



**क.रा.बी.नि.
ESIC**

**ESI HOSPITAL AND DENTAL COLLEGE SECTOR-
15, ROHINI, NEW DELHI, 110089**

Our Complex



Hospital Annual Progress Report

2022-2023

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Introduction

- ESIC Hospital was commissioned in 1999
- The hospital is a 300 Bed hospital with 280 commissioned beds
- The Dental college was started in the year 2010
- It has admission of 62 students every year
- The hospital complex includes the Hospital, Dental College, Residential complex and the Data Centre for whole of ESIC

Catchment

- ESI Hospital Rohini is primarily a referral hospital. At present, the patients are referred to the hospital mainly from Eight attached dispensaries namely ESI Dispensary, Rohini, Sector-5, Azadpur, Narela, Mangolpuri, Jahangirpuri, Shastri Nagar, Wazirpur and Sabzi Mandi.
- This hospital caters to more than 2 lac IP and around 8 lac beneficiaries

Location & Layout

- The hospital is located in North West Delhi at Sector-15, Rohini. It is spread over an area 10 acres of land out of which 2.5 acres is for the residential colony of the hospital for the ESIC staff.
- The Hospital complex includes the Hospital Building, the Dental College, the Residential Complex and the Data Centre

Layout

- Emergency Block
- OPD Block - first & second floor
- Inpatient Wing -Wards 1 to 6
- Main block housing the Operation Theatre on the first & second floor, Labour Room on the 1st floor, Laboratory Block, Radiology unit, Nursery, Kitchen, Physiotherapy and Occupational Therapy unit, Laundry, Central Sterile Supply Department (CSSD), Hospital Stores includes Medical & Non-Medical Store, Manifold Room for Medical Gases with LMO and PS Plant, Mortuary, Canteen

Human Resource

- The Hospital is managed by a well-trained and experienced team, headed by the Medical Superintendent.
- The Deputy Medical Superintendent looks after the day to day functioning of the hospital.
- The Medical Superintendent is also assisted by one Deputy Nursing Superintendent, one Deputy Director (Finance) and two Assistant Directors, one in administration and one in general branch.

List of Head of Departments

<u>S. No.</u>	<u>Name</u>	<u>Department</u>
1.	Dr. Rabi Shankar	HOD Surgery
2.	Dr. Shailender Chandra Gupta	HOD Orthopaedics
3.	Dr. Paul Pariot	HOD Ophthalmology
4.	Dr. Shailender Kumar	HOD Medicine
5.	Dr. Indu Sinha	HOD Gynaecology
6.	Dr. S.R. Chaudhary	HOD Paediatrics
7.	Dr. Tsewang Thinles	HOD ENT
8.	Dr. Sudhir Gupta	HOD Anesthesia
9.	Dr. Bharti Sarkar	HOD Microbiology
10.	Dr. Shalini Trivedi	HOD Pathology
11.	Dr. Sangeeta Salhotra	HOD Biochemistry
12.	Dr. Anil Kumar Yadav	HOD Radiology
13.	Dr. Gulshan Verma	HOD Homeopathy
14.	Dr. J.N. Rao	HOD Ayurveda

Manpower Details

Specialists

Specialisation	Sanction Strength of manpower	In Position (Regular)	Contractual	Vacant
Anaesthesia	05	04	01	01
Bio-chemistry	01	01	-	0
ENT	02	02	-	0
Eye	02	02	-	0
Obs. & Gynae.	03	02	01	01
Medicine	03	01	02	02
Microbiology	01	01	-	0
Orthopedics	03	02	01	01
Paediatrics	03	02	-	0
Pathology	02	01	01	01
Radiology	02	01	01	01
Surgery	03	0	02	03
Skin	01	0	0	01
Pulmonary Medicine	01	0	0	01
Total	32	19	9	12

Super-Specialists

Sanction Strength	In position (Regular)	Contractual	Vacant
06	Nil	01 -Endocrinologist	05

GDMO

Sanction Strength of manpower	In Position (Regular)		Contractual	Vacant
	PG qualified	Non-PG		
48	23	13	Nil	12

Nursing Staff

Cadre	Group	Sanctioned Strength	In- Position	Contractual	Vacant Position
DNS	A	2	0	0	2
ANS	A	11	4	0	7
Sr. Nursing Officer	B	51	44	0	7
Nursing Officer	B	118	86	22	10
Total		182	134	22	26

Paramedical Staff

S. No.	Post	As on date				
		Sanction Strength	In- Position	Contractual staff	Vacant	Remarks
1	Medical Social Worker	2	2	0	0	
2	Senior Dietician	1	0	0	1	
3	Dietician	2	2	0	0	
4	Medical Record Clerk	2	0	0	2	
5	Laundry Supervisor	1	1	0	0	
6	Steward	1	0	0	1	
7	Senior MRT	2	1	0	1	
8	Junior MRT	2	4	0	-2	
9	Lab Asstt.	15	10	4	1	
10	Audiometrist	1	0	0	1	

11	Dental Tech.	1	0	0	1	
12	O.T Plaster Tech.	3	0	0	3	
13	O.T. Asstt.	14	10	4	0	
14	O.T. Technician	10	6	0	4	
15	CSSD Tech./CSR Tech.	5	5	0	0	
16	CSSD Asstt./CSR Asstt.	10	10	0	0	
17	Plaster Technician	1	3	0	-2	
18	Plaster Asstt.	3	6	0	-3	
19	ANM/LHV	8	6	0	2	
20	Lab Tech.	10	10	0	0	
21	Radiographer	5	4	0	1	
22	Junior Radiographer/Dark Room Asstt.	10	8	0	2	
23	ECG. Tech.	5	5	0	0	
24	Junior Physiotherapist	2	0	0	2	

25	Occupational Therapist	1	1	0	0	
26	Pharmacist	12	9	1	2	
27	Pharmacist Ayurvedic	1	1	0	0	
28	Hom. Pharmacist	1	1	0	0	
29	Refractionist/Optometrlist	3	2	0	1	
30	Jr. Occupational Therapist	1	0	0	1	
31	Physiotherapist	2	1	0	1	
32	Blood Bank Tech.	1	2	0	-1	
33	Jr. Optometrist/Jr. Refractionist	1	0	0	1	
34	Orthodonist Tech.	1	0	0	1	
35	Dental Hygenist	1	0	0	1	
36	Ambulance Driver	8	1	0	7	
37	Telephone Operator	6	0	0	6	
38	Nursing Orderly/S.B	120	113	6	1	
39	Dresser	4	3	0	1	

40	Linen Keeper	1	1	0	0	
41	Laundry Assistant/Operator	9	8	0	1	including 2 Head Laundry Operator & 1 Laundry Operator Diverted to ESIH Basaidarapur
42	Boilers Attendant	1	1	0	0	
43	Head Cook	3	2	0	1	
44	Cook Mate/Masalchi/Bearer/Cook	23	17	0	6	
45	Ambulance Attendant	6	0	0	6	
		322	256	15	51	

Ministerial Staff

S. No.	Post	As on date				
		Sanction	Position	Vacant	Remarks	
1	Jt. Director (Admn.)	1	0	1		
2	Dy. Director (Admn.)	2	0	2		
3	Dy. Director (Fin.)	1	1	0		
4	Asstt. Director	1	2	-1		
5	P.A.	2	1	1		
6	Office Superintendent	4	6	-2		
7	Head Clerk/Asst/Care Taker	16	22	-6		
8	U.D.C	23	8	15		
9	U.D.C Cashier	1	0	1		
10	Stenographer	1	1	0		

