



Citizens' Charter

DR. BSA HOSPITAL

SECTOR- 6, ROHINI

DELHI-110085

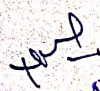
(Government of Delhi)

Tel. 011-27055585

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'YOUR HEALTH OUR GOAL'

15/12/22


MEDICAL DIRECTOR
Dr. BSA Hospital
Govt. of NCT of Delhi
6, Rohini, Delhi- 110085

VISION

Caring for life, Researching for health & Educating those who serve

MISSION

1. To provide exemplary medical care with empathy.
2. To continuously up-grade and augment the health care services so as to be recognized as benchmark for the Government Hospitals.
3. Create a work environment where each person is valued, respected and has an opportunity for personal and professional growth.
4. Achieve excellence in Medical education and foster a culture of clinical health sciences research.
5. Demonstrate social responsibility through the just use of resources.
6. To remain accessible to all the stakeholders.

INTRODUCTION



Dr. Baba Saheb Ambedkar Hospital is a 550 bedded (including 50 floating beds) multispecialty hospital with facilities of few super specialties including Pulmonology and Urology. Hospital is located on 29.4 acres of land at Sector-6, Rohini in North West District of Delhi. This hospital is providing comprehensive health care services to the population residing in North, North West Delhi, other neighbouring districts and states. OPD services were started on 02.08.1999 followed by round the clock emergency and maternity services along-with 70 bedded indoor facilities in the year 2001. The bed strength was enhanced to 500 beds in the year 2006. The Baba saheb Ambedkar Medical College affiliated to IP University was started in 2016 with intake of 100 MBBS students per batch which has now been increased to 125 seats since year 2019

The hospital augmented its infrastructure and other facilities with the establishment of State of art Flu Clinic, Covid vaccination & testing centre, installation of LMO (liquid medical Oxygen) Plants and PSA units & other facilities to manage Covid patients in the ongoing Covid 19 pandemic. Further a separate Block with more than 450 beds, to provide Maternity and Child Care services is under construction.

SERVICES PROVIDED

Accident & Emergency Services 24x7	Microbiology Lab
ART Clinic	MRD (Medical Records Department)
Ayurvedic Medicine	Malaria Clinic
AIDS testing Counselling Clinic (VCTC)	Medicine
Animal Bite Clinic	Neonatal Unit
Anaesthesiology & ICU care	Narco Analysis
Biochemistry Lab	Ophthalmology
COVID Care Centre/Infection diseased	Orthopaedics

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CCU
 De-addiction Centre
 DAK facility
 Dental
 Dialysis
 Disability Board
 Ear, Nose & Throat
 Family Welfare & Infertility Clinic
 (Male & Female)
 Gynaecology & Obstetrics
 Hospital Infection Control Services
 Homeopathy
 ICU
 Labour Room
 Laparoscopic Surgeries

One Stop Centre
 Occupational Therapy
 Pulmonary Medicine
 Psychiatry
 Pharmacy
 Paediatrics
 Pathology Lab
 Physiotherapy

 Surgery including urology & Lithotripsy
 Swine Flu OPD & Ward
 Skin & VD
 Regional Blood Transfusion Centre
 Radiology (X-Ray, USG, Doppler)

ALL SERVICES PROVIDED BY HOSPITAL ARE FREE

REGISTRATION TIMING

Accident & Emergency Services Open 24x7
 Admissions (Indoor) Open 24x7

OPD

Monday to Friday 07:30 AM to 12.00AM
 Saturday 07:30 AM to 11.00AM
 Special Clinics 01.00 PM to 2:00 PM
 Sunday Clinic 9:30 AM to 11:00AM

DEPARTMENTS

S.No.	Speciality	Room No.	Name of HOD
1.	Accident and Trauma (Emergency)	Casualty Block	Dr. J.P. Paliya
2.	Medicine	1101-1114	Dr. Amit Johri
3.	Surgery	1120-1133	Dr. Jitender Kumar
4.	Orthopaedics	2181-2186	Dr. Gurvinder Singh
5.	Obts. & Gynae	1201-1214	Dr. Sandhya Jain
6.	Dental	2280-2286	Dr. S.K. Malhotra
7.	Eye	2267-2279	Dr. N.P. Singh
8.	ENT	2287-2290	Dr. Ajay Kumar Gupta
9.	Paediatrics	1220-1223	Dr. Anita Chawla
10.	Skin	1002-1004	Dr. Vivek Sagar
11.	Psychiatry	1032-1035	Dr. Dinesh Tyagi
12.	Pathology	2204-2209	Dr. Renu Gupta
13.	Microbiology	2210	Dr. Renu Gur
14.	Radiology	2114-2117	Dr. Rajiv Ranjan
15.	Transfusion Medicine	Blood Bank	Dr. Meenakshi Sidhar

