VARDHMAN MAHAVIR MEDICAL COLLEGE & SAFDARJUNG HOSPITAL

IN THE SERVICE OF HUMANITY

वर्धमान महावीर मेडिकल कॉलेज
एवं सफदरजंग अस्पताल

SAFDARJUNG HOSPITAL & VMMC
NEW DELHI
CITIZEN CHARTER







Citizen Charter

A Citizen Charter is a formal document that defines the commitment of a public service organization towards its citizens. It specifies the standards of service, rights of citizens, and mechanisms for grievance redressal, ensuring that the government remains accountable, transparent, and citizen-centric.

The primary objective of the Citizen Charter of Safdarjung Hospital

is to improve the health status of people through targeted actions, ensuring high-quality healthcare is equitably, accessibly, and affordably available to all sections of society

1. The Charter emphasizes the expansion and continuous improvement of preventive, promotive, curative, palliative, and rehabilitative services within the public health sector, with a distinct focus on service quality and universal health coverage.
2. Key Objectives Enhance the overall health and well-being of all citizens by providing comprehensive and accessible healthcare services.
3. Develop and maintain linkages between primary, secondary, and tertiary healthcare systems for seamless patient care.
4. Strengthen the training capacity for health personnel (medical, paramedical, managerial) to ensure adequate human resources with the right skill mix at every level.
5. Promote transparency, accountability, and responsiveness in service delivery to meet public expectations.
6. Ensure the rational use of pharmaceuticals and effective regulations in health service delivery.
7. Expand and continually improve the range and quality of health services with a focus on universality.
8. Provide mechanisms for redressal of grievances and actively seek feedback for service enhancement.
9. Service Principles Delivery of services should be courteous, prompt, and empathetic.
10. Standards should be published, services should be open to public scrutiny, and there must be mechanisms for choice, consultation, and value for money.
11. Service should be non-discriminatory, easily accessible, and responsive to the needs of marginalized communities.

The Safdarjung Hospital Citizen Charter aims to make healthcare delivery patient-centric, accountable, and transparent, thereby ensuring public satisfaction and better health outcomes for all sections of society.

Preamble:

This charter is a document that is a testament of our commitment towards efficient patient care service to all citizens & also enables them to gain information regarding.

- The services & facilities available in VMMC & Safdarjung Hospital

- The quality of care & services provided.

- Grievance Redressal System through which complaints regarding denial or poor quality of services may be redressed.

वर्धमान महावीर मेडिकल कालेज एवं सफदरजंग अस्पताल

Vardhman Mahavir Medical College and Safdarjung Hospital

Welcome to Vardhman Mahavir Medical College & SafdarjungHospital:

Safdarjung Hospital, New Delhi, is one of the largest tertiary care hospitals in India, providing comprehensive healthcare services to patients from across the country. Established in 1942, the hospital has grown into a premier institution under the Ministry of Health and Family Welfare, Government of India, offering specialized medical care, education, and research.

The hospital is affiliated with Vardhman Mahavir Medical College (VMMC) and serves as a major teaching and training center for undergraduate and postgraduate medical students, nursing, and paramedical staff.

With its wide range of clinical departments, advanced diagnostic and therapeutic facilities, and dedicated team of healthcare professionals, Safdarjung Hospital is committed to delivering affordable, accessible, and quality healthcare to all sections of society, especially the underprivileged.

The hospital strives to uphold the principles of compassion, service, and excellence, ensuring patient satisfaction through transparency, efficiency, and continuous improvement in healthcare delivery.

LOCATION:

Safdarjung Hospital is situated on Ring Road (New Delhi-29) near AIIMS Flyover and opposite AIIMS (at crossing of Ring Road and Aurobindo Marg).

- South Delhi
- Bound in the

  * North - Ring Road
  * South - Wireless Centre
  * West - Factory Road
  * East - Aurobindo Marg

Nearby areas are:

- AIIMS
- Safdarjung Tomb and AIIMS Flyover
- R.K. Puram and Moti Bagh Gurudwara
- Yusuf Sarai
- Green Park
- South Extension I &II
- Dilli Haat
- Ansari Nagar
- West Kidwai Nagar

QUALITY POLICY:

Purpose:

Safdarjung Hospital is committed to provide high quality services and medical care (preventive, diagnostic, therapeutic and rehabilitative) to every citizen. Comprehensive best tertiary care (Specialty and Super Specialty services) is provided to all without any discrimination.

MOTTO

Safdarjung Hospital stands dedicated to its motto of "Service to Humanity", striving tirelessly to provide comprehensive medical care and to promote health and well-being for all.

VISION:

To be a centre of excellence in healthcare, medical education, and research, providing equitable, compassionate, and quality services to all sections of society — especially the underprivileged — in alignment with national health goals.

MISSION:

To deliver comprehensive, affordable, and accessible healthcare to every patient with empathy and dignity.

To train competent, ethical, and skilled healthcare professionals through excellence in medical education and clinical exposure.

To promote medical research and innovation aimed at improving patient care and advancing public health.

To implement and support national health programmes, contributing to the control and prevention of communicable and non-communicable diseases.

To ensure transparency, accountability, and responsiveness in all aspects of hospital administration and service delivery.

To foster a safe, inclusive, and patient-friendly environment for both patients and staff.

CITIZEN CHARTER

RIGHTS OF PATIENTS

- Right to information
- Right to access records and reports
- Right to Emergency Medical Care
- Right to informed Consent
- Right to confidentiality, human dignity and privacy
- Right to second opinion
- Right to transparency in rates, and care according to prescribed rates wherever relevant
- Right to non-discrimination
- Right to safety and quality care according to standards
- Right to choose alternative treatment options if available
- Right to choose source for obtaining medicines or tests
- Right to proper referral and transfer, which is free from perverse commercial influences
- Right to protection for patients involved in clinical trials
- Right to protection of participants involved in biomedical and health research
- Right to take discharge of patient, or receive body of deceased from hospital
- Right to patient Education
- Right to be heard and seek redressal

RESPONSIBILITIES OF PATIENTS AND CARETAKERS

- Patients should provide all required health related information to their doctor, on response to the doctor's queries.

- Patients should cooperate with the doctor during examination, diagnostic tests and treatment, and should follow doctor's advice, while keeping in view their right to participate in decision making related to treatment.

- Patients should follow all instruction regarding appointment time, cooperate with hospital staff and fellow patients, avoid creating disturbance to other, and maintain cleanliness in the hospital.

- Patients should respect the dignity of the doctor and other hospital staff as human beings and as professionals. Whatever the grievance may be patient/ caregivers should not resort to violence in any form and damage or destroy any property of the hospital or the service provider.

- The patients should take responsibility for their action, based on choices made regarding treatment option and in case they refuse treatment

USER RESPONSIBILITES FOR THE CITIZEN CHARTER:

- The success of this charter depends on the support & feedback we receive from our user.
- Please try to appreciate the various constraints, under which the hospital operates.
- On an average 10,000 OPD patients & 1500 emergency patient on daily basis are attended to in this hospital.
- Follow the laid down rules regulations inside the hospital premises.
- Please use the facilities of this hospital with care without damaging /spoiling hospital property.
- Please do not cause inconvenience to other patients by crowding or making unnecessary noise
- Maintain calm & cool & do not argue with security guards, & hospital staff.
- Show your visitor pass at various entry points & help to maintain peace & order in the hospital premises .Visitors are allowed only during notified visiting hours.
- Beware of touts & unauthorized persons. Do not indulge is any sort of unauthorized money transactions.

Facilities Available

Facilities available in Safdarjung Hospital

1. 24 hour casualty and emergency services for all kind of patients coming from all part of India and also for foreign nationals visiting India.
2. Indoor facilities i.e., admission of patients in wards of various disciplines of Medical Streams.
3. 24 hour Inquiry services for guiding people on phone and in person.
4. 24 hour ambulance services for shifting patients to and from hospital.
5. 24 hour clinical laboratory investigation services for patients coming to casualty & emergency department.
6. X-Ray, ultra-sound, CT scan and MRI facilities in the hospital.
7. Trolleys & Wheel chairs in sufficient quantity for patients and their relatives.
8. Safe drinking water for patients and their relatives.
9. Neat and clean toilets male, female & transgender manned by safaikaramcharis in all parts of the hospital.

