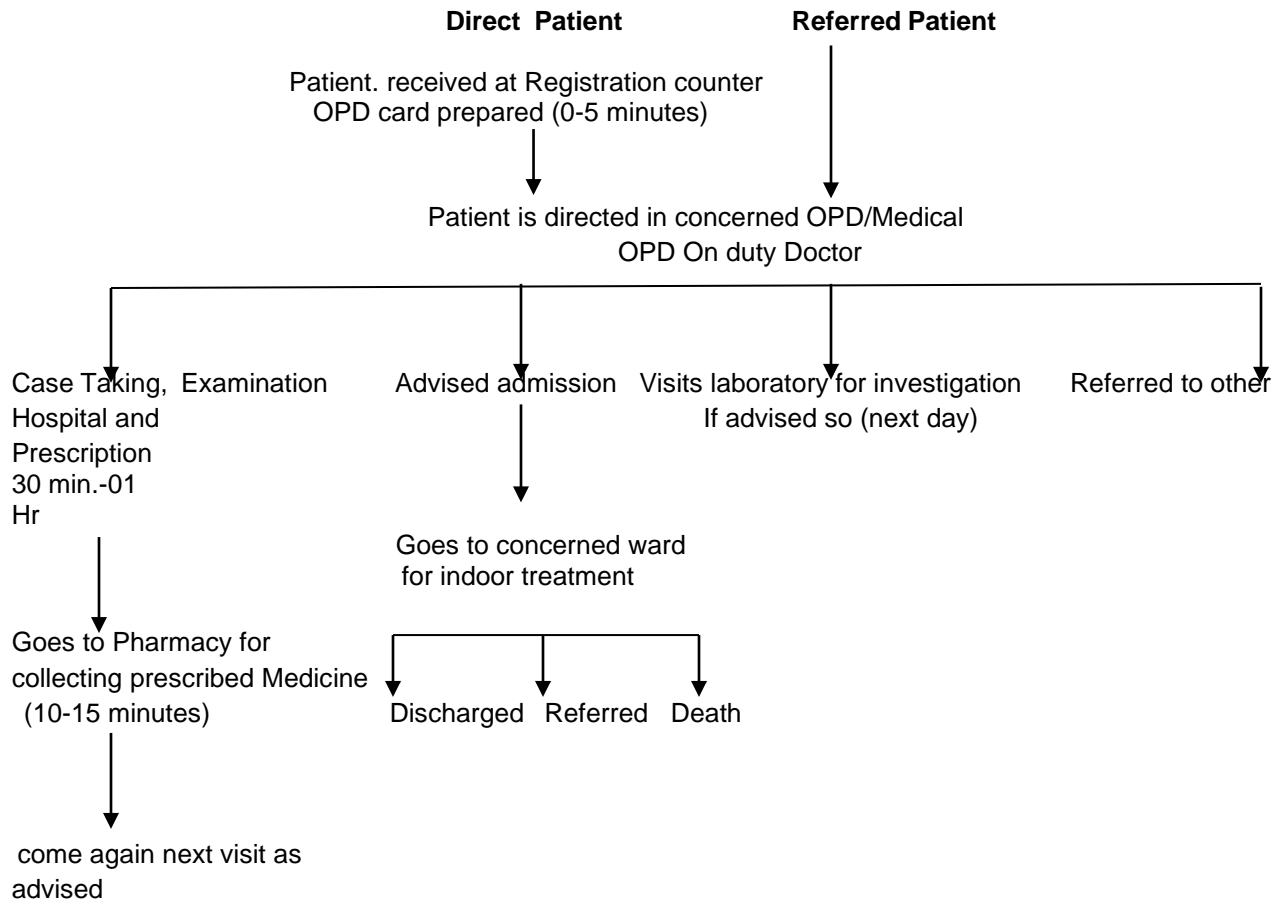


ANNEXURE - I

Manual-3

The procedure followed in decision making process.

