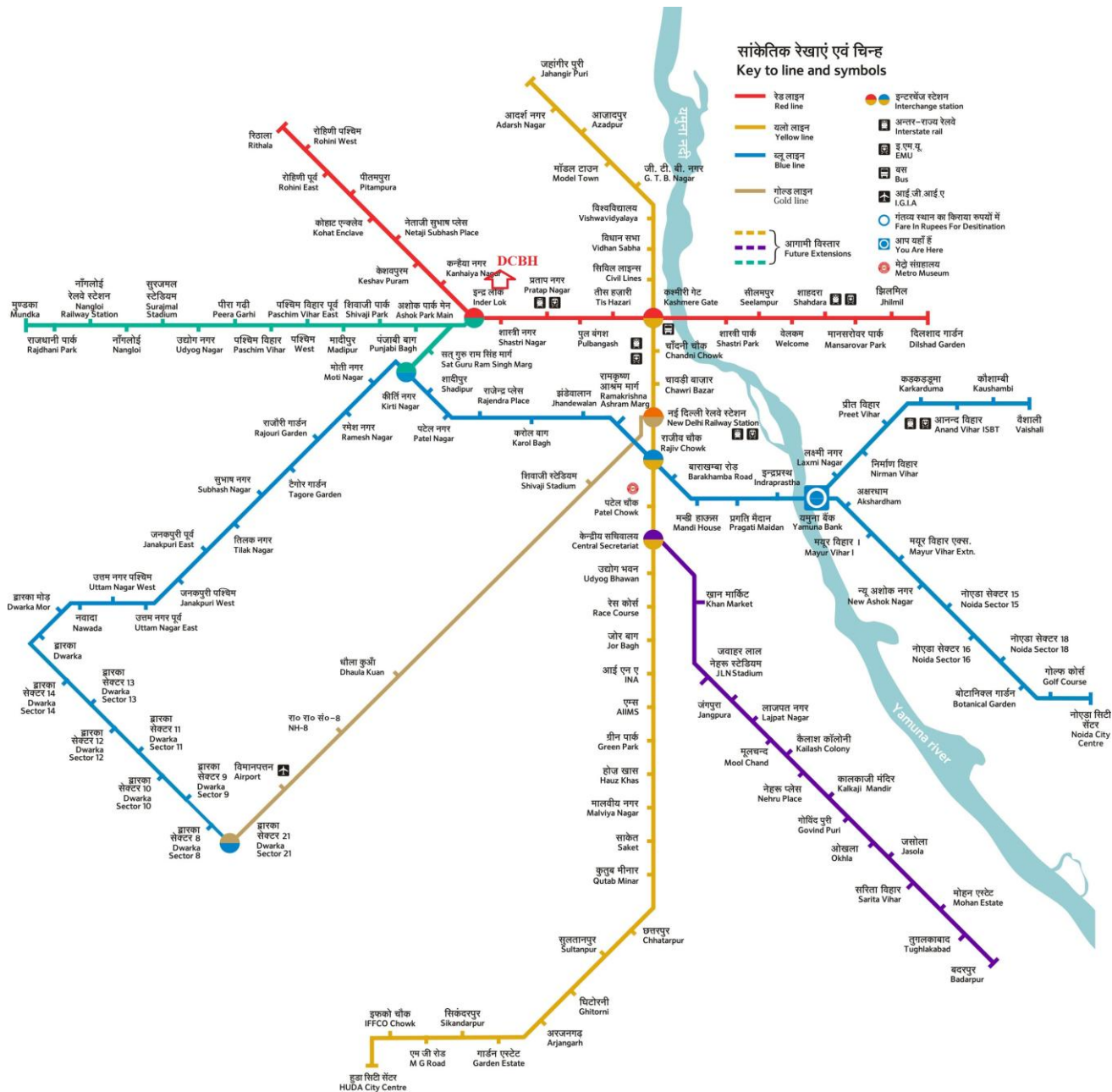


**Citizen charter**  
**Deep Chand Bandhu Hospital (DCBH),**  
**Kokiwala Bagh, Ashok Vihar, New Delhi-110052**

### 1. Location/site Map – Metro connectivity



### 2. Brief Introduction`

- 200 bedded Secondary Care General Hospital
- The hospital aims to provide quality outdoor and indoor services free of cost on the minimum assured services set by Indian Public Health Standards, Government of India.

