

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

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

**Procedure followed in decision -making process**

**Flow Process Chart for decision-making**

There are various sorts of decision making process involved in the hospital

- 1) Related to patient management
- 2) Related to complaints received
- 3) Related to letters or Orders received in Admin Branch
- 4) Related to Requirements and purchase of Drugs. Surgical Materials or Equipments for Patients care.
- 5) Related to Maintenance of Hospital Buildings
- 6) Related to RTI Matters

**1) Flow Process of Patient Treatment**

S.No	Activity	Level of Action	Targeted Time*
1	To get Registration and Treatment Card prepared : Either in OPD or Casualty (for urgent attention)	Registration Clerk	2-5 Minutes
2	Consult Doctor	Doctor (JR, SR, MO or Specialist)	2-15 Minutes
3	Get Medicine	pharmacist	10-15 Minutes
4	If needed Advised Investigations	Lab. Asst.	5 Minutes
5	Collections of samples (During Collection hours)	Lab. Tech. Checked by Pathologist	5 Minutes
6	Performance of investigations (Tests on Samples)	Lab. Asst.	5 Minutes to 2 Hours
7	Report of Blood or Urine Test	X-Ray Tech.	Next Day in routine cases
8	X-Ray Registration	X-Ray Tech.	5 Minutes
9	Taking X-Ray Film		10 Minutes to 2 Hours (IVP) etc.
10	Developing X-Ray Film		30 Minutes
11	Reporting of X-Ray		5 to 15 Minutes
12	Report of X-Ray	X-Ray Tech.	Next Day in routine cases
13	Patient Requires Expert Opinion	Specialist	5-10 Minutes
14	Dressing	Dresser	15 Minutes
15	Advised Operation	Surgical Specialist	10 Minutes
16	Pre Anaesthetic check up	Anaesthetist	10 to 20 Minutes
17	Admission	Registration Clerk	15 Minutes
18	Discharge from Hospital	Junior/ Senior	20-30 Minutes

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	Resident	
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\*Note: Time frame may vary depending upon work load.

**2) Flow Process Related to Complaints received**

S.No	Activity	Level of action	Time frame
1	Receiving of Complaint at diary Counter or Complaint Box	Diary Clerk	Same Day
2	Scrutiny of Documents and marking to respective branch	Medical Superintendent	Same Day
3	Dispatch to dealing assistant	Diary Dispatch Clerk	Same Day
4	Dealing with matter and putting up note for decision	Dealing Assistant	Same Day
5	Asking explanation from respondent	Grievance Officer	2 to 3 Days
6	Receiving Explanation	Respondent	4 to 7 Days
7	Decision Making	Medical Superintendent	2 to 3 Days
8	Preparing of letter to Communicate the decision taken to concerned	Dealing Assistant	1 to 2 Days
9	Signature on Letter/ Order	Head of Office	Same Day
10	Dispatch of order	Diary Dispatch Clerk	Same Day

\*Note: Time frame may vary depending upon work load.

**3 Flow Process Related to Admin Branch**

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	Medical Superintendent	Same Day
3	Marking to specific Dealing Assistant	Office Superintendent	Same Day
4	Receiving by Dealing Assistant	Clerk	Next Day
5	Dealing with matter and putting up note for decision	Dealing Assistant	1 to 2 Days
6	Checking note for factual accuracy	Office Superintendent	Same Day
7	Suggesting appropriate action	Head of Office	Same Day
8	Agreeing with decision or discussing alternate action	Medical Superintendent	1 to 2 Days

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9	Preparing of letter to Communicate the decision taken to concerned	Dealing Assistant	1 to 2 Days
10	Signature on Letter/ Order	Head of Office	Same Day
11	Dispatch of order	Diary Dispatch Clerk	Same Day

\*Note: Time frame may vary depending upon work load.

**4) Flow Process Related to Requirement and purchase of Drugs, Surgical Material or Equipments for Patients care.**

S. No	Activity	Level of action	Time frame
1	Receiving of Requirement of material from doctors or other sections	Diary Clerk	Same Day
2	Scrutiny of Documents and marking to respective branch	Medical Supdt./DMS	Same Day
3	Dispatch to specific stores caretaker	Diary Dispatch Clerk	Same Day
4	Receiving by store keeper	Store keeper	Same Day
5	Checking of Stock Position and calculating previous years consumption	Store keeper	Same Day
6	Checking note for factual accuracy & need for requirement	M.O.I/C of concerned stores	1 Day
7	Dispatch to D/A-Purchase	M.O.I/C of concerned stores	Same day
8	Checking if approved rates are available which can be either of this hospital or DHS or any other hospital of Govt. of N.C.T. if yes then go to step no. 11	D/A-Purchase	1-2 Days
9	If no rates are available then check urgency from concerned person and take permission of Medical Superintendent for Step No. 10	D/A-Purchase	1 day
10	Urgent Requirements to be procured through Local Purchase within limit of Rs. 15000/-	D/A-Purchase	Upto 2 days
11	Putting up note for procurement	D/A-Purchase	Same Day
12	Overall checking of	Purchase	1 to 4 Days