11	LDC/Typist	4	11	-7		
12	Peon/Record Sorter/MTS	8	3	5		
13	Librarian Grade-II	1	0	1		
	TOTAL	65	55	10		

Achievements

MEDICAL CARE

- ICU beds increased to 10
- Special Clinics started in all departments from 2pm to 4 pm.
- Increased the OT tables for the Orthopedics and Surgery department and OT Days as there are lot of pending cases waiting for surgery
- Anaesthesia workstations, OT Lights and OT Tables procured after many years
- New Ultrasound machine installed
- DR (Direct Radiography) and CR (Computerized Radiography) started in Radiology
- Upgradation of NICU done. Laminar flow, non-invasive ventilation, ROP Screening started
- Condemnation of lot of old equipment of hospital completed. Disposal of items completed

- Medicines are being uninterruptedly supplied to the 8 attached dispensaries
- All equipment procured for setting up Laboratory in Dispensaries
- Bar Coding system for the Bio-Medical Waste generation and disposal
- Medicines being distributed from hospital
- Local Purchase being done for Non available medicines, to avoid trouble to patient
- Lab collection centre relocated to prevent rush in OPD area
- QMS and token system introduced
- Blood storage centre now functioning 24 hours
- Breast feeding room and teaching room created in OPD area
- Enveloped for medicine distribution
- File covers for patient files

- **Got accreditation for DNB course in Paediatrics and Obs and Gynae**
- Nodal Officer for Pensioner's grievances
- Installation of PSA plant for oxygen
- Installation of 6 KL Liquid Oxygen tank
- Crash Course for COVID Warriors organized by Min. of Skill Development.

Equipment procured in 2022-23

S. no.	Item	Quantity
1.	Phototherapy machine	5
2.	Vertical Laminar Air Flow Cabinets 3X2X2 feet	1
3.	OT Table (General Operating Table)	2
4.	Vertical Laboratory Deep Freezer 250-300 Ltr.	1
5.	Electrolyte Analyzer	1
6.	Perdure Fowler Patient Bed	15
7.	Laboratory Refrigerator 240-260 Ltr. Single Door	1
8.	Angle Rotor Medical Centrifuge Size 36X15 ml.	1
9.	Ophthalmic Auto Refractometer	1
10.	High Frequency Radio Surgery Unit	1
11.	Double Dome Ceiling OT Light	1
12.	Single Loading Computed Radiology system	1
13.	POCT Point of Care Test & Bio Markers with colour touch screen	5
14.	LCD display volumetric Infusion pump	10

15.	Electro-Mechanical (Motorized) ICU bed	6
16.	Steam Sterilizer	2
17.	Double Dome Ceiling OT Light	1
18.	High Vacuum Suction Machine	10
19.	Gel Card incubator	1
20.	Gel Card Centrifuge	1
21.	Electronic weighing Balance	1
22.	Water Bath Capacity 14 to 18 ltr.	1
23.	Parassurgico Clinical Cabinet/bed side Locker	134
24.	Biomeriux Automated Bacterial identification & Susceptibility Testing System (1
25.	Phaco Handpiece	1
26.	Blood Bag Tube sealer	1
27.	Electronic Weighing scale (Tray Size 550X300X100mm)	3
28.	Blood Pressure Recording Unit Digital Automated	24
29.	Anaesthesia workstations	5
30.	Elisa Reader with Washer	1
31.	Oxygen concentrators	10
32.	Bipap machine	5
33.	Multipara monitor	15
34.	Pulse oxymeter	15

35.	Neonatal resuscitation trolley	
36.	Fibre optic laryngoscope	1
37.	Ultrasound machine	1
38.	3 part Haematology analyser	1
39.	Semi auto Urine Analyser	1
40.	Semi auto Coagulation Analyser	1
41.	12 channel ECG machine	2
42.	Patient stretcher trolleys	6
43.	Infant warmers	2
44.	Non-invasive ventilator	2
45.	Wheel chairs	15
46.	Video Laryngoscope	1
47.	Paediatric ventilator	1
48.	Ortho Battery drill with Saw	1
49.	5 part Haematology Analyser	1
50.	ESR Analyser	1
51.	Ultrasound machine	1
52.	ICU ventilators	3
53.	ICU Beds	5
54.	Centrifuge	3
55.	Automatic microbial growth detection system	1

LIST OF EQUIPMENTS UNDER **PROCESS**

- X-Ray 500mA and 800 mA
- Grossing station
- Electronic Tourniquet
- Video Bronchoscope
- Fluid washing system
- TMT
- ECHO
- C-Arm
- USG with Doppler

ETHICS COMMITTEE

ESI Hospital Rohini has achieved another milestone of registration for Institutional Ethics Committee.

**This is separate from the Dental college committee.
It shall be required for our DNB students and any other
research study**

Important Committees

Constituted

- **Hospital Development Committee**
- **Bio-medical Waste Committee**
- **Referral Committee**
- **Referral Review Committee**
- **SST Referral Audit Committee**
- **Hospital Infection Control Committee**
- **Medicine Scrutiny Committee**
- **Equipment Audit Committee**
- **Internal Complaints Committee**

ADMINISTRATION

- Registration of our Establishment for Labour Licence for Contractual Labour done.
- All requirements under Contract Labour Act were complied to.
- Payments to all service providers has been streamlined and payments to workers done on time.
- Tender of Housekeeping services and Security finalised on GeM.
- Dhanwantri Module- All drugs being issued online. Prescriptions being advised on Dhanwantri . Lab module implemented
- OT module complete utilization ensured along with OPD and indoor services (Admission and Discharges) and medical store.
- Stress given to OPD Prescriptions and dispensing

- 100% references done online on Dhanwantri and on UTI module.
- E-office initiated
- Regular meeting of Maintenance and Housekeeping agencies held.
- Operations and Management Meeting of all administrative staff held regularly.
- Interview for recruitment of SR and Contractual Specialists and Super-specialists conducted regularly
- **ISO Certification of the hospital renewed**
- SOP of all departments created
- Committees framed for the smooth functioning of Hospital
- **Shikayat Diwas**- First and third Monday of every month have been fixed for Patient Grievances Redressal directly with Medical Superintendent.

- CPGRAMS/RTI/other Public grievances if any, have been dealt to immediately.
- Analysis of public grievances done
- Regular meetings of HDC, HICC, BMW committee.
- Implementation of all purchases through GEM.
- Health checkup of all staff.
- Special emphasis on Kitchen staff checkup
- Soft skill training for all categories of staff.

FINANCE

- GEM payments settled.
- Monitoring of GEM payments, SST Bill payments, RC Drugs payments.
- UTI payment and updation being ensured by DDF.
- Direct E-payment of salary/vendor payments done from month of December 19.

ESIC FORTNIGHT

- Nukkad Natak
- Health talks and health camps
- Screening camps for Diabetes, Hepatitis B and C, Prostate cancer, Osteoporosis , Cervix cancer
- Cleanliness drive in hospital and basti premises
- Plantation drive in Ayurvedic garden
- Activities of AYUSH promotion in camps at factory sites
- Homeopathic booklet released
- Promotion of use of Millets
- YOGA conducted for staff and patients
- Yoga camps at factory sites
- Plantation drive

AYUSH ACTIVITIES

- Booklet on Homeopathy- 'Homeopathy- Ek Parichay' released during ESIC Fortnight
- YOGA Hall inaugurated in the OPD area
- Health talks and Health Camps at Factory site and hospital

DIETARY DEPT

- International Year of Millets being promoted
- Millets introduced in the diet of indoor patients
- Demonstration of millets and their use
- Method of preparation of millets explained
- Dietary dept involved everyday in all activities of ESIC Fortnight

Swachhta Action Plan

- Condemnation of old Equipment completed
- Weeding out being done
- Sensitizing patients and attendants regarding hygiene and cleanliness
- Emphasis in Biomedical waste management
- Special cleanliness drive to all areas
- Distribution of jute bags to housekeeping staff to promote environmental friendly material.