SCOPE OF SERVICES

SPECIALITIES	SUPERSPECIALITY
Anaesthesiology	Burns & Plastic Surgery
Casualty & Emergency Services	Cardiology
Community Medicine	Cardio-Thoracic Vascular Surgery
Dentistry	Endocrinology
Dermatology and Venereology	Haematology
Emergency medicine	Medical Oncology
General Medicine	Neonatology
General Surgery	Nephrology
Obstetrics and Gynaecology	Neurology
Ophthalmology	Neurosurgery
Orthopaedics	Nuclear Medicine
Otorhinolaryngology (ENT)	Pain and palliative care
Paediatrics	Paediatric Surgery
Psychiatry	Surgical Oncology
Physical Medicine & Rehabilitation	Urology
Sports Medicine	Respiratory Medicine
ICUs	LABORATORY SERVICES
NICU	Blood Transfusion Services
PICU	Clinical Bio-Chemistry
CCM	Clinical Microbiology and Serology
HDU	Clinical Pathology
	Histopathology
	Apex Regional STD Laboratory services

PATIENT CARE CENTRES:

EMERGENCY SERVICES (New Emergency Block)

The New Emergency Block (NEB) at Safdarjung Hospital, New Delhi, represents a major milestone in the hospital's modernization and expansion efforts. It stands as one of the most advanced emergency and trauma care facilities in India, offering state-of-the-art infrastructure, equipment, and specialized medical services under one roof.

Commissioned in 2018, the New Emergency Block was developed as part of the hospital's comprehensive redevelopment plan under the Ministry of Health and Family Welfare, Government of India.

This block has a capacity of approximately 500 beds, significantly augmenting the hospital's emergency and critical care facilities.

It caters to all types of emergencies — medical, surgical, trauma, cardiac, neurological, obstetric, and pediatric — ensuring immediate and integrated treatment to patients arriving from Delhi and across the country.



The New Emergency Block houses:
24×7 Emergency and Trauma Services with round-the-clock medical, surgical, and nursing teams.
Advanced Trauma & Resuscitation Units equipped with modern life-support and monitoring systems.
Modular Operation Theatres for emergency surgeries.
Critical Care Units and ICUs with advanced ventilators and monitoring equipment.Integrated Radiology and Imaging Services (X-ray, CT, Ultrasound) located within the block for rapid diagnosis.
Emergency Laboratories for immediate blood and biochemical investigations.
Blood Bank Connectivity for timely transfusion support.
Waiting and Counselling Areas for patient attendants.
Triage and Patient Registration Counters designed for rapid assessment and allocation.

Floor wise Departments in New EmergencyBlock

Floor	Department
Basement	• CSSD • AMBER office for maintenance • Gaurisha office for manpower • SAI office for manpower • Dog bite clinic
Ground Floor	• Registration counters-5 • Aayushman Bharat counter-1 • May I help you desk-2 • Triage-2 • Green desk • Emergency halls1,2,3,4 • Minor OT • Radiology Centre
First floor	• ICUs • Labs- Biochemistry, Microbiology and Pathology Lab • Skin Bank
Second floor	• OT Complex
Third floor	• Blood bank • Doctors Lounge • Nurses Lounge • Seminar Hall • Conference Room • Canteen
4th floor	• General Surgery ward • Urology • Minor OT • Radiology (ultrasound)
5th floor	• Neurosurgery ward • Orthopaedic ward
6th floor	• Medicine ward • Integrated medicine • CCM
7th floor	• Paediatrics+ outbound nursery
8th floor	• Admin + NELS training+ Disaster Management ward.

OPD SERVICES (Main OPD Block)

The Main OPD Block represents the frontline of healthcare delivery at Safdarjung Hospital. It ensures accessible, equitable, and quality outpatient care, easing the burden on emergency and inpatient services. The design and functioning of the OPD block reflect the hospital's commitment to the principles of transparency, patient comfort, and efficient service delivery.

- OPD of Safdarjung Hospital is one of the busiest OPDs in the country & caters to around 10, 000 patients every day.
- The OPD complex has a spacious registration hall with 35 registration windows.
- The OPD registration services are fully computerized.
- Separate counters exist for Senior Citizen, Specially abled persons, cancer patients, pregnant ladies, and Online Registered patients.
- Dedicated department based OPD Registration facilities in Central Institute of Orthopedics, Burns & Plastic, Dental Surgery, Hematology, Medical Oncology, Obst. & Gynae ANC, Pediatrics, PMR, Skin & STD, Child Development centre, Psychiatry, Radiation Oncology and Pain Clinic.
- Main OPD has dedicated Ayush wing for AYUSH SPECIALITIES (Ayurveda, Yoga and Naturopathy, Unani, Siddha, and Homoeopathy).
- OPD has NABL accredited Laboratory services & Radiological Investigation facilities.
- Pharmacy for dispensing of free of cost medicines to the patients.
- Various Public friendly facilities exist in the OPD registration area of the New OPD building like the " May I help you'/Inquiry counter, Wheelchair & trolley facilities, Lifts, Ramps & public utilities like drinking water & all gender/ transgender/ Specially abled persons accessible toilets at each floor.
- Ladies toilet is equipped with sanitary napkin dispensing machine and sanitary pad disposing incinerators.
- Parking for physically handicapped.
- Free shuttle services to reach to different areas of the hospital.

OPD SCHEDULE & SPECIALITY CLINICS

OPD Registration time:

Monday to Friday : 08:30 AM to 11:30 AM
Saturday : 08:30 AM to 11:00 AM
Sunday : 08:30 AM to 11:30 AM

Evening OPD Registration time:

Monday to Friday : 11:30 AM to 05:30 PM (Evening OPD)
Saturday : 11:00 AM to 02:00 PM (Evening OPD)

OPD Registration time for Specialty Clinics.

01:30 PM to 02:30 PM (Monday to Friday)



Online registration and appointment through the ORS Portal (https://ors.gov.in)

Floor wise Departments in Main OPD Block

Floor	Department
5 FLOOR	DIRECTOR OFFICE MEDICAL SUPERINTENDENT OFFICE ADDL. MEDICAL SUPERINTENDENT OFFICE DEPUTY DIRECTOR ADMIN OFFICE SKIN OPD/DEPARTMENT OF STD ADMIN-I,II,III,IV VIGILANCE SECTION COORDINATION SECTION DEAN OFFICE
4th floor	EYE OPD/ DEPARTMENT EYE OT, EYE Speciality OT ENT OPD/DEPARTMENT CGHS DENTAL OPD
3rd Floor	PSYCHIATRY OPD CGHS WING Child Development Clinic (CDC)
2nd Floor	PAEDIATRIC OPD GENERAL SURGERY OPD BIO-CHEMISTRY LAB RADIATION ONCOLOGY OPD AYURVEDIC OPD PAIN CLINIC
1st Floor	MEDICINE OPD OBS & GYNAE OPD HOMEOPATHY OPD DOTS CENTRE SIDDHA CLINIC & UNANI CLINIC COMMUNITY MEDICINE OPD RECRUITMENT CELL EXAMINATION CELL
Ground Floor	MAY I HELP YOU COUNTER REGISTRATION COUNTER CENTRAL DISPENSARY / PHARMACY BLOOD COLLECTION CENTRE PMR DEPARTMENT MSW DEPARTMENT MRI ROOM

Super Specialty Block (SSB)

The Super Specialty Block (SSB) of Vardhman Mahavir Medical College & Safdarjung Hospital, New Delhi, represents a major milestone in the hospital's expansion as a premier tertiary care institution under the Ministry of Health & Family Welfare, Government of India.

The block has been developed to provide advanced, multidisciplinary, and specialized medical care through dedicated departments equipped with modern infrastructure, skilled professionals, and cutting-edge diagnostic and therapeutic facilities. The Super Specialty Block strengthens the hospital's capacity to deliver high-quality treatment to critically ill and complex cases, complementing the services of the main hospital and OPD blocks.