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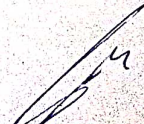
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S.No.	Speciality	Room No.	Name of HOD
16.	ART(AIDS Centre) (for HIV Treatment)	1021	Dr. Vevek Rana
17.	ICTC (For HIV counselling & Testing)	1036	Dr. Renu Gur
18.	PPTCT	1214	Dr. Sandhya Jain
19.	Ayurvedic	Dharamshala Block	Dr. Trivani Kalra
20.	Homoepathic	Dharamshala Block	Dr. Sudha Bala

SPECIAL CLINICS
(2:00 PM to 4:00 PM)

S. No.	Department / Place	Name of Clinic	Days
1	PEDIATRICS OPD	Paeds Asthma Clinic	Wednesday
2		Paeds Seizure Clinic	Thursday
3		Well baby Clinic	Thursday
4		High Risk Baby Clinic	Tuesday
5		Adolescent Health Counselling clinic	Friday
6		Thalasemia Clinic (Paeds)	Tuesday, Friday
7	SKIN OPD	Leprosy clinic	Tuesday
8		Vitiligo Clinic	Monday
9		Psoriasis Clinic	Wednesday
10		Dermatosurgery	Thursday
11		Cosmetology clinic	Friday
12	MEDICINE OPD	Nephrology Clinic	Thursday
13		Hypertension clinic	Friday
14		Diabetes Clinic	Monday, Wednesday
15		Rheumatology	Tuesday
16		Senior Citizens Clinic	Daily OPD Sunday (10AM - 12 PM)
17	GYNAE OPD	Postnatal Clinic	Wednesday
18		Infertility Clinic	Thursday
19		Cancer Detection Clinic	Tuesday & Friday
20	ART CLINIC	Paeds ART clinic	Daily (Room No. 1022- 23(Basement))

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DIAGNOSTIC SERVICES PROVIDED:

S. No.	Nature of Service	Room No.	Charges
1.	Laboratory	2204	Free
2.	X-Ray	2114,2116	Free
3.	Ultrasound	2116	Free
4.	Hearing Test	2276	Free
5.	ECG	2116	Free
6.	Physiotherapy & Occupational Therapy	2186	Free

OTHER SERVICES:

S.No.	Service	Officer Incharge	Duration	Fee
1.	Disability Certificate	Chairperson Disability Board	Within 21 days as per GNCTD guidelines	Free
2.	Railway Concession for Disabled Candidates	Chairperson Disability	Same Day	Free
3.	Birth & Death Certificate	MRO,MRD	Within 21 days(as per MCD guidelines)	Free
4.	Correction of Birth & Death Certificate	MRO,MRD	Within 21 days	Free
5.	RTI	PIO	Within 30 days (as per the RTI Act 2005)	₹10

ROGI KALYAN SAMITI (RKS)

Delhi Govt. has constituted Rogi Kalyan Samiti (RKS) under the chairmanship of Sh. Mohinder Goyal, MLA (Bawana). The RKS is very useful in providing support and feedback for continuous improvement in working of hospital so as to give best patient care with the available resources.

INFORMATION CENTRE

24X7 Help desk is available (Phone No. 011-27049961)

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DR. BSA MEDICAL COLLEGE & HOSPITAL

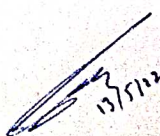
PATIENT RIGHTS

1. The right to receive medical advice and treatment which meets the currently accepted standards of care & quality.
2. The right within the law, to have privacy, dignity and respect for religious/cultural beliefs.
3. The right, within the law, to have information relating to your medical condition kept confidential
4. The right to be given a clear description of your medical condition.
5. The right to accept or refuse any medication, investigation or treatment and to be informed of the likely consequences of doing so.
6. The right to make complaint/suggestions.
7. Right to personal medical records.

PATIENT RESPONSIBILITY

1. To provide correct and complete information about your present health, past illness, allergies and any other relevant medical/health details.
2. Follow the prescribed and agreed treatment plan, and comply with the instruction given.
3. Show consideration for the right for the other patients and the hospital staff by following the hospital rules concerning patient conduct.
4. Read all medical form including consent thoroughly prior to signing them.
5. Do not litter the hospital, please use garbage bins.
6. Do not smoke or spit, maintain cleanliness inside the hospital premises.
7. Wait patiently for your turn & maintain Silence.
8. Do not bring children below 10 years as visitors.
9. Do follow the policy of one attendant with one patient in permissible patient care areas.
10. Always bring your old medical records for reference.
11. Follow Public Grievance Redressal System if required.

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13/7/12
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