

# **CITIZEN CHARTER**

## **SWAMI DAYANAND HOSPITAL**

### **▪ Introduction**

Swami Dayanand Hospital was set up in 1963 and was at that time called as General Hospital, a name that has been struck with it now also. It was started as a decision of Municipal Corporation of Delhi.

Till date it remains as the largest MCD Hospital of East Delhi.

The physical infrastructure of the Hospital at that time was a two storey block and subsequently OPD block , MCH block and few other additions were made to the already existing structure in last 20-25 years.

The guiding principle of the Hospital has always been to provide patient care with dignity and adopt a soothing patient friendly environment for the delivery of health care.

Currently it has 370 functional beds providing care in all specialities but still faces Shortage of space, beds and staff.

### **▪ Mission & Vision**



**Municipal Corporation of Delhi**  
**SWAMI DAYANAND HOSPITAL**  
**Dilshad Garden Delhi-95**

**MISSION / लक्ष्य**

**Guided by the needs of the community , patients and families , we aim to transform lives and communities through delivering the best possible health care in a safe, compassionate atmosphere through integrated educational research and learning .**

हमारा लक्ष्य रोगियों , तीमारदारों और समाज की आवश्यकताओं को ध्यान में रखकर ,एकीकृत शैक्षिक अनुसंधान के माध्यम से एक सुरक्षित, सामानुभूति वातावरण का निर्माण करके सर्वोत्तम संभव स्वास्थ्य सेवा प्रदान करना है

**VISION/ दृष्टि**

**We seek healthy ,safe, satisfied and thriving communities where all have equitable access to best possible quality health care, high standard education and safe employment that addresses these and other social determinants of health . Together we aim to deliver the promises of medicine to humanity .**

हम स्वस्थ, सुरक्षित, संतुष्ट और समृद्ध समाज की कामना करते हैं जहाँ सभी वर्गों को ससम्मान सर्वोत्तम संभव गुणवत्तापूरक स्वास्थ्य सेवा , मूल्यों आधारित संस्कारी शिक्षा और सुरक्षित रोज़गार प्राप्त हो सके ॥ एक ऐसा वातावरण जहाँ स्वास्थ्य के मानवीय सामाजिक निधरिकों का पालन हो ॥ हम सब मिलकर मानवता के लिए चिकित्सा के वादों को पूरा करने का लक्ष्य रखते हैं।

## ▪ **VALUES**

### **Compassion**

- Care with listening and empathy
- Accompany and comfort those in need of healing.

### **Inclusion**

- Celebrate each person's gifts and voice.
- Respect the dignity of all.

### **Integrity**

- Inspire trust through honesty.
- Demonstrate courage in the face of inequity.

### **Excellence**

- Serve with fullest passion and creativity.
- Exceed expectations of others and ourselves.

### **Collaboration**

- Commit to the power of working together.
- Build and nurture meaningful relationships.

## ▪ **QUALITY POLICY**

Swami Dayanand Hospital is a secondary care public health facility that has encompassed few super-specialties, with firm commitment towards excellence in providing quality, ethical and affordable healthcare to all sections of the society with equal stress on integral components of medical education and research. We are further committed to consistently work towards continuous quality improvement by providing adequate and updated technological resources

### **These are achieved by:**

- Treating patients with respect, compassion and dignity.

- Conducting research, promoting academics and providing structured training to medical and paramedical professionals and postgraduate students.
- Complying with all legal requirements
- Ensuring occupational health and safety standards and protecting our environment.
- Working towards continuous quality improvement, patient safety and patient satisfaction.

## **Expectations from Patients/Relatives/Domestic Care Givers/Guardian**

- 1) Smoking, Tobacco chewing and consumption of liquor are not allowed inside Hospital premises
- 2) Wait patiently for your turn
- 3) Help keeping Hospital & surroundings clean , cooperate with hospital staff& do not demand undue favours for best possible health care.

