

## Manual – 4

### Norms set for discharge of functions :

1. Patient examination, investigation and treatment in OPD, indoor as per Homeopathic Principals .
2. Purchase Section : As per the Rules laid down in GFR
3. Planning Section : As per the requirements.
4. Accounts branch : As per the Rules laid down in GFR
5. Clinical meetings : Clinical meetings / Seminars/ Conferences/ Training Sessions are organized at regular intervals and rare and interesting cases are discussed among faculty members including house physicians and Senior resident doctors.

The norms set for various departments of Dr B.R. Sur Homeopathic Medical College are as under :

S. No.	Activity	Time frame/Norm	Standard/Remarks
2.	<b>OPD activities:</b>		
	Medical OPD	Daily (8 a.m. – 3.00 p.m.)	Registration timings 7.45am -12.15pm 12.45 p.m.- 2.45pm
	Gynae/Obs, OPD	Daily (8 a.m. – 3.00 p.m.) (Except Friday)	Lunch Break 12-15pm- 12.45pm
	ENT OPD	Wednesday, Friday (8.00 am – 12.30 p.m)	OPD Lunch Break 12.30 p.m.-1.00 pm
	Eye OPD	Thursday (8.00 am – 12.30 pm)	Pharmacy Timing 8.00 am -3.00 pm Lunch Break 12.30 pm-1.15pm
	OPD for Sr. Citizen	Thursday (8.00 a.m. – 300 p.m.)	
	Physiotherapy	Tuesday, Thursday, & Saturday Friday (8.00 am – 12.30 p.m)	
	<b>Special Clinics:</b>		
	Respiratory diseases and Asthma	Monday (8 a.m. – 3.00 p.m.)	
	Joints Diseases & Arthritis	Monday (8 a.m. – 3.00 p.m.)	
	Renal & Gall Stones	Tuesday (8 a.m. – 3.00 p.m.)	
	Fibroid, Fibroadenoma , PCOD	Wednesday (8 a.m.– 3.00 p.m.)  Saturday (8 a.m.– 12.00 noon)	

3.	Psoriasis	Wednesday (8 a.m.– 3.00 p.m.)	Grievances are looked into and addressed immediately
	Old age problems, Prostate Enlargement	Friday (8 a.m.– 3.00 p.m.)	
	Psychiatric Disorders	Friday (8 a.m.– 3.00 p.m.)	
	Life style disorders	Saturday (8 a.m.– 12.00 Noon)	
	Children Diseases	Tuesday (8 a.m. – 3.00 p.m.)	
	Vitiligo	Sunday (8 am– 12.00 Noon)	
	Senior Citizen OPD		
	<b>Grievances redressal officer/Nodal Officer (OPD)</b>		

#### **APPLICATION UNDER RIGHT TO INFORMATION ACT.**

Patients or other members of public can seek various types of information, like, copy of case record, copy of discharge slip.etc under RIGHT TO INFORMATION ACT.

**Procedure:** - The Application, in the prescribed format is to be submitted to the PRO, available in the OPD Enquiry. The application should carry the reference numbers – CR number etc & should also be duly signed by the applicant seeking the information. PRO offers all the possible assistance in filing up of the application form.

**Fee :-** Rs. 10/- is charged for the first page and Rs. 2/- per page for additional pages.

**Time frame:** - Requisite information is provided within maximum of 30 days.

**Contact/Status Inquiry:** - Public information Officer  
Dr B R Sur Homeopathic Medical College Hospital &  
Research Center Nanak pura Motibagh New Delhi  
110021

**COMPETENT AUTHORITY:** - M.S/H.O.D Dr B R Sur Homeopathic Medical College  
Hospital & Research Center Nanak pura Motibagh  
New Delhi 110021

## **FAQ**

Q. Can I get the copy of Medical record?

Ans. Yes.

Q. Can I get records of any other person?

Ans. No, the records of patients are confidential and provided only to the patient or his /her duly authorized attendant.

Q. Can the information be denied?

Ans. Yes, if the competent authority decides so. The reasons for not providing the information are duly communicated in writing.