

## SERVER ROOM

No. 2-ITSR/Mera Aspataal/2K

324/21  
25-09-2021

dt.18.09.2021

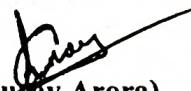
### MERA ASPATAAL

Sub: Minutes of Meeting held on 17.09.2021 – reg.

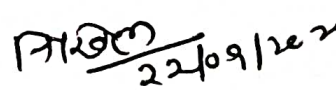
A meeting was held in the committee room of the MS Office on 17.09.2021 at 3:00PM under the chairmanship of Medical Superintendent to discuss matters relating to the application 'Mera Aspataal'. List of the HoDs/officials is annexed. I/c-IT informed MS regarding the regular updating of the feedback received from Mera Aspataal but due to Covid, no meetings have been held after 27<sup>th</sup> Feb, 2020. He further informed that major observations continue to be the same. Current statistics were shown and minutes of the previous meeting readout. After deliberations, the following decisions were taken:

1. **FEEDBACK:** For the issue of capturing patient mobile number, Chairman has insisted the following measures:
  - a) Strict compliance at the OPD Counters by sensitizing the DEOs about the importance of capturing the mobile number of the visiting patients. Also to display 'visible signage boards' at all OPD counters regarding the mandatory input of mobile number. (Action: CMO-I/c-OPD, Director-SIC & CIO, HoD-Dental, HoD-Anaesthesia, N.O/Incharge-NEB & SSB)
  - b) Periodical public announcement regarding the mandatory requirement of mobile number while registration. (Action: CMO-I/c-OPD, Director-SIC & CIO, HoD-Dental, HoD-Anaesthesia, N.O/Incharge-NEB & SSB, CMO-MRD)
  - c) Chairman has stressed-out for periodical training for the improvement of soft skills (communication with patient) amongst all the DEOs/Security Guards at regular intervals. The concerned agency must be directed to take appropriate measures in this regard. The CMO-I/C-OPD may conduct training of DEO supervisors (Action: Addl.M.S(PK), CMO-I/C-OPD & DDA)
  - d) All the HoDs are directed to review periodically about the soft skills amongst the staff by organizing weekly meetings with SRs/Nurse/Support staff and provide the report to MS Office on regular basis to monitor the progress of patient care services (Action: All HoDs)
2. One of the reason of dissatisfaction noticed has been issue of **CLEANLINESS**. All Addl MS & HoDs of concerned departments to take periodical rounds on all days along with sanitation staff to ensure the cleanliness of their surroundings and also urged to fix the responsibility for the lapses. (Action: All Addl M.S, All HoDs & O-I/c-Sanitation).
3. Few technical issues following actions were suggested :
  - a). **Data Link of SSB with MeraAspataal:** Officer-I/c-IT to resolve the issue.
  - b). **Data mismatch of MRD&MeraAspataal:** Officer-I/c-IT to take up the issue with NIC / JS(H) for clarity on un-known departments reflected in application.
  - c). **Unknown departments data:** Officer-I/c-IT assured to resolve the issue.

Meeting ended with a vote of thanks to the chair,

  
(Dr. Gaurav Arora)  
Sr. CMO-Server Room

  
(Dr. N.K. Gupta)  
Officer-I/C-IT

  
(Dr. Nikhilesh Chandra)  
Addl. M.S.(IT)

This issues with the approval of the Medical Superintendent

Copy : To all concerned, All Addl. M.S(PK, RKW,RS, RKS, NC), PS to MS & DDA

**ATTENDANCE SHEET OF MEETING REGARDING "MERA ASPATAAL"  
HELD ON 17/09/2021 (FRIDAY) AT 03:00 P.M.**

S.No.	Name	Designation	Department	Signature
1.	Dr. V.C. Aggarwal	Dr. CMO	Surgery	
2.	Dr. Tadas Raj Singh	Dr. CMO (Jr)	EMU	
3.	Dr. J.M. KHUNGER	H.O.D.	Haematology	
4.	DR. PAHUL SAHA	ASSO. PROFESSOR	PSYCHIATRY	
5.	Dr. Sumit Ranjan	Prof & HOD	Pathology	
6.	Dr. G.M. Bhargava	HOD	Dental (Surgery)	
7.	Dr. YAMINI SARWAR	CMO (SAG)	Obstetrics & Gynaecology	
8.	Dr. Niti Khunger	Prof & HOD	Dermatology & STI	
9.	Dr. Sumit Mehndiratta	Specialist Genl	Pediatrics	
10.	Dr. Monalisa Behra	SMO, MED Genl	EMED	
11.	DR. BINDI GARG	C.M.O (Disp)	Dispensary	
12.	DR. ANURAG NARVA	SPECIALIST	OPHTHALMOLOGY	
13.	Dr. Subhadra Negam	Asst Prof	Microbiology	
14.	Dr. Vibha Upad	Associate Prof	Biochemistry	
15.	Dr. K.B. Shukla	Professor	Neurosurgery	
16.	Dr. Loveneet K. Krishna Das	Prof	CO	
17.	Dr. Gaurav Anon	CMO (SAG)	Anaesthesia	
18.	Dr. R.K. Srivastava	ADDL. M.S.		
19.	Dr. Navin Sood	SAG	Cancer Surgery	
20.	Dr. RK Wadhwa	AMS		
21.	Dr. N. chandra	AMS		
22.	Dr. K.C. Prasad	OLC, Kayakalp		
23.	DR. Kapil Sini	Prof & SAG	Radiotherapy	
24.	Dr. S.K. Gupta	HOD	Medicine	
25.	Dr. Ravi Sen	HOD	Podiatry	
26.	Dr. Pankaj Ranjan	Asst CMO (OPD)	Genl OPD	
27.				