

# **MEDICAL SERVICES DEPARTMENT- RTI ACT 2005**

## **MANUAL – 1**

### **Particulars of organization, functions and duties**

**(Section4(1)(b)(i))**

#### **1. Aims & objective of the Organization.**

In sync with the vision of New Delhi Municipal Council's intensified efforts to provide better civic services to the citizens living within its jurisdiction, its valued employees and the multitude of visiting patrons; the medical services department aims to provide affordable and quality health care i.e., therapeutic, preventive & promotive services through its own various health units and hospitals and through efficient Public Private Partnerships models. Further, it endeavored to expand, strengthen and upgrade the scope of existing medical care facilities in NDMC at par with the best in the world in consonant with the changing times.

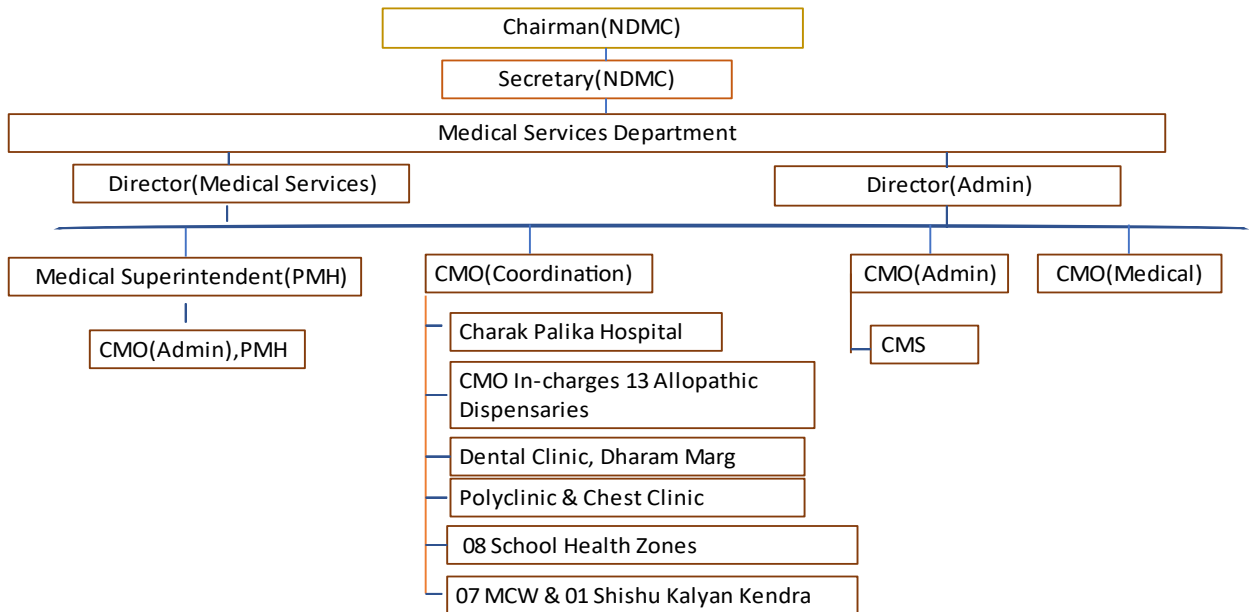
#### **2. Mission/Vision.**

The mission is to provide quality health-care to all sections of society down to the poorest of the poor; to provide curative, preventive and promotive health care; to protect and ensure the privacy, dignity and rights of the patients; to disseminate authentic health and healthy-lifestyles information to the public; to bring about behavioral changes so that the general public and residents of New Delhi area would attain optimal health and a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.