### 3. Signage's outside and inside the hospital – are available

#### 4. OPD Services ( Daily except Sundays and Holidays)

##### a. Registration Timings

	OPD Registration Time
General OPD	8:30 a.m. to 12:00 noon
Special Clinics	1:00 p.m. to 2:00 p.m.

##### b. Registration Process

- Computerized Registration
- OPD card is issued free of cost
- Waiting time for registration is 5-10 minutes (average).
- There is facility for online OPD Registration through following web link:  
[http://dshm.delhi.gov.in/mis/\(S\(5wyl1rr5mxevqbotpgcbs5pz\)\)/opr/home.aspx](http://dshm.delhi.gov.in/mis/(S(5wyl1rr5mxevqbotpgcbs5pz))/opr/home.aspx)
- One should get him/herself registered and then report to respective OPDs.

##### c. Registration Counter Location/Details

- Ground Floor of OPD Block
- Number of Counters- 4
- Separate counters for (1) new patients (male), (2) new patients (female), (3) senior citizens/differently abled/ DGEHS staff and (4) old (already registered) patients.

##### d. Consultation by doctor

	Consultation Time
General OPD	9:00 AM to 1:30 PM
Special Clinics	2:00 PM to 3:30 PM

##### e. OPD Schedule (Department wise and Doctor wise): 9 AM -1.30 PM daily except Sundays and holidays

Specialty	Location (Room Number)	Specialist/M.O. In-charge/Paramedic
Orthopedics	Ground Floor (001, 004)	Dr. Pawan Kumar
Occupational therapy	Ground Floor (0008)	Mr. Shantanu
Antiretroviral Treatment Centre	Ground Floor (0011)	Dr. Gazanfer Wani
Obstetrics & Gynaecology	1st Floor (1004, 1005, 1007, 1009)	Dr. Supriya Gupta
Paediatrics	1st Floor (1019, 1020, 1021)	Dr. Rekha Luthra
Immunization	1st Floor (1028)	Dr. Archana Singh
Dental OPD	1st Floor (1011)	Dr. Anjali ( JR)
Injection Room /Dog Bite	1st Floor (1015)	Dr. Sandeep Goel

(Antirabies vaccination)		
DOTS center	1st Floor (1014, 1016)	Dr. Sandeep Dahiya
Homeopathy	1st Floor (1030), daily	Dr. Ravi Prakash Singh
Unani	1st Floor (1031) Mon, Wed, Friday	Dr. Shaikh Imran
Ayurvedic	1st Floor (1032). daily	Dr. Rajiv Ranjan Gaur
General Medicine	2 <sup>nd</sup> Floor (2004, 2006, 2007, 2009)	Dr. Renu T. Bali
General Surgery	2 <sup>nd</sup> Floor (2040, 2041, 2042)	Dr. Sanjay Sinha
Eye	2 <sup>nd</sup> Floor (2037, 2038)	Dr. Vijay Kumar
Refraction	2 <sup>nd</sup> Floor (2031)	Ms. Amita
ENT	2 <sup>nd</sup> Floor (2020)	Dr. Ajay K Gupta
Audiometry	2 <sup>nd</sup> Floor (2024)	Ms. Anubhuti Kohli
Skin and VD	2 <sup>nd</sup> Floor (2017, 2018)	Dr. Bharat Bhushan
Malaria lab	2 <sup>nd</sup> Floor (2016)	MCD staff
ICTC	2 <sup>nd</sup> Floor (2012,2013)	Ms. Sonal Sharma

**f. OPD Schedule for Special Clinics (Timings:2 PM -3.30 PM on fixed days)**

<b>Name of the Clinic</b>	<b>Location (Room Number)</b>	<b>Days</b>
Osteoporosis Clinic	Ground Floor (0001)	Wed
Infertility Clinic	1 <sup>st</sup> Floor (1005)	Mon
Asthma Clinic	1 <sup>st</sup> Floor (1021)	Tues
Well Baby Clinic	1 <sup>st</sup> Floor (1021)	Fri
Geriatric	2 <sup>nd</sup> Floor (2001)	Daily
Diabetes / Hypertension clinic	2 <sup>nd</sup> Floor (2002)	Wed
Asthma Clinic	2 <sup>nd</sup> Floor (2002)	1 <sup>st</sup> & 3 <sup>rd</sup> Tues
Cancer Clinic	2 <sup>nd</sup> Floor (2041)	Tues & Fri

**g. Special facilitation in OPD for Special Groups (Handicaps/Senior Citizens/Pregnant women etc. – details of facilitation)**

- Patients are seen at first come first serve basis. However, out of turn consultation may be provided in case of emergency.
- Senior citizens and differently abled persons are given consultation on priority and seen by consultant one after every 5th general patient.

