

**GURU TEG BAHADUR HOSPITAL
Govt. of NCT of DELHI
DILSHAD GARDEN : DELHI – 95**

**Manuals
under
Right Information Act, 2005
Chapter – 2
Section 4(1)(b)**

Manual –1
Section 4(1)(b)(i)

GURU TEG BAHADUR HOSPITAL, DILSHAD GARDEN, DELHI – 95
GOVERNMENT OF NCT OF DELHI

1. **Aims and objectives :**

AIM : *To provide Standard, optimum and latest medical care free of cost to all in need irrespective of social and economic status of the patient.*

OBJECTIVES

1. **Patient Care**:- *To provide Preventative, Curative, Rehabilitative & Referral services.*
2. **Teaching, Training & Research** - *Teaching & training programs for Under Graduate, Post Graduate medical students, Nursing Students and other paramedical staff.*
3. **To provide Logistics technical know how for public health programmes e.g. Pulse Polio program.**

2. **Mission /Vision:**

- *To provide integrated healthcare to the citizens.*
- *To provide medical healthcare at par with corporate hospitals.*
- *To transform the work culture and strive towards a paperless and film less hospital by introducing and adopting the available technology for the benefits of the patients and administration.*

3. **Brief history and background for its establishment:**

Milestones

Hospital OPD Service Commissioned w.e.f.	3/11/1985
Indoor Patient Service Started	15/6/1987
Casualty & Emergency Service started	10/8/1987
No. of Beds	1512

4. Organizational chart: **Attached**
5. Allocation of business: *To provide best possible health care.*
6. Duties to be performed: *To provide best possible health care.*
7. Duties to be rendered: *To provide best possible health care.*
8. Citizen interaction: *The public from the nearby & suburbs of other states needing healthcare visit this hospital for treatment.*
9. Postal Address of the Main office:

***Guru Teg Bahadur Hospital,
Govt. of NCT of Delhi
Dilshad Garden , Delhi
110095***

10. Map of office location : See Below
11. Working hours for both office and public :

ALL DAYS

Emergency services : Round the clock, 7 days a week.

ALL WORKING DAYS

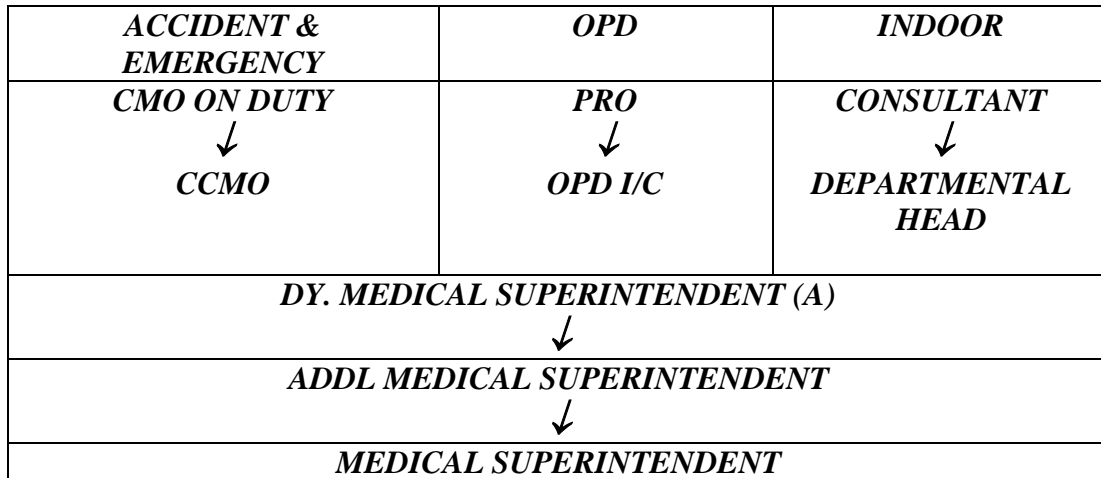
**OPD Registration : 8.30 AM to 12:30 PM (Monday to Fri day)
8.30 AM to 11:30 AM (Saturday)**

Special clinics (Regn.): 2 PM to 4 PM (Monday to Friday)

**Office : 9 AM to 4:00 PM (Monday to Friday)
9 AM to 1:00 PM (Saturday)**

12. Public interaction if any : *Regular public meetings are organized in OPD by I/C OPD and PRO to get feedback on services provided.*

Grievance redressal mechanism: To deal with various complaints received from different areas. Following mechanism is followed –



Map of office location

