

Lal Bahadur Shastri Hospital
Govt. of NCT of Delhi
Khichripur, Delhi – 110091

Manual 1
[Particulars of organization, functions and duties]
[Section 4(1)(b)(i)]

1.	Aims and objectives of the Organization	To provide Promotive, Preventive and curative services to the masses.
2.	Mission/Vision	Health promotion, remission and Health Education
3.	Brief history and background for its establishment	<p>1. Lal Bahadur Shastri Hospital is a secondary level multi-specialty hospital with 100 sanctioned beds (functional 188 beds). It is situated at Khichripur, in Trans Yamuna area of Delhi. It caters to East District of Delhi. It was commissioned in December, 1991 with OPD services only, Indoor services were started w.e.f. 11.10.1996 and fully functional w.e.f. 22.06.1999</p> <p>2. The Hospital caters to whole of East District of Delhi with more than 15 lacs population, other Trans Yamuna in Delhi, adjoining areas from NOIDA, Ghaziabad, Khora and other areas of Uttar Pradesh and other adjoining states.</p> <p>3. All the health services are provided FREE OF COST.</p> <p>4. There is central computerized registration counter for OPD during hospital timings. Average waiting time for registration is 10 minutes.</p> <p>5. Emergency & Casualty services are available in specialties 24 hours in casualty / emergency.</p> <p>6. OPD Registration timings are 8:30 A.M. to 12:00 Noon on weekdays and 8:30 a.m. to 11:30 a.m. on Saturdays</p> <p>7. Medicines are available at pharmacy counter free of cost</p> <p>8. Indoor patient facilities are available in this hospital</p> <p>9. 24 hours blood bank facilities are available in this hospital</p> <p>10. 24 hours laboratory services are available in laboratory block</p> <p>11. Immunization and pharmacy facilities are available during the working hours.</p>
4.	Organization Charts	This hospital has following department such as:- Medicine, Surgery, O&G, Ortho, Paeds, Eye, ENT, Skin, Dental, Radiology, Anaesthesia, Pathology, Microbiology, Casualty, Blood Bank, Medical Board, DOT Centre, Mortuary, Establishment and Accounts.
5.	Allocation of Business	Operation, Investigation and Medical treatment
6.	Duties to be performed to Achieve the mission	Duties to be performed Department wise
7.	Details of service rendered	Investigative, preventive, disability services and curative service
8.	Citizens interaction	At three levels i.e. O.P.D., Emergency, Inpatient
9.	Postal Address of the main Office, attached/subordinate office/field units etc.	Lal Bahadur Shastri Hospital, Khichripur, Delhi – 110091
10.	Map of office location	Available in the office
11.	Working hours both for office and public	9:00 A.M. to 4:00 P.M (Monday to Friday) 9:00 A.M. to 1:00 P.M.(Saturday) Emergency : 24 hours
12.	Public interaction, if any	Three level i.e. O.P.D., Emergency and Inpatient
13.	Grievance redress	Complaint boxes have been placed at strategic places.