

GOVT. OF NCT DELHI
OFFICE OF THE MEDICAL SUPERINTENDENT
RAO TULA RAM MEMORIAL HOSPITAL, JAFFARPUR NEW DELHI-110073

[Section 4 (1)(b)(i)]

Particulars of organization, Functions and Duties

- **Aims and Objectives of the organization:**

The Aim and Objective of Rao Tula Ram Memorial Hospital is to provide secondary level preventive, promotive and curative healthcare services for the wellbeing of the citizens of South West Delhi. The adjoining areas of Haryana are also benefited. The hospital also implements National and State Health Programmes of Govt. of Delhi and Central Government such as Pulse Polio Programme, Janani Shishu Suraksha Karyakram (JSSK), Janani Suraksha Yojna (JSY), Cancer Control Programme, Immunization Programme including HPV, NCD, NCPB, NPPCD, NRCB, PMJAY, DAK, TB Mukht Abhiyan etc. Besides this, one Polyclinic is operational at Najafgarh, being administered by this hospital. This too provides multi disciplinary OPD services.

- **Mission / Vision:**

Rao Tula Ram Memorial Hospital is a Multi Speciality-Multi System Hospital with allopathic, Homeopathic and Ayurvedic Services. It provides Secondary level health care by providing OPD services in following disciplines: -

General Medicine, General Surgery, Orthopedic Surgery, Physiotherapy, Obstetrics and Gynecology(O&G), Pediatrics, Eye, E.N.T, Skin, Dental, Pathology, Biochemistry, Microbiology, Blood Storage, Radiology, Anesthesia, DOTS, Homeopathy and ISM(Ayurveda).

Indoor services in Medicine, Surgery, Obstetrics and Gynecology, Orthopedics, Surgery, Pediatrics, Eye, ENT disciplines including OT services.

Accident and Emergency services also available round the clock.

- **Brief history and Background:**

The Hospital is named in the memory of legendary freedom fighter **Rao Tula Ram** (9 December 1825 - 1863).

The hospital is located in Village Jaffarpur Kalan of South-West District of Delhi. It is located approx. 8 KM from Najafgarh. This hospital is one of the five peripheral hospitals envisaged in early eighties to reduce overcrowding in larger central hospitals and to provide secondary health care to the people nearer to their place of residence. The Hospital Cell of Directorate of Health Services (DHS) GNCTD oversaw its plan and construction. It prepared the manpower and equipment plans and got approval of the EFC of Delhi Govt. RTRM Hospital. The hospital was

GOVT. OF NCT DELHI
OFFICE OF THE MEDICAL SUPERINTENDENT
RAO TULA RAM MEMORIAL HOSPITAL, JAFFARPUR NEW DELHI-110073

constructed through PWD and started functioning as a Polyclinic in 1989. Initially it functioned only during day time and was under the control of DHS. The Indoor services with 25 beds came up in 1995 and after four years in the year 1999, all 100 beds were commissioned. In the year 2006 alongwith other hospitals, this hospital was also brought under the control of Health & FW Dept. GNCT Delhi and Medical Superintendent was designated as HOD with financial powers.

At present the Hospital is providing following Services to the patients:

OPD Services in Medicine, Surgery, Orthopedics, Pediatrics, Eye, ENT, Skin, Gynae. & Obstetrics, Dental, Homeopathic and ISM (Ayurvedic).

IPD Services 100 beds, Wards (Bed strength: Medicine-17, Surgery-10, Obst. & Gynae-31, Pediatrics-26, Orthopaedics-09, Eye-04, ENT-03, Casualty-10

24 Hours Emergency & Casualty Services.

24 Hours Paediatrics Emergency Services.

24 Hours Emergency OT.

24 Hours Labour Room and Nursery Services.

24 Hours Laboratory & X-Ray Services.

24 Hours Ambulance Services.

24 Hours Blood Storage Services.

Routine OT Services.

Chest clinic Services.

NCD clinic includes Diabetic, Hypertension and Cancer Detection Clinic. Antenatal Clinic.

