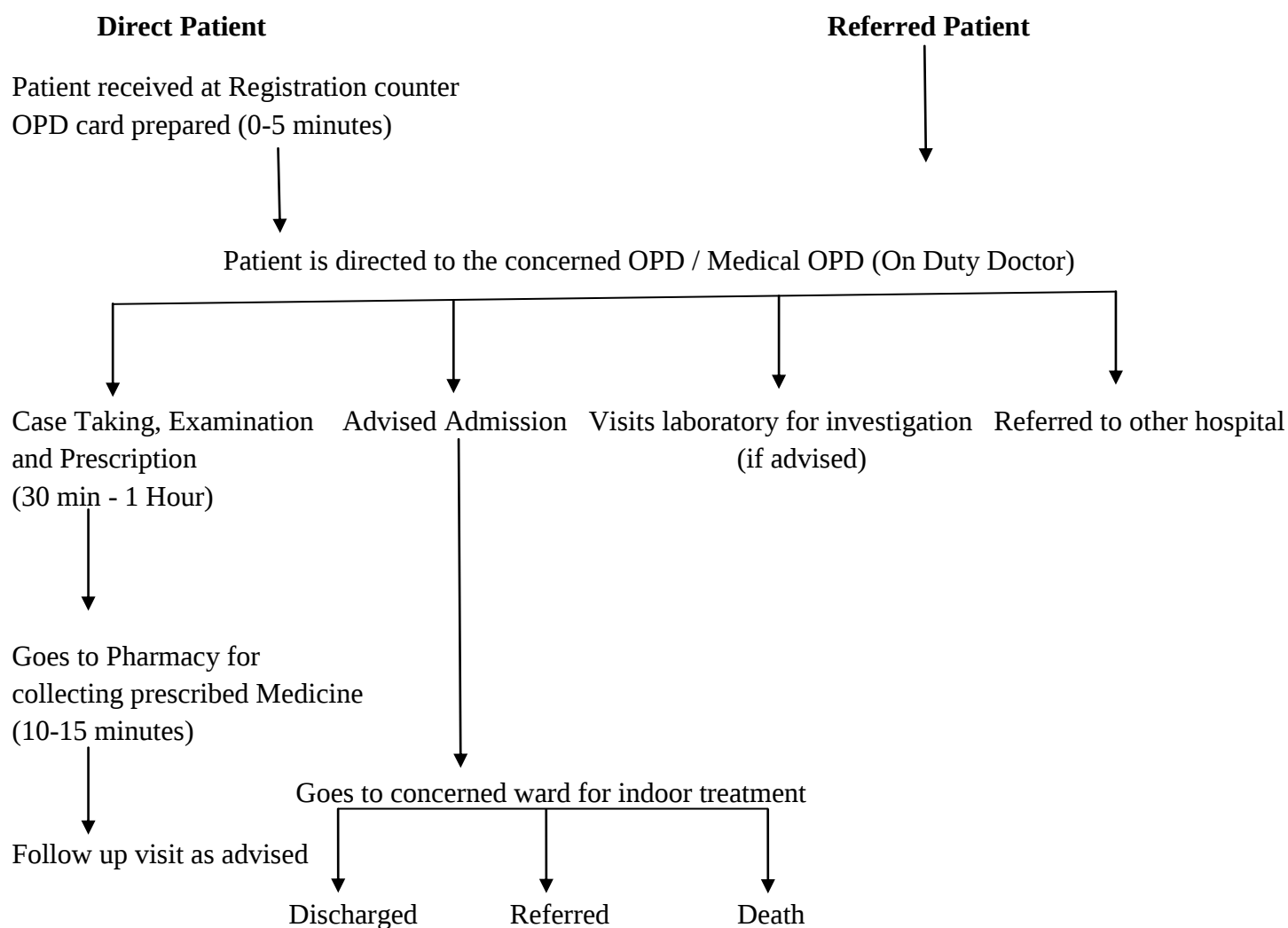


### Manual-3

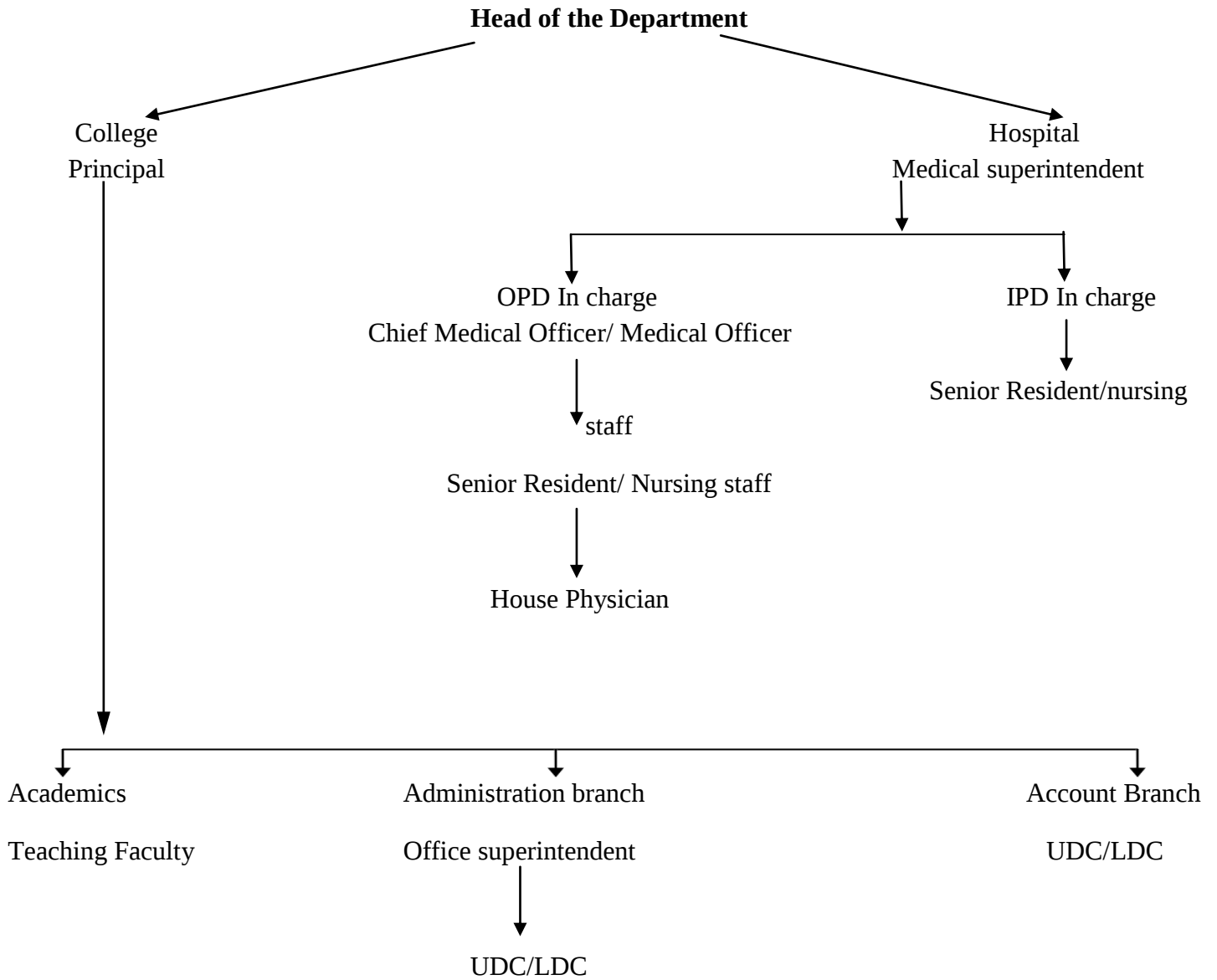
The procedure followed in decision making process.

#### The Hospital deals with patient care basically



1. In case of any difficulty faced by the patient, the same is solved by the Grievance Officer (In charge OPD/DMS/MS)
2. Medical Superintendent is the final authority in case the problem is not solved at the above-mentioned level

**Channel of Supervision:**



**Administrative works**

| <b>Sr. No</b> | <b>Activity</b>                            | <b>Level of Action</b> | <b>Time frame</b> |
|---------------|--------------------------------------------|------------------------|-------------------|
| 1.            | To receive dak and put a diary number      | Counter clerk          | Same day          |
| 2.            | To mark dak to Head of office              | H.O.D.                 | Same day          |
| 3.            | To mark dak to Office Supdt                | H.O.O.                 | Next day          |
| 4.            | To mark dak to concerned dealing assistant | O.S.                   | Same day          |
| 5.            | To put up the dak in concerned file        | Dealing Assistant      | 1-5 days          |
| 6.            | To mark dispatch number on the letter      | Counter clerk          | Same day          |
| 7.            | To deliver the letter                      | Messenger              | 1-2 days          |

**Time limit for Decision making:**

- Decisions are taken as early as possible on priority basis.
- Patient care/ student related decision taken on priority basis