

CITIZEN CHARTER 2017

KASTURBA HOSPITAL

DARYA GANJ, NEW DELHI.

KASTURBA HOSPITAL is the oldest Hospital of women and children in Delhi. It was started in 1905. Kasturba hospital was previously called Victoria Znanana Hospital. It was renamed as Kasturba Hospital (1975). It was also called as Machliwala Hospital

It is Situated On Urdu Bazaar Road (road linking Netaji Subhash Marg with the south gate of Jama Masjid)



AIMS & OBJECTIVES OF KASTURBA HOSPITAL

To provide free health care service to all indoor/outdoor patients visiting the hospital and comprehensive care (providing primary, secondary & tertiary health care services) in Obst. & Gynae, Pediatrics, including neonatal care for new born babies. Also provides care in General Medicine, ENT, EYE, SKIN , Surgery, Dental & Physiotherapy.

This hospital is also implementing all National and State Health Programmes of Govt. of Delhi & Central Govt.

Its support Departments includes Licensed blood bank, Radiology Department, Dental Department, Pathology, Anesthesia, VCCTC, PPTCT, DOTS Center, Malaria, Physiotherapy, Ayurvedic Dispensary etc.

MISSION / VISION OF KASTURBA HOSPITAL

It is aiming to Develop 16 bedded Out born NICU and new 300 Bedded Multispecialty Modern Block.

TEACHING & TRAINING:

Teaching & training of doctors nurses and other paramedical staff is one of the important roles of Kasturba Hospital

Post Graduate Seats:- Selection through Delhi Univ.

M.D. (Obst. & Gynae.) 8/ year

DCH 2/ year

Local entrance exam.

Nursing students trained –25/ year (Through Delhi Nursing council)

MTP Training for Doctors and RCH Training for ANM, LHV & Nurses on request.

FACILITIES

Kasturba Hospital is running under the North Delhi Municipal Corporation under the supervision of Director Hospital Administration (NDMC) & Guidance of Addl. Commissioner (Health) NDMC.

FACILITIES AVAILABLE

1. 24 – Hours Emergency with Ambulance Services.
2. Well equipped O.T. Labour Room and, NICU.
3. Investigation facilities: -
Laboratory Services: - Pathology, Microbiology, and Bio Chemistry.
Radio diagnosis Services:- X –Ray, Ultra Sound.
ECG.
4. OPDS: -
Multi Specialty OPD's: in Medicine, Paediatrics, Obst. & Gynae. Dental, Eye, ENT, Skin, Surgery, Physiotherapy, DOTS facility, VCTC & ICMR Facility.
Specialised clinics in, Diabetes, Hypertension, Infertility, Well baby Clinic, Follow- up clinic, Asthma Clinic, Cardiac Clinic, Nephrology Clinic, Adolescent, Geriatric Clinic etc.
5. Indoors Services. General wards (ANC ward, PNC ward, Septic ward, MTP/sterilization ward), Gynae Wd., Private wards, Children ward, MSK, Diarrhea ward & Neonatal Intensive Care Unit.
6. P.P.Unit :- Maternity & Child Welfare Services, Well Baby Clinic, Immunization programmes etc.
7. Dietary Services including Diet Counseling.
8. Pharmacy Services.
9. Medical Record Deptt.
10. Laundry Deptt.
11. CSSD.
12. Manifold Room & Central suction
13. Free Birth Certificate issued to all newborns born in K.H. before Discharge
14. Blood Bank 24 hr. facility.
15. Daily bed Vacancy status and Blood availability available on MCD Website

WORKING HOURS

Clinical & other depts.	9 am – 4.00 pm
Ministerial staff	9 am – 4.00 pm.
Diary (receiving)	10 am – 3.00 pm.
Patient Visiting Hours	Morning 6.00 am. to 8.00 am. Evening 4.00 pm. to 6.00 pm. For NICU 12 noon to 1.00 pm.

OPD (Out Patient Department)

Regular	Centralized Registration	Monday to Friday	9.00 am. – 12.00 pm
		Saturdays	9.00 am. – 11.30 am.
	Doctors Consultation	Monday to Friday	9.00 am. – 1.00 pm.
		Saturdays	9.00 am. – 1.00 pm.
Specialized	Centralized Registration		1.30 pm. – 2.30 pm
	Doctors Consultation		2.00 pm- 2.30/3.30 pm
	Ayurvedic Dispensary		9.00 am. – 3.00 pm.
	DOTS Center (local area)		9.00 am. – 3.00 pm.

