

Updated on 10/06/25  
**OFFICE OF THE MEDICAL SUPERINTENDENT**  
**ATTAR SAIN JAIN EYE AND GENERAL HOSPITAL**  
**MOTI NAGAR, NEW DELHI – 110015.**

Particulars of Organization, functions and duties (Section 4(1)(b)(i))

**Manual – 4**

**Norms set for discharge of functions: -**

1. Patient examination, investigation and treatment in Casualty, indoor and Medico-legal/ Medical Board as per standard protocols laid down in medical text books.
2. Record Room- as per annexure enclosed.
3. Purchase Section: As per the Rules laid down in GFR
4. Planning Section: As per the requirements.
5. Accounts and Audit Section: As per the requirements
6. Clinical meetings: CME/ Seminars/ Conferences/ Training Sessions are organized at regular intervals and rare and interesting cases are discussed among faculty members including resident doctors.

The norms set for Eye and General Medicine department of Attar Sain Eye and General Hospital are as under:

| OPD    |   |   |  |
|--------|---|---|--|
| S. No. | Activity  | Time frame/Norm   | Standard/Remarks                                     |
| 1.     | <b>OPD activities</b><br>a) Eye<br>b) <b>General Medicine</b> | All OPD run from Monday to Saturday between 8.00 AM to 1.00 PM<br><br>The registration runs from Monday to Friday 8.00 AM to 12.00 PM and on Saturday 8.00 AM to 11.00 AM |  |
| 2.     | Pharmacy  | 5 minutes for each patient  |  |
| 3.     | Centralized Blood Collection<br>For Pathology dept.           |   | 50 to 60 samples are taken each day.                 |
| 4.     | Grievances redressal officer/Nodal Officer (OPD)              |   | Grievances are looked into and addressed immediately |

## **REIMBURSEMENT OF MEDICAL CLAIM FOR DGEHS BENEFICIARIES**

This claim is towards re-imbursement of the expenses, on indoor/outdoor treatment, on medicines, diagnostic tests, room charges etc. incurred by the claimant, on the prescription of the AMA.

### **Procedure: -**

The application form along with following documents are to be submitted directly by the applicant in R&I Branch:-

1. Revised Medical form for reimbursement.
2. Modified check list.
3. Bill summary.
4. Treatment summary form.
5. Dependency Certificate.
6. Copy of DGEHS card.

### **Time frame:**

The bills are processed for counter signature & are sent back to the applicant within 7-10 days.

Shortcomings observed in scrutiny and processing, are communicated to the applicant for the needful.

### **Contact/Status Inquiry: -**

Dealing Assistant (DGEHS)  
Establishment Branch.

### **For Suggestions/Grievance: -**

Please contact any of the following officers.  
Dr. Pankaj Kumar, CMO  
Medicine OPD, ASJH.

### **FAQ**

Q. Can there be any deduction in my Medical claim?

Ans. Yes, as per the essentiality of the medicine / tests and the ceilings thereupon if any, as per relevant acts & rules & various orders issued from time to time.

## **APPLICATION UNDER RIGHT TO INFORMATION ACT.**

Patients or other members of public can seek various types of information, like, copy of case record, copy of discharge slip, death form etc under RIGHT TO INFORMATION ACT, 2005.

**Procedure: -** The Application either online or offline in the prescribed format is to be submitted to the PRO, available in the OPD Enquiry. The application should carry the reference numbers – CR number etc & should also be duly signed by the applicant seeking the information. PRO offers all the possible assistance in filing up of the application form.

### **Fee :-**

Rs. 10/- is charged for the first page and Rs. 2/- per page for additional pages.

### **Time frame: -**

Requisite information is provided within maximum of 30 days.

### **Contact/Status Inquiry: -**

Public Information Officer  
Dr.Pankaj Kumar, CMO

### **FAQ**

Q. Can I get the copy of Medical record?

Ans. Can be given to patient's own request.

Q. Can I get records of any other person?

Ans. No, the records of patients are confidential and provided only to the patient or his /her duly authorized attendant.

Q. Can the information be denied?

Ans. Yes, if the competent authority decides so. The reasons for not providing the information are duly communicated in writing.

**Photocopy of Case-Sheet/any other document under RTI.**

|    |  |           |   |         |
|----|--|-----------|---|---------|
| 1. | Application on prescribed proforma Received by PRO and deposition of application fee               | 1 day     |   | Remarks |
| 2. | Diary the file and authorized officer marks it to concerned dealing assistant.                     | 3 hrs-day | Diary No. issued with date of receipt.  |         |
| 3. | DA after scrutiny gives particulars of the desired document to concerned official for retrieval    | 1 day     | Duly entered in register.   |         |
| 4. | Authorized officer issues instructions to DA for photocopying the desired document.                | Next-day  |   |         |
| 5. | Photocopying of desired document and places it before HOD.   | Same day  |   |         |
| 6. | Authorized Officer issues instructions to DA to send papers to PRO with photocopy of the document. | Next-day  | The original document is returned back to concerned official for placing it in record room. |         |
| 7. | PRO Counts the no of photocopied papers and gets its fee per page deposited.                       | 2 hr.     | Time depends on the deposition of fee by applicant.   |         |
| 8. | The photocopy of the desired document is collected by applicant.                                   | 2-3 hours | Delivery time depends when the applicant comes for collection of photocopied documents.     |         |

Department of Pharmacy

| S.No. | Activity  | Time frame/Norm | Standard/Remarks |
|-------|---|-----------------|------------------|
| 1.    | Make/prepare the weekly indent on separate indent books (General/special Medicines) and enter in stock register which are received. | 1 hour          |                  |
| 2.    | Distribute the indented medicines to the patients against OPD card and special Drug form.   | 4 hours         |                  |
| 3.    | The special drug forms are tagged and marked serial numbers on the SDF.   | 1 hour          |                  |
| 4.    | The General medicines are distributed against OPD cards and registration no of the cards noted against the medicine issued.         | 4 hours         |                  |
| 5.    | The special drug forms are tagged and maintain the accounts of medicines issued against the same.                                   | 1½ hours        |                  |
| 6.    | After maintaining the accounts of medicines (General-Special), the issued medicines are deducted from the stock register.           | 1 hour          |                  |
| 7.    | Stock Verification  | ½ Hour          |                  |



### TIME LIMIT

| OPD |   |               | Emergency |  |                |
|-----|---|---------------|-----------|--|----------------|
| 1   | Registration  | 3-5 minutes   | 1         | The patient comes in casualty  |                |
| 2   | Doctor will attend to the patient   | 5-10 minutes  | 2         | He is either treated by the CMO on duty and disposed off or is referred to the concerned Specialist on Duty.   | 5 – 10 minutes |
| 3   | Will either give a prescription or advice investigations to confirm the diagnosis   | 5-10 minutes  | 3         | The patient is thereafter examined by the concerned specialist and is provided the requisite treatment.  | 10-15 minutes  |
| 4   | If the patient needs to be admitted, he/she admitted, he/she is sent to indoor/emergency unit, otherwise he is sent back and is asked to return with the investigation report for further treatment | 10-15 minutes | 4         | If the patient is serious and requires admission he is admitted accordingly. In case the patient needs to be operated, he/she is sent to the Emergency OT for Operation. | 10-30 minutes  |
| 5   | Pharmacy counter  | 10-15 minutes | 5         | Referred to higher center if facility for treatment not available after stabilizing the patients   | 10-15 minutes  |