IYCF Clinic

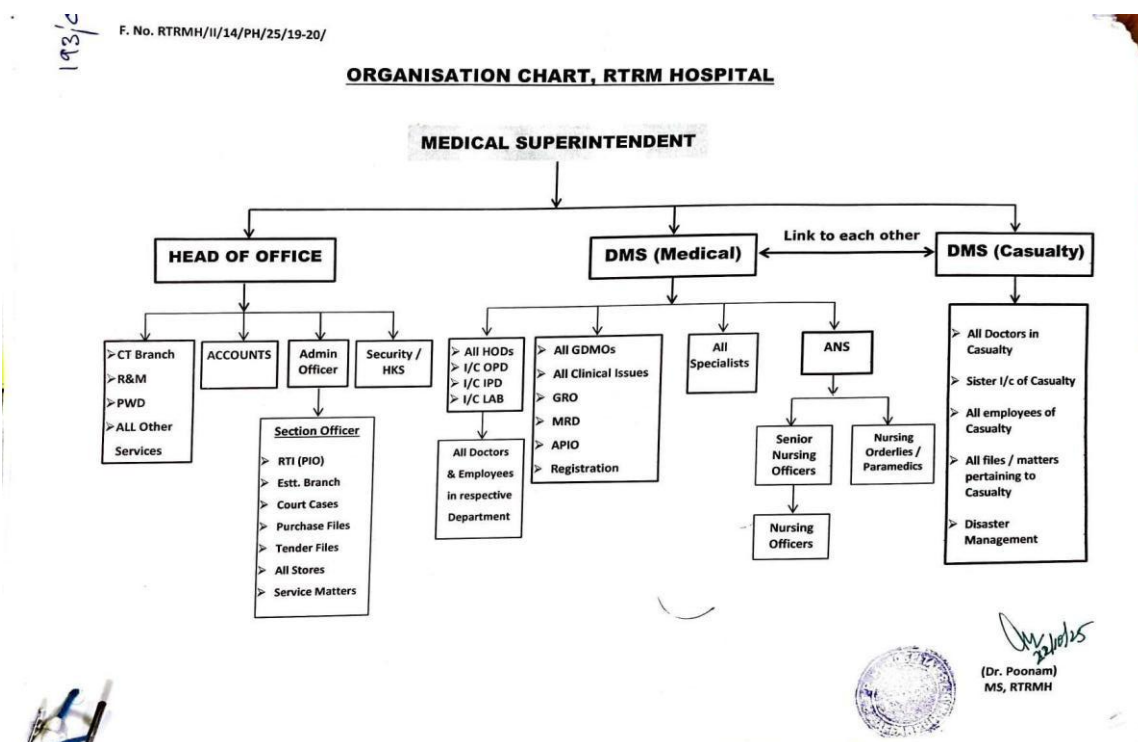
Physiotherapy & occupational Therapy.

PPTCT, ICTC.

Utmost efforts are made to provide all the above services round the year.

GOVT. OF NCT DELHI
OFFICE OF THE MEDICAL SUPERINTENDENT
RAO TULA RAM MEMORIAL HOSPITAL, JAFFARPUR NEW DELHI-110073

Organization Charts:



The Hospital functions under the Ministry of Health of Government of N.C.T. of Delhi under control of Secretary (Health & Family Welfare), I.P. Estate, New Delhi 110002.

• **Allocation of business:**

(A) Medical superintendent:

- Supervision of all Hospital activities
- Implementation of Government Policies (National and State run) Public Health Programmes
- Human Resource Planning and Management
- Financial Planning and Management
- Monitoring of all health care delivery facilities
- First Appellate Authority of RTI matters
- Coordination with higher authorities of Health & Family Welfare Deptt. And other Govt. agencies.
- Formulation of policies at Hospital level to improve quality of services.

GOVT. OF NCT DELHI
OFFICE OF THE MEDICAL SUPERINTENDENT
RAO TULA RAM MEMORIAL HOSPITAL, JAFFARPUR NEW DELHI-110073

(B) Head of the Office / DMS(A):

- General Administration of the hospital
- Proper utilization of human resources in consultation with MS
- Execution of orders of Medical Superintendent.
- Co-ordination of Audit of Hospital.

(C) DMS

- Supervision of Hospital clinical functions.
- Execution of orders of Medical Superintendent.

(E) Office Superintendent:

- Supervision of administrative functions
- Execution of instructions given by M.S. and H.O.O.

(F) Assistant Accounts Officer:

- Supervising Salary and Contingency Expenditure
- Monitoring purchases and ensuring observance of financial rules, codal formalities as per latest laid down procedure
- Planning budget.
- Drawing and Disbursing Officer.