### **3. Brief history & background.**

The Medical Services Department operates two hospitals i.e., Charak Palika Hospital (CPH) located at Moti Bagh which is a 169- bedded multi- specialty secondary-level care hospital and Palika Maternity Hospital (PMH) which is a 65- bedded dedicated maternity hospital at Lodhi Colony. Then there is one (01) Polyclinic located at 37, Shaheed Bhagat Singh Marg, New Delhi -110001, which housed various Departments such as Allopathic Dispensary, Homeopathic Dispensary, Shishu Kalyan Kendra (SKK), HIV-ICTC, MSM-ICC, well-equipped Laboratory , Digital X-ray Radiography, FHU and a ‘Chest Clinic’ functioning as the New Delhi District TB Centre, implementing the National TB Elimination Programme ( i.e., NTEP) within NDMC limits as well as in new Delhi district revenue areas, comprising 16 DOTS centers and 10 Designated Microscopy Centers. The CMO In-charge of NDMC Chest Clinic is also the District TB Officer (DTO) of New Delhi under NTEP of GOI subjected to the State TB Officer (STO), Delhi State. The Medical Services Department also operates thirteen (13) Allopathic Dispensaries, eight (08) MCW Centers, eight (08) School Health Services zones (SHS) and one (01) multi-disciplinary Dental Clinic at Dharam Marg Health Complex amongst others. The medical care facilities in NDMC started way back in 1932 when, the then Willington Hospital (now Dr, RML Hospital) started functioning. Initially Ayurvedic and Unani system of medicines (now part of AYUSH wing of NDMC) were functional from Shaheed Bhagat Singh Marg under Medical Services Department. Charak Palika Hospital (CPH) Moti Bagh was established in the year 1960. The Homoeopathic wing was started in 1974 (now part of AYUSH wing of NDMC). Palika Maternity Hospital (PMH) started functioning from 1986. It got renovated in year 2016 and now has Pediatric In-Patient care as well.

#### 4. Organizational Chart



#### 5. Allocation of Business.

Health care delivery system- principally providing preventive, diagnostic, curative and promotive health services for all major/ minor illnesses faced by Citizens on daily basis, and also to provide curative as well as preventive services to the masses in wake of major public health issue/ epidemic/ pandemic, etc.

#### 6. Duties to achieve the mission.

To perform the duties to achieve the mission by way of providing:

- Quality diagnostic services
- Quality therapeutic services,
- Health education and emphasis on role of disease prevention with mantra of 'prevention is better than cure'!

## **7. Services Rendered:**

The medical care services are being rendered through the following Institutions: -

### **A. Charak Palika Hospital, Moti Bagh (169 bedded)**

- Casualty – round –the – clock/ 24x7
- Indoor treatment – round-the-clock/ 24x7
- OPD services – Monday to Friday: 08.30 AM to 4.00 PM  
Saturday: 08.30 AM to 12:30 PM
- Pathology/Radiology/ Biochemistry – round-the-clock/24x7
- Specialist Services in Cardiology, General Medicine, General Surgery, Eye, ENT, Pediatrics, Gynae, Orthopedics, Dentistry, Dermatology, Psychiatry and Physiotherapy& Physical rehabilitation
- 14 - bedded Day- care Thalassemia Ward

### **B. Palika Maternity Hospital, Lodi Colony (65 bedded)**

- Emergencies – round-the-clock/ 24x7.
- Indoor Treatment – round-the-clock/24x7
- Labour Room - round the clock/24x7
- OPD services – Monday to Friday: 08.30 AM to 4.00 PM  
Saturday: 08.30 AM to 12:30 PM
- Laboratory Services
- High-risk caesarean, instrumentation deliveries (HTN, bad obstetric history)
- Ante-natal/post-natal clinic
- Neonatal care level-I Nursery
- Maternal health services during pregnancy & lactation, prevention of parent to baby transmission of HIV
- Ultrasonography
- Family Welfare/Family planning
- Sterilization procedures (laparoscopic/conventional)
- Immunization (up to 05 years)

### **C. Dental Clinic, Dharam Marg**

- OPD services – Monday to Friday: 08.30 AM to 4.00 PM  
Saturday: 08.30 AM to 12:30 PM
- Services provided- General Dentistry, Prosthodontics, Orthodontics, Oral Surgery, Periodontics, Conservative Dentistry i.e., Endodontic and Oral Medicine
- OPG
- RVG
- Cone Beam Computed Tomography (CBCT).

### **Allopathic Dispensaries & Central Medical Store:**

OPD services – Monday to Friday: 08.30 AM to 4.00 PM

Saturday: 08.30 AM to 12:30 PM

1. Palika Kendra Disp., Sansad Marg, New Delhi-110001, Phone No: 23368548
2. Mandir Marg Disp., New Delhi, Ph. No.: 23342957
3. Baird Lane Disp., Polyclinic Complex, Shaheed Bhagat Singh Marg, New Delhi, Ph. No: 23347603
4. Babar Road Disp., Health Complex, Babar Road, New Delhi, Ph. No: 23739285
5. HCM Lane Disp., Jan path, New Delhi, Ph. No: 23717670.
6. Bapu Dham Community Centre Disp., New Delhi, Ph. No: 24101218.
7. Golf Link Disp., Golf Link Sadan, New Delhi, Ph. No: 45035078.
8. Lodhi Road Disp., Aliganj, New Delhi, Ph. No: 24652278.
9. East Kidwai Nagar Disp., New Delhi, Ph. No: 20846062.
10. CWC Complex Disp., Sarojini Nagar, New Delhi, Ph. No: 24678905.
11. Netaji Nagar Market Disp., New Delhi, Ph. No: 24673479.
12. Rohini Disp., Rohini Sector-11, New Delhi, Ph. No: - 27570198.
13. Dispensary at Palika Health Complex Dharam Marg, Ph. No: - 24676587.
14. Central Medical Store, Dharam Marg, Chanakya Puri New Delhi, Ph. No: - 24676587.

