

GOVT. OF NCT OF DELHI
DIRECTORATE OF HEALTH SERVICES
F-17, KAKARDOOMA, DELHI - 110032
DELHI GOVT EMPLOYEES HEALTH SCHEME

No.F.25 (III)/DGEHS/171/DHS/2014/ 75649

Dated: 05/2/2015

To

The PIO
RTI Act-2005
DHS (HQ)
Delhi-110032

Sub: Implementation of Suo motu disclosure under Section 4 of RTI Act, 2005 and guidelines thereof.

Madam,

Please refer to your letter F. No/PIO/DHS/Misc/72300 dated 19/01/2015 on the subject cited above. In this regard, it is informed that all Circulars/O.Ms/ Office Orders/Notifications are available in the official website of DGEHS, address of which is as below:

http://www.delhi.gov.in/wps/wcm/connect/doit_health/Health/Home/Directorate+Health+Services/DGEHS/

Further list of Officers and Officials working in DGEHS branch of DHS as on date is as below:

S.No.	NAME	DESIGNATION
1.	Dr. Arun Banerjee	SPO (DGEHS)
2.	Dr. Virender Kumar	MO I/C DGEHS
3.	Sh. Lalit Kumar	Pharmacist
4.	Sh. Rajinder Prasad	Pharmacist
5.	Sh. Sunil Kumar	Pharmacist
6.	Sh. Narender Kumar	Pharmacist
7.	Sh. Mohit Sharma	Pharmacist
8.	Smt Baisakhi Chakraborty	PHN
9.	Sh. Jitender Mangal	PHN
10.	Sh. Dharmender Sharma	UDC
11.	Sh. Harjeet Kumar Budhiraja	UDC
12.	Mrs. G.D. Pathania	UDC
13.	Sh. Kishan Ram	LDC
14.	Ms. Karuna Rani	LDC
15.	Ms. Priyanka	LDC
16.	Sh. Deshraj	Driver
17.	Sh. Bhoora Singh	Dresser
18.	Sh. Anil Kumar Manjhi	Dresser
19.	Sh. Ravi Prakash	Attendant
20.	Sh. Anil Kumar	Nursing Orderly

Sanit.
for compilation
and updation
[Signature]

[Signature]
(Dr. Virender Kumar)
MO I/C (DGEHS)



GOVT. OF NCT OF DELHI
Office of the Chief District Medical Officer (North)
Directorate of Health Services
Delhi Govt. Dispensary Bldg. Complex 1st Floor,
Gulabi Bagh, Delhi - 110007,
Tele - 23646687 Fax-23653176; Email: cmo_nz@nic.in



F.N.2(57)2014/DHS/CDMO/ND/

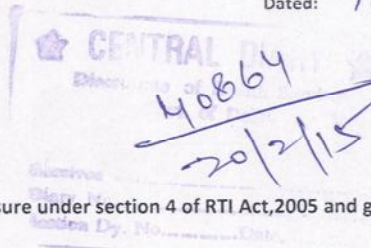
917

Dated:

16-2-15

To

Dr. Lily Gangmei
Public Information Officer, DHS
Karkardooma



Sub:- Implementation of Suo motu disclosure under section 4 of RTI Act, 2005 and guidelines.

Madam,

With reference to letter no.F.No.PIO/RTI/2014/DHS/Misc73210-22 dated 19-01-2015 regarding subject cited above please find enclosed herewith particular to organisation in r/o North District.

Dr Vinod Kumar
CDMO, North District

Send
for uploading
website.
Vijay

1. PARTICULAR OF ORGANIZATION:

In Delhi the **Directorate of Health Services** (at F-17, Karkardooma Delhi-110032) is the major agency related to health care delivery through various types of outlets under **Deptt. of Health & Family Welfare, Govt. of NCT of Delhi** (at Delhi Sachivalya IP Estate, Delhi-110092). For better administration, Delhi is divided into 11, Districts, each headed by one Chief District Medical Officer (CDMO), who are under the administrative control of DHS. The CDMOs are responsible for monitoring of the functioning of dispensaries in their respective districts. The **North District** one of the 11 Districts, has **came in to existence on 01/07/2013** after reorganization of the then North West District. The health facilities provided by Delhi Govt. in North district are under the administrative control of Chief District Medical Office (CDMO) North. **Nodal Officers** have been designated for coordination and smooth functioning / implementation of the various Health Programs/ activities in the North District. The CDMO ND is also **Mission Director of Integrated District Health Society North Distt.** under NRHM Program. **Chairperson of IDHS (ND)** is **District Magistrate(ND)**. The **IDHS (ND)** is functioning as per the guidelines of **State Health Mission** of GNCT of Delhi.