PMD HIGHLIGHTS

- Rain Water Harvesting work which was delayed since a long time, was completed.
- Work of CPWD contracts of Roof Water Tank work, Staircase repair of Dental College completed. Staircase of hospital and window repair of OPD completed.
- Ramp at entrance renovated and well lighted.
- All corridors of OPD, wards and admin block painted with water proof paint.
- All OPD waiting areas painted
- Reconstruction of wall between residential colony and hospital premises.
- Road repair of the colony done.
- Park developed for attendants in the hospital.
- Many old and leaking Water pipelines in the hospital and residential premises have been replaced.

- All toilets and sewage lines above casualty repaired to prevent any leakage
- Painting and distemper of the building done, both interior and exterior.
- Medical store construction completed.
- All disposed items after condemnation have been removed from the premises
- Replacement of Fire panel and fire pipe lines
- Broken glass window panes are being replaced.
- Maintenance issues of the colony being addressed along with the RWA.
- All electric lines of wards replaced
- All electric lines of the colony needs replacement. Proposal sent to CPWD.

- Maintenance/ARM works of Dental College, Data Centre and attached Residential Quarters
- Up-gradation of Laundry completed. New washer extractor installed
- Solar Panel work completed and functional
- Park developed and benches installed for attendants
- New ACB for substation installed.
- Change of pipes of Pump room
- Fire pipelines installed
- Demolition of Porta cabin under process
- Special Repair works allotted to CPWD-Replacement of all windows, renovation of all toilets, Water proofing of Roof areas
- Proposal for complete upgradation of the hospital sent to HQ

Hospital statistics

MONTH	OPD	IPD	DEATH	OCCP.	SURGERIES	GENERAL X-RAY	DENTAL X-RAY	USG	LAB	DELIVERIES	CAS.ATT D.
APR	51747	1359	9	61%	4038	4036	1954	1393	108781	147	4220
MAY	51157	1430	12	62%	4145	3645	1932	1096	112264	158	4242
JUN	55095	1354	12	65%	3699	4274	2283	137	117800	174	3897
JUL	56882	1476	13	64%	3961	3329	1281	0	115053	191	4304
AUG	57079	1588	13	69%	3477	4697	1310	606	117314	236	4550
SEPT	60269	1652	14	71%	4693	4439	1886	1432	135575	254	3678
OCT	51969	1514	16	66%	3562	3562	1458	1159	98856	215	4123
NOV	61028	1562	15	72%	3843	4475	1849	1253	109492	246	4877
DEC	57694	1488	17	75%	3917	4146	1711	1299	100424	242	3412
JAN	51679	1450	35	74%	3868	3611	1444	1360	88500	202	3358
FEB	54050	1344	16	77%	3922	4284	1488	1223	99618	191	2974
MAR	59866	1471	23	74%	3519	4750	1011	1157	108195	180	3792
TOTAL	668515	17688	195	72%	46644	49248	19607	12115	216976	2436	47427

Total no. of OPD attendance for the year 2022-23 (Department-wise)

Deptt.	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	FEB	MAR	TOTAL
Med.	6685	6164	7193	7375	7739	7582	6404	7378	6875	6385	6887	8025	84692
Sur.	3734	3910	4297	4595	4384	5020	3974	4238	4607	3944	4364	4624	51691
Ortho.	5919	6061	5966	6035	6184	6412	5179	6124	5827	5083	5435	6486	70711
Paed.	2040	1926	2064	1999	2251	2514	2163	2512	2642	1783	2180	2525	26599
OBS/Gy e.	3922	4031	4372	4464	4258	4540	3634	4454	4269	3721	3741	4247	49653
Eye	2793	2605	2813	4784	2879	3149	2626	3415	3370	2674	3212	3272	37592
E.N.T.	2086	1794	2005	1189	2498	2488	2126	2399	2358	2055	2084	2411	25493
Psy	446	485	466	520	540	593	500	635	574	491	537	292	6079
Skin	1513	1214	908	1676	1722	1998	1759	2064	1780	1643	1875	2208	20360
Endocrin ology	695	604	701	676	649	781	451	718	723	580	659	797	8034
Chest	971	1268	902	1030	1018	1105	1048	1335	1275	1265	1207	1306	13730
Homeop athy	686	400	318	443	473	625	567	840	633	507	646	828	6966
Ayurved ic	1254	1446	1549	1511	1635	1538	1715	2351	2456	2031	2041	1940	21467
Dental	5931	6296	7225	6468	6111	7325	6145	7178	7286	6616	6853	6571	80005

P.A.C.	338	319	482	401	390	973	434	479	511	386	386	443	5542
OOCT	42	22	25	193	84	45	33	30	17	154	69	39	753
Physiot herapy	260	192	384	234	317	358	297	443	353	237	233	280	3588
Refracti on	848	850	980	986	1010	1320	930	997	1051	908	945	987	11812
Yoga	68	104	1084	158	150	136	80	110	135	210	212	256	2703
Dieticia n	110	100	124	110	102	105	50	50	40	52	80	102	1025
Cancer	29	24	26	82	123	187	327	435	448	498	404	424	3007
Cty.att	4220	4242	3897	4304	4550	3678	4123	4877	3412	3358	2974	3792	47427
Anti- Natal.C	1028	1226	1195	1460	1414	1396	1192	1356	1192	1161	1108	1132	14860
Well Baby	450	399	407	422	420	482	388	522	448	362	499	404	5203
E.B.	26	42	18	21	17	27	15	26	22	24	29	33	300
H.R.P.	76	58	39	59	35	30	44	18	62	67	38	42	568
H.S.G.	3	7	4	7	3	4	7	8	6	6	1	7	63
Can+Bio psyPaps	42	46	35	46	26	60	51	57	38	50	60	110	621

Obs Bed	4706	4639	4679	4772	5213	4795	4790	5000	4383	4651	4537	5385	57550
Fracture Clinic	438	449	469	511	496	567	473	437	472	420	475	560	5767
Occup. Therp	388	234	468	351	388	436	444	542	429	357	279	338	4654
TOTAL	51747	51157	55095	56882	57079	60269	51969	61028	57694	51679	54050	59866	668515

Total No. of Admissions for the year 2022-23 (Department-wise)

MONTH	MED	SURG	ORTHO	PAEDS	NEW BORN	OBS GYNAE	EYE	ENT	CHEST	L/R	DENTAL	TOTAL
APRIL	412	156	97	146	147	67	86	27	0	211	10	1359
MAY	470	191	84	127	159	83	74	23	0	206	13	1430
JUNE	383	166	79	133	174	84	94	16	0	210	15	1354
JULY	442	157	89	141	193	91	81	17	0	254	11	1476
AUGUST	460	169	82	135	236	98	82	22	0	291	13	1588
SEPT	451	165	104	136	254	97	110	19	0	304	12	1652
OCT	448	159	73	141	216	91	99	14	0	263	10	1514
NOV	419	158	89	129	251	97	101	20	0	282	16	1562
DEC	338	147	96	155	237	76	118	21	3	275	22	1488
JAN	402	165	81	133	203	63	127	15	7	239	15	1450
FEB	339	146	74	147	187	63	121	14	1	244	8	1344
MARCH	429	154	100	149	182	76	136	20	0	217	8	1471
TOTAL	4993	1933	1048	1672	2439	986	1229	228	11	2996	153	17688