## **Maternity & Child Welfare Centre**

OPD services – Monday to Friday: 08.30 AM to 4.00 PM  
Saturday: 08.30 AM to 12:30 PM

- Reading Road (Mandir Marg) New Delhi
- Shishu Kalyan Kendra, Gole Market, New Delhi (Polyclinic complex)
- Babar Road, 48 Babar Road, Bengali Mkt., New Delhi.
- Sarojini Nagar, Behind Post Office, New Delhi.
- Kidwai Nagar, C-399, East Kidwai Nagar, New Delhi.
- Golf Link Dispensary Complex, First Floor, New Delhi.
- Palika Health Complex, Dharam Marg, New Delhi.
- Charak Palika Hospital, Moti Bagh, New Delhi

## **D. School Health Services**

OPD services – Monday to Friday: 08.30 AM to 4.00 PM  
Saturday: 08.30 AM to 12:30 PM

- Anchal School, Kautilya Marg (School Health Zone 1)
- Shishu Kalyan Kendra, SBS Marg (SHS Zone 2)
- Golf Link Dispensary Complex. (SHS Zone 3)
- East Kidwai Nagar (SHS Zone 4)
- Dharam Marg, Chanakya Puri (SHS Zone5)
- Bengali Mkt. (SHS Zone 6)
- Reading Road (Mandir Marg) (SHS Zone 7)
- Sarojini Nagar (SHS Zone 8)

## **8. Citizen's interaction**

All the citizens are welcome for interaction between 3.00 PM to 4.00 PM with all related officers/officials in administrative positions regarding any issue/s pertaining to the medical care facilities or by appointment or anytime in case of emergency.

## **9. Postal addresses**

**Main office-** (1). Office of Director, Medical Services

Charak Palika Hospital, Moti Bagh-I, New Delhi-110021

(2). Office of Medical Superintendent (PMH)

Palika Maternity Hospital, Lodi Colony, New Delhi-110003

**Field Units** –As in pre-pages at item 5(D)

## **10. Working Hours**

### **Charak Palika Hospital:**

Monday-Friday: 8.30 AM to 4 PM

Saturday: 8.30 AM to 12.30 PM.

### **Palika Maternity Hospital:**

Monday: Friday 8.30 AM to 4 PM

Saturday :8.30 AM to 12.30 PM.

### **Day-Care Thalassemia center:**

Monday- Friday: 08.30 AM to 4.00 PM

Saturday :08.30 AM to 12:30 PM

### **Dental Clinic, Dharam Marg:**

Monday- Friday: 08.30 AM to 4.00 PM

Saturday :08.30 AM to 12:30 PM

### **Allopathic Dispensaries:**

Monday -Friday: 8.30 AM to 4 PM

Saturday: 8.30 AM to 12.30 PM

### **Palika Kendra Dispensary:**

Monday- Friday: 09:00 AM to 05:30 PM.

### **Administrative and Accounts:**

Monday-Friday: 08:30 AM to 04:00 PM

Saturday: 08:30 AM to 12:30 PM

## **11. Grievances Redressal**

The general public is at a liberty to approach the following officers/officials on all working days between 3.00 PM to 4.00 PM for redressal of their grievances or by appointment or any time on emergency:

- Director (MS)
- CMO (Coordination)
- MS (PMH)
- CMO (Admn.), CPH
- CMO (Admin.), PMH
- CMO (Medical), CPH
- Grievances Redressal Officer (CPH)
- Sr Account Officer (MS)

## **12. Weekly off**

Charak Palika Hospital – **Sunday.**

Palika Maternity Hospital – **Sunday.**

Dispensaries – **Sunday.**

## **13. Contact numbers**

### **Charak Palika Hospital**

Tel: 011-24671109, 011-24671901, 011- 26870934

### **Palika Maternity Hospital**

Tel: No. 24621417, 24654903, 24654904, 24611633

### **Dental Clinic, Dharam Marg**

Tel: 011-20865188

### **Central Medical Store**

Tel: 011-24676587

### **Dispensaries**

Tel: as at item no.5 (D)