**h. Inter-departmental referral** is made on the same OPD card. However, the patient will have to stand in queue at the OPD referred.

**i. Nodal Persons details for any help/grievance Redressal ( 9 AM to 4 PM)**

Dr. Vijay Kumar Designation: Deputy Medical Superintendent

Tele (O): 011-27305951

(M): 9968608003

Link officer: Dr. Ajay Kumar Gupta Designation: Head of Office

Tel (O): 011-27305954

(M): 9968608005

**5. Blood Bank Services:** Blood Storage Centre shall be set up as per National Guidelines by 1<sup>st</sup> Dec, 2015. Currently platelet storage facility is functioning.

Blood Storage Centre	Location (Room Number)	Specialist In-charge
Platelet Storage facility	1 <sup>st</sup> Floor (Room No. 1040)	Dr Reena Sankhla

**6. Diagnostic services provided.**

Pathology Lab (including emergency lab)- Location: 2<sup>nd</sup> floor, Room No. 2064. Spl. I/C  
Pathology Lab: Dr Manoj Singh

**Lab Tests available**

- Hematology
  - Complete blood count, ESR
  - Peripheral smear examination
  - PS for MP
- Biochemistry Test-
  - Liver function test
  - Kidney function test
  - Blood sugar estimation
  - Lipid Profile
  - Serum calcium
  - Uric acid
  - LDH
- Serology Test-
  - Blood grouping
  - HBsAg Antigen
  - RA Factor
  - CRP
  - ASO Titer,
  - Typhoid serology
  - Malaria Antigen

- NS1 antigen, Dengue serology,
- HCV
- Other Tests-
  - Fine needle aspiration cytology
  - Semen analysis
  - Urine analysis
  - Body fluid examination

**Process for Lab tests:**

- **Sample Collection Centre:** Room No 24, Ground Floor
- **Sample Collection Timing:** Monday to Friday- 9 am-12 noon, Saturday- 9 am -11 am (Blood & Urine Tests); Semen Analysis- Every Wednesday, FNAC- Every Thursday, Room no 31 ground floor.
- **Reports collection Centre:** Room No 24, Ground Floor
- **Reports collection timing:** 9 am to 12 noon
- **TAT (Turn Around Time) for each Lab test (i.e. the time taken from collection of sample to availability of report)**
  - Routine hematology/biochemistry/serology/body fluid-48 hours
  - Emergency Blood/Body Fluid investigation- 4 hours
  - FNAC- 7 days
- **Name and Contact No. of Nodal Persons details for any help/grievance Redressal:**  
Dr. N.S. Khurana DMS (Hospital) Ph: 9968608010 (9AM to 4 PM)
- **Charges, if any.** NIL
- (i) **ECG-timing and room detail:**
  - Routine: Room Number-2014 ( 9 am to 4 pm)
  - Emergency: Casualty- 8 AM to 8 PM
- **Name and Contact No. of Nodal Persons details for any help/grievance Redressal:**  
Dr. Jyotsna Saini (M.O. Admin) Ph: 9968608029 (9 AM to 4 PM)
- **Charges, if any.** NIL
- (ii) **Radiology Investigations**
  - **X-rays - room no., timings and registration process details:**

X ray Services	Routine OPD Cases	Emergency Cases
Service Timings	9.00 AM to 1.00 PM	8.00 AM to 8.00 PM
Room No.	Ground Floor (8017)	Ground Floor (8017)
Registration Room	Ground Floor (8020)	Ground Floor (8020)
Registration Timings	9.00 AM to 12.00 Noon	8.00 AM to 8.00 PM
Days	All OPD Days except Sundays and Holidays	All Days
Turn Around Time		

• Urgent	1-2 hrs.	1-2 hrs.
• Routine	24 hrs.	24 hrs.