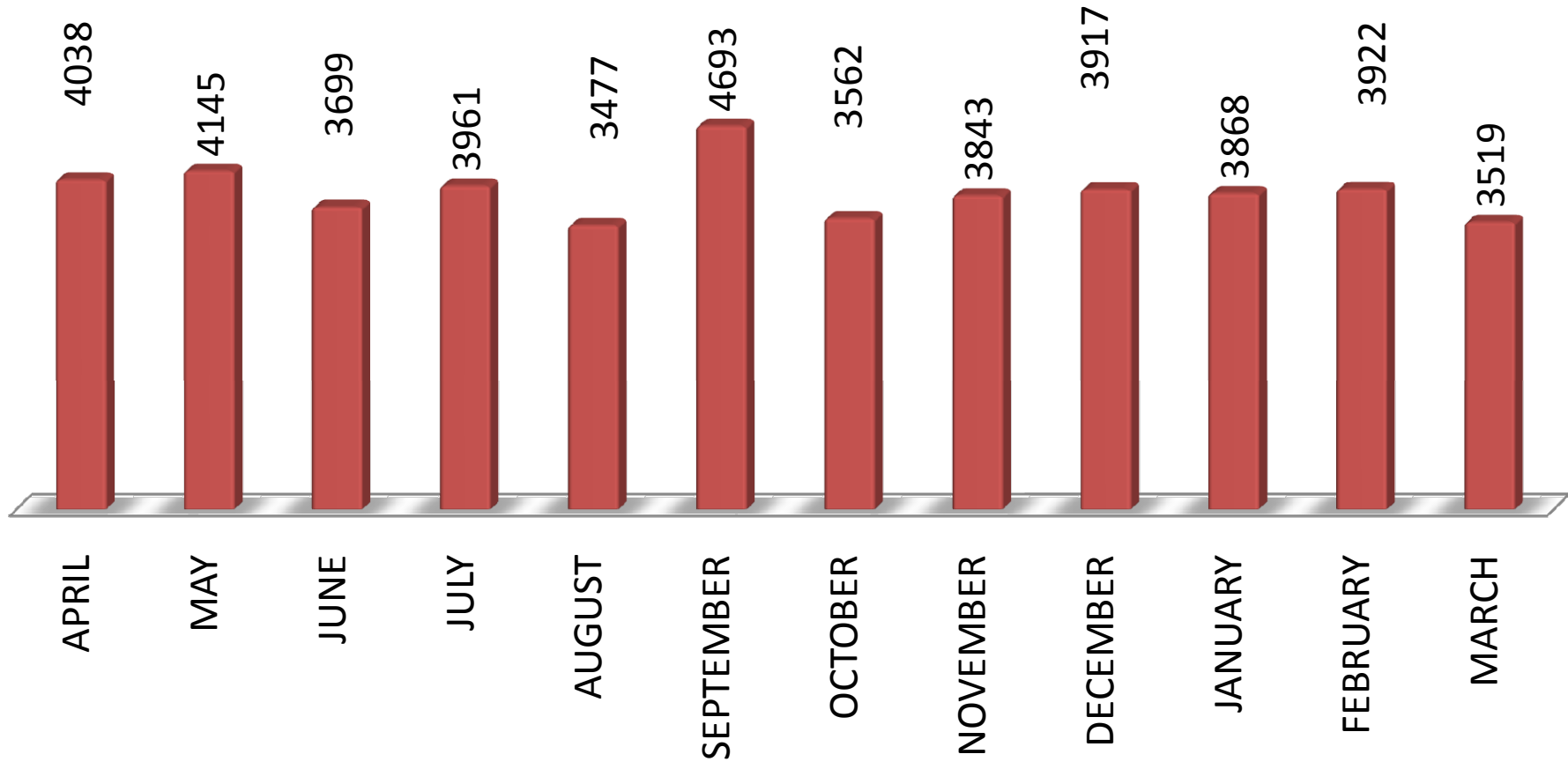
April 2022 to March 2023

OPD



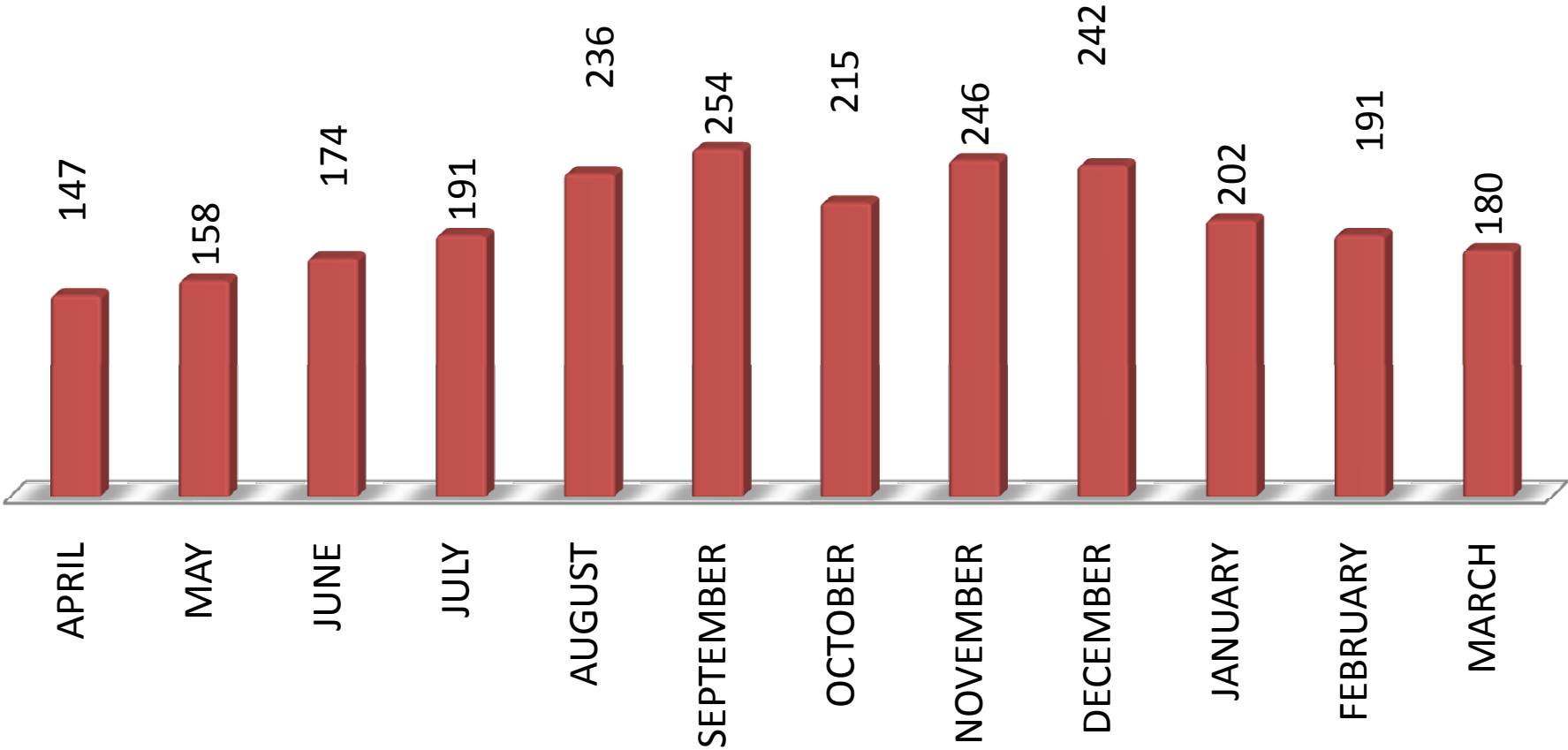
April 2022 to March 2023

OPERATION/SURGERIES



April 2022 to March 2023

DELIVERIES



Patient Care Services

Services Available

- The hospital provides all Secondary Care services, both indoor and OPD
- The emergency services function 24x7
- The Clinical departments are supported by 24 hours services of Operation Theatre, Nursery, ICU, Labour Room, Radiology, Laboratory services, Blood Storage Centre, CSSD, Manifold Gas Pipeline System.
- The hospital has a 6 KL Liquid Oxygen tank and a 1000 L/m PSA Plant
- The hospital is ISO certified