With the establishment of the Super Specialty Block, Safdarjung Hospital has emerged as a national center of excellence in multidisciplinary tertiary care. The facility symbolizes the hospital's ongoing commitment to accessible, ethical, and advanced healthcare for all sections of society.

OPD Registration time:

Monday to Friday : 08:30 AM to 11:30 AM
Saturday : 08:30 AM to 11:00 AM

OPD Registration time for Specialty Clinics.

01:30 PM to 02:30 PM (Monday to Friday)

Facilities Offered in Super Specialty Block

Beds strength in Super Specialty Block in Zone-II & III

Floor	Department	ICU'S	Ward	OT's
Ground Floor	Emergency ICU Zone-III	13 Bed's		
	Heart Command Central, Zone-II	12 Bed's		
1st floor	CTVS	19 Beds		
	Endocrinology Ward, Zone-II		23 Beds	
2nd Floor	Nephrology Dialysis Units & ward	19 Beds	22 Beds	
	Urology OT Complex		9 beds	
3rd Floor	Administrative Block Zone-III			
3rd Floor	Paediatric Gastroentology Hepatology & Nutrition Daycare Zone-III		10 Beds	
4th Floor	Urology ward Zone-III	19 Beds	40 Beds	
5th Floor	CTVS	19 Beds	38 Beds (Ward-B) 42 Beds (30 Beds + 12 ICU) (Ward-A)	
6th Floor	Respiratory Medicine	10 Beds	31 Beds 12 Beds (Bronchoscopy) 4 Beds (Sleep Medicine)	
7th Floor	Cardiology	19 Beds	48 Beds (Ward-B) 30 beds (Ward-A)	
8th Floor	Neurosurgery/Neurology	15 Beds	60 Beds	
	Neurology		40 Beds (28 Beds + 12 ICU Beds)	

- Number of Cath Lab = 04 Nos.
- Total Number of OT Complex in Zone-II = 03 Nos.

1. Beds status in Super Specialty Block in Zone-I
   - Single Bedded = 100 Bed (100 Room)
   - Double/ Sharing = 106 Bed (53 Room)

Total Number of Beds= 206 Beds

2. ICU Beds
   - ICU-1 = 9 Bedded
   - ICU-2 = 9 Bedded

Total Number of ICU Beds = 18 Bed

- Operation Theatre (OT) Zone-I = 1 OT Complex
- Khanna Lab (PPP Model)
- Public Canteen

Ground Floor- For Patients
First Floor- For Staff

- ABHA Counter for Online Registration
- Ayushman Bharat Counter
- Private Ward on 7th Floor& 8th Floor Zone-I
- CSSD on 3rd Floor
- Kitchen facilities for patients
- M/s Amber Electrotech Ltd. (Maintenance Agency) Through HSCC Ltd.
- Number of May I help you Counter in OPD for patients enquiry = 03 nos.
- Drinking water facility
- Transport Facility by electrical vehicle
- Store Zone-1 (Anti- Biotic, Dressing, Surgical Lab chemical, Tablet & Injection)
- Endocrinology Departmental Lab
- Grievance Redressal Mechanism through PGRC (Main OPD Building)

OPD SCHEDULE (SSB)

Department	Time & date	Special Clinic
Urology	Monday & Thursday (unit-2) (8:30 to 11:30) Tuesday & Friday (unit-1) (8:30 to 11:30)	Unit-1 (1:30 to 2:30) Renal Transplant(Friday Afternoon) Female Urology (Tuesday• Afternoon) Pediatric Urology (Friday• Afternoon) Uro Oncology (Tuesday• Afternoon)
		Unit-2 (1:30 to 2:30) • Neuro Urology & Female Urology (Monday Afternoon) • Renal Transplant (Thursday• Afternoon) • Andrology (Monday Afternoon) • Uro-Oncology (Thursday• Afternoon)
Cardiology	Tuesday & Friday (Unit-2) - Morning Monday & Thursday (Unit-1)- Morning Monday & Wednesday(Unit-3)- Morning	• Renal Transplant Clinic (Wednesday/ Morning) • Glomerular Disease Clinic (Friday/ Morning) • Kidney Screening (Saturday/ Morning)
Nephrology	Tuesday & Thursday (Unit-A)- Afternoon Monday & Friday (Unit-B) Afternoon	• Movement Disorder(1st,3rd & 5th Saturday of month)- Morning • Epilepsy Clinic (2nd & 4th Saturday of month)- Morning • Cognition & Behavioural Neurology Clinic (Saturday Morning)
Neurology	Monday, Wednesday & Friday	
Respiratory	Monday to Saturday- Morning	
Neuro Surgery	Monday to Saturday- Morning	
CTVS	Monday to Saturday- Morning	
Endocrinology	New cases – Diabetic and Etc (Tuesday & Thursday morning) Follow up Etc clinic cases (Wednesday & Friday Morning)	
Pediatric Surgery	Monday to Saturday (Morning) Paediatric Gastro Tuesday(Afternoon) & Friday (Morning)	Peadiatric Gastroentology Tuesday 9AM to 1PM Friday 2PM to 4PM
Cancer Surgery	Tuesday and Thursday (Morning)	
Gastroenterology	Wednesday (Afternoon)	

New Sports Injury Centre

The Sports Injury Centre (SIC) at Safdarjung Hospital is a specialist facility dedicated to diagnosing, treating, rehabilitating, and preventing musculoskeletal injuries associated with athletic activity and joint disorders. It is one of the premier government-sector sports medicine units in the country.

Originally established in 2008 by the Ministry of Health & Family Welfare, the centre was relocated on January 8, 2024 to a newly constructed, state-of-the-art building with expanded infrastructure and upgraded equipment. The aim is to provide comprehensive, integrated care under one roof—ranging from outpatient evaluation to advanced surgery and full rehabilitation.

Details of Facilities at SIC

Sr. No.	Name of Facilities	Details	
1.	OPD	Days	Monday to Saturday
		Registration Timing	• Monday to Friday: 08:30am to 12:00pm and 02:00pm to 03:00pm • Saturday: 08:30 am to 12:00am
		OPD Timing	• Monday to Friday: 09:00 am to 01:00pm and 02:00pm to 04:00 pm • Saturday : 09:00 to 01:00
2.	Non - Operative procedure	Plaster application Intra-articular Injection: ➢ Steroid ➢ PRP USG Guided Injection	
2.	Surgical	Joint Replacement surgery	• Total Hip Replacement • Total Knee Replacement • Total Shoulder Replacement • Reuse shoulder Arthroplasty

		Arthroscopic & open knee surgery	• ACL Reconstruction • PCL Reconstruction • MCL Reconstruction • LCL Reconstruction • PLC Reconstruction • Meniscetmy & meniscus Repair • MPFL Reconstruction • Medial plication & lateral release • RAMP repair • Root repair • OATS • Mosaicoplasty • ACI
		Arthroscopic & open shoulder surgery	• Bankart Repair • Cuff repair • Latarjet procedure • Arthroscopic Superior capsular reconstruction • Biceps tendon – tenotomy and tenodesis • SLAP Repair • AC joint reconstruction • Subacromion decompression
		Arthroscopy and open ankle surgery	• Anterior & Posterior ImpingementDecompressor • Loose body removal • ATFL &CFL Reconstruction • Brostrom procedure
		Arthroscopy Hip Surgery	• Labralrepair • Impingement decompression • Loose body removal • Debridement •
3.	Physiotherapy, Hydrotherapy and Gym	The state of art physiotherapy department at SIC is equipped with all the latest electro therapy modalities like Shockwave therapy/high power laser/LIPUS. The underwater treadmill/balance system/hydrotherapy facility along with the ultra-modern techno gym equipment's help the post op patients to recover faster helping them to return to sports earlier	
4.	OT	Elective OT – 06 Emergency OT – 01	
5.	Total Nos. of Beds	156	
6.	Grievance redressal mechanism	SIC as a part of Safdarjung Hospital, there is a common grievance redressal mechanism at Safdarjung Hospital to deal all the complaints.	



