

**GOVT. OF N. C.T. OF DELHI
DIRECTORATE OF HEALTH SERVICES
F-17, Karkardooma, Delhi-110032**

**MANUAL 1
PARTICULARS OF ORGANISATION, FUNCTION & DUTIES
[SECTION 4 (1)(b)(I)]**

1. Aims & Objective of the organization.

- Provision of free comprehensive health care to the people of Delhi & New Delhi
- To improve Health Status of the Community.
- To reduce Morbidity & Mortality in the community.
- To increase health awareness in the Community.

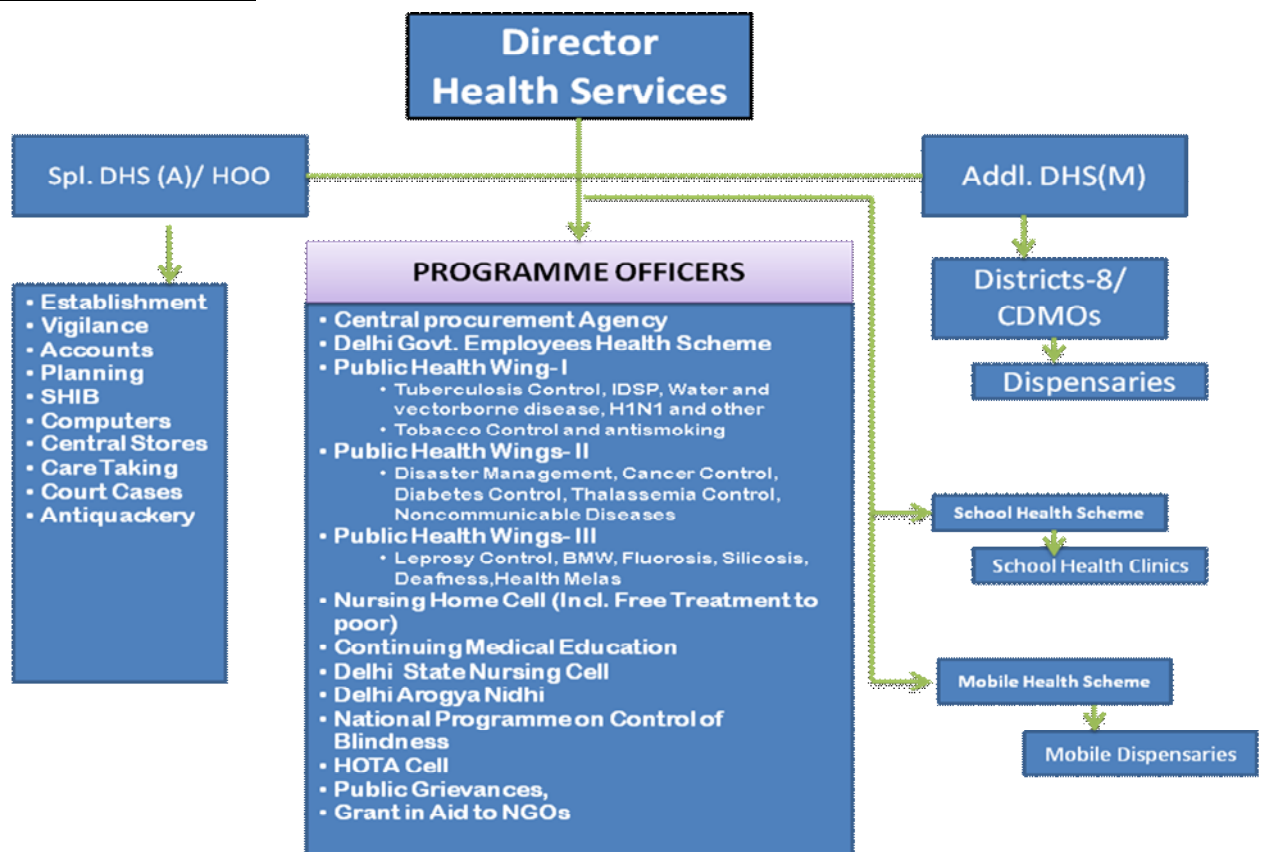
2. Mission /Vision.

Directorate of Health Services is major plan implementing agency related to Health sector. Providing health care facilities at primary and secondary level to the citizens of Delhi through various types of health outlets spread all over Delhi viz., 235 Dispensaries, School Health Clinics and Mobile Health clinics around 400 Doctors and specialists are working in this regard.

3. Brief history and Background for its establishment.

After the enactment of 'The Govt. of NCT of Delhi Act, 1991' which repealed in 'Delhi Administration, Act 1966', the Union Territory of Delhi has been re-designated as NCT of Delhi and for better administrative functioning. The Directorate of Health Services is providing the comprehensive health care facilities to the citizens of Delhi since 1970.