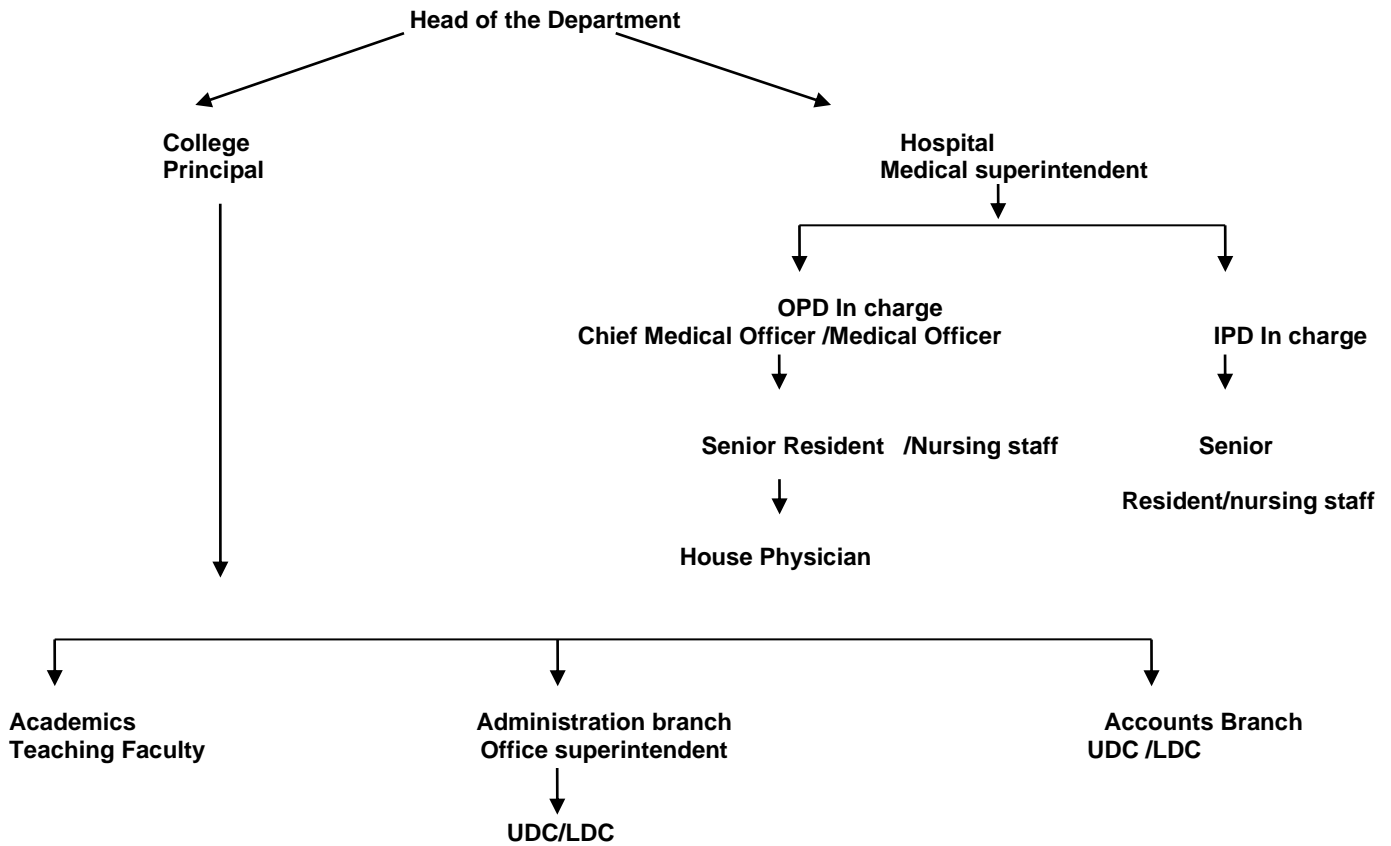
The Hospital deals with patient care basically



1. In case of any difficulty faced by the patient the same is solved by the grievance officer (In charge OPD,M.S).
2. Medical Superintendent is the final authority in case the problem is not solved at above mentioned level.

Continued ----

Channel of Supervision :



Administrative works

Sr. No	Activity	Level of Action	Time frame
1.	To receive dak and put a diary number	Counter clerk	Same day
2.	To mark dak to Head of office	H.O.D.	Same day
3.	To mark dak to Office Supdt	H.O.O.	Next day
4.	To mark dak to concerned dealing assistant	O.S.	Same day
5.	To put up the dak in concerned file	Dealing Asstt.	1-5 days
6.	To mark dispatch number on the letter	Counter clerk	Same day
7.	To deliver the letter	Messenger	1-2 days

Time limit for Decision making :

- Decisions are taken as early as possible on priority basis .
- Patient care/student related decision taken on priority basis