CDMO (ND) Address: First Floor of DGD Building Gulabibagh, Delhi 11007. Contact No. 23648867, 23645701, Email Id: Cmo_nz@nic.in

IDHS(ND) Address: Second Floor of DGD Building Shahzadabagh Industrial Area, Phase-II, Delhi 11007. Contact No. 23647298, 23642493, Email Id: dpmunorth@gmail.com

Delhi Govt. Dispensaries in North District:

There are 18 Delhi Govt. Dispensaries and one Seed PUHC working under administrative control of CDMO north office. The dispensary are functional in Govt. Building, Pvt. (Rented) both & others such as DUSIB, MCD etc. One dispensary is proposed to be opened at Saraipal Thala and action in this regard is in pipe line. Dispensaries are as follows:

S. No.	Health Center Name	Address	Contact No.	Building Govt./Rented
1	DGD BAKHTAWARPUR	VILLAGE BAKHTAWARPUR , ALIPUR BLOCK, DELHI-36	27722561	RENTED
2	DGD BHALASWA DAIRY	DGD BHALASWA DAIRY, DELHI-42	27812914	GOVT.(MCDBUILDING)
3	DGD BHALASWA, JJ	D1-DGD BHALAWA JJ COLONY, NEAR MCD PRIMARY SCHOOL, DELHI-42	27812161	GOVT.(MCDBUILDING)

4	DGD BHORGARH	VILLAGE BHORGARH (NARELA), DELHI-40	27781004	GOVT.
5	DGD DARYAPUR KALAN	MAIN BUS STAND, VILLAGE DARYAPUR KALAN, DELHI-39	27751202	RENTED
6	DGD GURMANDI	PH-1, COMMUNITY CENTER, RAJPURA, GURMANDI, DELHI- 7	27418261	GOVT.(MCDBUILDING)
7	DGD HAREWALI	VILLAGE HAREWALI, DELHI- 39	27752950	RENTED
8	DGD HOLAMBI KALAN PH-1	C-BLOCK, METRO VIHAR, PH-1, HOLAMBI KALAN, DELHI-82	27700319	GOVT.(MCDBUILDING)
9	DGD HOLAMBI KALAN PH-2	A-BLOCK, PH-2, HOLAMBI KALAN, DELHI-82	27700432	GOVT.(MCDBUILDING)
10	DGD JAHANGIRPURI H-BLOCK	H-BLOCK, JAHANGIRPURI, DELHI	27638649	GOVT.
11	DGD JAHANGIRPURI B- BLOCK	B-BLOCK, JAHANGIRPURI, DELHI	27833689	GOVT.
12	DGD KATEWARA	VILLAGE KATEWARA, DELHI- 39	27741874	RENTED
13	DGD KHERAKALAN	VILLAGE KHERA KALAN, DELHI-82	27843924	RENTED
14	DGD MUKHMEL PUR	VILLAGE MUKHMEL PUR	27207443	RENTED
15	DGD NARELA	PUNJABI COLONY, NARELA	27784425	GOVT.
16	DGD SANNOOTH	H.NO.138, VILLAGE SANNOOTH, DELHI- 40	27283634	RENTED

17	DGD MODAL TOWN	A DDA FLATS, MODAL TOWN, PART-1, DELHI-9	27248806	GOVT.
18	DGD BAWANA	DELHI GOVT. DISPENSARY, SECTOR-5, BAWANA IND. AREA		GOVT.(DUSIB)
19	SEED PUHC SWAROOP NAGAR (Under NRHM)	D-75. Gali No. 1, SWAROOP NAGAR	27812075	RENTED

There are Medical Officers, Pharmacist, PHNs, ANMs, Laboratory Assistant, Nursing orderly(NO), Scc,etc, are posted as regular and on contract basis by DHS. NOs and SCC are outsourced by DHS and there contract is renewed time to time. Medical officers, specialists and staff under various categories are posted in IDHS North by State Health Mission on contract basis .They are further posted in dispensaries , hospitals, maternity homes and M&C HW centers for delivery of better health services and their contract is also renewed time to time.

