

Manual-4

Norms set for discharge of functions:

1. Patient examination, investigation and treatment in OPD, indoor as per Homeopathic Principals.
2. Purchase Section: As per the Rules laid down in GFR
3. Planning Section: As per the requirements.
4. Accounts branch: As per the Rules laid down in GFR
5. Clinical meetings: Clinical meetings / Seminars/ Conferences/ Training Sessions are organized at regular intervals and rare and interesting cases are discussed among faculty members including house physicians and senior resident doctors.

The norms set for various departments of Dr.B.R.Sur Homeopathic Medical College are as under:

S. No.	Activity	Timeframe/Norm	Standard/Remarks
1.	OPD activities: Medical OPD Surgical OPD Gynae.OPD Paediatric OPD ENT OPD Eye OPD OPD for Sr. Citizen Physiotherapy Yoga Diet Consultation	Daily (8:00a.m.–3:00p.m.) Daily (8:00a.m.–3:00p.m.) Daily (8:00a.m.–3:00p.m.) (Except Friday) Thursday (8.00 am- 12 Noon) Tuesday & Thursday (1:30pm -3:00pm) Wednesday(9.00am-10.30am) Thursday (9.00am–12:noon) Thursday (8:00a.m.–3:00 p.m.) Sunday (8:00am–12 Noon) Tuesday & Thursday (9:30a.m– 12 Noon) Monday(8:00am -12 Noon) Saturday(9:00 a.m-10:30 a.m) Wednesday & Friday (9:30a.m– 12 Noon)	Registration timings 7.45am-12.15pm 12.45p.m.-2.45pm Lunch Break 12-15pm-12.45pm OPD Lunch Break 12.30p.m.-1.15 pm Pharmacy Timing 8.00am-3.00pm Lunch Break 12.30pm-1.15pm
2.	Special Clinics: Respiratory diseases and Asthma	Monday (8:00a.m.–3:00 p.m.)	

3.	Joints Diseases & Arthritis	Monday (8:00a.m.–3:00 p.m.)	Grievances are looked in to and addressed immediately
	Renal Stones	Tuesday (8:00a.m.–3:00p.m.)	
	Leucorrhoea Project	Tuesday (8:00a.m.–3:00p.m.)	
	Fibroid, PCOD	Wednesday (8:00a.m. –3:00 p.m.)	
	Psoriasis/Vitiligo/warts	Tuesday (8:00a.m.–3:00p.m.)	
	Old age problems, Prostate Enlargement	Thursday (8.00am–3:00pm)	
	Psychiatric Disorders	Wednesday (10am-12 Noon)	
	Lifestyle disorders	Friday (8:00a.m. –3:00 p.m.)	
	Gastrointestinal Disorders	Wednesday (8:00a.m. –3:00 p.m.)	
	Migraine & Headache	Wednesday (8:00a.m. –3:00 p.m.)	
	Paediatric Project	Thursday (8:00a.m.–12.00Noon) & Saturday (8:00a.m.–12.00 Noon)	
	Thyroid Clinic	Saturday (8:00a.m.–12.00 Noon)	
	Senior Citizen OPD	Sunday (8:00am –12:00 Noon.)	
	Grievances redressal officer/Nodal Officer (OPD)	Dr. Pramod K. Dr. Sandhya Rastogi	

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.etc under RIGHT TO INFORMATION ACT.

Procedure: - The Application, 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.

Timeframe:- Requisite information is provided within maximum of 30 days.

Contact/Status Inquiry:- Public information Officer
Dr B R Sur Homeopathic Medical College Hospital &
Research Center, Nanak pura, Motibagh, New Delhi
110021

COMPETENT AUTHORITY:- M.S/H.O.D, Dr.B R Sur Homeopathic Medical College
Hospital & Research Center, Nanak pura, Motibagh
New Delhi 110021

FAQ

Q. Can I get the copy of Medical record?

Ans. Yes.

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.