- **Ultrasound** - Not available
- **CT/MRI** - Not available
- **Name and Contact No. of Nodal Persons details for any help/grievance Redressal:** Dr Ajay Gupta Specialist (ENT) Ph: 9968608005 ( 9 am to 4 pm)
- **Charges, if any. NIL**

## 7. Pharmacy

- **Location and counter details, no. of counters :** Ground floor (Room No. 0029), 3 counters ( 1- Male, 1 –Female, 1- Senior citizen/DGEHS beneficiary/differently abled)
- **Name plate of the person manning the counter:** Available
- **Timings:** 9 AM to 1:30 PM & 2 PM to 4 PM
- **Display of available/non available out hospital formulary:** An electronic board has been installed outside the pharmacy that displays information about medicines available in the hospital. In addition all doctors are provided list of available/non-available medicines on every Monday.
- **Process of issuing drugs, special drugs etc:** Medicines are usually given for three days for OPD patients or longer for patients of chronic diseases, if prescribed by treating doctor.
- **Nodal Persons details for any help/Grievance Redressal:**  
Dr. Sandeep Dahiya, Medical Officer PH: 9968608013
- **Process for drugs not available:** All medicines are supplied by CPA, Delhi Govt. If a medicine/medicines are not available, doctor may prescribe an alternate medicine available in hospital. In the meantime CPA is informed and efforts are made to relocate them from other hospitals. In case emergency drug (s) are not available, the same is procured by the hospital through local purchase.

## 8. Accident and Emergency Services

- **Location, Timings, Ph. number:** Ground floor of the Indoor Block, 24X7 services, Ph.No. 011-27305950
- **Services provided:** Basic emergency services & medico legal services, 21 observation beds, I/V therapy, Nebulization therapy, stabilization of moderately sick patients, non-operative management of fractures POP cast / slab application, Emergency X Ray services, Minor surgical procedures including CLW repair, suturing debridement and initial stabilization of road traffic accident cases, facility to give ARS to victims of dog bite.
- **Ambulance requisition Process:** Through telephonic (landline) contact to CATS. Approx. time interval is 10 min to 30 min to arrive at DCBH casualty.
- **Triage Process Details:** Triage is performed as per national guidelines. Casualty has a dedicated team of doctors (Casualty Medical Officer, senior residents and junior residents) nurses and paramedics to provide emergency urgent medical services at the earliest possible time. There is a provision of quick response team

of doctors on monthly schedule to combat any disasters / mass casualty as per Delhi Government Disaster Management Plan.

- **Nodal Officer (Disaster Management):** Dr Pawan Kumar MS (Ortho) M.O. Ph: 9968608008

#### 9. IPD:

- 24 hour 200 bedded indoor services have started w.e.f. 17.9.15. Patients of General Medicine, Pediatrics and non-surgical patients requiring medical management are admitted.
- Ward I ( First Floor)- female Medical Ward, ward II ( 2<sup>nd</sup> Floor)- Male Medical ward, Ward III ( 3<sup>rd</sup> floor)- Pediatrics ward), Ward IV (4<sup>th</sup> Floor)- General Ward
- Outsourced services: Housekeeping, Security, Nursing Orderlies, Kitchen and dietary services are in place.

#### 10. Labour Room and Nursery Services:

- The Labour room and Nursery services are not available.

#### 11. OT Services:

- The O.T. services are not available.

#### 12. Complaints/Grievances

- May contact Medical superintendent for any grievances between 9 a.m. to 4 p.m. at office of medical Superintendent at 3<sup>rd</sup> level of OPD Block. Every grievance will be duly acknowledged and redressed.
- **Suggestions / Complaints** can also be dropped into **complaint box** kept at G.F. near Room No. 0019 (enquiry counter) in the hospital. The complaint box is opened by Grievance Redressal committee on every Monday. We aim to settle your genuine complaints within 30 Days of its receipt.
- **Name and contact no. of Grievance Officer**

Dr. Vijay Kumar	Designation: Deputy Medical Superintendent
Tele (O): 011-27305951	
(M): 9968608003	Meeting hours: 9.00 AM To 4 PM
Link officer:	
Dr. Ajay Kumar Gupta	Designation: Head of Office
Tel (O): 011-27305954	
(M): 9810163350	Meeting hours: 9.00 AM To 4 PM
- **Information Officer under RTI Act: Public Information Officer**

Dr. Jyotsna Saini	Designation: Medical Officer (Administration)
Tele (O): 011-27301374/ 27305951 (Ext. 3005)	
- **Grievance Redressal through PGMS:** Complaints may also be registered through PGMS by logging at <http://pgms.delhi.gov.in/>. The complaints are settled on priority as per timeline indicated. Nodal Officer: Dr Vijay Kumar, Dy. Medical Superintendent, (M): 9968608003