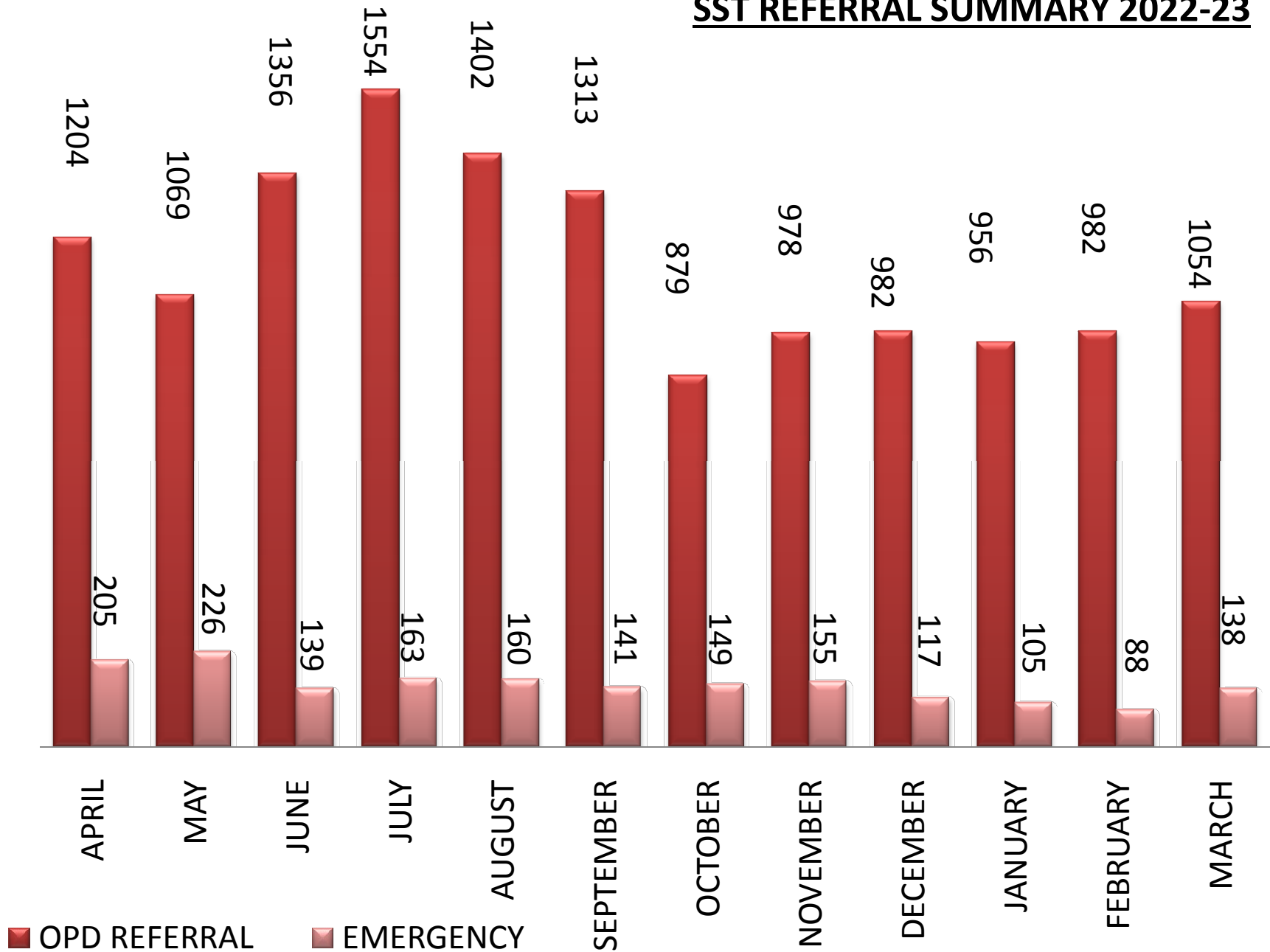
- Kitchen and Dietary services
- Well Baby clinic
- Occupational Therapy.
- Physiotherapy
- Radiology Services including X-ray (24 hrs*7) and Ultrasound with colour doppler
- Lab Services (24*7)
- Casualty (24*7)
- Ayush services including Homeopathy Yoga and Ayurveda
- ICU services
- NICU services

Referral Section

SST REFERRAL

Month	OPD Referral	Emergency	Total
April	1204	205	1409
May	1069	226	1295
June	1356	139	1495
July	1554	163	1711
August	1402	160	1562
September	1313	141	1454
October	879	149	1028
November	978	155	1133
December	982	117	1099
January	956	105	1061
February	982	88	1070
March	1054	138	1192

SST REFERRAL SUMMARY 2022-23



S.No.	Department	No. of referrals
1.	Cardiology	99
2.	Cardiovascular Surgery	53
3.	Neurology	16
4.	Neuro Surgery	144
5.	Peadiatric Surgery	5
6.	Uro Surgery/Urology	526
7.	Nephrology	98
8.	Nephrology Dialysis	538
9.	Medical Gastro-Enterology	293
10.	Surgical Gastro-Enterology	37
11.	Endocrinology	1
12.	Endocrinology Surgery	1

13.	Burns & Plastic Surgery	13
14.	Spld. Lab Inv. Biochemical/Biochemistry/Immunological	2146
15.	Spld. Imaging Inv. –MRI Scan	1539
16.	Spld. Imaging Inv.- CT Scan	1557
17.	Spld. Imaging Inv. –Pet Scan	631
18.	Spld. Imaging Inv. –Echo-cardiography	837
19.	Spld. Imaging Inv. Radioisotope Scan	2
20.	Spld. Imaging Inv.- Others	1066
21.	Oncology	3421
22.	Rheumatology	2
23.	Onco Surgery	152
24.	Interventional Radiology	6

Store Management

Medical Store

- **Total Number of Equipment in hospital= 110**
- **Total Number of Equipment in hospital in working condition= 107**
- **Total Number of Equipment in hospital in non-working condition=03 (under repair-All are covered under AMC/CMC)**

Procurement

- GeM Procurement: Rs. 49231090
- RC Procurement: Rs. 484128932
- Non-RC Procurement:
- Drugs and consumables (LP of NR drugs and Proprietary drugs): Rs. 22659836
- Lab Chemicals and kits (Non-GeM): Rs. 8489567

Non-Medical Stores: Total Expenditure

Total cummulative amount of procurement from 01.04.2022 to 31.03.2023	Total cumulative amount of procurement through GeM from 01.04.2022 to 31.03.2023	Total cumulative amount of procurement other than GeM from 01.04.2022 to 31.03.2023
Rs. 24040294.5	Rs. 23734804.5	Rs. 305490

ANALYSIS OF PUBLIC GRIEVANCE

- **Public Grievances received total no.: 66**
- **No. of cases disposed in 2022-23: 66**
- **No. of RTI received: 128**
- **No. of appeals received: 20**