New Sports Injury Centre

Department of Burns, Plastic & Maxillofacial Surgery

VMMC & Safdarjung Hospital, New Delhi

The Department of Burns, Plastic and Maxillofacial Surgery at Vardhman Mahavir Medical College & Safdarjung Hospital, New Delhi, is one of the oldest and largest tertiary care centres for burns and reconstructive surgery in India. Established in 1962, the department functions under the Ministry of Health & Family Welfare, Government of India, and has evolved into a national referral centre providing comprehensive management of acute burns, plastic, reconstructive, and maxillofacial conditions.

The department provides round-the-clock emergency and elective services to patients from Delhi and neighbouring states such as Uttar Pradesh, Haryana, Rajasthan, Punjab, Bihar, Uttarakhand, and Himachal Pradesh. It is recognized for its clinical excellence, academic contribution, and patient-centric care.

The burns unit was established in 1962 and is currently the largest burn unit in the world in terms of patient turnover. It provides numerous healthcare services to incoming patients and operates its own Burns Casualty 24 x 7.
The Burns Casualty has been upgraded from a single - bedded to a 10 bedded unit and Physiotherapy Section from a single to a 4-room facility with a significant increase in area. The Burns OPD has also been re-developed to a larger area for better patient care in the follow-up and dressings.



The Central Institute of Orthopaedics (CIO)

The Central Institute of Orthopaedics (CIO) at Safdarjung Hospital is one of the most prestigious and oldest centres for orthopaedic care, training, and research in India. Established under the Ministry of Health & Family Welfare, Government of India, the institute serves as a national referral centre for comprehensive management of trauma and musculoskeletal disorders.

The CIO was founded with the vision of providing integrated orthopaedic treatment, advanced surgical interventions, and rehabilitation to patients, while also fostering teaching and research excellence. Over the decades, it has evolved into a centre of excellence in trauma care, joint replacement, spine surgery, limb reconstruction, and pediatric orthopaedics.

The Department of Dental Surgery

The Department of Dental Surgery at Vardhman Mahavir Medical College & Safdarjung Hospital provides comprehensive dental and oral health services to patients, including general dentistry, oral surgery, maxillofacial procedures, and specialized dental care.

The department seeks to deliver accessible, quality dental care to a wide demographic, including patients from Delhi and neighbouring regions.

Location & Access

The Dental Surgery Department is located in a separate dental building / dental wing within the hospital campus.

For outpatient registration, patients are directed to Room No. 2 of the Dental Building (Gate No. 1).

Contact number: 011-2616 5060 (as per the official hospital listing)

Clinical Services & Specialties

The Department offers a range of dental and oral health care services, including:

General Dentistry — routine examinations, preventive care, fillings, extractions

Oral & Maxillofacial Surgery — surgical procedures involving teeth, jaws, facial structures

Prosthodontics / Dentures & Prosthetics Orthodontics

Periodontics (gum / supporting structures)

Endodontics (root canal treatment) Oral Medicine & Diagnosis

As per the government's listing of dental services, the department is known to carry out Oral & Maxillofacial Surgery, Orthodontics, Periodontics, Prosthodontics among others.

LABORATORY SERVICES
VMMC & SAFDARJUNG HOSPITAL
CITIZEN CHARTER

BIOCHEMISTRY

1. **Laboratory Locations:**
   a. Routine Biochemistry Lab-2nd Floor, Main OPD Building
   b. Emergency Biochemistry Lab-1st Floor, Room No. 111, Emergency Building.
2. **Timings of Services:**
   a. Routine Biochemistry Lab: 09:00 AM to 04 PM
   b. Emergency Biochemistry Lab: 24x7 hrs.

Blood test service provide by Biochemistry

S. No	Name of Test Performed	Cost
1.	Lipid Profile (HDL & LDL)	Rs. 100/- (OPD) & Rs. 50/- (IPD)
2.	Glcose	Free
3.	Urea	Free
4.	Creatinine	Free
5	Uric acid	Free
6	Total Bilirubin	Free
7	Direct Bilirubin	Free
8	AST	Free
9	ALT	Free
10	ALP	Free
11	Sodium	Free
12	Potassium	Free
13	Chloride	Free
14	Total Protein	Free
15	Albumin	Free
16	Calcium	Free
17	Phosphors	Free
18	LDH	Free
19	Amylase	Free
20	Cholesterol	Free
21	Triglyceride	Free
22	CPK-Total	Free
23	CPK-MB	Free
24	Magnesium	Free
25	Body Fluid (Sugar & Protein)	Free
26	Lipase	Free
27	Ionised Calcium	Free

PATHOLOGY

Lab Medicine Unit	Histopathology-Cytology Unit
I. Routine Haematological investigations: • Complete blood count (CBC) • ESR • Reticulocyte count • Peripheral smear • Haemoparasities (Malaria/Microfilaria) II. Special Haematology • Bone marrow aspiration/biopsy with cytochemistry • Flow cytometry for leukemia & lymohoma III. Coagulation Studies • PT & INR • APTT IV. Urine routine & migroscopy V. Body fluids cell count (ascitlc, pleutal synovial, CSF) VI. Fertility Hormone analysis (Serum LH, FSH, Prolactin, Estradiol, Progesterone, testosterione,DHEAS anti sperm Antibodies) VII. Thyroid Profile(Serum T3,T4,TSH, Thymoglobulin antibody) VIII. Diabetic Profile(Serum Insulln, Glycosylated Hemoglobin, Urine Sugar & ketones. IX. Tumor Parkers (PSA,P-PSA,CEA,AFP Beta HCG, CA 15.3, CA-19.9,CA-125) X. Immunology assays (Igm, IgG,ANA, DsDNA, Anti-Cardiolipin-IgG & IgM, Complement assay C3&C4) XI. Molecularstudies (HLA-ABDR Typings) XII. Miscellaneous (Vitamin D3, Serum Ferritin, Parathyroid, Growth Hormone, Cortisol) XIII. Molecular Test: HLA-DR, EGFR, RT-PCR XIV. Miscellaneous Poct Tests: Troponin I/ Procalcitonin/NT-Pro BNP/Ck-MB/CRP/D-Dimer	**Histopathology-Cytology Unit** I. Histopathology • Tissue Diagnosis of resected surgical specimens, biopsies and medico-legal autopsies. • Review of Slides and blockes received from different institutes • Intra-operative scrape Cytology • Direct immunofluorescence, immunolistochemistry and special stains. II. Cytology • Fine needle aspiration cytology (FNAC) including radiologically guided FNAC. • Fluid cytology-all body fluids • Urine cytology for malignant cells • Gynaecological cytology (conventional and Liquid based cytology) • Review of slides received from different institutes • Cell block preparation • Immunocytochemistry and special stains

Lab Medicine Unit

S. No	Laboratory	Location
1	Central collection centre	Room no. 19, ground floor, OPD Building
2	Gynaecology lab	Room No. 153,154,155,1st floor OPD building
3	Burn and plastic lab	Room No. 03, ground floor, burn and plastic department
4	Main lab	Room No. 305 & 311, 3rd Floor SSB Building Zone-II
5	Special Hematology	Room No. 312, 3rd Floor SSB Building Zone-II
6	Molecular lab	Room No. P-117 & P-132, 1st Floor SSB Building Zone-I
7	Emergency lab	Room No. 108, 1st floor, new emergency building

Histopathology-Cytology Unit

S. No.	**Name of Lab/Room**	**Room No.**
1	Histopathology reporting room 1	407, 4th floor, college building
2	Histopathology specimen grossing	407-A, 4th floor, college building
3	Cytopathology reporting storage	408, 4th floor, college building
4	Histopathology specimen storage	408-A, 4th floor, college building
5	Histopathology reporting room 2	409, 4th floor, college building
6	Special stains and immunohistochemistry	409-A, 4th floor, college building
7	Cytopathology processing lab, sample receiving & report dispatch	410, 4th floor, college building
8	Histopathology processing Lab, sample receiving & report dispatch	411, 4th floor, college building
9	Histopathology –cytopathology store	412, 4th floor, college building
10	Histopathology section cutting & store	413, 4th floor, college building
11	Student demonstration room	414, & 415 4th floor, college building
12	Pathology library/resident room	416, 4th floor, college building
13	Undergraduate practical hall & museum	402&432, 4th floor, college building
14	FNAC registration room	517-A 5th floor, New OPD building
15	FNAC procedure room	557,5th floor, New OPD Building