SPECIAL CLINICS

Discipline	Name of the Clinic	Day	Time
Pediatrics	Well baby clinic	Thursday	2.00 pm. – 3.30 pm
	Follow up clinic-NICU	Monday	2.00 pm. – 3.30 pm
	Follow up clinic-PED(Asthma, Cardiac, Nephrology, Neurology Adolescent & Geriatric Clinic	Tuesday	2.00 pm. – 3.30 pm
	Immunization clinic	Daily	9 am – 3 pm. (Sat1.pm.)
Obst. & Gynae	ANC Clinic	Daily	
	Infertility clinic	Daily	
	Family planning clinic	Daily	
	PPTCT Center	Daily	
Medicine	Hypertension clinic	Thursday	2 - 3.30pm.
	Diabetes clinic	Tuesday	2 - 3.30pm.

INVESTIGATION FACILITY

INVESTIGATION	Sample Collection	
Lab.	Monday to Friday	9am -11 am
	Saturday	9am - 10.30 am
EMERGENCY LAB		TILL 8.PM DAILY
X- Ray	Monday to Friday	9am. - 1pm
	Saturday	9am - 12.30 pm
Ultra Sound	Mon to Sat (With appointment) Urgent done Stat	9am. -3 pm (Sat 1 pm.)
ECG	Monday to Friday	9.00 am. To 4.00 pm.
	Saturday	9.00am. to 12.30 pm.
	Emergency	Upto 9 pm. Sun. 9 to 4 pm.

Department of Obst & Gynae

Total no. of beds

- 350

<i>PNC Wd.</i>	1 ST Floor	<i>Pre operative Wd.</i>	4 TH Floor
<i>ANC Wd.</i>	2 ND Floor	<i>Septic Wd.</i>	Old Building
<i>Post-Operative Wd.</i>	3 RD Floor	<i>CLR Wd.</i>	16+5 Beds
		<i>SLR Wd.</i>	6+3 beds

Units

Unit	Dr. Incharge	OPD	Ward round	OT
I	Dr. Sangita Nangia Spl. I/C)	Tuesday Friday	Wednesday Saturday	Monday Thursday
II	Dr. Poonam Bagga	Wednesday Saturday	Monday Thursday	Tuesday Friday
III	Dr. Mohini Paul	Monday Thursday	Tuesday Friday	Wednesday Saturday

Dept. Of Pediatrics & Neonatology

- 70 beds (Paeds.

Total no Beds

40+NICU-30)

Dr.Sunita Bhatia Spl. I/C

Unit	Dr. Incharge	OPD
I (U/S)	Dr Sunita Bhatia	Monday – Wednesday-- Friday
II (D/S)	Dr. Anuradha Govil	Tuesday-Thursday-Saturday
NICU	Dr. A.K. Duggal	Clinic on Monday & Thursday (2.00 pm)
MSK	Dr.Rashmi Sahai	Clinic on Monday & Thursday (2.00 pm)

DEPT. OF MEDICINE

Total no. of beds

- 30 beds

Dr Surendra Kumar Spl. I/C

OPD Daily

DEPARTMENT OF PATHOLOGY AND BLOOD BANK

DR. Anjali Mathur Dr. I/C

Dr. Abha Gupta BTO

DEPARTMENT OF RADIOLOGY

Dr.Suparna I/C

DEPARTMENT OF EYE/ENT/Dermatology/Surgery

Dr Vandana I/C

DEPARTMENT OF DENTAL

Dr Gayatri Soni

DEPARTMENT OF ANAESTHESIOLOGY

Dr. Vijay Thakur Spl. I/C

SCHOOL OF NURSING

Mrs. Rajini Sharma Principal

NURSING Department K.H.

Mrs. Ishwari Devi Matron

DEPARTMENT OF Physiotherapy.

Mr Tarun - 9582032320

KASTURBA HOSPITAL**Telephone directory**

EPBX 011 2327 5023 / 5024 / 5025

011232829 14 / 15

Website www.kasturbahospital.org

E Mail. kasturbahospital@gmail.com

SNo.	Department Name	Name	Telephone /Mobile No.	e-mail id
1	Med. Supdt.	Dr Leela Pant	011- 23274376/ 9818206856	ms-kh@mcd.gov.in
2	Additional MS	Dr. Alok Pradhan	011- 23282917/9811241793	kasturbahospital@gmail.com
3	CMO(IT)	Dr Bharat	011-23275025	kasturbahospital@gmail.com
4	Administrative Officer	Mr.Rajender Kumar	011-23270390	kasturbahospital@gmail.com
5	CMO Administration	Dr A.K.Wahal	9810124600	kasturbahospital@gmail.com
6	CMO Plan	Dr. Alok Pradhan	9811241793	kasturbahospital@gmail.com
7	HOD Anaesthesia	Dr Vijay Thakur	9818845577	kasturbahospital@gmail.com
8	HOD Medicine	Dr Surendra Kumar	9810082099	kasturbahospital@gmail.com
9	HOD Pediatrics	Dr Sunita Bhatia	9811767569	kasturbahospital@gmail.com
10	HOD Pathology	Dr Anjali Mathur	9810601840	kasturbahospital@gmail.com
11	HOD Radiology	Dr Suparna	9818318732	kasturbahospital@gmail.com
12	JE Electric	Mr Deepak Chander	9911522421	kasturbahospital@gmail.com
13	JE Works	Mr Sumit Saxena	9810952953	kasturbahospital@gmail.com
14	Accounts Officer	Mr. Nand kishore	011- 23253462/99311670843	kasturbahospital@gmail.com

