

Manual 3

Procedure followed in decision- Making process (Section 4(1)(b)(iii))

Flow process chart for decision-making

There are various steps of decision-making process involved under Medical Services Deptt. / 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 equipment patients' care.
5. Related to maintenance of hospital buildings

(1). Flow process of Patient treatment

S. No.	Activity	Level of action	Time frame/Patient
1.	To get OPD Registration Card or Casualty Registration Card.	Registration Counter Clerk	02-05 minutes
2.	Consult a doctor	Doctor - JR, SR, MO, Specialist, consultant	02-15 minutes
3.	Get Medicine	Pharmacist/Medicine counter	02-05 Minutes
4.	If needed advised investigations	Doctor	03 Minutes
5.	Collection of Sample (During Collection hours)	Lab. Asst.	05- 10 Minutes
6.	Performance of Investigations (Tests on Sample)	Laboratory Technician Checked by Doctor/Pathologist	Few minutes to hours or days (depending on test)
7.	Report of investigations	Lab. Assistant	Next day in routine except in few specialized tests & within few minutes

			to hours in emergency.
8.	X-Ray Registration	X-Ray Tech/counter DEO	05 Minutes
9.	Taking X-Ray Film	X-Ray Tech.	05-10 Minutes
10.	Developing X-Ray Film	CR System Technician	02-05 Minutes
11.	Reporting of X-Ray	Radiologist	05 to 15 Minutes /Next day in Routine cases
12.	Receipt of X-ray Report	X-Ray Tech.	05 Minutes
13.	Patient Requires Expert Opinion	Specialist	10-15 Minutes
14.	ECG examination	ECG Technician	02-05 Minutes
15.	Dressing	Dresser	05-15 Minutes
16.	Advised Operation	Surgical Specialist	Depending on cases
17.	Pre-Anesthetic Check up	Anesthetist	10 -20 Minutes
18.	Admission	Registration Clerk	05-10 minutes
19.	Discharge from Hospital	Junior Resident (JR) / Senior Resident (SR)	15-30 minutes

2. Flow process related to Complaints received:

S.No.	Activity	Level of action	Time frame
1.	Receiving of Complaint at Diary Counter/ email/ CPGRAMS/ PGMS/ LG Listening portal/ NDMC311 etc.	Diary Clerk	02 Minutes
2.	Scrutiny of documents and marking to respective branch	Director (MS)/ CMO	Next day/Same day
3.	Marking to specific person/ Department/ HOD	Director (MS)/ CMO	01-05 Minutes
4.	Seeking explanations from respondent (s).	Director (MS)/ DVO/ CMO	01- 03 days
5.	Receiving explanation	Respondent	03 to 07 Days
6.	Decision Making	Director (MS)/ DVO/ CMO	02 to 03 days
7.	Preparing of letter to Communicate the decision taken to concerned	Dealing Assistant	01 to 02 days
8.	Signatures on Letter / Order	Head of Office	05 Minutes
9.	Dispatch of Order	Diary Disp. Clerk	Same day/ 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	Same day
2.	Scrutiny of Documents and marking to respective branch	Director (MS)/ CMO	Same day/Next day
6.	Dealing with matter and putting up Note for decision	Dealing Assistant/ Clerk	02-03 days
7.	Checking note for factual accuracy	Director (MS)/ CMO	01-02 days
8.	Suggesting appropriate action	Director (MS)/ CMO	01-02 days
9.	Agreeing with decision or discussing alternate action	Director (MS)/ CMO	01-02 days
10.	Preparing of letter to Communicate the decision taken to concerned	Dealing Assistant	01 to 02 days
11.	Signatures on Letter / Order	Director (MS)/ CMO	Same day
12.	Dispatch of Order	Diary Disp. Clerk	Same day/Next day

**4. Flow process related to requirement and purchase of drugs,
surgical material etc., for purchase for patient care:**

S.No.	Activity	Level of action	Time frame
1.	Receiving of requirement of material from departments or other sections	Diary Clerk	Same day
2.	Scrutiny of documents and marking to concern branch/In-charge	Director (MS) /CMO	Same day/Next day
3.	Dispatch to specific Stores Caretaker/ Pharmacist	Diary Dispatch Clerk	Same day/Next Day
4.	Receiving by stores caretaker	Clerk / Pharmacist	Same day
5.	Checking of stock position and calculating previous years consumption	Pharmacist/ Concern Person	01-03 days
6.	Requirements to be procured through Local Purchase on GeM /OM or through tender on OM/GeM.	Clerk / Pharmacist	01 day
7.	Putting up Note for procurement	Clerk / Pharmacist	01-02 days
8.	Checking Note for factual accuracy	CMO/Concern Head	01-02 days
9.	Checking for full observance of codal formalities for expenditure for fund and availability of funds	Assistant Accounts Officer (Nominee of Finance Department)	01-03 days
10.	Administrative Approval and Expenditure Sanction (AA/ES) for purchase of required item	Director (MS) or Competent Authority	01-02 days or depending on approval
11.	Preparing of Supply Order to firm Or on GeM	Clerk / DEO	01 to 03 days
12.	Signatures on Supply Order	Director (MS)	01 day
13.	Dispatch of Order (Or on GeM)	Clerk/DEO	Same day
14.	Receiving of material supply in Stores (CMS)	Pharmacist (CMS)	05-10 days
15.	Verifying that Material is as per Supply Order	CMO I/C CMS with the help of APSC/ User Deptt.	Few hours to few days

16.	Entering material in stock register	DEO/ Pharmacist	01 day
17.	Verifying on body of bill	CMO I/C of CMS	01-02 days
18.	Put up for Expenditure Sanction (Work orders/Bills)	Clerk / Pharmacist	01-02 days
19.	Submission of Bills for payment to Account Branch.	Clerk/Pharmacist	Same day/Next Day
20.	Checks all entries and process for payment of Bills.	CMO I/C of CMS	01-02 days
21.	Process of payment in Account branch for disbursement to Vendor	AO/AAO/Concern Auditors	After 02 to 07 days
22.	Final payments	AO/AAO	Same day/next day

5. Flow Process Related to Maintenance of Hospital Building

S.No.	Activity	Level of action	Time frame
1.	Receiving of demand/request for repair or addition or alteration in building from various in-charges	Diary Clerk	05-10 Minutes
2.	Marking to respective CMO	Director (MS)	01 day
3.	Examination of the demand/proposal/request	CMO/Clerk	Same day
4.	Puts up on file with Note/e-File	Clerk	01 day
5.	Takes decision for type of work required	Director (MS)/ CMO	01 day
7.	Approval and submission to the concern Department i.e., Civil, Electrical, etc.,	Director (MS)/CMO	01 day