## **Responsibilities of the patients/relatives**

- 1) The success of this Hospital depends on the support we receive from our users.
- 2) Please try to appreciate the functioning of the Hospital under various constraints.
- 3) Please do not cause inconvenience to other patients
- 4) Please help us in keeping the Hospital and its surroundings neat and clean
- 5) Please use the facilities of this hospital with care
- 6) Beware of Touts
- 7) Hospital is a NO SMOKING ZONE
- 8) Please refrain from demanding undue favours from the staff and officers
- 9) Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital
- 10) Please bring your old OPD slip on your next visit.
- 11) Keep calm and wait for your turn please.

## ▪ **General Information**

**Name of Hospital** -Swami Dayanand Hospital

**Starting Year**- 1963

**Postal address** :- Dilshad Garden Delhi 110095

**Website** :- www.sdnh.in

**Email id** :- ms.sdnh@gmail.com

**Phone number** :- 011-61367152, 011-61367151,011-61367150, 011-61367195

**Nearest Metro Station** :- Mansarovar Park on Redline

**Location** :- Swami Dayanand Hospital(General Hospital) <https://share.google/w4mXmUEZUIQGqSsSb>

## ▪ **Staff Position**

**Doctors** :- 82

**Resident Doctors** :- 115

**Nurses** :- 145

**Paramedical Staff** :- 113

**Administration Staff** :- 18

**Engineering Wing** :- 10

**Outsourced/Supporting Staff** :- 172

## **Clinical and supportive Patient Services at SDNH**

### **Outpatient Department**

Only General OPD, NO private OPD Services available

The OPD services, Speciality clinics and all its related Services are provided in the 5 storey OPD block located near Gate number 1 .

The timings of OPD registration are

Weekdays 08:30 am-12:00

Saturday 08:30am-11:00 AM.

The registration counters are on Ground Floor, 2nd floor and 4th floor with a separate ANC registration on the 1st floor.

The OPD is managed through computerised software since 2005 which is driven through local network that functions as a Health Information Management System ( HMIS) . Lately the OPD registration has been made compliant with Ayushman Bharat Digital Mission (ABDM) regulations.

All the OPD's start at 09:00 am and last till the last patient or 1:00 pm which ever is later.

## SWAMI DAYANAND HOSPITAL

### DILSHAD GARDEN DELHI-110095

OPD REGISTRATION TIMINGS MONDAY TO FRIDAY 08;30-12;00 NOON SATURDAY 08:30-11:00 AM
MEDICAL BOARD :- MONDAY , THURSDAY ROOM NUMBER 206
DISABILITY CERTIFICATE;- 2 <sup>ND</sup> & 4 <sup>TH</sup> FRIDAY ROOM 17
FOR ANY COMPLAINT /SUGGESTION ..CONTACT HOD, OR USE COMPLAINT BOX
<a href="http://www.sdnh.in">www.sdnh.in</a> <a href="mailto:ms.sdnh@gmail.com">ms.sdnh@gmail.com</a> 011-61367152, 011-61367151,011-61367150

FLOOR	Room no	Name of dept	HOD/INCHARGE	OFFICE ROOM
4 <sup>TH</sup> FLOOR	401 TO 405	SKIN DEPT	DR R K MEHTA	404
	410-419	MEDICINE DEPT	DR JANET L THIEK	418
	421	DNB SEMINAR ROOM	DR JANET L THIEK	418
	406-409	DEIC	DR SWARN PRATAP SINGH	319
3 <sup>RD</sup> FLOOR	301-308	EYE DEPT	DR BITHI CHOUDHARY	302
	309-319	PAEDIATRICS DEPT	DR SURENDER S BISHT	317
	317	DISABILITY BOARD	DR SURENDER S BISHT	317
	320	PAEDS/EYE/DENTAL PHARMACY	DR SHWETA GAUR	303
	321	DEIC	DR SWARN PRATAP SINGH	319
2 <sup>ND</sup> FLOOR	201-203	OPD OT	DR GAURAV SHARMA	16
	204	PAC ROOM	DR B K LAL	OT
	205-208 217-218	SURGERY DEPT	DR JAGMOHAN INDORA	208
	206	SURGERY MEDICAL BOARD	DR JAGMOHAN INDORA	208

