.

NPHCE/Senior Citizen Sunday Clinic.

NPCB-Cataract Eye Surgery.

NLEP-Leprosy Cases.

Anti Rabies Cases.

NVHCP Reporting.

Good Samaritan.

Sex Ratio, Birth & Still Birth.

Communicable & Non-Communicable Diseases Reports.

UDID Reporting

Compilation HMIS report received from all departments of Hospital.

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Manual-15:- The Particulars of facilities available to citizens for obtaining information.

Facilities available for obtaining information.

Sl.No.	Facility Available	Information Available	Working Hour
1.	Sign Boards in Hospital	24 Hours	
2.	Website	Basic information about facilities available in hospital	24 hours
3.	Notice Board	Various Government Orders & Circular	9.00 AM to 4.00 PM
4.	Citizen Charter	Basic information	9.00 AM to 4.00 PM

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Manual-16:- The names, designations and other particulars of the Public information Officers.

Particulars of PIO

Sl. No.	Name & Designation	Address	Telephone No.	Email address
1.	Dr. Anu Beniwal, Medical Officer	Room No.104, First Floor, SRHC Hospital, Plot No. 30, Sec-7A, Narela, Delhi110040	011- 20872602	mssrhch@gmail.com

First Appellate Authority

Sl. No.	Name & Designation	Address	Telephone No.	Email address.
1.	Dr. Saurabh Kumar, Specialist (Surgery)	Room No.106, SRHC Hospital, Plot No. 30, Sec-7A, Narela, Delhi110040	011- 20872611	hoosrhch@gmail.com

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Manual-17:- Other services available:-

1. **Centralized RO System**:- It is installed to provide pure and safe drinking water for the patients and attendants.
2. **ETP Plant**:- It is installed for proper use of effluent water. The effluent treated water is used for gardening purposes.
3. **PSA Plant**:- It is installed for medical gas supply.
4. **Equal Opportunity policy for Persons with Disability**: - Provisions, under Section 21 of RPwD Act 2016 and Rule 12 of Delhi RPwD Act 2018.


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CASUALTY & AMBULANCE SERVICES

- 1) Phone number of casualty:- 011-20872605 (round the clock)
- 2) Location:- Ground Floor, easily accessible from the main entrance of the hospital
- 3) These services are available 24 X 7 throughout the year.
- 4) Anyone with urgent Medical/Surgical problem can seek Consultation/ treatment in the Casualty/ Emergency Department.
- 5) If a patient needs urgent Medical intervention, Patient will be registered at the casualty registration counter, free of cost and proper medical care will be provided immediately.
- 6) Casualty/ Emergency Department has dedicated team of Doctors (Casualty Medical Officers), SR (Senior Residents) from various Specialities i.e. Medicine, pediatrics, Surgery, Obs. & Gynae and Ortho etc), Junior Residents, Nurses, Paramedics & Nursing orderlies to provide urgent patient care services.
- 7) Obs & Gynae emergency services are provided separately in LR on 2nd Floor.
- 8) Our endeavor is to provide best possible medical care (incl. investigations & treatment) at the earliest possible time.
- 9) The specialist of all departments are available on call for urgent consultation as & when required.
- 10) In seriously ill patients treatment/ management gets priority over and paper work like Registration and Medico legal formalities.
- 11) The casualty is fully equipped with all basic resuscitative equipment's, emergency drugs, oxygen and consumables for the benefit of all patients.
- 12) Facilities of wheel chairs & patient trolleys are available at the entrance of casualty free of cost round the clock.

OTHER FACILITY AVAILABLE

- 1) Drinking Water 24 X 7 through RO facility
- 2) Parking Facilities
- 3) 24 X 7 Power with gen set back up
- 4) Adequate Public Conveniences including disable friendly toilets
- 5) Provisions of Lifts & Ramps
- 6) Separate registration counters for senior Citizens
- 7) Hostel for Residents
- 8) Residential quarters for all the staff
- 9) Prompt response to queries under RTI Act. 2005
- 10) ETP plant for treatment of waste water

FACILITY NOT AVAILABLE

- 1) Organ Transplantation
- 2) Plasmapheresis
- 3) Chemotherapy/Radiotherapy
- 4) MRI
- 5) Linear Accelerator, Gamma knife, Gamma Camera
- 6) Neonatal & Adult ICU
- 7) CT Scan/ Ultrasonography/MRI
- 8) Dialysis
- 9) Special Radiological investigations like IVP, Barium Meal, HSG etc.
- 10) Echocardiography

CITIZEN CHARTER

SATYAWADI RAJA HARISCHANDRA HOSPITAL



Narela, Delhi-110040

GOVT. OF N.C.T. OF DELHI
HEALTH & FAMILY WELFARE DEPARTMENT
SATYAWADI RAJA HARISHCHANDRA HOSPITAL
NARELA, DELHI - 110 040

COMPLAINTS & GRIEVANCES

There will be occasions when our services will not be up to your expectations. Please do not hesitate to register your complaints. It will help us serve you better.