15	HOD Blood Bank	DrAbha Gupta	9811378043	kasturbahospital@gmail.com
16	HOD Obs & Gynae	Dr. Sangeeta Nangia	9650403404	kasturbahospital@gmail.com
17	Head clerk	Mr.Dinesh Chander	9899530441	kasturbahospital@gmail.com
18	Prog. Asst. Computer Deptt	Mr.Abhishek	01123275025	kasturbahospital@gmail.com
19	MRO	Mrs Gurmeet Kaur	011-23283389/Ext.231	
20	School of Nursing	Principal Rajni sharma	011-23283263/Ext.234	schoolofnursing@kasturbahospital.org
21	Purchase Section	Mr.K.C.Sharma	011-23243440/Ext.266	kasturbahospital@gmail.com
22	Matron Office	Mrs.Ishwari Devi		kasturbahospital@gmail.com

RTI Guidelines

S.No	Designation of the officer Designated as first appellate authority	Postal address	Telephone No.	Mail Address	Demarcation of Area / activities, if more than one appellate authority is there
1.	M.S. KH (First appellate authority)	Kasturba Hospital Darya Ganj , Pin code-110002	23274376	kasturbahospital@gmail.com	All matters pertaining to Kasturba Hospital
2.	Addl. M.S. KH / PIO	Same as above	23278917	kasturbahospital@gmail.com	Same as above
3.	A.O. KH / A PIO	Same as above	23270390		Same as above

KASTURBA HOSPITAL CITIZEN'S CHARTER

Sr.No.	Facility	Process	Average Time
1.	OPD Registration	<p>1) All first time Patient shall get registered in the OPD between – 9.00 AM to 12.00 PM (Mon. to Fri.) 9.00 AM to 11.30 AM (Saturday) UHID Number will be generated which is valid for life. OPD Charges for 30 days Rs.5/- For 6 months Rs. 30/- For 12 months Rs. 60/- For any no. of visits and to any no. of Specialty during this period Free for MCD Employee, Mission of Charity, Handicapped & Poor pts Free ANC checkup on 9th/10th every month. under PMJSY</p>	10-30 Minutes *
2.	Emergency Consultation	<p>Patients shall visit Casualty and will be examined by Doctors posted in casualty(CMO/CCMO).</p>	10-30 Minutes
		After Examination Patient will be registered in Casualty.	5-10 Minutes
		<p>After examination he/she shall be given treatment Or referred to Specialty concerned Or be admitted in Concerned Department</p>	5-10 Minutes
3.	Admission	<p>Patient shall be Initially registered in OPD or Emergency. Emergency patient needing observation will be admitted in emergency by CMO on duty and inform specialty officer on duty. CMO will also provide basic emergency medical care / first aid</p>	5- 10 Minutes
		<p>OPD Patients shall be attended by Consultant/Doctor on Duty and will Will be advised Admission if Required. The Department can also Schedule Admission</p>	10-30 Minutes in OPD & immediate in Casualty
		<p>Admission Card will be made at Enquiry/Admission Counter</p>	5-10 Minutes
		<p>Bed will be allotted to patient in Ward/Emergency by Enquiry Counter</p>	Immediate
4.	X-ray, Ultra Sound and Laboratory investigations (OPD)	<p>Patient shall get registered in OPD or Emergency and have been examined by Doctor who has advised the Test</p>	10-30 Minutes in OPD & immediate in Casualty
		<p>Inv. can be got done on same day or after appointment depending upon urgency and Patient load</p>	<p>Path test 9.30am.-11am. 9.30am. -10.30am.(Sat) Radiology 9am. -3pm.</p>

S.No	Facility	Process	Average Time
5	Investigation Report	Computerized / Manual Reporting	After 1-2 days or on subsequent visit of the patient
6	Medicine Dispensing in Pharmacy	Drug slips are countersigned by the prescribing doctors. Or requisitions are forwarded to pharmacy through computerized system	Dispensing Time 5-15 mins * Days for which medicines are given 1-5 days for Acute illness
7	Indoor Investigation	Same/next day	Same/next day
8	Operation Theater	As per Schedule	Emergency cases are given priority & urgency

***Depending on Patient Load**