	209	REGISTRATION FOR OPD	MS BABITA	MRD
	210-213	CONFERENCE HALL/LIBRARY	DR D CHAKRAVARTY	414
	214	LIBRARY OFFICE	DR D CHAKRAVARTY	414
	215	DNB OFFICE	DR SURENDER BISHT	317
	216	OPD OT STORE ROOM	DR B K LAL	OT
1 <sup>ST</sup> FLOOR	101-102	FAMILY PLANNING	DR NEHA K DUTT	101
	103	ANC REGISTRATION	MS BABITA	MRD
	104-106	ENT DEPT	DR KAMESHWAR PRASAD	104
	107	FAMILY PLANNING	DR L T YANGLA	115
	108	MALARIA DEPT	DR TARUN	418
	109	PHYSIOTHERAPY DEPT	MS AMITA CHOPRA	109
	110-112	DENTAL DEPT	DR MAITREI	110
	113-114	ICTC	DR L T YANGLA	118
	115-124	GYNAE & OBS DEPT	DR L T YANGLA	115
	120	GYNAE PHARMACY	DR SHWETA GAUR	303
GROUND FLOOR	01	ARV CENTRE	DR JYOTIRMOY DAS	208
	02-04	OPD LAB SERVICES	DR AWANINDER KUMAR	LAB
	05-06	OPD PHARMACY	DR SHWETA GAUR	303
	07	INJECTION ROOM	DR JYOTIRMOY DAS	208
	08	PHARMACY SENIOR CITIZEN	DR SHWETA GAUR	303
	09	SERVER ROOM	DR MAYANK ARYA	401
	10	OPD REGISTRATION FEMALE	MS BABITA	MRD
	11	DOT CENTER	DR P SURESH	412
	12-18	ORTHOPEDICS OPD	DR K P REWANI	17
	13	DISABILITY CERTIFICATE BOARD	DR K P REWANI	17
	19	ULTRASOUND ROOM	DR PRASHANT JAIN	19
	20-25	X RAY DEPT	DR PRASHANT JAIN	19

Signages are displayed at various locations for identification of Services.

## INDOOR SERVICES IPD WARDS (FREE and PRIVATE)

All the services in the Hospital are free. Private Wards are currently Not Operational due to Administrative reasons.

Sr. No.	Ward (Specialty wise)	No. of Functional Beds
1	General Medicine	70
2	General Surgery	48
3	Orthopaedics	30
4	Ophthalmology	11
5	Obs & Gyne.	100
6	Paediatrics	40

7	ENT	11
8	ICU	7
9	Thalassemia	3
10	Recovery	20
11	Casualty	20
12	NICU	10
	Total	370

## **Day care services**

A Thalassemia Unit runs having 3 beds and 34 patients as Day Care service.

## **Clinical Lab Services**

SDN Hospital has a well established Clinical Laboratory Services under two main divisions

- 1) Clinical Pathology
- 2) Clinical Biochemistry and Microbiology

Both the sections are heavily loaded due to a large volume of work under every section. Blood/Urine/Tissue samples are collected from 09:00 am to 12:30 PM in OPD hours and throughout the day in Emergency. Attempt is made to keep the reporting time to minimum.

## **Blood Facility**

SDN Hospital has a functional blood bank housed near OPD in the Multiservice block. Blood and its components are available through out the day and night.

## **Nursing Care**

Dedicated Nursing Care is a Special feature of SDN Hospital. With a meagre strength of..... Nursing Officers, we try to provide personalised nursing Care to all patients in WARDS, OT, ICU, NICU, OPD, OT.

Few nursing staff are specially trained for providing critical Care required by patients in ICU, NICU and OTs.

## **Pharmacy Services**

SDN Hospital has a well established service

All the medicines being provided to patients in OPD, Wards, ICU, NICU or OTs are free of Cost.

OPD Dispensing is done from 9:00- 4:00 pm on Weekdays and 9:00-1:00 pm on Saturdays.

## **Dietary Services**

The hospital has in house arrangement to provide fresh and healthy meals to all the patients admitted in the wards as per their Medical indications under supervision of the Dietician.

On festive days and other important days, Special meals are provided to patients in wards matching with the spirit of the occasion.