FUNCTIONS OF CDMO (NORTH) OFFICE:

This office is looking after general administration of the health facilities, employees and health programme etc in various head as follows:

1.General Administration:

- i. All staff/official/ officer – directly controlled by the office
- ii. Salary and other financial dealings
- iii. monitoring/ supervision of DGD's
- iv. Issuing order for good governance of office and dispensaries
- v. Opening of new dispensaries
- vi. Maintenance of Dispensaries by PWD, Owners and Other agencies
- vii. Redressal of Public Grievances.
- viii. Implementation of various orders/ directions from DHS, Deptt. of H&FW Delhi
- ix. Maintenance of various records.
- x. Condemnation of unserviceable items in the office and dispensaries.

2. Implementation of various National Health &Family Welfare Program under National Health Mission:

- i. NLEP
- ii. NPCB
- iii. RNTCP
- iv. IDSP
- v. National AIDS Control Program (DAPCU)

- vi. NPPCD
- vii. NIDDCP

3. Implementation of various Act

- i. MTP
- ii. PCPNDT
- iii. COTP ACT- Control of Tobacco and Other Products Act for Antismoking
- iv. RTT,
- v. Anti quackery

4. Implementation of Delhi Govt. Scheme/ Programs

- i. DGEHS
- ii. Sr. Citizen Friendly
- iii. Economically Weaker Section
- iv. Mission Convergence
- v. WIFA Programme
- vi. Organizing Health camps as & when required

5. Implementation of Govt. of India Programs / Scheme

- i. Beti Bachao Beti Padhao
- ii. Swach Bharat Abhiyan
- iii. Pulse Polio Programme
- iv. Child Labour
- v. Rashtriya Kishore Swasthya Karyakarm (RKKS) .
- vi. National Program for Control of Cancer ,Diabetes , cardiovascular diseases and stroke.

6. Various Activities by Delhi Govt.

- i. Chhat Pooja
- ii. Kanwar
- iii. Ramlila
- iv. Trade fair
- v. Election Duties

7. Disaster Management

8. Coordination with DC (North) Office

9. Coordination with SHS

10. Coordination with Delhi Govt. Hospital in North District

11. Supply of Medicine to Dispensaries & NGO's

Store & Purchase branch of DHS (HQ) carries out procurement of, storage & distribution of equipments, medicines & consumables. There is a District Drug Store at Maharishi Valmiki

10. Hospital at Poothkhurad, which procure the essential medicines in collaboration with Dispensary Store & Purchase branch of DHS (HQ) for treatment of various diseases at health facility in north district & Central district. The DDS is under Admin control of CDMO North. This store also supplies medicine to various NGO's/ JRC's whenever demanded.

12. Implementation of National Health Mission Programs:

- i. RMNCH+A activities for the maternal & child health care, Janani Suraksha Yojana (JSY), Janani Sishu Suraksha Yojan (JSSK), VHND, ARSH, Family planning, Immunization.
- ii. ASHA (Accredited Social Health Activist) Scheme
- iii. Rogi Kalyan Samiti at Hospital
- iv. Jan Sawasthya Samiti at Dispensaries
- v. Strengthening of MCW Centers and Maternity Homes.
- vi. Human Resource Management .
- vii. Health Management Information System (HMIS)

13. Celebration / Observation of various Days/Weeks /Fortnights for promotional activities:

- i. Celebration of Girl Child Day & Bati Shakti Abihyan.
- ii. World Population Day
- iii. Eye Donation Fortnight
- iv. World Sight Day
- v. World Anti-Tobacco Day
- vi. World Cancer Day and Week
- vii. World AID Day
- viii. Hepatitis Day
- ix. Breast Feeding Week
- x. World Glaucoma Day
- xi. Mass Deworming Day
- xii. Anti Leprosy Day and Fortnight
- xiii. Iodine Day
- xiv. Special Immunization Week
- xv. Dampati Sampark Pakhwada

14. Continuous Capacity Building /Training of Mo's, paramedical officers & ASHA's: Periodic skill updating/ training of the officers and paramedical staff for quality assured service delivery.