- 1) This hospital has designated Public grievance officer to help in settling all your grievances.
- 2) You may also lodge your complaints to Medical Superintendent, Room No 105, First Floor & to DMS/HOO in Room No 106 at first Floor. Every Complaint will be duly considered sincerely and attempt will be made to solve the problem.

FUTURE PLAN

- 1) Up gradation/Improve Casualty/Emergency Services.

RESPONSIBILITIES OF THE USERS

The success of this charter depends on the support we receive from our users.

- 1) Please try to appreciate the various constraints under which the hospital is functioning.
- 2) Please follow the rules and regulations of the hospital while inside the campus.
- 3) Please do not cause inconvenience to the other patients by crowding or making noise unnecessarily.
- 4) Please help us in making the hospital and its surroundings neat and clean.
- 5) Please do not argue with the security guards in order to maintain order and peace inside the premises.
- 6) Please use the facilities of this hospital with care and do not damage/ spoil hospital property.
- 7) Please do not come to the hospital with ornaments & valuables. Be careful of pick pockets, chain snatchers and thieves.
- 8) Beware of touts and unauthorized persons. Do not indulge in any money transaction with them.
- 9) The hospital is a No Smoking Zone. Do not smoke while in the hospital if caught, you may be fined.
- 10) Please refrain from demanding undue favors from the staff and officials.
- 11) Please inform security guards/ Hospital Administration if you spot any suspicious looking items/person. (It may be a BOMB). Person who may be dangerous/threatening to the public).
- 12) Please do not spit in the hospital. It is a punishable offense.
- 13) Please do not carry out any illegal activity in the hospital premises. The offenders shall be dealt severely as per law of the land.
- 14) Please provide useful feedback and constructive suggestions in the complaint/suggestion boxes installed at various places. These may be addressed to the Medical Superintendent of the Hospital.

Dr. Sushant Kumar

Medical superintendent, SRHC Hospital

OBJECTIVES OF THE CITIZEN CHARTER

You are welcome to Satyawadi Raja Harish Chander Hospital, a secondary level hospital in the rural belt of North West Delhi. We are committed to provide quality services and medical care to each and every citizen living in this hospital.

This charter seeks to provide a frame work, which enables our users to know the services available in this hospital.

GENERAL INFORMATION

Location:-

The hospital is located in Sector A-7, Narela, Township on Plot No.30, Narela, Delhi- 110040.

Approach to the Hospital:-

- DTC Bus Routes :- 120, 131
- Battery Rickshaw from Narela Bus and Narela Rly station.

Contacts of the Hospital:-

- MS Office :- Tel. 011-20872602
- Head Of Office :- 011-20872611
- Administrative Officer :- 011-20872607
- Casualty Landline No:- 011-20872605
- Website:- www.health.delhigovt.nic.in
- E-mail:- mssrhch@gmail.com

Bed Capacity, Staff:-

The hospital bed capacity is 200 beds and it is fully functional. Department wise distribution of beds are as follows:-

S.No	Department	No of Beds
1	Medicine	40
2	Surgery	40
3	Gynae	35
4	Labour Room	17
5	Nursery	4
6	Paediatrics	41
7	Orthopaedics	30
8	Eye	5
9	ENT	5
	Total	200

The sanctioned strength of health care officials is as follows:- 121 doctors (03 GDMO Administrative cadre ,25 Specialists, 16 Medical Officers, 43 Senior & 34 Junior Residents Doctors) , 134 Nursing Officials, 22 Ex Cadre officers and and 147 paramedical staff. The filled strength varies time and again.

All the patient care services (Outdoor, Indoor & Emergency) are provided free of cost in this hospital.

Please do not entertain touts or give bribe to any person in the hospital. This is Punishable offense. In case of any complaint, please contact helpline 1063/ Police Control Room Tel 100.

OUT PATIENT DEPARTMENT

Registration:-

Weekdays:- 7.30AM to 12.00 Noon
Saturday:- 7.30AM to 11.30 AM

Consultation:-

Monday to Saturday :- 08.00 AM to 1.00 PM or till all registered patients have been provided consultations.