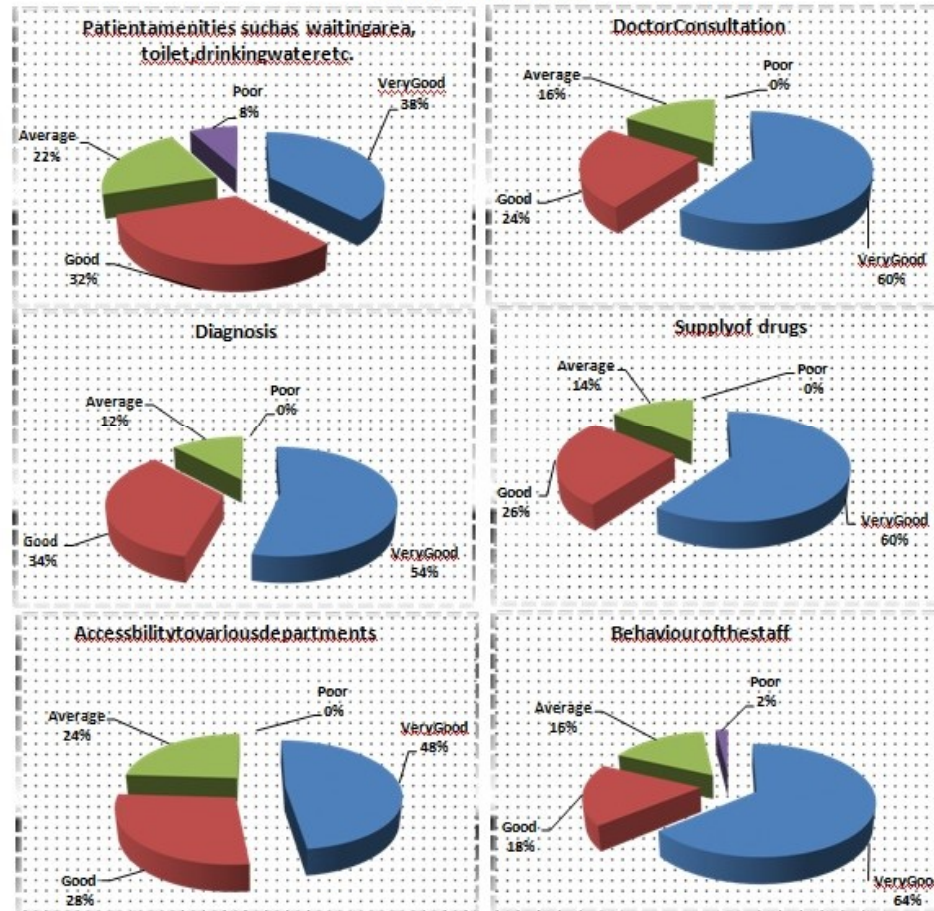
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LIC GRIEVANCE CELL

Feedback Analysis Report (2022-2023)

OPD SERVICES



Prepared by: Shivendra B Singh (Medical Social Worker)

ESIC HOSPITAL, SECTOR-15, ROHINI, NEW DELHI

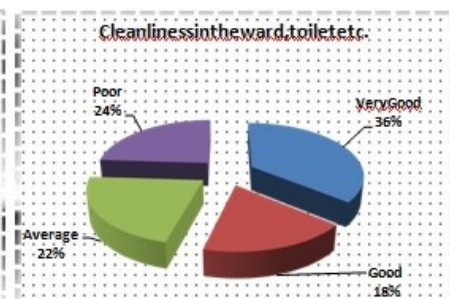
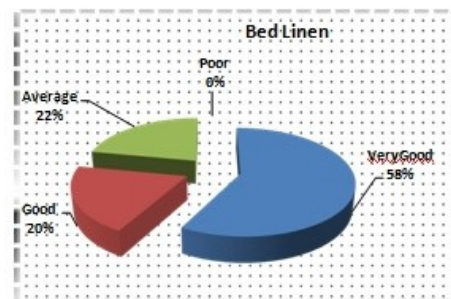
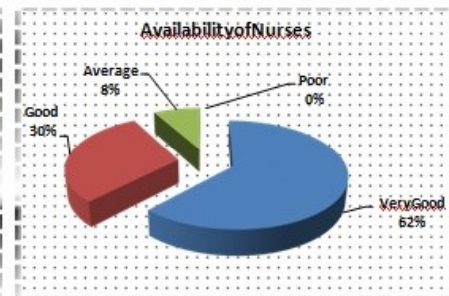
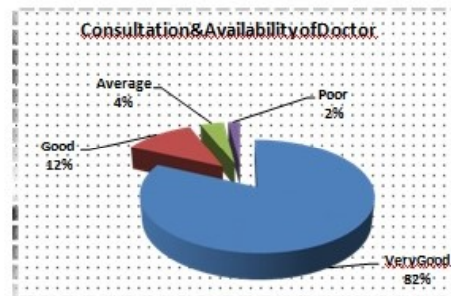
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LIC GRIEVANCE CELL

Feedback Analysis Report (2022-2023)



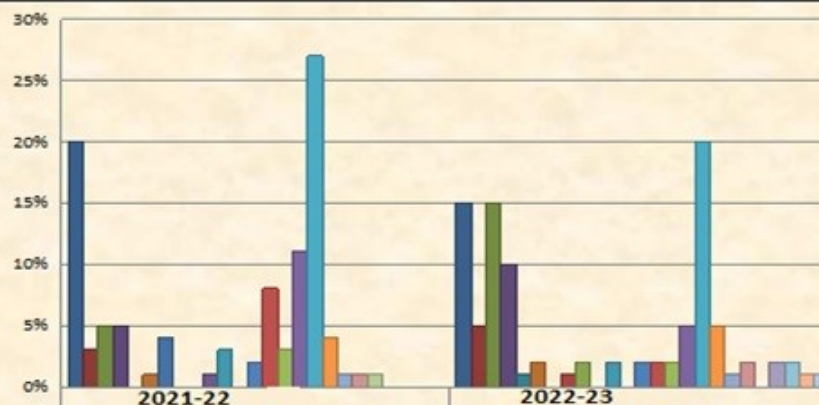
IPD SERVICES



Prepared by: Shivendra B Singh (Medical Social Worker)

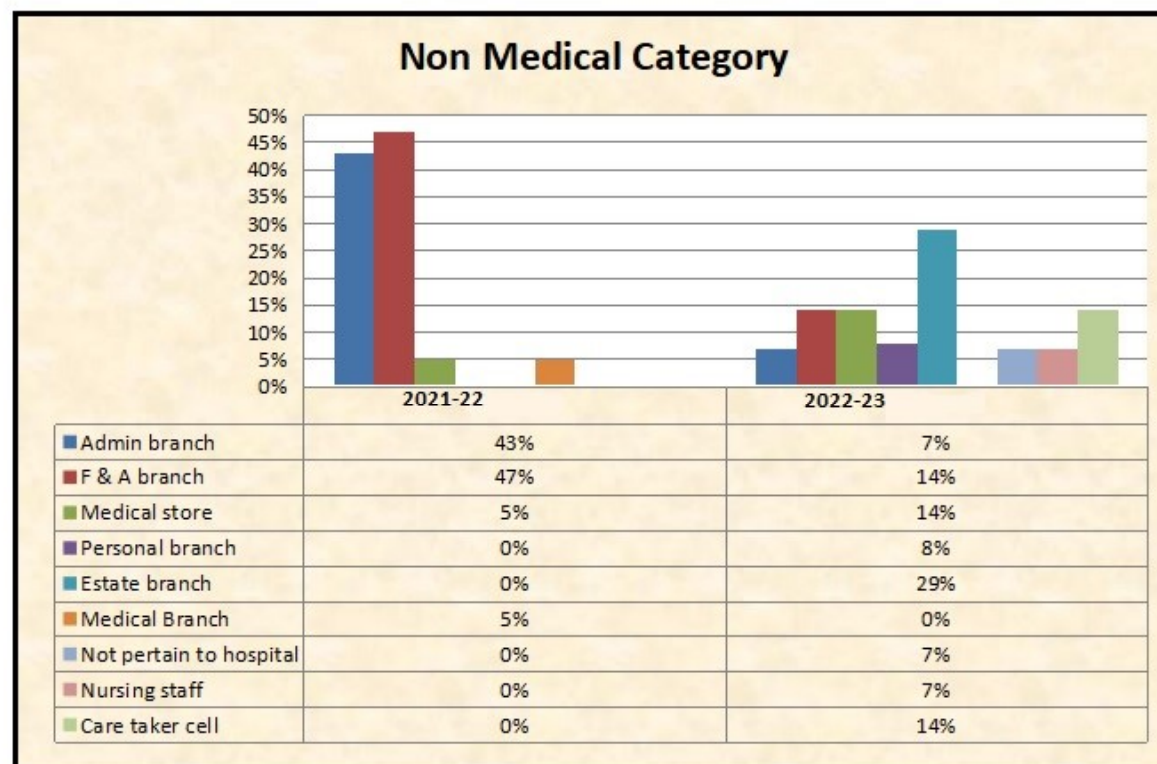
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Medical Category