(G) Heads of the Clinical Departments:

- Overall management of respective department.
- Effective and efficient utilization of all resources including human and material to deliver quality and prompt services to the patients attending to their department.
- Others works assigned by M.S from time to time

(H) ANS

- To control, deploy and supervise nursing staff & nursing orderlies
- **Duties to be performed to**
- **achieve the mission:**

The hospital offers Out Patient, In patient and Emergency (round the clock) services. Patients attend the OPD between 8 A.M. to 2 PM (Monday to Friday) and 8 A.M. to 1 PM (Saturday) on all working days and in case of emergencies, the Casualty department, which functions round the clock on all days of the year.

- **Details of services rendered:**

GOVT. OF NCT DELHI

RAO TULA RAM MEMORIAL HOSPITAL, JAFFARPUR NEW DELHI-110073

Following Specialties are available in this Hospital:

- Medicine
- Surgery
- Obstetrics and Gynaecology
- Pediatrics
- Orthopaedics and Physiotherapy
- E.N.T.
- Ophthalmology
- Microbiology
- Blood Storage
- Pathology
- Radiology - X-Ray (available in Hospital)
Ultrasound, CT and MRI (through DAK/EWS)
- Anesthesia
- Dental
- DOTS
- Homeopathy
- Indian Systematic Medicine (Ayurvedic)
- Polyclinic at Najafgarh

- **Facilities available in the hospital:**
 - Out Door Treatment (OPD)
- Indoor treatment (Patients are admitted from O.P.D. or Casualty)
- Lab. services like - ○ Pathology & Biochemistry ○ Microbiology ○
Radiology
- Pharmacy for Issue of free Medicines
- Operation Theatre facilities
- Labour room (round the clock)
- Emergency services (round the clock)
- Mortuary & Postmortem service

- **Facilities will be available in future in the hospital on outsource basis:**
- USG, CT, MRI, DCCC and Dialysis Unit

Support services:

Laboratory services (Pathology, Bio-Chemistry and microbiology), Physiotherapy, occupational therapy, Forensic Medicine. The hospital is attached with five police stations and post mortems are conducted during day time only.

GOVT. OF NCT DELHI
OFFICE OF THE MEDICAL SUPERINTENDENT
RAO TULA RAM MEMORIAL HOSPITAL, JAFFARPUR NEW DELHI-110073

Ancillary services:

Laundry, CSSD, MRD, Repair & maintenance, Kitchen, Stores, Purchase. Other services: Help Desk

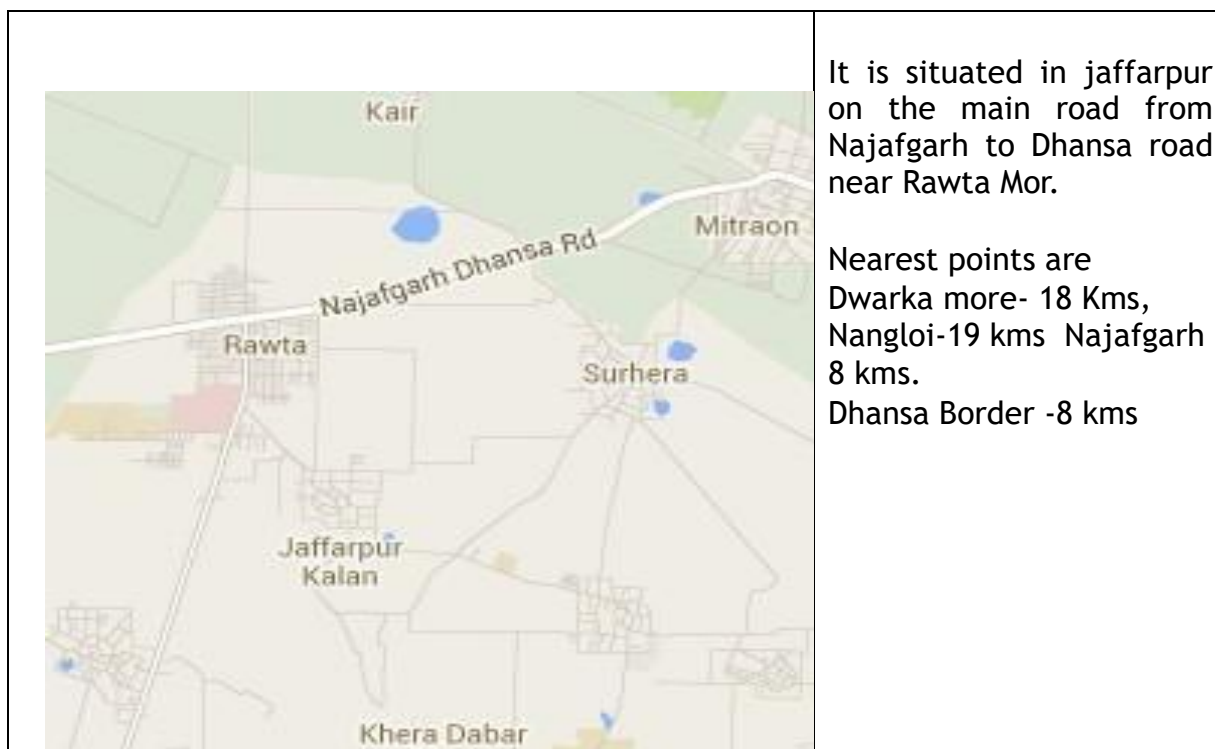
Public participation/Bhagidari, Rogi Kalyan Samiti of Rao Tula Ram Memorial Hospital has been constituted as per society Regd. Act. Under the Chairmanship of local MLA with other officers' members and 12 non official members from R.W.A/ NGO of local area.