Lunch Time :- 01.00 PM to 01.30 PM

GENERAL OPD:-

S.No	Speciality	Room No	Floor
1	Medicine	4, 5, 22, 23	Ground
2	Surgery	138	First
3	Pediatrics	16, 30	Ground
4	Obstetrics & Gynaecology	201, 202, 204, 227, 228, 230	Second
5	Orthopedics	12, 13	Ground
6	Dental	117, 120, 137	First
7	Skin	115	First
8	Eye	114, 135	First
9	ENT	123, 124	First
10	ICTC	116, 158	First
11	DOTS Centre	14	Ground
12	Homeopathy	31	Ground
13	Ayurvedic	17	Ground

Help Desk counter with help desk assistant setup at the OPD entrance for providing information and general help to the patients visiting the hospital.

Special OPD

S.No	Speciality	Days	Time	Room No	Floor
1	Asthma Clinic	Tuesday	2.00 PM – 3.00 PM	30	Ground
2	Hypertension Clinic	Thursday	2.00 PM – 3.00 PM	5	First
3	Diabetic Clinic	Wednesday	2.00 PM – 3.00 PM	4	Ground
4	CTEV Clinic	Friday	2.00 PM – 3.00 PM	13	Ground
5	Diabetic Retina Clinic	Wednesday	2.00 PM – 3.00 PM	135	First
6	STD Clinic	Friday	2.00 PM – 3.00 PM	115	First
7	Leprosy Clinic	Monday	2.00 PM – 3.00 PM	115	First
8	Anemia Clinic & T4 Room	Tuesday Thursday	10.00AM - 12 Noon	230	Second
9	Infertility Clinic	Monday	2.00 PM – 3.00 PM	201	Second
10	High Risk Pregnancy	Wednesday	2.00 PM – 3.00 PM	201	Second

Facilities of wheel chairs and patient trolleys are available at the entrance of OPD free of cost.

DIAGNOSTIC SERVICES

Laboratory is located on the first floor. It is functional round the clock. The basic Biochemistry, Serology and Hematology tests are available. The samples are collected daily in Room No 20 at the ground floor from (Monday to Friday) 8.00 AM to 11.30 AM, Saturday 8.00 AM to 10.30 AM. Special tests are done on specified days only. FNAC is done on Wednesday. Reports are given to the patient on second day.

Blood Storage:-

Blood storage center is available on the first floor in Room No 148. Facility is available for indoor patients only.

X-ray:-

Routine X-Rays facility including MLC X-Rays is available from 08.00 to 4.00 PM. It is located on the first floor in Room No 162. However, Emergency, MLC & IPD X-rays services are available round the clock.

USG:-

Facility of USG is not available at present. However, Services are available through EWS and DAK Delhi Government Schemes.

ECG:-

ECG services are available round the clock in Room No 63 near Casualty at Ground Floor.

OPERATION THEATRE SERVICES

OT Services are available on second floor of the hospital. The hospital is providing OT services to all the patients related to General Surgery, Orthopedics, Eye & Obstetrics and Gynecological diseases. At present, routine surgeries are being carried out along with emergency obstetrics surgeries during routine hours.

Labour Room:-

It is on the second floor of the hospital and LR services are available 24 X 7, Facility for LSCS and Other Gynecological surgeries are available during routine hours.

Nursery:-

This hospital is providing nursery facility to the inborn babies.

OTHER SERVICES

Immunization:-

Free immunization is carried out against all the vaccine preventable diseases as per the National Immunization schedule, on all working days in Room No 15 from 08.00AM to 3.00PM.

Physiotherapy:-

Facilities are available for physiotherapy on the ground floor in Room no 53, 54 & 62 on all working days during official hours

Ambulance:-

Free CATS ambulance services are available round the clock to transfer/shift the patients to tertiary care center who requires specialized care which is available just a call away 102. The facility of Ambulance for pregnant and lactating mothers is also available to pick up from their residence & back to their residence in Delhi only.

MALE STERILISATION WINDOW:- Provision of Vasectomy is also available in this hospital. The Male window is function in OPD hours Monday (9.00AM – 4.00 PM) to Saturday (9.00AM to 1.00PM) in Room No 121.

EWS Referral:- Patients belonging to Economically Weaker Section are referred to Delhi Govt. approved centers, Hospitals for treatment/ investigations free of cost.

DAK:- Patients requiring high end diagnostic radiological tests are referred under DAK scheme for free tests as per Delhi Government directions.