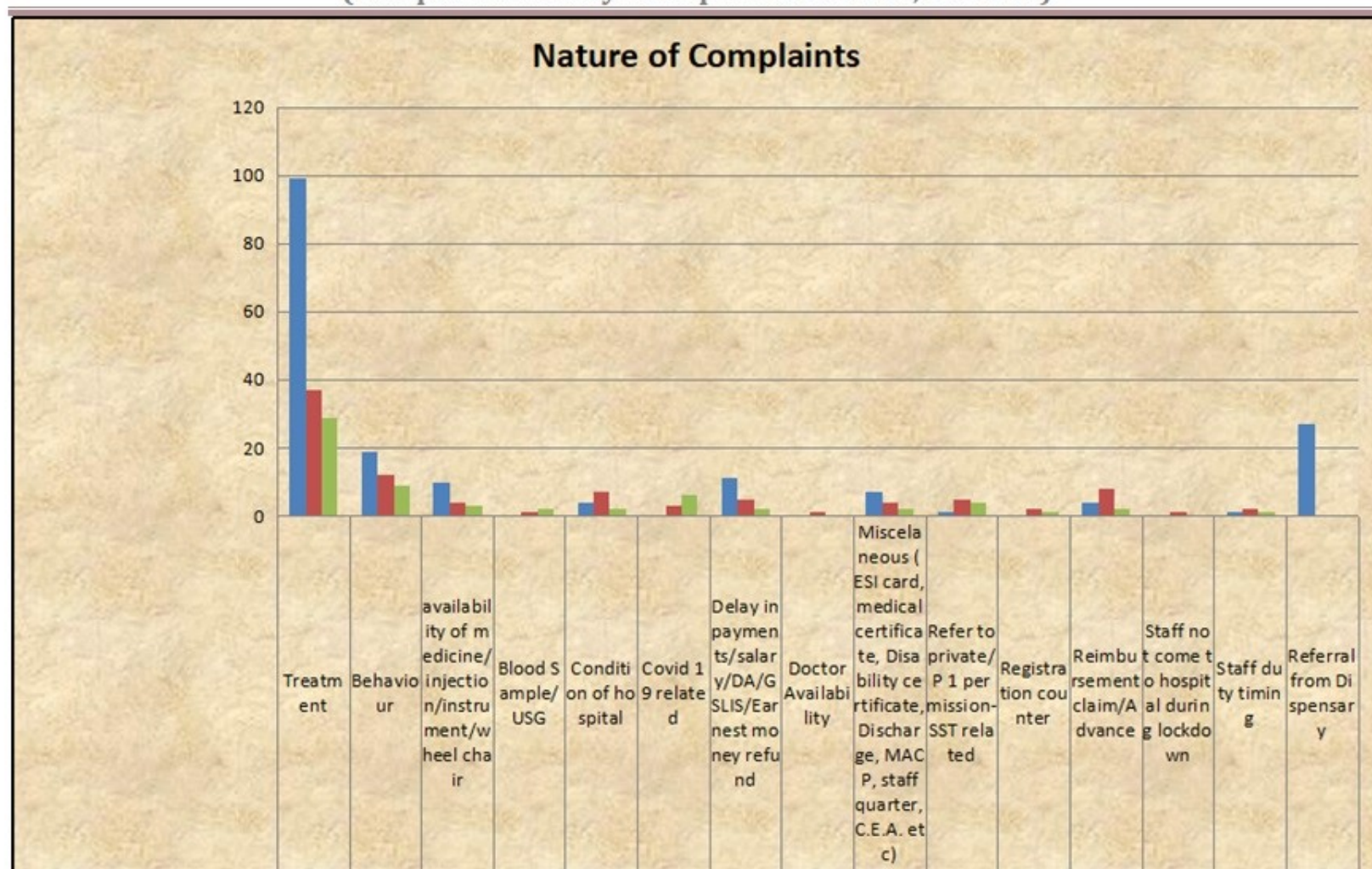


	2021-22	2022-23
Medicine	20%	15%
Ortho	3%	5%
Surgery	5%	15%
Gyne & Obs	5%	10%
Chest	0	1%
Pediatrics	1%	2%
Eye	4%	0
Psychiatric	0	1%
Skin	0	2%
Homeopathy	1%	0
ENT	3%	2%
Ayurvedic	0	0
Pathology/Bio Chemistry/Microbiology	2%	2%
Radiology	8%	2%
Dental	3%	2%
Casualty	11%	5%
Medical Branch	27%	20%
Medical Store	4%	5%
OPD	1%	1%
Registration Counter	1%	2%
Physiotherapy	1%	0
DNS office	0	2%
Fever Clinic	0	2%
MRD	0	1%
No Detail	0	1%

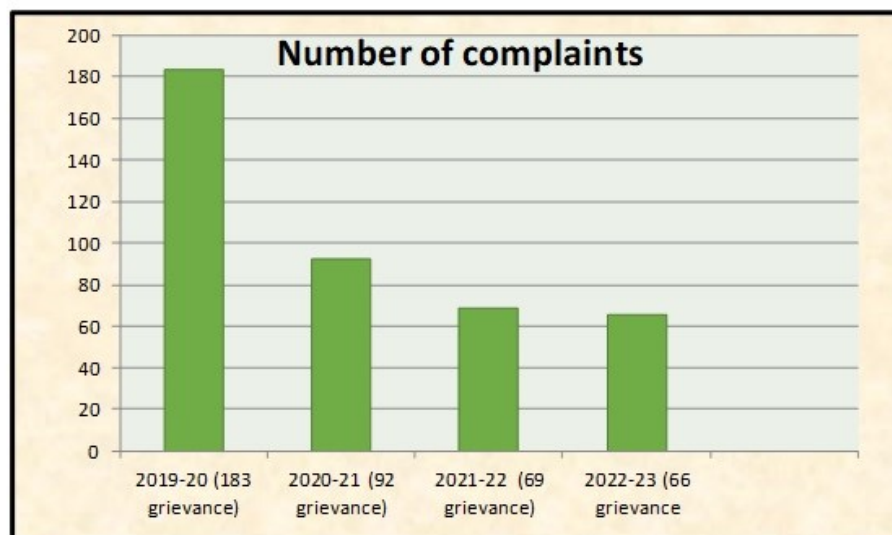
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Administration & Accounts

Budget Allocation in various heads

Pay & Allowance (in Lakhs)	Admin. Exp. (in Lakhs)	Hiring of vehicle (in Lakhs)	Drugs & Dressing (in Lakhs)	Super Speciality (in Lakhs)	Waste Mgt (in Lakhs)	Depreciation on other assets (in Lakhs)	Employee Benefit Reserve Fund (in Lakhs)	Total (in Lakhs)	Furniture & Equipment (in Lakhs)
10000	1500	0	8000	3500	3	25.15	1920.04	24948.19	300