S.No	**Laboratory**	**Lab Location**	**Sample receiving timings**
1	Emergency lab	Room no. 108, 1st floor, New Emergency Block	24*7 including Sunday & Public Holidays
2	Central collection centre	Room no. 19, Ground floor, OPD Building	**Monday to Friday** OPD: 08:30 am to 11:30am IPD: 08:30 am to 12:30pm **Saturday** OPD: 08:30 am to 11:30am

			IPD: 08:30 am to 12:30pm
3	Gynaecology lab	Room no. 153,154,155, 1st floor, OPD Building	**Monday to Friday** OPD: 09:00 am to 04:00 pm IPD: 09:00 am to 12:30pm **Saturday** OPD: 09:00 am to 01:00pm IPD: 09:00 am to 11:30am
4	Burn and plastic lab	Room No. 03, Ground floor, Burn and plastic department	**Monday to Friday** OPD: 09:00 am to 12:00 pm IPD: 09:00 am to 12:30pm **Saturday** OPD: 09:00 am to 11:30am IPD: 09:00 am to 11:30am
5	Main lab	Room No. 305, 311, SSB building 3rd Floor, Zone-II	**Monday to Friday** OPD: 09:00 am to 12:00 pm IPD: 09:00 am to 12:00pm **Saturday** OPD: 09:00 am to 11:00am IPD: 09:00 am to 11:00am
6	Special hematology	Room No. 312, SSB 3rd Floor, SSB building, Zone-II	**Monday to Friday** OPD: 09:00 am to 12:00 pm IPD: 09:00 am to 03:00pm **Saturday** OPD: 09:00 am to 11:00am IPD: 09:00 am to 12:30pm
7	Molecular lab	Room No. P-117 & P-132, 1st floor, SSB building, Zone-I	**Monday to Friday** OPD: 09:00 am to 11:30am IPD: 09:00 am to 11:30am **Saturday** OPD: 09:00 am to 10:30am IPD: 09:00 am to 10:30am
8	Histopathology sample receiving & report dispatch	411, 4th floor, college building	**Monday to Friday** OPD: 09:00 am to 03:00pm **Saturday** OPD: 09:00 am to 12:00pm
9	FNAC registration room	557-A, 5th floor, Main OPD Building	**Monday to Friday** OPD: 09:00 am to 11:30am **Saturday** OPD: 09:00 am to 10:30pm
10	Cytopathology sample receiving & report dispatch	410, 4th floor college building	**Monday to Friday** OPD: 09:00 am to 03:00pm **Saturday** OPD: 09:00 am to 12:00pm

MICROBIOLOGY

1. **Laboratory Locations:** 5th floor, Department of Microbiology, VMMC Building, VMMC & Safdarjung Hospital & Room No. 107, 01st Floor, Microbiology Lab., New Emergency Block
2. **Timings of services -**
   - 09.00 AM to 04.00 PM for 5th floor, Department of Microbiology, VMMC Building
   - 24 x 7 for Room No. 107, 01st Floor, Microbiology Lab., New Emergency Block
3. **Scope of Services:**

Scope for Microbiology Emergency Services (NEB Laboratory)

(Room No. 107, 01st Floor, New Emergency Block)

S. No	Product/ Material of test	Specific Test performed
1.	Blood	Aerobic culture
2.	Urine	Semi quantitative Aerobic culture
3.	Pus and wound swabs	Aerobic culture
4.	Tracheal aspirates	Semi quantitative Aerobic culture
5.	Throat Swab	Aerobic culture, Albert Stain for Corynebacterium diphtheria
6.	Tissue biopsy	Aerobic culture
7.	Central line catheters	Semi quantitative Aerobic culture
8.	Sterile body fluids – CSF, pleural fluid, ascitic fluid, pericardial fluid	Aerobic culture
9.	Pus, Tracheal aspirates, Sterile body fluids, tissue biopsy	Gram Stain for pus cells, epithelial cells, Gram positive / Gram Negative organisms/ Yeast cells
10.	CSF	India ink preparation for Cryptococcus
11.	Stool	Hanging drop for Vibrio cholerae
12.	Whole blood in EDTA vial	Malaria antigen for Plasmodium falciparum and Plasmodium vivax
13.	Serum	Hepatitis B surface antigen by Rapid test
14.	Serum	Anti-HCV antibodies by Rapid test

15.	Serum	C-Reactive protein by Latex agglutination, Quantitative CRP and Quantitative PCT by nephlometry
16.	Serum	Anti-streptolysin O antibodies by Latex agglutination
17.	Serum	RA factor by Latex agglutination
18.	Pus/ Tracheal aspirate	Modified Ziehl Neelsen staining for Nocardia

Scope for Microbiology Routine Services (Main Laboratory, 5th floor, VMMC Building)

Pus and miscellaneous samples Section (Room No. 525, VMMC Building)

S. No	Product/ Material of test	Specific Test performed
1.	Throat Swab	Albert Stain for Corynebacterium diphtheria Gram Stain
2.	Pus, Sputum, Tracheal aspirates, Bronchalveolar lavages	Gram Stain for pus cells, epithelial cells, Gram positive/ Gram Negative organisms/ Yeast cells, Modified Kinyon for Nocardia
3.	Pus	Aerobic culture & sensitivity testing
4.	Tracheal aspirates and Bronchoalveolar lavages	Semi quantitative Aerobic culture
5.	Sputum	Aerobic culture & sensitivity testing
6.	Throat Swab	Aerobic culture & sensitivity testing
7.	High Vaginal Swab	Aerobic culture & sensitivity testing
8.	Placental tissues and membranes	Aerobic culture & sensitivity testing
9.	Tissue biopsy	Aerobic culture & sensitivity testing
10.	Central line catheters	Semi quantitative Aerobic culture
11.	Conjunctival swabs and corneal scrapings	Aerobic culture & sensitivity testing
12.	Stool	Aerobic culture & sensitivity testing

Urine Culture Section (Room No. 525, VMMC Building)

S. No	Product/ Material of test	Specific Test performed
1	Urine	Semi quantitative Aerobic culture& sensitivity testing

Blood culture Section (Room No. 526, VMMC Building)

S. No	Product/ Material of test	Specific Test performed
1	Blood	Aerobic culture & sensitivity testing

Infection Prevention and Control (Room No. 526, VMMC Building)

S. No	Product/ Material of test	Specific Test performed
1.	Water	Most Probable Number count
2.	Surface swabs from OT and other critical areas	Aerobic culture
3.	Nasal swab	MRSA carriage
4.	Rectal swab	MDRO carriage

Mycology Laboratory (Room No. 527, VMMC Building)

S. No	Product/ Material of test	Specific Test performed
1.	CSF, BAL	India ink preparation for Cryptococcus
2.	Respiratory samples, Pus/ wound swabs, Urine, Body fluids, Bone marrow, FNA, endometrial biopsy and curettage, tissue, nail, skin scrapings, hair, vaginal swab, corneal scrapings, CSF	KOH mount for fungal elements
3.	Respiratory samples, Pus/ wound swabs, Urine, Body fluids, Bone marrow, FNA, endometrial biopsy and curettage, tissue, nail, skin scrapings, hair, vaginal swab, corneal scrapings	Gram stain for yeast cells, fungal hyphae, fungal elements
4.	Corneal scrapings, Tissue	Giemsa stain for yeast cells, fungal hyphae, fungal elements
5.	Respiratory samples, Pus and wound aspirate, Body fluids, Bone marrow, FNAC Aspirate, tissue	Fungal Fluorescent Stain.
6.	Respiratory samples, Pus/ wound swabs, Urine, Body fluids, Bone marrow, FNA, endometrial biopsy and curettage, tissue, nail, skin scrapings, hair, vaginal swab, corneal scrapings	Fungal culture & Antifungal susceptibility testing for yeasts, hyaline molds and dermatophytes on request.
7.	CSF, Serum	Cryptococcal Lateral Flow assay
8.	Serum, BAL	Galactomannan antigen ELISA, Galactomannan lateral flow assay,
9.	Serum	Aspergillus IgG and IgM Lateral flow assay Candida Mannan Lateral flow Assay
10.	Whole blood	Pan Fungal PCR