15. Management of Information /Reporting: Reports in regard of health facilities provided, orders /directions from DHS

FUNCTIONS OF DISPENSARIES:

Dispensaries actively participate in providing comprehensive health care - preventive, promotive, curative, referral & rehabilitative primary services. Some basic facts about dispensaries are:

- a. Dispensaries are set up in an area having at least a population of 50,000.

- b. All the health facilities are provided free of cost.
- c. All the dispensaries are 'No Smoking Zone'
- d. The staff posted at dispensaries are M.O., Pharmacist, ANM, Lab Asst, Dresser, PHN, NO, SCC. Number of doctors/other staff available may vary depending upon this available and requirement of the dispensaries.
- e. There is no indoor facility.
- f. For redressed of public grievances a complaint box & a complaint board are displayed in the dispensaries.
- g. Clean water and Toilet facility are made available for staff and patients.
- h. Electricity with functional/sufficient power backup with inverter.
- i. Boards are displayed mentioning name of dispensary and timing.
- j. IEC materials are displayed.
- k. Proper cleanliness and sanitation are to be maintained.
- l. Citizen Charter is displayed for dissemination of information about various health facilities provided in the dispensary and the referral center.
- m. Provisions of separate queues for Senior citizens, DGEHS beneficiaries and female patients.
- n. The timing for dispensaries is 8AM to 2 PM & will be closed on Sunday, gazette holiday or holiday as declared by Delhi Govt.

HEALTH FACILITIES PROVIDED IN DISPENSARIES ARE:

1. OPD Services

- a) Diagnostic & curative treatment of commonly occurring acute and chronic diseases.
- b) Detection, management and counseling for nutritional disorders.
- c) Treatments of Sexually Transmitted Infections.
- d) Issuing of essential medicines.
- e) Laboratory services (Routine/Basic Test). There are two Mother Laboratories one at DGD Narela and the other at DGD Model Town to provide some special tests.
- f) Emergency Medical Care during OPD hours- First-Aid before referral management of injuries, animal bites, burns etc.
- g) Geriatric Care for Senior Citizens.
- h) Mental health problems-screening, counseling & referral to linked facilities
- i) Basic emergency medical care services.
- j) Administration of injections.
- k) Health education /behavior change communication-Displaying &disbursement of IEC material, use of interpersonal communication by staff and ASHA.

2. RMNCH+A activities:

a. Maternal Health Care:

- i. Ante Natal (early registration of pregnancy, antenatal checkups, injection T.T, basic laboratory tests, Iron & Folic Acid Tablets , Identification of high risk pregnancies) & Post Natal care.
- ii. Janani Suraksha Yojana (JSY), Janani Sishu Suraksha Yojan (JSSK), VHND,

- iii. Family planning (provision of contraceptives such as condoms, oral pills emergency contraceptives, IUCD insertion, PPIUCD), Education, motivation & counseling to adopt FP methods.
- iv. Promotion of Institutional deliveries by linkage to designated hospital/maternity home.

b. Child Care:

- i. Full Immunization of all infants & children (0 to 5 years) against vaccine preventable diseases.
 - ii. Essential care of newborn.
 - iii. Care of routine childhood diseases. Emergency care of sick newborn.
 - iv. Promotion of exclusive breast feeding for six months.
 - v. Vitamin A prophylaxis.
- c. Adolescent services (ARSH):** Life style education, special emphasis on detection & management of nutritional disorders & high risk behaviors, counseling & appropriate treatment.