Names of service contracts with validity

S. No.	Name of Services	Name of Agency	Services started w.e.f.	Valid upto	Manpower
1.	Security Services	M/s Satya OM Security Services Pvt. Ltd.	01.04.2022	31.03.2024	88- Security Guards + 04 Supervisors
2.	Housekeeping Services	M/s Kartikay Enterprises	01.01.2023 (on nomination basis)	till finalization of fresh tender	103 Housekeeping workers + 04 Supervisors
3.	Paramedical	M/s Laxmi Security Gujarat Pvt. Ltd.	01.01.2023	31.12.2023	04 Lab Asstt. 06 O.T. Asstt. 22 Staff Nurse 01 Pharmacist= 39
4.	Ambulance services	M/s Ajay Ambulance Services	-	07.06.2023	02 Ambulances outsourced (one BLS ambulance and one advance life support ambulance)
5.	Bio-Medical Waste Services	M/s Biotic Waste Solution Pvt. Ltd.	01.01.2023	31.12.23023	
6.	Data Entry Operators	M/s Rapid Workforce Solutions	01.04.2023	31.03.2024	15
7.	Canteen	Services not started			

Department of information technology

- The IT department is managed by an IT Manager and IT Assistant, on contract through GEM.
- Number of PCs- 168
- Number of Printers- 66
- Number of UPS- 230

राजभाषा

- वर्ष 2022-23 के दौरान कर्मचारी राज्य बीमा निगम अस्पताल, रोहिणी की राजभाषा संबंधी गतिविधियां
-
- निम्नलिखित हिन्दी की कार्यशालाओं का आयोजन किया गया
- 05.05.2022 व 06.05.2022(दो दिवसीय)
- 16.08.2022 व 17.08.2022(दो दिवसीय)
- 28.11.2022 व 29.11.2022(दो दिवसीय)
- 21.02.2023 (एक दिवसीय)
-
- निम्नलिखित विभागीय राजभाषा कार्यान्वयन समिति की बैठकों का आयोजन किया गया
- 27.05.2022 (जून 2022 तिमाही)
- 26.08.2022(सितंबर 2022 तिमाही)
- 25.11.2022(दिसंबर 2022 तिमाही)
- 10.03.2023 (मार्च 2023 तिमाही)
-
- दिनांक 16.09.2022 से दिनांक 29.09.2022 तक राजभाषा पखवाड़े का आयोजन किया गया

Ambulance services

- Ambulance services for ESI Hospital Rohini are outsourced.
- -One Basic Life Support Ambulance.
- -One Advance Life Support Ambulance.

Number of nearest Police Station

- **K.N. Katju Marg Police Station- 011-27571171**

Limitations in hospital

- Space constraint due to the Dental College occupying half of the building
- Porta Cabin created on the roof is damaged and causing damage to the building walls and seepage
- Building needs complete renovation
- Super specialists do not join, hence not able to start these departments

Vision for the future

- To provide Hope, Care and Cure.
- To provide compassionate, accessible, high quality, cost effective healthcare
- To apply new knowledge and technology in the delivery of patient care
- To have a hospital that provides all services in-house to the beneficiaries.
- To be fully Quality compliant
- To ensure full satisfaction of our beneficiaries

Future Plans

- Complete Renovation and Upgradation of the hospital- Proposal for the same has already been submitted to the HQ office
- Starting of dialysis and CT/MRI Centre- proposal for same to be operated on PPP Mode has been submitted to HQ office
- Starting DNB Courses in all departments-Presently we have accreditation in departments of Paediatrics and Obs and Gynae. Proposal being worked upon based upon availability of Manpower and workload
- Development of Super-speciality departments

Internal road work, which was pending since last 2 years, was completed





Tiles put along corridor walls and Ramp to ensure cleanliness



All useless items, malba and garbage lying dumped around the premises have been removed







Food been prepared with great care and hygiene





Painting Work of Hospital



Park Development In-front of Casualty



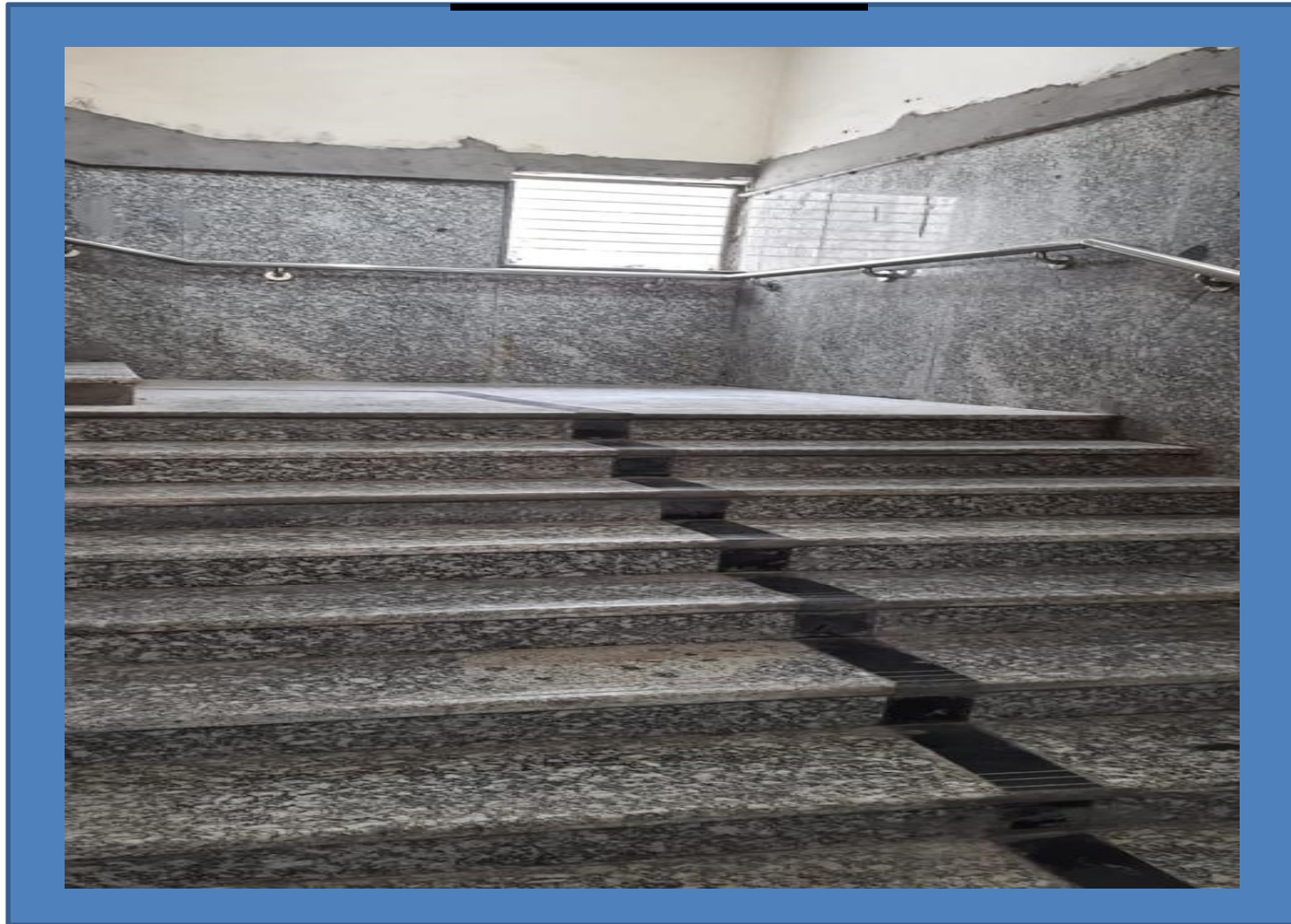
Road Construction In-front of OPD



SMC Panel Tank Installed in Roof of OPD



Staircase renovation in casualty to ward side



Painting of Dental College Building



Renovation of Dental Mess



Engraved Name on the Entrance



Tiling on external walls



Granite work on walls along lift



Resting area in OPD Created for Attendants





Aluminium window installation in OPD



PSA Plant



6 KL LMO Tank