## **House keeping, Laundry, Security and BioMedical Waste Management Services**

These Services have been outsourced by the Hospital

## **Engineering Services**

Swami Dayanand Hospital has in house engineering Wing headed by the AE Civil and AE Electrical for daily maintenance of the Hospital, Airconditioning. Though facing a crunch of staff, effort has always been made so that the essential services are not compromised .

## **Academics, Teaching and Research activities**

Swami Dayanand Hospital boasts of a strong Teaching and academics program with the starting of DNB Teaching in 2016 . The program runs in Medicine, Surgery, Pediatrics, Obstetrics and Gynaecology, Ophthalmology, Anaesthesia and Orthopedics dept.

The annual intake is approximately 52 students amongst all specialities.

Many DNB trainees passing out from Swami Dayanand Hospital have secured Superspeciality DM/MCH seats apart from lucrative Job Offers from various reputed Hospital Chains .

The Hospital has published several papers and research publication to its name.

The Hospital also has an established **Rajmata VijayRaje Scindhia Nursing school** running a GNM program having an intake of 22 students per year.

## **Complaints/Grievances**

Grievance/Complaints/Suggestions can be lodged in office of Medical Superintendent or with Departmental HODs at any time.

The same may also be dropped in the various Complaint/Suggestion boxes located in different part of the Hospital. They can also be mailed at [ms.sdnh@gmail.com](mailto:ms.sdnh@gmail.com)

## **Right to Information Act2005**

For seeking Information under RTI Act 2005 , one can approach the PIO on prescribed proforma along with the fees in the office of Medical Superintendent.

## **Details of Officers/Nodal Officers/Branch Incharges/Administration**

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MUNICIPAL CORPORATION OF DELHI  
 SWAMI DAYANAND HOSPITAL  
 DILSHAD GARDEN DELHI-95

No. MS/SDNH/2025/D-2278

Date:06.09.2025

### CORRIGENDUM

In reference to office order no. MS/SDNH/2025/D-1980 dated 31.07.2025, the following Medical Officers/Specialists & Officers are assigned the duties as mentioned against their names in addition to their own duties. This order supersedes all previous order in this regard.

S. No	Name	Duties & Responsibility	Link Officer	Remark
1.	Dr. Narottam Das, Medical Superintendent	Administrative Head of the Hospital & First Appellate Authority for RTI.	Addl. Med. Supdt.	
2.	Dr. SunitaKujur, Addl. Med. Supdt.	D.D.O, P.I.O, Sub Registrar, Supervision and Monitoring Of Plan/Non Plan Projects, Supervision Of Academic (Activities), Conferences, Library, Medical and Surgical Stores, Weeding Condemnation	Dr. R. K. Mehta	
3.	Dr. K.R. Arya ,SAG	PRO Public Grievances, PGMS, Pensioners & Senior Citizens. Supervision of Quality Assurance, EPBX,DNB Hostel (Male),Audit Paras	Dr. Manoj Kumar	
<b>DEPARTMENT OF ANAESTHESIA</b>				
4.	Dr. B.K. Lal (HOD)	CMO. I/C Old Ward Blocks, N.O Gas Pipe Line (Existing & New MCH Block)	Dr. Aashish Dang	
5.	Dr. RanajeetChatterjee	CMO I/CHospital Infection Control Committee & Death Review Committee, Scientific Committee, <b>CMO I/c ICU</b>	Dr. MuktaTondon	
6.	Dr. SavitaMeena	CMO I/C <b>Linen Store</b>	Dr. Sonal Sharma	
7.	Dr. Sonal	I/C Maintenance of Lifts & D.G Sets	Dr. BinodLal	
8.	Dr. Aashish Dang	CMO I/c ,CSSD & O.T., <b>Link Officer-IIof DNB Coordinator</b>	Dr. BithiChoudhary Link Officer-I of DNB Coordinator	
<b>DEPARTMENT OF SURGERY</b>				
9.	Dr.JagmohanIndora	Head of the Department (HOD)		
10.	Dr. Parmod Kumar	N.O. of Disaster Management, <b>APIO</b>	Dr. KaushalPrakash	
11.	Dr. Manoj Kumar	I/C Medical Reimbursement, CMO I/C MRD	Dr.Pramod	
12.	Dr. JyotirmoyDass	N.O. <b>Anti Rabies clinic</b> , CMO I/C <b>Ambulance &amp; Transportation</b>	Dr. Manoj Kumar	
13.	Dr.Nivedita Bodh	CMO I/C 1 <sup>st</sup> Floor OPD	Dr. J. Dass	
14.	Dr.Pradosh Kumar Padhy.	<b>N.O. Surgery OT OPD Block</b>	Dr. Manoj Kumar	
<b>DEPARTMENT OF MEDICINE</b>				
15.	DR. Janet L. Thiek	Head of the Department.		
16.	Dr. P. Suresh	CMO I/C DOTS Center, N.O. AmarnathYatra, I/c IDSP & Non communicable diseases	Dr. Sachin Kumar	