Anaerobic Laboratory (Room No. 527, VMMC Building)

S. No	Product/ Material of test	Specific Test performed
1.	Aspirates (Including liver and Brain aspirate), sterile body fluids (ascitic, pleural, synovial, pericardial, CSF), tissue biopsy, eye concretions, blood, Placenta/RPOC, BAL, Swab, Drain	Gram staining for Gram positive/ gram negative anaerobic organisms
2.	Aspirates (Including liver and Brain aspirate), sterile body fluids (ascitic, pleural, synovial, pericardial, CSF), tissue biopsy, eye concretions, blood, Placenta/RPOC, BAL, Swab, Drain	Anaerobic culture and Sensitivity testing

CSF and other Sterile Body fluids (Room No. 528, VMMC Building)

S. No	Product/ Material of test	Specific Test performed
1.	Sterile body fluids – Cerebrospinal fluid, pleural fluid, ascitic fluid, Synovial fluid	Gram Stain for pus cells, epithelial cells, Gram positive/ Gram Negative organisms
2.	Cerebrospinal fluid	Direct latex agglutination test
3.	Cerebrospinal fluid	Aerobic culture & sensitivity testing
4.	Pleural fluid	Aerobic culture & sensitivity testing
5.	Ascitic fluid	Aerobic culture & sensitivity testing
6.	Pericardial fluid	Aerobic culture & sensitivity testing

Serology Laboratory (Room No. 528, VMMC Building)

S. No	Product/ Material of test	Specific Test performed
1.	Serum	C-Reactive protein
2.	Serum	Anti-streptolysin O antibodies
3.	Serum	RA factor
4.	Serum	Widal
5.	Serum	Salmonella Typhi IgM and IgG antibodies
6.	Serum	Anti- CCp antibody
7.	Serum	PCT
8.	Serum	TTG
9.	Serum	Leptospira IgM, Scrub Typhus IgM antibodies

Parasitology Laboratory (Room No. 528, VMMC Building)

S.No	Product/ Material of test	Specific Test performed
1.	Serum	Amoebic Serology Neuro Cysticercal Serology, Filaria antigen, RK-39 Antigen, Hydatid serology, Toxoplasma serology
2.	Whole blood in EDTA	Malaria antigen for Plasmodium falciparum and Plasmodium vivax
3.	Blood	Peripheral smear for Malaria parasite
4.	Stool	Ova and Cyst, Modified Acid fast stain for Coccidian parasites

Tuberculosis Laboratory (Room No. 530, VMMC Building)

S. No	Product/ Material of test	Specific Test performed
1.	Respiratory samples, Pus/ wound swabs, Urine, Body fluids, Bone marrow, FNA, endometrial biopsy and curettage, tissue biopsy, CSF	Acid fast staining for Mycobacteria
2.	Respiratory samples, Pus/ wound swabs, Urine, Body fluids, Bone marrow, FNA, endometrial biopsy and curettage, tissue biopsy, CSF	Culture of Mycobacteria (MGIT)
3.	Respiratory samples, Pus/ wound swabs, Urine, Body fluids, Bone marrow, FNA, endometrial biopsy and curettage, tissue biopsy, CSF	CBNAAT (DOTS LAB) TRUNAT

Viral Serology Laboratory (Room No. 531, VMMC Building)

Sl.	Product(s) Material of test	Specific Tests Performed
1.	Serum/Plasma	Dengue NS1 Ag
2.	Serum	Anti- Dengue IgM
3.	Serum	Anti- Chikungunya IgM
4.	Serum /Plasma	Anti- Toxoplasma IgM &Anti – Toxoplasma IgG
5.	Serum/ Plasma	Anti- CMV IgM & Anti- CMV IgG
6.	Serum/ Plasma	Anti- Rubella IgM & Anti- Rubella IgG
7.	Serum/ Plasma	Anti- HSV 1&2 IgM & Anti- HSV 1&2 IgM
8.	Serum/Plasma	JE Virus

Hepatitis Laboratory (Room No. 505, VMMC Building)

Sl.	Product(s) Material of test	Specific Tests Performed
1.	Serum	HBsAg
2.	Serum	HBeAg
3.	Serum	Anti HBeAg
4.	Serum	Anti HBcAg- IgM
5.	Serum	Anti HBcAg – IgG
6.	Serum	Anti HBsAg
7.	Serum	Anti HAV
8.	Serum	Anti HEV
9.	Serum	HCV Ag-Ab
10.	Serum	HBV DNA TruNat
11.	Serum	HCV RNA TruNat

<u>Respiratory Virology Laboratory</u>(Room No. 511, VMMC Building)

Sl.	Product(s) Material of test	Specific Tests Performed
1.	Nasal swab/ Nasopharyngeal swab/ Throat swab	Real time PCR for Influenza A (including H1N1, H3N2) Influenza B RSV
2.	Nasal swab/ Nasopharyngeal swab/ Throat swab	RT PCR for SARS-COV-2 virus True NAT for SARS-COV-2 virus

RADIOLOGICAL SERVICES
VMMC & SAFDARJUNG HOSPITAL
CITIZEN CHARTER

Radio diagnosis & interventional Radiology

Location and timings

Location	Services	Timing
H-Block	X-Ray	09:00am to 04:00pm on working days
	USG	09:00am to 04:00pm on working days
	Doppler	09:00am to 04:00pm on working days
	BMD (Bone Mineral Densitometry	09:00am to 04:00pm on working days
	MRI	09:00am to 04:00pm on working days
OPD Block	MRI	08:00am to 08:00 on working days
CIO	X-Ray (Room No.18,19,20)	24 hours on all days
SSB	X-Ray (Basement Zone-I)	09:00am to 04:00pm on working days
	USG (Basement Zone-I)	09:00am to 04:00pm on working days
	X-Ray (Portable)3rd Floor	24 hours on all days
SIC	X-Ray	09:00am to 04:00pm on working days
NEB	X-Ray	24 hours on all days
	DSA	24 hours on all days
	CT	24 hours on all days
	NVIR	24 hours on all days
	DRF (Contrast Studies)	09:00am to 04:00pm on working days
	USG (4th Floor)	24 hours on all days

Services

a. X-ray/Radiography of all body parts.
b. USG of abdomen, chest musculoskeletal, skull, breast, thyroid & other superficial parts.
c. Antenatal USG & Doppler
d. CT Scan of all body parts.
e. Diagnostic Angiography, vascular and non-vascular radiological interventions of routine booked patients and emergency patients.
. MRI of all body parts
g. Bone Mineral Densitometry
h. Doppler-Arterial & venous of peripheral limbs, abdomen, carotid etc.
i. Special X-rays (Barium studies, IVP, HSG etc.)

BLOOD BANK CENTRE
VMMC & SAFDARJUNG HOSPITAL
CITIZEN CHARTER

VMMC & Safdarjung Hospital is one of the largest tertiary care Central Government hospital which is primarily catered by Main Blood Centre is present on second floor of CSSR building. Another Emergency storage subunit of blood centre is located at the third floor, New Emergency block to fulfil immediate emergency blood demands.

The **mission** of this blood bank centre is to ensure safe, sufficient, timely supply of blood and blood components. The blood centre provides the facilities of Whole Red Blood Cells, Packed Red Blood Cells, Platelets Concentrate, Fresh Frozen Plasma, Platelet Apheresis, Cryoprecipitate and Stem Cell Collection.

The Blood Bank Centre runs round the clock on shift basis.

Scope of services include

- Blood donation including donor selection and counselling
- Hemoglobin estimation
- Determination of blood groups and RhD typing
- Processing of whole blood to make components viz packed red blood cells, fresh frozen plasma cryoprecipitate and platelet concentrate
- Testing of blood and blood components for transfusion transmitted infections viz. HIV I and HIV II, HbsAg, HCV, Syphilis and Malaria.
- Quality checks of prepared blood and blood components.
- Storage of blood in ample space and at adequate temperatures.
- Cross matching of donor patient's blood and antibody screening of all patients and donors blood to rule out immunological mismatch.
- Apheresis donation management.