3. Referral services for case: Appropriate and prompt referral of cases to Delhi Govt., Hospitals, needing specialized care/indoor treatment such as

- i. Emergency Cases- Accident-Trauma, Burn, animal bites.
- ii. Chronic cases- Hypertension, Diabetes, cardiovascular Disease, Asthma, COPD etc.
- iii. Complicated/ Serious Cases- PUO, Neurological problems ,ARI case ,surgery, Gynecological ,Dental, cataract , orthopedic problems ,ENT, infertility, etc.
- iv. Economically Weaker Section to Private hospital designated by Delhi Govt.
- v. Institutional Delivery, High Risk pregnancies.
- vi. Suspected cases of cancer, Dengue, Swineflu, HIV etc.
- vii. Psychiatric problems.
- viii. Special investigations.
- ix. Male and Female Sterilization.
- x. Other systems of Medicines- Homeopathy, Ayurveda etc.

4. DGEHS: Services to DGEHS beneficiaries such as: DGEHS is a welfare scheme of Delhi Govt. to provide comprehensive medical health facilities to its beneficiaries. Treatment, referral to Empanelled Pvt. /govt. hospital for employees and pensioners is done by AMA of the dispensary and medicines are indented for pensioners

5. Implementation of various National Health Programs:

- i. Pulse polio Program
- ii. NLEP- IEC, Screening / diagnosis of Leprosy Cases and disbursement of PB/MB DT
- iii. Non Communicable diseases control program : hypertension ,Diabetes ,Cancer -- screening ,treatment and referral to linked hospital
- iv. RNTCP: DMCs, DOTS centre –Anti tubercular medicines

- v. IDSP: Diagnosis of Communicable diseases and reporting
- vi. NPCB: Screening for refraction disorders, Catract Cases and Treatment of Common Eye disease
- vii. NVBDCP: Diagnosis of Malaria/ Dengue / Chickengunya & IEC Activities
- viii. NIDDCP: Goiter Detection, Management and referral
- ix. National AIDS Control Program

6. Implementation of National Health Mission Programs:

- i. ASHA (Accredited Social Health Activist) Activities
- ii. Jan Swasthya Samitis at Dispensaries –have been formed and will come into action as per further directions from DHS/ State NHM. RKSs are formed for sustained functioning of dispensaries and quality of care provided.
- iii. Intensified Diarrhea Control Program
- iv. Mass Measles Control Program.
- v. Family Health Mela
- vi. Village Health & Nutrition Day (VHND)
- vii. Special Immunization Week.
- viii. Hepatitis Day
- ix. Dampati Sampark Pakhwada
- x. Jansankhya Ssthitia Pakhwada (Population Fixation Fortnight)
- xi. Celebration of National Girl Child Day & Beti Shakti Abhiyan.
- xii. World Population Day .
- xiii. Health Management Information System (HMIS) for recording &reporting vital statistics.

7. Rehabilitation Services:

Early detection, disability prevention & referral for appropriate intervention to an identified / linkage referral unit.

8. Celebration / Observation of Special Days / Weeks/ Fortnights for promotion of various activities:

- i. Eye donation fort night
- ii. World sight Day
- iii. World Anti-Tobacco Day
- iv. World Cancer Day and week,
- v. World AIDS Day
- vi. Breast Feeding Week.
- vii. Adolescent Day.
- viii. World Glaucoma Day.
- ix. Mass Deworming Day
- x. Iodine Day

9. Biomedical Waste management: Registration with Delhi Pollution Control Committee (DPCC). Collection of Bio Medical Waste generated in the dispensaries in colour coded bags and hand over to designated collecting agency for further management.

10. Coordination with Anganwadi / GRC: There is a functional liaison between ANMs /ASHA /Ananganwadi workers and the Gender Resource Center GRC) in the area.

11. Convergence with School Health Service: Children referred from schools for investigations and treatment

12. Disaster Management: Quick Response Teams in the Dispensary have been form to deal any emergency/eventuality in the field.

13. Reporting to CDMO office-Management of information: Dispensary has a set of periodic report generated as per formats provided by the Deptt of H&FW/DHS/CDMO North/NRHM which are to be accurately and completely filled and timely submitted to the offices.

