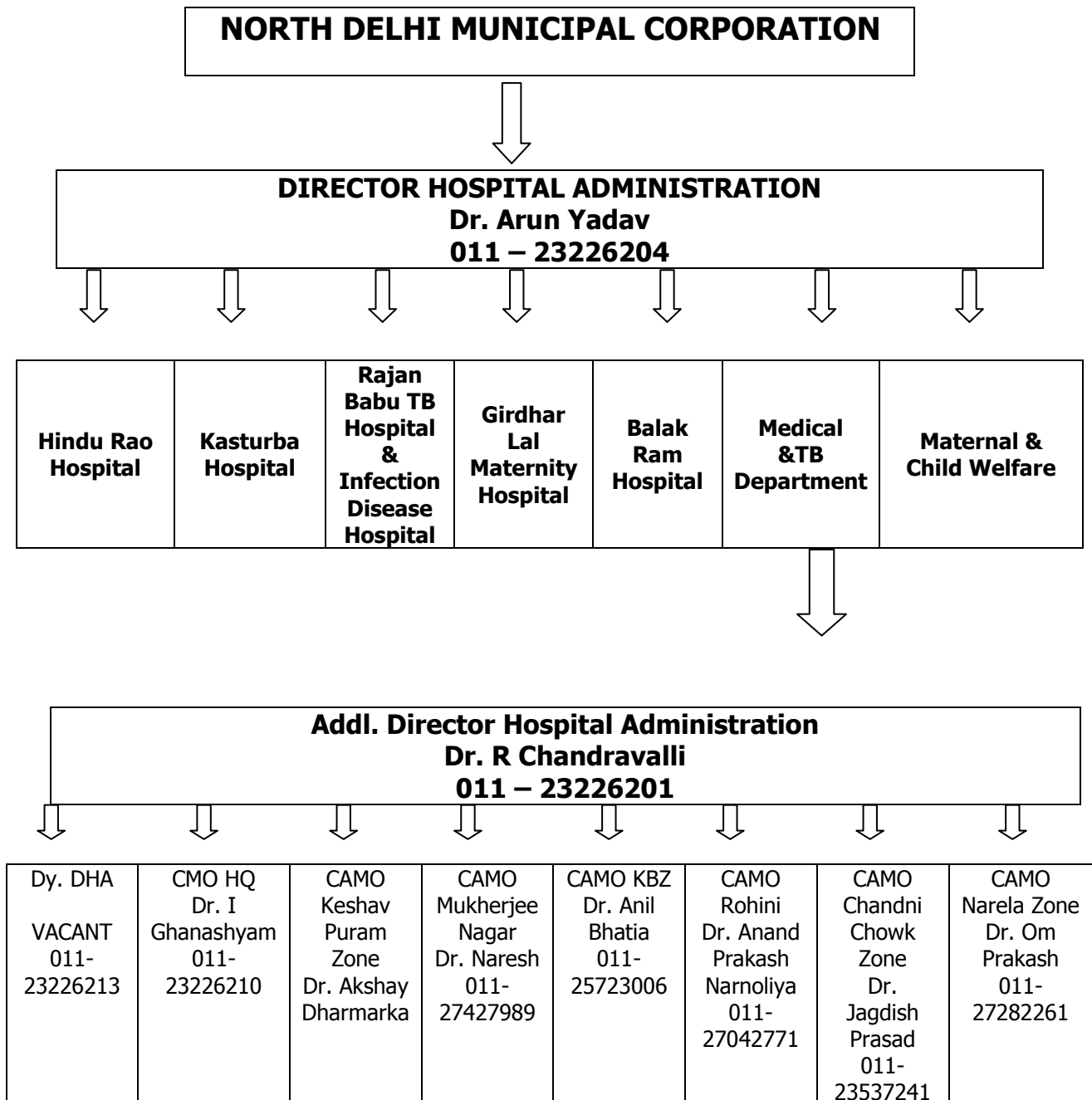


CITIZEN CHARTER : MEDICAL & TB

This charter seeks to provide a framework which enables our users to know

- The services provided by this department.
- The quality of services they are entitled to.
- The means through which complaints regarding denial or poor quality of services will be redressed.