17.	Dr.Mukesh Kumar	N.O. , <b>Geriatric Clinic</b>	Dr.TarunLakhnotra	
18.	Dr. DevmalyaChakravarty	Member Scientific Committee, <b>CMO I/C Casualty</b>	Dr. Dravesh Bhatia, CMO	
19.	Dr. Sachin Kumar	N. O. Estate & Engineering & Residential Staff Quarters, CMO I/C HIV/P.E.P, Nodal Officer, Thalassemia (Medicine)	Dr.TarunLakhnotra	
20.	Dr.GladbinTyagi	N.O. H1N1 (Influenza), Occupation Lung Diseases	Dr. P. Suresh	
21.	Dr.TarunLakhnotra	N. O. HMIS, N.O. <b>Vector Born Disease</b> , CMO I/C, 4 <sup>th</sup> Floor OPD Block,	Dr.GladbinTyagi	
<b>DEPARTMENT OF ORTHOPAEDICS</b>				
22.	Dr. K.P. Rewani (HOD)	Chairman Medical Board and Disability Certificate, CMO I/c <b>PCB</b>	Dr. Gaurav Sharma	
23.	Dr. DebashishPanigarhi	MO I/C OPD Ground Floor, <b>CMO Infra Up-gradation</b> ,CMO I/C Parking Management& supervision of Inside/Outside Encroachment Prevention	Dr. Gaurav Sharma	
24.	Dr. P. K. Dutta	OPD Block Second Floor, <b>N.O. Orthopaedics OT OPD Block</b>	Dr. Manoj Kumar	
25.	Dr. Gaurav Sharma	A.N.O Medical & Disability, <b>C.M.O. I/c Surgical Store</b> , N.O. PMJAY(ABDM), N.O. I/C OPD OT	Dr.DebashishPanigarhi	
<b>DEPARTMENT OF OPHTHAMOLOGY</b>				
26.	Dr. BithiChoudhary (HOD)	N.O. I/C IIIrd Floor OPD Block, <b>Link officer-I of DNB Co-ordinator, CMO I/C Library</b>	Dr.Kameshwar Prasad	
27.	Dr.TishuSaxena	I/C Swachchhata Mission & Beautification of hospital, N.O. <b>Sanitation</b> & Solid waste Management, Member Grievance Committee, I/c AMC Eye Deptt.	Dr.Nidhi	
28.	Dr. Shweta Gaur	Member Grievance Committee, CMO I/C Nursing School,Link officer to PMJAY	Dr.SavitaMeena	
29.		N.O. I/C <b>Pharmacy</b>	Dr. MayankArya	
30.	Dr. Nidhi	N.O. I/C <b>Kitchen</b> , N.O. I/C <b>Security</b>	Dr. MayankArya	
<b>DEPARTMENT OF PATHOLOGY</b>				
31.	Dr. Awninder Kumar (HOD)	CMO I/C Blood Bank.	Dr. Dr. KaushalPrakash	
32.	Dr. KaushalPrakash	CMO I/C Mortuary Services, A.N.O. Kayakalp, NQAS, Link Officer of Disaster Management	Dr. J. Dass	
<b>DEPARTMENT OF PAEDIATRICS</b>				
33.	Dr.Surender Singh Bisht (HOD)	<b>DNB Co-ordinator</b>	For DNB Coordinator: Dr.BithiChoudhary Link Officer-I, Dr.Ashish Dang Link Officer-II	
34.		N.O Thalassemia (Peads)	Dr.EktaPrajapati	
35.	Dr. Jaswant Singh	N.O. <b>BMW</b> , ETP Plant, <b>CMO I/C General Store.</b>	Dr. KaushalPrakash	