14. Continuous capacity building/training of staffs: Periodic skill updating/ training of the officers and paramedical staff in regard of quality assured service delivery, national programs and Standard treatment protocols for prevalent ailments / diseases in the dispensary. Induction and refresher training of ASHAs are undertaken.

15. Facility Management/Administration in Dispensary- Physical upkeep of premises ,ensuring availability of drinking water , electricity , maintenance of cleanliness and sanitation, upkeep of equipments, maintenance of a regularly updated inventory of essential medicines/vaccines/furniture / Laboratory items. Ensuring punctuality, maintenance of records, condemnation of unserviceable items etc.

16. Clinical Care through outreach activities: is delivered by ANMs & ASHA in Slums unauthorized colonies, resettlement colonies & JJ Colonies. There is provision of basic curative and preventive care in above areas/ certain specific vulnerable group through outreach activities on health and nutrition day and immunization sessions.

17. Redressal of Grievances / complaints: Any Grievance / complaint can be directly addressed to the MOI/C or placed in the complaint box positioned in a prominent place in dispensary. These complaints are to be dealt in a time bound manner. A complaint board is displayed in the dispensaries mentioning the names and telephone no's of MOI/C and CDMO (ND) and telephone no. of Director Health Services for redressal of grievances / complaints.

2. POWERS AND DUTIES OF OFFICERS AND EMPLOYEES:

a) **The health activities of the north district are:** under the administrative control of the CDMO NORTH). The CDMO (NORTH) has financial and administrative powers as assigned by the DHS/Dept. of H& FW and in accordance with these he/she has to perform several duties as per the **Annexure 1** enclosed. The CDMO ND also works as **Mission Director for Integrated District Health Society (IDHS)** under NRHM Program.

b) **The Nodal Officers/ Program Officers:** have been designated among the medical officers, are responsible for proper and smooth implementation of various programs assigned to them as per the table on next page.

c) **In dispensaries the officials/staff under various categories are posted :** Medical officers, Pharmacists, PHN (in some dispensaries), ANMs, Laboratory assistant, Dresser, Nursing orderly and SCCs .The duties of the officers and the other staff are as per the Public Health Standards for Primary Urban Health Centers described on Annexure V from page 87 to 115. The **MOI/Cs of DGDs** have limited financial and administrative powers as assigned by the DHS/Dept. of H& FW.

List of Nodal Officers for various Health Programs/activities in North District (DHS) Delhi

S. No	Designation	Nodal Officers	Contact No.
1	ACDMO	RTI, PC & PNDT. Disaster Management, MTP, DGEHS, Anti Quackery, EWS.	23645701 23646687
2	Prog. Officer -1	NRHM, ASHA, MCTS, HIMS Quality Assurance in Primary health care as per PUHC standards	23647298
3	Prog. Officer -2	NLEP, HIV-AIDS, NIDDCP, IDSP, NVBDCP, NPPCD, NPCB	23646687
4	Prog. Officer -3	RCH, Routine Immunization, Family Planning ARSH, JSSK, JSY, Distt. Nodal for Pulse Polio, Distt. Vaccine Store	23647298
5	Prog. Officer-4	District Store Officer, BMW, Anti Smoking, Non Communicable Disease, Silicosis, Fluorosis, Mission Convergence, Cancer Control Program	23646687
6	Prog. Officer-5	Senior Citizen Friendly Program , Swachh Bharat Abhiyan , Child Labour, Morbidity Report	23646687

3. THE PROCEDURE FOLLOWED IN THE DECISION MAKING PROCESS, INCLUDING CHANNELS OF SUPERVISION AND ACCOUNTABILITY:

a) THE DECISION MAKING PROCESS:

- i. As per the CCS Rules.
- ii. Orders/ Directions of Dept. of H& FW and DHS.
- iii. Forming Committees such as Purchase Committee, Enquiry Committee, Advisory Committee, Condemnation Committee etc.

b) CHANNELS OF SUPERVISION:

i. **CDMO (NORTH):** Field Visit, Correspondence with the dispensaries, issuing directions/orders for good governance, personal interaction with the staff, reports submitted by the dispensaries etc.

ii. **MOI/Cs of DGD:** Supervise the work of staff working under him/her in the dispensary. He/ She will hold monthly staff meetings with the staff with a view to evaluating the progress of work and discuss steps to be taken for further improvement. Monitor / evaluate the work ANMs and ASHAs.

c) ACCOUNTABILITY:

Memorandums are served to the defaulters for not performing the work assigned, maintaining punctuality, absenteeism from duty, misbehavior with staff and patients and Disciplinary actions are taken accordingly.