The aim and objective of this committee is to provide suggestion and take active part for better health care delivery to the public including resource generation and proper utilization of resources.

- **Postal address of the main office, attached/subordinate office/field units etc.**

Main Office: Rao Tula Ram Memorial Hospital
Jaffarpur Kalan, New
Delhi-110073.

- **Map of office location: [DELHI Location on City map:](#)**



Bus Routes:

S. No	Route no	From	To
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RAO TULA RAM MEMORIAL HOSPITAL, JAFFARPUR NEW DELHI-110073

1	821	Tilak Nagar	Jaffarpur Village
2	822	Tilak Nagar	Issapur Village
3	827	Tilak Nagar	Dorala Border
4	835	Tilak Nagar	Dhansa Border
5	836	Tilak Nagar	Mundela Khurd
6	844	Najafgarh	Sarangpur
7	878	Najafgarh	Malikpur Village

- **Working hours both for office and public:**

Monday to Friday

Office: 9 A.M. To 4 P.M. O.P.D. 8 A.M. To 2 P.M.

Laboratory 9 A.M. To 4 P.M. (Sample collection from 8 A.M. to 12 P.M.)

NCD clinic 1 P.M. To 3 P.M. (Monday to Friday)

Ante Natal Clinic 8 A.M. To 2 P.M. (Monday to Friday)

Saturday

Office: 9 A.M. to 1 P.M. O.P.D. 8 A.M. to 1 P.M.

Laboratory 9 A.M. to 1 P.M. (Sample collection from 8 A.M. to 11 A.M.)

OPD Registration Timings:

Monday to Friday - 7.30 am to 12.00 pm.

Saturday - 7.30 am to 11.00 am

Senior Citizen clinic on every Sunday from 10 A.M. to 12 P.M. except Govt. holiday.

Casualty Open 24 Hours

- **Public interaction, if any:**

This Organization is oriented to provide health and family welfare services to the general public.

Grievance Redressal Officer :

Name : **Dr. Attar singh Yadav**

Designation : **CMO (NFSG)**

Contact No. : **01120895186/5171, Mob. -7835064114**

Mechanism for redressal of Grievance/Complaint in the hospital:

If a person has any grievance with regard to the hospital facility, he/she may approach the following for redressal of the same:

- (i) HOD of the concerned Department

GOVT. OF NCT DELHI
OFFICE OF THE MEDICAL SUPERINTENDENT
RAO TULA RAM MEMORIAL HOSPITAL, JAFFARPUR NEW DELHI-110073

- (ii) Officer Incharge of OPD/Casualty
 - (iii) Dy. Medical Superintendent (Administration)/(Medical)
 - (iv) Head of Office of the hospital
 - (v) Medical Superintendent
- In case the applicant/complainant has no time to personally follow his/her complaint, he/she may also drop his written complaint into the Complaint/Suggestion Boxes installed at various locations of the hospital, such as OPD, all Wards, Casualty etc.
 - A complainant may also submit his/her complaint through PGMS Module under the direct monitoring of office of the Hon'ble Chief Minister, Delhi or complaint may also be submitted through official email ID of the Medical Superintendent, RTRMH.

Official's Grievance :

Any official having grievance/complaint, may complaint in writing for redressal of the grievance addressing the higher authorities.

Harassment of Women :

There is a Sexual Harassment Committee in the hospital under the chairpersonship of Dr. Shruti Joshi Dabral, Deptt. of Obs & Gynae which looks into complaints related to the female sexual harassment pertaining to this hospital.