

MANUAL 1

1	Aims and objectives of the organization	To provide promotive, preventive and curative services to the masses.
2	Mission/vision	Health Promotion, remission and Health education
3	Brief history and background for its establishment	<p>DDU Hospital was started in a small structure with limited outdoor facilities on 12th April, 1970. It gradually progressed and became prime hospital of West Delhi over the last few years and at present the bed strength is increased to 500, which is going to increase 640 during the current financial year once the Trauma Cum Emergency Block becomes operational. The important landmarks in the history of this hospital are as follows</p> <p>1971- 54 bedded hospital started with following department Medicine, Surgery, Ophthalmology, ENT, Pathology, Radiology, Dental and Family Welfare.</p> <p>1980- Additional department likes Gynecology, Pediatric, Anesthesia and Orthopaedics.</p> <p>1983- New OPD Block made functional.</p> <p>1985- Limited Casualty Services started.</p> <p>1988- Bed Strength raised to 250 beds. Additional services added ; Blood Bank, De-addiction center and Post-Partum Unit.</p> <p>1989- 7 Storey Ward Block made functional. Bed strength raised to 400 beds.</p> <p>1990- Maternity and Neonatal services started. Bed</p>

		<p>Strength raised to 500 beds. 1991- 4 bedded ICU started. 1993-School of Nursing started. 1994- Regional Blood transfusion center started. 1995- Ayurvedic wing of the hospital started. 1996- 10 bedded ICCU (Intensive Coronary Care Unit) - Mortuary became functional.</p> <p>1997-Special project for Thalassaemia cases started and ICU upgraded to 6 beds. 1999-2000 – Programme for management of hospital waste started. New incinerator and sterilizer installed and are working. Trauma cum emergency block and super-specialty wing planned. 2000-2001 – Construction work started for trauma block. Burn and Plastic unit started. Department of Bio-chemistry and microbiology started. Central Gas Pipelines started. Modernization of ICCU done. 2002-2003 – Psychiatry unit of medicine department start functioning. 2003-2004 – Construction work of Super Speciality Hospital commenced. 2004-2005 – Construction work of Trauma Cum Emergency Block completed. 2008 – Trauma cum Emergency Block becomes operational.</p>
4	Organization Charts	The hospital has 24 departments such as : Medicine, Surgery, Gynae, Ortho, Paeds, Eye, ENT, Skin, Dental, Radiology, Anaesthesia, Pathology,

		Psychiatry, Burns and Plastic, Neuro, Micro, Biochemist, Casualty, Mortuary, Blood Bank, Medical Board, Chest Clinic, Admin.
5	Allocation of business	Operation, investigation and medical Treatment
6	Duties to be performed to achieve the mission	Duties to be performed Department wise.
7	Details of services rendered	Investigative, preventive, disability services and curative services.
8	Citizens interaction	At three levels i.e O.P.D, Emergency, Inpatient.
9	Postal address of the main office, attached/subordinate office/field units etc.	Deen Dayal Upadhyay Hospital, Hari Nagar, New Delhi-110064.
10	Map of office location	Available in the Office.
11	Working hours both for office and public	9.00am-4.00pm:Monday to Friday 9.00am-1.00pm:Saturday Emergency:24 hours
12	Public interaction, if any	Three Level i.e. OPD, Emergency and Inpatient
13	Grievances redress mechanism	Complaint boxes have been placed at strategic places. Grievances redressal committee