4. THE NORMS SET BY IT FOR THE DISCHARGE OF ITS FUNCTIONS:

- a. CCS rules
- b. As per the guidelines, office orders issued by the DHS/ Dept. of H& F W
- c. Treatment as per the Standard Treatment Protocol,
- d. DGEHS Guidebook,
- e. Essential Drug List Public Health.
- f. Standards for Primary Urban Health Centers
- g. Bio Medical Waste Management guidelines
- h. Immunization guidelines

Certain Norms are for the functioning of the dispensaries in providing comprehensive health care to the beneficiaries;

- i. Dispensaries are usually set up in an area having at least a population of 50,000.
- ii. All the health facilities are to be provided free of cost.
- iii. The staff posted at dispensaries should be- M.O., Pharmacist, ANM, Lab Asst, Dresser, PHN, NO, SCC and the numbers of staff may vary depending upon this available and requirement of the dispensaries.
- iv. There is no indoor facility
- v. All the dispensaries are to be 'No Smoking Zone'.
- vi. Clean water should be made available for patients.
- vii. Toilet facility should be available for staff and patients
- viii. For redressed of public grievances a complaint box & a complaint board are to be displayed in the dispensaries.
- ix. Electricity with functional/sufficient power backup with inverter should be available
- x. Boards /Sinages are to be displayed mentioning name of dispensary and timing.
- xi. IEC materials are to be displayed.
- xii. Proper cleanliness and sanitation inside and outside dispensary should be maintained.
- xiii. The building should be well maintained whitewashed, without water logging, seepage and should have ramp.
- xiv. Citizen Charter is to be displayed for dissemination of information about various health facilities provided in the dispensary and the referral center.
- xv. Provisions of separate queues for Senior citizens, DGEHS beneficiaries and female patients.
- xvi. Essential medicines, basic laboratory tests , dressing material etc. should be available
- xvii. The timing for dispensaries is 8AM to 2 PM & will be closed on Sunday, gazette holiday or holiday as declared by Delhi Govt.
- xviii. Proper and timely management of Biomedical Waste generated in the dispensary
- xix. During OPD hours for any emergency case First Aid /appropriate management at dispensary should be provided before referral to linked hospital.
- xx. Treatment to the patient is to be provided as per the Standard Treatment Protocols.
- xxi. The timing for dispensaries is 8AM to 2 PM & will be closed on Sunday, gazette holiday or holiday as declared by Delhi Govt.

5. THE RULE, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS:

1. CCS Rule Books
2. DGEHS Guidelines
3. Immunization Guidebook

4. Citizen charter
5. Standard Treatment Protocol.
6. Immunization Guidebook
7. Biomedical Waste Management Book.
8. Orders /instructions issued by DHS AND Dept. H&FW time To time.
9. Public Health Standards for Primary Urban Health Centers
10. RTI Act book
11. MTP Act book
12. PC&PNDT Act book.
13. DAPCU Operational Guideline
14. PIP for NRHM activities
15. Training Modules

6. STATEMENT OF THE CATEGORIES OF DOCUMENTS THAT ARE HELD BY IT

A) At CDMO (ND) –

- i. Service books and personal files of employees
- ii. Files related to Accounts
- iii. Documents related to various Health programs
- iv. Orders /instructions issued by DHS AND Dept. H&FW time to time
- v. Record related to dispensaries
- vi. Record related to opening dispensaries
- vii. Condemnation of unserviceable items etc.
- viii. Files related to RTI Act.
- ix. Files related to IDHS (NRHM) are with DPMU at Shajada Bagh Office.
- x. File related to Public Grievances