ORGANISATIONAL SETUP



General Information:

The Department of Med. & TB with 17 Polyclinics, 29 Dispensaries, 1 VD Clinic, 01 PUHC, 07 Chest Clinics, 11 Mobile Units provides comprehensive health care to the citizens of North Delhi Municipal Corporation and to augment the level of health to prevent the diseases and to contribute to the health of one and all with special emphasis to the weaker sections of the society, senior citizens including the pensioners and employees of NDMC- past and present.

CAMOs

1	CAMO Chandni Chowk Zone	Dr. Jagdish Prasad	011-23537241
2	CAMO Karol Bagh	Dr. Anil Bhatia	011-25723006
3	CAMO Narela	Dr. Om Prakash	011-27282261
4	CAMO Rohini	Dr. Anand Prakash Narnoliya	011-27042771
5	CAMO Keshav Puram. Zone	Dr. Akashay Dharmarka	011-27185115
6	CAMO Mukherjee Nagar Zone	Dr. Naresh Kumar	011-27427989

Polyclinics

1	Nangloi Polyclinic	Dr. Mahiman Singh	25942869
2	Atma Ram Gupta Polyclinic, Onkar Nagar	Dr. Neelam Kathuria	27383937
3	Indira Gandhi Polyclinic, Shakurpur	Dr. Priya Chanana	27106581
4	Nimari Polyclinic	Dr. Sushil Verma	27302006
5	Vivekanand Polyclinic	Dr. Bhupinder Singh	23695091
6	Lala Hans Raj Gupta Polyclinic, Rohini	Dr. Anand Narnoliya	27046618
7	Dr. SSV Polyclinic, Karala	Dr. Dipesh Sood	-
8	Polyclinic Narela	Dr. S.K. Bansal	27822469
9	Dr. SSV Polyclinic, Ram Roop Health Center, Kanjhawala	Dr. M. Sunder Rajan	25951378
10	Polyclinic Alipur	Dr. Bijendra Kumar	27708477
11	Dr. SSV Polyclinic, Bawana	Dr. Shailender Kumar	27781308
12	Ramesh Nagar Polyclinic	Dr. Satya Prakash	25420506
13	Dr. SSV Polyclinic, Burari	Dr Kamal Sareen	27612061
14	Sadar Bazar Polyclinic	Dr. Rashmi S. Chander	23528781
15	Lala Duli Chand Polyclinic, Bara Hindu Rao	Dr. H.S. Meena	23537192
16	Guru Teg Bahadur Polyclinic, Hudson Lane	Dr. Mahender Parsad	27427808
17	Sir shobha Singh Polyclinic at Lahori Gate	Dr. Mayank Arya	23913715

Chest Clinics

1	Chest Clinic Gulabi Bagh	Dr. A.K. Yadav	23654823
2	Chest Clinic Jhandewalan	Dr. Gulab Kiran	23526754
3	Chest Clinic SPM Marg	Dr. PH Saroj Kumar Sharma	23979390
4	Chest Clinic Moti Nagar	Dr. Sunil Kumar	25101252
5	Chest Clinic Narela	Dr. L. Toppo	27282267
6	Chest clinic Ch. Deshraj	Dr. Anand Prakash Narnoliya	27056128
7	Chest Clinic Shahbad Dairy	Dr. Dinesh Karagwal	27821028

Allopathic Dispensaries

1	Lahori Gate Dispensary	Dr. Mayank Arya
2	Lal Kuan Dispensary	Dr. Harsh Bhardwaj
3	Indra Nagar Dispensary	Dr. Md. Zeeshan Ansari
4	Badli Dispensary	Dr. Sandhya Gupta
5	Roop Nagar Dispensary	Dr. A. Dass
6	Kashmeri Gate Dispensary	Dr. Anikhet Verma
7	Siraspur Dispensary	Dr. Ankur Kansal
8	Azadpur Dispensary	Dr. Manoj Nagpal
9	UHC/ Dhaka Dispensary	Dr. Rajender Kumar
10	Pooth Kalan Dispensary	Dr. Navleen
11	Begum Vihar Dispensary	Dr. Surender Singh
12	Pitam Pura Dispensary	Dr. Renu Pathak