Donor Rights

- To be treated with respect, dignity and courtesy
- To receive clear and comprehensive information about donor process
- To have all donations tested for infectious diseases and to be notified if any abnormalities are found
- To have personal information kept confidential and used only for the purposes of blood donation and safety.

Donor Responsibilities

- To provide honest answers to health history questions
- To follow instructions given by blood centre staff
- To notify the centre of any post-donation complications
- To respect the guidelines for donation frequency and eligibility

Recipient's Rights

- To receive safe and properly tested blood components
- To be informed about blood transfusion process and any potential risks
- To have access to information about blood availability and donation needs.

Service standards

- Quality and safety in blood collection, testing, storage and distribution
- Ensure timely collection, testing and delivery of blood and its components
- Maintain transparency and provide clear information to donors and recipients
- Protect the confidentiality of donors and recipients
- Commitment to continuous improvement through regular trainings, audits and feedback mechanism

Feedback and complaints

We value your feedback and are committed to address any concerns or complaints promptly.

MEDICAL RECORD DEPARTMENT &TRAINING CENTRE

S.NO	SERVICES	SERVICE PROVIDER MRD	DURATION OF ACTIVITY	PROCESSING FEES
1	• General Enquiry • Issuance of online no for Birth & Death Certificate • Issuance of Birth/Death Data Correction	Window No.1	09:00 am to 12:30pm & 02:30 pm to 03:30pm On Saturday 09:30 am to 12:30pm	Nil
2	Birth & Death Data Correction Letter	Birth /Death Data Desk	7-10 Working days after receiving all valid documents for the applicants	Nil
3	Birth & Death Data online Number	NDMC Online Data Desk	3-5 working days after receiving case file from the respective wards	Nil
4	Single Specialty Disability Board	Correspondence Desk	Put up before chairman within 03 days for date	Nil
5	Multiple Specialty disability board/CDRF/Court	Multiple Specialty Disability Desk	Put up before Chairman within 03 days for date	Nil
6	Reimbursement of Bills for indoor cases only	Reimbursement Desk	7-10 days	Nil
7	• LIC Death Claim Form • LIC Discharge Claim Form	Correspondence Desk	7-10 days 7-10 days	Rs. 8/- Nil
8	Police case /BHT/MLC result etc.	Legal Desk	3-7 days	Nil
9	Receiving of court summons issued in the name of Medical Superintendent & Record Clerk	Summon Desk	08:00am to 04:00 pm On all working desk, on Saturday 09:00am to 01:00pm	Nil
10	Retrieval & issue of death & discharge case Sheet for various purposes	In complete area	3-5 days	Nil

IMPORTANT INFORMATION REGARDING MRD

1. All the applications along with necessary documents addressed to "The The Director / Medical Superintendent, Safdarjung Hospital" will be deposited in the Diary Section of the hospital near Bank of Baroda (Gate No.2).
2. BIRTH DATA CORRECTION: For minor correction i.e. spelling mistake, an application along with ID of mother showing her husband's name is required. For major corrections, an application along with ID" of mother and an affidavit from notary has to be submitted. For full name change an affidavit from SDM is required to be deposited.
3. DEATH DATA CORRECTION: For minor corrections (spelling mistake) An application along with ID" of deceased showing his/her father's/husband's name is required. For major corrections/name change, an application along with an affidavit from SDM has to be submitted.
4. ONLINE NO: The patient/attendant can obtain Online No. for obtaining Birth/Death certificate from NDMC from Window No.1, MRD. The patient/attendant can also obtain Birth/Death certificate from the website of NDMC without obtaining Online No. from MRD.
5. LIC CLAIM: All the applications reg. LIC Claim Cases has to be routed through concerned LIC office in their official Letter Head. In death case stamp of Rs.8/-has to be attached with the LIC claim application.
6. REIMBURSEMENT OF BILLS: For Reimbursement of bills for Indoor patient/s, an application along with all bills in original, FORM-B duly filled has to be submitted in Diary Section. (Form-B Is available in MRD).The Form-A for reimbursement of bills for outdoor (OPD) cases ,the applicant/patient may get it verified directly from the concerned Doctor without submitting in MRD.
7. COURT SUMMONS: All the Summons issued in the name of Medical Superintendent & Record Clerks are received in the MRD. The summons issued reg. Post Mortem Report & X-Ray Report will be received by the concerned dept. i.e. Forensic medicine Deptt. & Radiology Deptt. respectively,

ORGAN DONATION

As a leading healthcare institution in India, VMMC and SJH have played a pivotal role in facilitating both live and deceased organ donations, offering hope and extending lives for countless patients in need.

Transparency and ethics are central to the organ donation process at VMMC and SJH. Whether it's a live donation or a deceased donation, the hospital adheres to strict protocols to ensure the process is safe, legal, and in accordance with the wishes of donors and their families.

Our hospital is actively involved in creating awareness about deceased organ donation. The organ Donation programme is carried out as per the law and protocols enumerated by the National Organ and Tissue Transplant Organization (NOTTO) to ensure that every donation is handled with respect, dignity, and adherence to legal and ethical guidelines. By collaborating with NOTTO, VMMC and SJH ensure that the organs are matched and allocated to recipients through a fair and transparent process. The Organ Donation and Transplantation Coordination Committee of SJH also coordinates in activities for raising awareness in general public regarding Organ Donation , both live and deceased organ donation .

Various initiatives, such as annual Organ Donation Awareness Month (अंगदान जन जागरूकता अभियान), the community, medical students, and hospital staff are engaged to educate them on the importance of organ donation. Awareness lectures, competitions, and outreach programs are conducted regularly to demystify the process, dispel myths, and encourage more people to pledge to donate organs.

Our special registration drives, in collaboration with NOTTO, have led to an increasing number of individuals pledging to donate organs, both during their lifetime and after death, highlighting the growing recognition of the importance of organ donation in our community.

SJH has 2 fully functional Organ Banks:

1. Cornea Bank 2. . Skin Bank

KITCHEN SERVICES

- Safdarjung caters approx 2000 patients are provided meal through Main Kitchen everyday.
- Approx 400 patients are provided meal through SSB kitchen everyday.
- Safdarjung provides four meals (Breakfast, Lunch, Evening Tea & Dinner) to the patients through SSB Kitchen and Main Kitchen.
- Types of meal- provide to the patients through Safdarjung hospital
    1. General Diet
    2. Diabetic Diet
    3. Liquid Diet
    4. Uremic Diet
    5. High Protein Diet
    6. Children Diet
    7. Soft Diet.
- Scope of Kitchen:-
    a) Kitchen Services is an important support in the hospital which is responsible for preparing and providing good quality food to the patients in the hospital.
    b) A Kitchen in which therapeutic diets are prepared. Common therapeutic diet include & Diabetic diet, Low sodium Diet, low fat diet, High fibre diet, renal diet, Liquid diet, High protein diet.

Bio-Medical Waste Management

BMWM unit in VMMC and SJH has implemented Biomedical Waste Management (BMWM) rules, 2016 and their further amendments in 2018 and 2019 and Guidelines from central pollution control board (CPCB), GoI, 2022. The hospital is authorised from DPCC under Rules and Guidelines. Bar code system and labelling of BMW bags to track the biomedical waste from area of generation (ward/ICU/OT/OPD) to its final disposal at CBWTF level is installed in common waste site. The Immunization waste guidelines, CPCB, 2021 were implemented in VMMC and SJH for vaccination and immunization centre. A team of doctors, sisters and supervisors monitor BMWM practices and implementation of the Rules and Guidelines.

The report/data for BMWM, health-checkup vaccination, trainings, inspections etc on BMWM is shared on monthly and annual basis with MoHFW, DPCC and posted on website. VMMC and SJH is an important stakeholder for BMWM rules and CPCB guidelines in MoEF&CC, CPCB and MoHFW. Innovations like the BMWM android APP as per Rules and Guidelines to monitor and strengthen the BMWM segregation practices was introduced in VMMC and SJH in 2020-2021. There are publications articles (original articles, review articles, Book Chapter) , WHO report on BMWM from the BMWM unit .