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	requirement and rates etc.	Committee	
13	Checking for full observance of CODAL FORMALITIES for expenditure from Governments fund and availability of funds	Assistant Account Officer (Nominee of Finance Department)	1Day
14	Administrative Approval and Expenditure sanction for purchase of required item	Medical Superintendent	Same Day
15	Preparing of Supply Order to Firm	D/A-Purchase	1 to 2 Days
16	Signature of Supply order	Purchase Officer	Same Day
17	Dispatch of Order	Diary Dispatch Clerk	1Day
18	Time taken by supplier	Supplier/Vendor	1 day to 3 months- as per tender conditions
19	Receiving of Material Supply in stores	Store keeper concerned	1Day
20	Verifying that Material is as per Supply Order	Inspection Committee along-with M.O.I/C stores with help of Requisitioning Doctor, if required	1-2 Days
21	Entering material in stock register	Store keeper concerned	1-2 Days
22	Verifying on body of bill	Store keeper concerned	1-2 Days within the date of receipt
23	Check all Entries and verifying bill	M.O.I/C of concerned stores	Same Day
24	Bill sent to Purchase Deptt.	D/A-Purchase	1 day
25	Putting up bill on file and verification	D/A-Purchase and Purchase Officer	1 day
26	Cross Check by Accounts functionary	Assistant Account Officer	1-2 Days
25	Verification of note	DMS	Same Day
26	Issue of Expenditure Sanction	HOO	1Day
28	Preparation of Contingency Bill	Clerk	Same Day
28	Checking and signing of Bill	Assistant Account Officer (DDO)	Same Day
28	Submission to Pay and Accounts Office for Preparation of Cheque	Cashier	On fixed Days
29	Receiving of Cheque from P.A.O	Cashier	After 2 to 3 Days
30	Issue Of Cheque to Supplier	Cashier	Within a Week
31	Payment Through ECS	PAO	As Per RBI

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\*Note: Time frame may vary depending upon work load.

**5) Flow Process Related to Maintenance of Hospital Building**

S. No	Activity	Level of action	Time frame
1	Receiving of Demand for Repair or Addition or Alteration in building from various in charges	Diary Clerk	Same Day
2	Scrutiny of Documents and marking to respective branch	MS/DMS	Same Day
3	Marking to (PWD)	MS/ DMS	Same Day
4	Marking to Caretaker of clerk Dealing with PWD of hospital	Nodal Officer (PWD)	1Day
5	Puts up on file with note	Dealing Clerk	1-2 Days
6	Take decision for type of work required	MS/DMS	1-2 Days
7	Taking Approval for the work	MS/DMS	1 Day
8	Approval and Sanction of the work	Medical Superintendent	Same day
9	Sanction Order for Work execution is prepared	Clerk	1-2 Days
10	Signing of Sanction Order for PE	HOO	1 Day
11	Dispatch to A.E. PWD Elect or Civil	Dispatch Clerk	Same Day
12	Petty repair and maintenance works	Concerned area incharge through complaint book	Same day

\*Note: Time frame may vary depending upon work load and nature of work.

**6) Flow Process Related to RTI Matter**

S. No	Activity	Level of action	Time frame
1	RTI Applications	Diary Clerk	Same Day
2	Marking to APIO	MS	1 Day
3	Scrutiny of Applications & sending to PIO	APIO	1 to 2 Days
4	Marking to various Officers (Deemed PIO)/Transferred out	PIO	1 to 2 Days
5	Submission of replies	Various Officers (Deemed PIO)	3 to 5 Days
6	Scrutiny/Consolidation of replies & sending to APIO for final reply	PIO	1 to 2 Days

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7	Preparation of final Reply & sending to PIO for final sign.	APIO	1 to 2 Days
8	Final Scrutiny/sign & sending to APIO for Dispatch	PIO	Same Day
9	Reply Dispatched to Applicant	APIO	1 Day

\*Note: Time frame may vary depending upon work load.