13	Singhalpur Dispensary	Dr. Rishi Kant Dixit
14	Deputy Ganj (F) Dispensary	Dr. Sahil Dogra
15	Town Hall Dispensary (Mrs. GLM Hospital Campus)	Dr. Ranjan Kumar
16	Pahar Ganj Dispensary	Dr. Shiv Naryan Behra
17	Dev Nagar Dispensary	Dr. Ram Jiyavan Ram
18	Kirti Nagar Dispensary	Dr. Ranjeet Kumar
19	Old Rajender Nagar Dispensary	Dr. Mamta Gopal
20	Naraina Dispensary	Dr. Rajeev Suman
21	Hamidpur Dispensary	Dr. Rasen Momin
22	Shakurbasti Dispensary	Dr. Vineeta Yadav
23	Singhu Dispensary	Dr. Riaz Ahmed
24	Mungeshpur Dispensary	Dr. Pankaj Arya
25	Qutubgarh Dispensary	Under Construction
26	Jawala Heri Dispensary	Dr. Sanjay Kumar
27	UHC / Karol Bagh Dispensary	Dr. S P Ahir
28	Goenka Road Dispensary	Dr. Sudhanshu Dhillu
29	Pratap Nagar Dispensary	Dr. Praveen Kumar Yadav

V.D. Clinic

1	V.D. Clinic Roshanara Road	Dr. Mukesh Kumar
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PUHC

1	PUHC Shahbad Dairy	Dr. Manoj Joon
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Mobile Units

Sl. No.	Mobile Dispensary*	Station	Doctor/Incharge	Zone
1	MD-I	CAMO Narela, Kanjhawala	Dr. Siddavatam Chandra Mouli	Narela Zone
2	MD-II	GTB Polyclinic at Hudson Lane	Dr. Mohd. Yusuf	Civil Lines Zone
3	MD-III	Alipur Polyclinic	Dr. Ajay Kumar Dubey	Narela Zone
4	MD-IV	Chest Clinic Gulabi Bagh	Dr. Amod Kr. Jaiswal	Karol Bagh Zone
5	MD-V	Narela Polyclinic	Dr. Y.S. Bhaduria	Narela Zone
6	MD-VI	Lala Duli Chand Polyclinic, Bara Hindu Rao	Dr. Aditya Narayan	Sadar Pahar Ganj Zone
7	MD-VII	Burari Polyclinic	Dr. Manoranjan	Civil Lines Zone
8	MD-VIII	Civic Centre, HQ	Dr. Seva Nanda Sarkar	City Zone
9	MD-IX	Lala Hans Raj Gupta Polyclinic, Rohini	Dr. Pankaj Dartar	Rohini Zone
10	MD-X	Lala Hans Raj Gupta Polyclinic, Rohini	Dr. Nitin Nikose	Rohini Zone
11	MD-XI	Chest Clinic Pilli Kothi	Dr. Ajit Kumar	City Zone

*the route plans/stations of the mobile dispensaries can change.

1. Enquiries and Information

All the peripheral units are providing OPD services daily except Sundays and Gazetted Holidays.

Timings of the peripheral units

- Winter (Oct. to March) : 09:00 am to 03:00 pm
- Summer (April to Sept.) : 08:00 am to 02:00 pm

2. Access to services

The department of medical and TB provides medical care to all the patients of NDMC coming to the health facilities. The head of the office is responsible for ensuring the delivery of services.

3. Standards of services

The department provides quality of service on the minimum assured services set by Indian public health standards.

- The rate contract of the drugs and medicines to be procured by the various health institutions of NDMC is finalized at HQ.
- Admissibility of reimbursement of medical bills of employees of North DMC done at HQ / respective Zonal CAMO offices.
- Cashless health services in paneled hospitals are provided to pensioners.
- Joint Medical Cell (three corporations) is processing cashless medical bills of all the three corporations and conducts regular expert committee meetings for medical reimbursement claims of non panel hospitals by working employees as well as pensioners.
- The procedure for empanelment of hospitals and diagnostic centers is also taken up by the Joint medical cell.
- Monitoring and supervision of the peripheral units under the department.
- Holding of meetings with the Incharges of the polyclinics and dispensaries time to time.
- Right to Information (RTI).
- Purchase of equipments and furniture for various health units.
- HR management.
- Issue of pensioner's health cards.
- Issue of free medicines to pensioners through allocated pensioner centres.
- Budget allocation in different heads to all units.