Implementation of the BMWM Rules and CPCB guidelines in the hospital and handholding for other institutes in Delhi and other states is regularly done through workshops and conferences on national level with key stakeholders.

PUBLIC FACILITIES

AYUSHMAN BHARAT – PMJAY

Ayusman Bharat –PMJAY office situated in near Dairy & Dispatch Section , Gate no-02
The Ayushman Bharat Scheme was launched by the Hon'ble Prime Minister on 25.09.2018. The Safdarjung Hospital being a central government hospital also implemented the said scheme with the opening of 2 Kiosks (fully functional) in the New Emergency Block, counter No. 9 round the clock, as well as at the Central Admission Counter No. 6 from 9.00 am to 4.00 pm.

One Kiosk is also functioning in the Super Specialty Block w.e.f. 10/11/18.

DHARAM SHALA

The Safdarjung Hospital also provides accommodation facilities in its Dharamshala to the needy and poor patients who come from far of places. Dharamshala facility is available free of cost and is provided only on the recommendation of the Director / MS/Addl. M.S/ Head of the Departments/CMO In-Charge NEB & OPD and CMO In-Charge Dharamshala of Safdarjung Hospital.

- Dharamshala is situated in separate building on Ring Road (near to Raj Nagar Flyover) opposite to the Safdarjung Hospital. It has six halls with 65 beds. One patient is allowed on one bed. 24 rooms are also available with one kitchen which can be used for cooking food etc. at their own expenses. Toilets/bathrooms are common. The Dharamshala is guarded by security personnel round the clock hours. Services of Hosptial's Ambulance vehicle are also available in the morning & evening to take/bring the hospital's patients only from/to the Safdarjung Hospital.
- For getting admission in Dharamshala. Necessary permission/application from can be obtained from the office in Dharamshala during working hours between 09:00am to 01:00 pm to 04:00 pm from Monday to Friday and 09:00am to 01:00 pm on Saturday. Security guard on duty can be contacted in this regard before and after office hours. Duly filled application from with the recommendation /signature of the concerned Head of Department (HOD) is to be submitted in the office of caretaker in Dharamshala who will issue a permission /admission letter. Such admission letter is to be shown to any visiting /inspecting officer on demand.
- The allotment of accommodation in Dharamshala is made initially for a period of 07 days. But, a patient can be allowed to stay minimum for a period of 42 days. However, in exceptional cases, permission to stay further may be granted by Director / MS/Addl. M.S

- Necessary information relating to admission etc. in the Dharamshala can be obtained from the caretaker, Room No. 02, Ground floor, Dharamshala. Caretaker and other staff including security personnel are working there under the supervision of Chief Medical Officer In-Charge Dharamshala telephone No. Of Dharamshala is 011-26882010

- BANK SERVICES

  A branch of Bank of Baroda is situated near gate no.02 at Aurobindo Marg. ATMs of Bank of Baroda is also situated at gate no 04 and SSB Building.

Public Grievance Redresssal Mechanism

The Public Grievance Redresssal Cell (PGRC) was established in Safdarjang Hospital in the year 1997 to redress specific grievances related to the services provided by the hospital. PGRC staff under the chairmanship of Additional Medical Superintendent and consists of a Member Secretary and three Members, the names of Chairperson & Member Secretary, addresses and telephone numbers of whom are displayed in the hospital premises at prominent location as follows:

1. In Front of lift No. 36 (5th floor)
2. Near Room No. 242(2nd Floor)
3. Emergency Control Room
4. OPD-Ground Floor
5. Burns & Plastic Deptt.
6. MRD
7. H-Block near X-Ray Deptt.
8. GRR-Waiting Hall
9. Old CTVS Building
10. Opposite Surgery Block
11. Old Accounts Deptt.
12. Ortho OPD

Ten Complaint / Suggestion boxes have been installed at the following locations in the hospital:

1. New OPD Complex
2. Emergency Control Room
3. Enquiry/Admission Centre
4. GRR
5. Blood Bank
6. In front of Oncology Deptt.
7. Orthopedic Deptt.
8. Medical Record Deptt.
9. H-Block (near Hematology Deptt.)
10. Obst. & Gynae.

The complaint boxes are opened once a week by the staff of PGRC. The Public Grievance Redressal Mechanism of Safdarjang Hospital is as follows:

1. Receipt of complaints from
   - Complaint /Suggestion Box.
   - Hard copy from Medical Superintendent Office & Diary and Dispatch Section.
   - Soft copy received online through Public Grievance Portal

2. (a) Letters are sent to concerned department for comments within 7 days of receipt (Reminders sent after 7 days).

(b) Where necessary, letter sent to complainant for relevant documents related to the complaint.

3. Letters sent to complainant and concerned staff to appear before PGRC. (2 (b) and 3 also help to verify the authenticity of the complaint).
4. Meeting is held under the chairmanship of PGRC Chairperson wherein the matter is discussed in detail and the grievance is redressed. Follow up actions are decided upon.
5. Where relevant, follow up is done by PGRC for implementation.
6. (a) Action Taken Report is sent to the complainant and matter disposed of.
(b) Action Taken Report is uploaded on Public Grievance Portal (when received online) and matter disposed of.

On an average 30-35 complaints / suggestions are received every month by PGR Cell. The entire process of redressal takes less than three months.

Instant Redressal:

There is also a system of instant grievance redressal where, if the patient approaches the PGR Cell, necessary assistance is given to take instant remedial measures. Approximately 40-45 such grievances are redressed on an instant basis every month.

Name with Telephone Nos. of Officers are as follows:

Dr. Neeta Hazara 26707150
Chairman (PGRC)
HAG Officer

Dr.NarinderTeckchandani,26707150
Sr.CMO (Pediatric-Surgery)
Member Secretary

Dr. Ankit Sharma 26707150
Medical Officer (Radiology)
Member

Dr. Sachin Bajaj
Blood Bank
Member

Dr.Anurag Narula
Opthalmology
Member

Updation of Citizen Charter & Public Feedback Mechanism

Purpose

The Citizen Charter serves as a vital document outlining the services, standards, rights, and responsibilities of both the hospital and the public.
To ensure that it remains relevant, transparent, and citizen-centric, the Charter is regularly reviewed and updated in accordance with patient feedback, new policies, and emerging healthcare needs.

Process of Updation

1. Periodic Review:

The Citizen Charter is reviewed once every year or whenever major infrastructural or service-related changes occur (e.g., opening of new blocks, new departments, or revision of service timings).

The review is coordinated by the Nodal Officer (Citizen Charter) appointed by the Director/Medical Superintendent.

2. Departmental Inputs:

Each clinical and non-clinical department submits updated information regarding their services, timings, facilities, and staff details to the Nodal Officer.

The updates are consolidated, verified, and incorporated into the revised Charter.

3. Approval & Display:

The updated Charter is approved by the Medical Superintendent / Head of Institution before publication.

Copies of the revised Citizen Charter are displayed prominently in:

Main OPD Block
Super Specialty Block
Emergency Block
Sports Injury Centre
Burns & Plastic Department
Hospital website and information counters

4. Digital Updation:

The latest version of the Citizen Charter is uploaded on the official website:
https://vmmc-sjh.mohfw.gov.in

Public Feedback Mechanism

1. Feedback Channels

Safdarjung Hospital has multiple channels through which patients and attendants can share suggestions, feedback, or complaints:

Feedback Boxes – Installed in Main OPD, Emergency, and other public areas.

Email / Online Feedback Form – Available through the hospital website for digital submissions.
E-mail: **citizenchartersjh@gmail.com**

Direct Interaction – Patients can approach the Public Relations Officer (PRO) or the Grievance Redressal Officer for immediate issues.

ORGANIZATION COMMITMENT:

Safdarjung hospital shall provide accessible and outstanding health services to all and uphold our commitment to service and continuously cater to the health needs of the people through effective quality management system.







