

# CITIZEN CHARTER

## BALAK RAM HOSPITAL, TIMARPUR DELHI

### Back Ground

Balak Ram Hospital is situated in Timarpur Delhi. It is one of the oldest hospital of North Delhi Municipal Corporation. The hospital is being upgraded to 200 beds multi specialty hospital to provide secondary care health services to general public. This project has to be completed in a phased manner. In first phase, New OPD Block has been become functional. Ward block is under construction. Presently the hospital is providing general and specialist OPD services.

**Mission :** To provide quality secondary level health care services.

**Vision :-** To provide comprehensive and preventive health care to the patient of nearby catchment area comprising of Govt. Colonies, slums, trans-yamuna area

### General Information

**OPD** Following OPD services are available.

#### A. OPD SERVICES:-

1. General OPD All days of week.
2. Medicine OPD Monday, Thursday.
3. Eye OPD Monday, Wednesday
4. E.N.T. OPD Monday & Wednesday.
5. Gynaecology OPD Monday, Tuesday Thursday & Saturday
6. Skin OPD Thursday.
7. Chest Specialist OPD Tuesday, Thursday & Saturday
8. Dental OPD All days of week.
9. DOTS Centre Daily

#### B. X-Ray Deptt. (Dental)

#### C. ECG

#### D. Pharmacy -

#### E. Lab Services

1. Pregnancy test
2. Blood Sugar testing
3. Hemoglobin level testing Monday & Thursday
4. Malaria microscopy test

#### F. Dressing room

#### G. Day time emergencies/Treatment

#### H. Administrative office

#### I. Ambulance- patient transport service

#### J. MCD Pensioners Centre

**Achievements :** Enhancement of OPD services like chest clinic & early diagnosis of Eye diseases by Ophthalmoscope in Eye OPD. Numbers of OPD patients have increased both in general & specialist OPD. Availability of essential medicines has been enhanced.

#### Staffs Details

Medical Superintendent - Dr.Rajnish Kumar  
Medical Officer - Dr.VikasDhariwal  
Medical Officer - Dr.Priyank Sharma  
Medical Officer - Dr.DharavathLavanya Bai  
Medical Officer - Dr. Anmol Bharti  
Specialist Medicine - Dr. Sangeeta Deb Barman  
Specialist ENT - Dr.VidyaNandana  
Specialist Eye. - Dr. Shelly Gupta  
Specialist Gynae - Dr. Pooja Jain  
Specialist Chest diseases- Dr. S K Arora  
CMO (NFSG) Dr. Vinod Gupta  
Dental OPD - Dr. Anil Khare & Dr RajiniDhalla

**Treatment Registration** - Free

**Consultation** - Free of cost

**Medicine dispensation**- Free

**Lab services** – Free

**Bio-Medical Waste** Proper disposal of biomedical waste as per DPCC guidelines and BMW Rules 2016.

#### Other Public related services

Participating in National Pulse Polio Eradication Programme.  
Diabetes, hypertension, Rabies awareness  
activity Screening of Cataract Screening for Diabetes and  
Hypertension Health Education  
Sanitation & Hygiene awareness

**Contact: Medical Superintendent** 011- 23814204

**Public Grievance Dr. VikasDhariwal, PRO,**  
Mobile No. 9868373247

**RTI- Public Information Officer & Nodal officer Vector borne diseases**

**Dr. Priyank Sharma** – 8700525401

**OPD timings** – 9 :00 am to 3 :00 pm

#### Patients Rights

1. Treatment with privacy & dignity.
2. Religious and cultural beliefs respected.
3. Right to receive medical advice and treatment.
4. Right to accept or refuse any medication, investigation or treatment and to be informed of the likely consequences of doing so.
5. Separate queue for Sr. Citizens and pensioner, disable Person.
6. Providing medicines for pensioners of Municipal Corporation of Delhi.
7. Right to make complaints & suggestion.

#### Patient's responsibility

1. Gives as much information as you can about your present health & illness, allergies and relevant details.
2. Follow the prescribed and agreed treatment plan and comply with the instruction given.
3. Show considerations for the right of other patients and hospital by following the hospital rules concerning patient conduct.
4. Read all medical forms prior to signing them.
5. Don't litter in hospital.
6. Please use garbage bin.
7. No smoking & spitting inside campus.
8. Wait patiently for your turn.
9. Maintain silence.
10. Don't bring children below ten year along with them if not sick.