4. **Organization chart.**



5. **Allocation of Business**

- Various functions of DHS include.
 - Supervision of CDMOs of the districts who are responsible for all functions and dispensaries of the respective district.
 - Supervision of activities of School Health Scheme who are responsible for all school health activities and school clinics
 - Supervision of Mobile Health Scheme who are responsible for running of Mobile Health Clinics
 - Supervision and monitoring of various Programmes and scheme

The various subordinate offices/branches/cells of the DHS are :-

- District Offices
- Mobile Health Scheme
- School Health Scheme
- Store & Purchase Branch
- Planning Branch
- State Health Intelligence Bureau
- Computer Cell
- Hospital Cell
- Nursing Home Cell

- Delhi Govt. Employees Health Scheme
- Public Grievances Cell
- Control Room
- Grant in Aid Cell
- Court Case Cell
- C M E Cell
- HOTA Cell
- Public Health Wing I, II and III
- Public Health Wing- I -Tuberculosis Control, IDSP, Water and vectorborne disease, H1N1 and other Tobacco Control and antismoking
- Public Health Wings- II : Disaster Management, Cancer Control, Diabetes Control, Thalassaemia Control, Noncommunicable Diseases
- Public Health Wings- III : Leprosy Control, BMW, Fluorosis, Silicosis, Deafness, Health Melas
- Delhi Arogya Nidhi /(DAN)

6. **Duties to be performed to achieve the mission**

All the officers and staff employed at the various offices of DHS have been assigned duties for improving the health status of the population.

7. **Details of services rendered**

- Through dispensaries :
 - Provision of comprehensive medical care to the public
 - Antenatal services & Maternal and child care,
 - Family welfare services,
 - Immunization services,
 - laboratory services
 - Implementation of public health programmes like Family Welfare, Pulse Polio Programme,, National Leprosy Control Programme, National TB control programme, distribution of chlorine tablets and ORS Packets,
 - Health Education
- Implementation of PNDT Act, Delhi Nursing Home Registration Act 1953, MTP Act, Anti Tobacco Act, Public Health Programmes, and Anti quackery Activities etc.
- Implementation of various health programmes and schemes in Delhi
- Public grievances are dealt with in the allocated time period satisfactorily.

8. **Citizens Interaction**

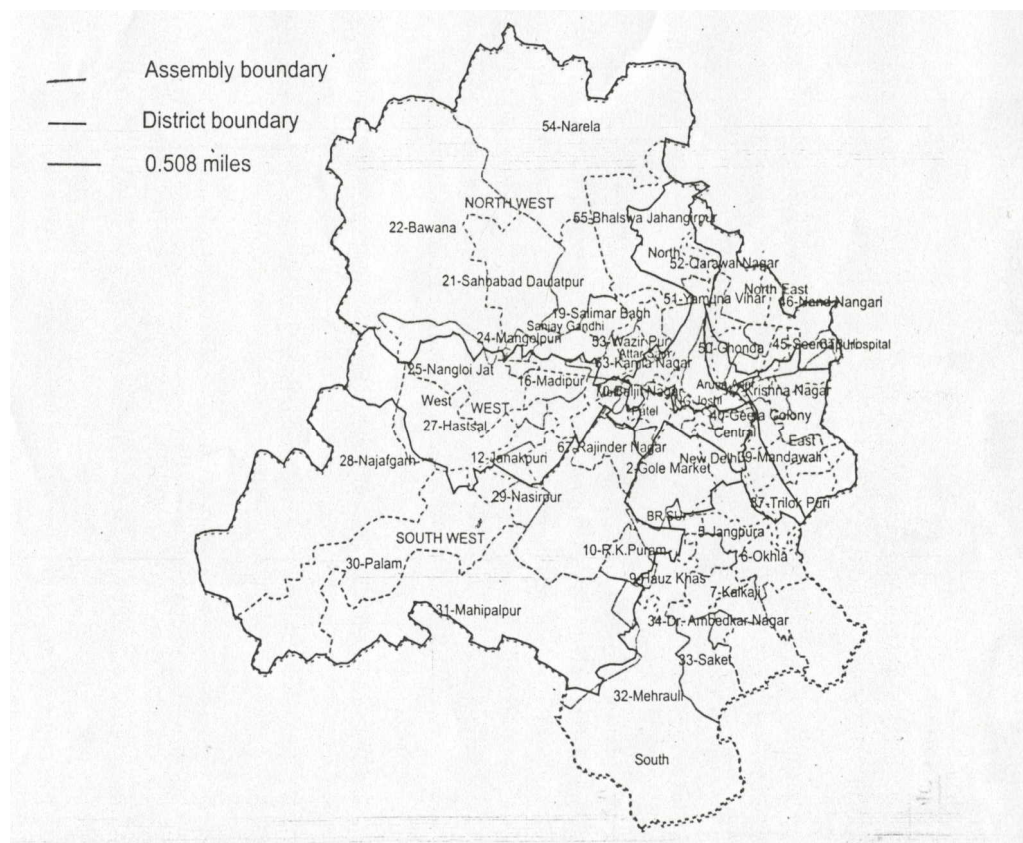
DHS, Addl.DHS and all the officers posted in DHS (HQ) are available for interaction with the public regard to any of the services rendered by this Directorate , institution. However Chief District Medical Officers are also available in their respective institution for Citizens Interaction.

9. **Address of Office.**

Directorate of Health Services,

F 17, Karkardooma,
Delhi -32.

10 **Map of the Location.**



11. **Working Hours for Office and Public.**

For Office: 9.30 AM to 6 PM.
For Public: 12.30 PM to 1.30 PM

Dispensary Working Hours :
Single Shift Dispensary : 8.00 AM to 2.00 PM
Two Shift Dispensaries : 8.00 AM to 8.00 PM

12 **Public Interaction**

DHS, Addl. DHS and other officers are available on working days for interaction with the public with regard to any of the services rendered by this Directorate/ institutions.

13 **Grievances Redressal Mechanism**

Grievances other than RTI Act goes to the Addl. DHS then to the Grievance Officer for action and reply is given within 7 to 10 days to the party.
Under the RTI Act Rs. 10 is deposited along with the application form and time bound information's are delivered to the party.