

**OFFICE OF THE MEDICAL SUPERINTENDENT
ATTAR SAIN JAIN EYE & GENERAL HOSPITAL
GOVT. OF NCT OF DELHI
LAWRENCE ROAD, NEW DELHI-110035
Phone No.: 011-27188342, Fax No.: 27106441
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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 in the areas in and around Lawrence Road, Delhi
2	Mission/Vision	<ol style="list-style-type: none"> 1). To Be The Centre of Excellence in Ophthalmological Treatment Facilities 2). To Cultivate an Environment of Trust, Honesty, Mutual Respect, Equality and Ethics 3). To Work Continuously to Improve, Sustain Clinical Outcomes, Patient Safety & Patient Satisfaction 4). To Ensure Supply of Quality Essential Drugs To All Free of Cost and Promote Rational Use of Drugs 5). To Serve With Patient's First - Motto And to Work Towards a Patient's Centered Care
3	Brief History and Background for its establishment	<p>Initially donated to Delhi Govt by Charitable Trust on 16.06.1999 ASJ Hospital started OPD services in specialties i.e. Medicine, & Ophthalmology. It gradually progressed and expanded its services and as on date following services are available.</p> <ol style="list-style-type: none"> 1. OPD services on daily basis. 2. Indoor Services- 30 beds 3. Diagnostic services ECG and Pathology Lab. Services including FNAC. 4. Supportive services - Pharmacy. 5. OT services -Eye OT, Minor Procedure room. 6. Injection Room 7. Public address system through Fire Department for important announcement/ information to the patients & health education. 8. Display board for available drugs in the OPD area. 9. Computerized Registration for OPD, Emergency & Indoor admissions. 10. Online OPD Registration through website, GNCT of Delhi. official 11. Online Public Grievance Redressal System through GNC T of Delhi website. 12. Aayush Clinic with Homeopathy, Ayurvedic & Unani OPD Services under Directorate of Aayush, GNCT of Delhi.
4	Organization Chart	Annexure-I
5	Allocation of Business	Lawrence Road, Keshavpuram
6	Duties to be performed to achieve the mission	<p>Administrative-Establishment, Accounts</p> <p>Medical Record Department, Care Taking Branch, Purchase Section, Stores.</p> <p>Clinical-Patient care in OPD, IPD Room, Diagnostic facilities and OT Services.</p> <p>Supportive- Pharmacy</p>

7	Details of services rendered	Annexure-II
8	Citizens interaction	At Six levels i.e O.P.D, Indoor, OTs, PAC. Diagnostic Departments & Public Grievance Redressal Forum. Public can meet the Grievance Redressal Officer, HODs and Medical Superintendent of the hospital during designated hours or as and when required, Online Grievance Redressal System/PGMS GNCT of Delhi, RTI.

9	Postal Address of the main office, attached/subordinate office/field units etc.	Attar Sain Jain Eye & General Hospital, Govt. of NCT of Delhi Dr. Lohia Industrial Area, Lawrence Road, New Delhi-110035
10	Map of the Office Location	Annexure-III
11	Working Hours both for Office and Public	9:00 am. to 4:00 p.m. - Monday to Friday 9:00 a.m. to 1:00 p.m. Saturday
12	Public interaction, if any	At five levels i.e. O.P.D, Indoor, OTs, Diagnostic Departments & Public Grievance Redressal Forum, Public can meet the Grievance Redressal Officer, HODs and Medical Superintendent of the hospital during designated hours or as and when required.
13	Grievances Redressal Mechanism	Complaint boxes have been placed at all prominent places. Hospital has also notified one Grievance Redressal Officer to look in to the public complaints. Complains are also forwarded online by the GNCTD under PGMS.

DETAILS OF SERVICES AVAILABLE

E (1) Specialties Available (Please mark Yes or No)

S.No.	Spl.	OPD
1	Medicine	Yes
2	Ophthalmology	Yes
3	Homeopathy	Yes

E (2) Specialties Available (Please mark Yes or No)

S.No.	Spl. Clinic	Yes/No	Weekdays
1	Hypertension Clinic	Yes	Mon, Wed (A/N)
2	Diabetes Clinic	Yes	Mon, Wed (A/N)
3			

F. IPD SERVICES

S.No.	IPD Services	Yes/No	30 Beds Functional
1	Details	Yes, 9-4 pm	30 (Eye)

G. OPERATIONAL FACILITIES

S.No.	Services	Available / NA
1	No. of Operation Theaters	01

H. OTHER FACILITIES

S.No.	Facilities	Yes/No	Details
1	Incinerator	No	
2	Autoclave	Yes	Waste disposal outsourced
	Shredder	Yes	
3	Housekeeping	Yes	Outsourced
4	Conference Room	Yes	
5	Facilities for disabled persons		
	Ramp	Yes	
	Public Address System	Yes	
	Signages	Yes	
6	Sexual harassment committee at workplace	Yes	
7	Hospital Advisory Committee	Yes	
8	Rogi Kalyan Samiti	Yes	

I. NATIONAL /STATE PROGRAMMES

	Participation in		Any Details/achievements
	Pulse Polio Immunization Program	Yes	
	National Blindness Control Program	Yes	
	Motiyabind Mukti Abhiyan	Yes	
	Community Health Education	Yes	
	Other National/State Programmes e.g. Leprosy Eradication, AIDS Control Programme, Revised National Tuberculosis Programme etc.	Yes	



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