4. Services available in Polyclinics:

- General OPD: Daily
- Casualty, Injections TT, Dressings, Nebulization.
- Specialist Services*: Eye, ENT, Gynae, Paed, Medicine.
*depending on the day of specialists
- Lab Investigations: Blood Sugar Test, Malaria Test
- X-rays:
 - Vivekanand Polyclinic
 - Lala Hans Raj Gupta, Rohini Polyclinic
 - Ramesh Nagar Polyclinic
 - Narela Polyclinic
 - Sadar Bazar Polyclinic
 - Indira Gandhi Polyclinic, Shakurpur
 - Chest Clinic Gulabi Bagh
 - Chest Clinic Jhandewalan
- ECG:
 - Nangloi Polyclinic
 - Nimri Polyclinic
 - Narela Polyclinic
 - Dr. SSV Polyclinic, Karala
 - Dr. SSV Polyclinic, Ram Roop Health Center, Kanjhawala
 - Alipur Polyclinic
 - Dr. SSV Polyclinic, Bawana
 - Sadar Bazar Polyclinic
 - Ramesh Nagar Polyclinic
 - Dr. SSV Polyclinic, Burari
- Ultra sound:
 - Vivekanand Polyclinic
 - Lala Hans Raj Gupta, Rohini Polyclinic
 - Ramesh Nagar Polyclinic
- Dental Services:

- Atma Ram Gupta Polyclinic, Onkar Nagar
- Vivekanand Polyclinic
- Lala Hans Raj Gupta, Rohini Polyclinic
- Narela Polyclinic
- Dr. SSV Polyclinic, Ram Roop Health Center, Kanjhawala
- Alipur Polyclinic
- Indira Gandhi Polyclinic, Shakurpur
- Ramesh Nagar Polyclinic
- Anti – Rabies Vaccine:
 - Alipur Polyclinic
 - Vivekanand Polyclinic
 - Sadar Bazar Polyclinic
 - Atma Ram Gupta Polyclinic, Onkar Nagar
 - Narela Polyclinic
 - Dr. SSV Polyclinic, Ram Roop Health Center, Kanjhawala
 - Lala Duli Chand Polyclinic, Bara Hindu Rao.
- DOTS Centres: Sputum for AFB,TB HIV linkage, MDR treatment
- Pensioner Centres:
 - Sadar Bazar Polyclinic
 - Vivekanand Polyclinic
 - Atma Ram Gupta Polyclinic, Onkar Nagar
 - Lala Hans Raj Gupta, Rohini Polyclinic
 - Nimri Polyclinic
 - Dr. SSV Polyclinic, Ram Roop Health Center, Kanjhawala
 - Alipur Polyclinic
 - Narela Polyclinic
 - Azadpur Dispensary
 - Town Hall Dispensary
 - Bhagwan Mahavir Dispensary, Old Rajinder Nagar
 - Jawala Heri Dispensary
 - Shakurbasti Dispensary
 - Badli Dispensary
 - Dr. SSV Polyclinic, Bawana
 - Nangloi Polyclinic
 - Pahar Ganj Dispensary
 - Ramesh Nagar Polyclinic.
- Chest Clinics providing care to tuberculosis patients as per RNTCP guidelines.

5. Complaints and Grievances

- There may be occasion when our services will not be up to your expectation. Please do not hesitate to register your complaint. Your valuable suggestions will help us to serve you better. Every grievance will be duly acknowledged.
- We aim to settle your genuine complaints at the earliest.

6. Responsibilities of the Users

- The success of the department depends on the support we receive from users.
- Please try to appreciate the various constraints under which the department is functioning.
- Please help us in keeping the department and its surroundings neat and clean.
- Please refrain from demanding undue favours from the staff.
- Constructive suggestions and feedback are always welcome.
- This is a **NO SMOKING ZONE**.

Availability of Free Medicines/Diagnostics at the peripheral units