36.	Dr. AmitaTyagi	N.O for JSY (Peads), <b>Chairperson ICC/SDNH&amp; CDR</b>	Dr. Anil Saini	
37.	Dr. Adarsh Azad	N.O Immunization, AFP/Vaccine Preventive Diseases, CMO I/C KayakalpPrograme. NQAS& Pest control, <b>CMO (Plan)</b> ,	Dr. KaushalPrakash	
38.	Dr.SandeepDuggal	N.O. MUSQAN (NICU & PEADS) (NRHM)	Dr.AmitaTyagi	
39.	Dr.Ajay Kumar	N.O. Vector Borne Diseases (Pediatrics) N.O. Pulse Polio.	Dr. EktaPrajapati	
40.	Dr. RekhaDuniwal	MO I/C Data Management & Submission. A.N.O Vaccination	Dr. Ajay Kumar	
41.	Dr. EktaPrajapati	N.O. Tobacco Control Programme& M.O I/C Horticulture, A.N.O Thalassemia , A.N.O. Immunization services	Dr.Jaswant Singh	
<b>DEPARTMENT OF RADIOLOGY</b>				
42.	Dr. Prashant Jain(HOD)	Nodal Officer <b>Medical Store</b>		
<b>DEPARTMENT OF OBS. &amp; GYNAE.</b>				
43.	Dr. L.T.Yangla (HOD)	I/C MCH Block,A.N.O JSSK & JSY (O&G),Laqshya (O &G) LR+GC, HMIS, ICTC (o&g) & CS Audit.	Dr. SaritaDheeraj	
44.	Dr. SaritaDheeraj	N.O. MDSR, AcademicIncharge DNB (O&G).	Dr. SumanRaje	
45.	Dr. SumanRaje	I/c POCSO, Infection Control committee (O & G) &Laqshya (O &G) OT.	Dr. SaritaDheeraj	
46.	Dr. NehaKumari	CMO I/C Family Planning, I/C PPIUCD, PANCD, I/C of Female DNB Hostel 3 <sup>rd</sup> floor	Dr. L.T. Yangla	
47.	Dr.MitaDutta	<b>N.O. Obs. &amp;Gynae OT OPD Block</b>		
<b>DEPARTMENT OF SKIN &amp; VD</b>				
48.	Dr. R.K. Mehta (HOD)	CMO I/C AMC/CMC, CMO I/c <b>Laundry.</b>	Dr.MayankKesarwan i	
49.	Dr.MayankArya	CMO I/C <b>IT Services</b>	Dr. J. Dass	
<b>DEPARTMENT OF ENT</b>				
50.	Dr.Kameshwar Prasad (HOD/ENT)	Electrical, Fire Fighting services & Provisional Management, CMO I/C <b>Mess &amp; Kiosks, Doctor Duty Room</b>		
<b>MISCELLANEOUS</b>				
51.	Administrative Officer	D.D.O Of Class IV Employees, Allotment /Monitoring Of Reference, Lok Sabha Question, M-Reference & Audit Para, Kiosks cases, Court Cases.	Senior most SO/ASO	
52.	JE Civil	I/C Civil Maintenance& Water supply		
53.	JE Elect.	I/C Electrical Maintenance, Power backup		
54.	All HODs	I/C of their Respective Domain for all purposes.		

55.	Mr. Chandra Mohan Sharma, Accounts Officer	Cashless & Revenue Generation (Monitoring of Plan & non Plan)	AAO	
56.	M.S., Addl. MS, CMO (Admin), All HODs, A.O., ACA, All CMO I/C, Matron, ANS, Sister I/C, Principal of Nursing School, JE (Works &Elec), Store Keeper & A.S.I	Hospital Management Committee		

- N.O. ---Nodal Officer
- A.N.O.—Assistant Nodal Officer
- M.O I/C of OPD will look after all problems of OPD with coordination of sister Incharge.