

# CITIZEN CHARTER

## JANAKPURI SUPERSPECIALITY HOSPITAL SOCIETY

(An Autonomous Post-Graduate Institute)  
Ministry of Health and Family Welfare,  
Govt. of NCT of Delhi.  
Contact No. +911128504100  
Address: C2B, Janakpuri, New Delhi-110058



Janakpuri SuperSpeciality Hospital Society is envisaged to be a leading Super Speciality health care provider. JSSH is an eco-friendly hospital with its green architecture and design, automation, digitalization and proper disposal of hospital waste with strict adherence to Bio-Medical Waste Management. The Hospital has been built on 8.82 acres (36,000 sq. metres) of land in a prime location of Janakpuri C2B block next to Bharti College with nearest East Janakpuri Metro station.

**Vision :** Our vision is to match the existing Super Specialty Hospitals in both the public and private sectors and be a leading Super-Specialty Tertiary Care Centre ourselves. We aim to incorporate state-of-the-art scientific & technological advances in health care, teaching, training and research activities which can help in the better management of patients and updating the knowledge and skills of the health care providers.

**Mission :** Our mission is to be a centre of excellence and provide world class quality health care with dignity through a humane and tender approach as is depicted in our logo where two tender hands are holding a human being and giving care with dignity. We would like to maintain the highest possible standard for medical care.

### Director's Message:

“We may do less but Qualitative: quantity will follow....”

We have taken many significant steps and will soon be providing superior unparalleled quality health care services.

### SERVICES PROVIDED:

1. CARDIOLOGY WITH CARDIODIAGNOSTIC ZONE
2. NEUROLOGY WITH NEURODIAGNOSTIC ZONE
3. GASTROENTEROLOGY WITH DIAGNOSTIC AND THERAPEUTIC ZONE
4. NEPHROLOGY
5. NUCLEAR MEDICINE
6. SENIOR SENIOR CITIZEN CLINIC (>70 YRS OF AGE)
7. CARDIOVASCULAR CATH LAB
8. RADIOLOGY
9. PATHOLOGY
10. BIOCHEMISTRY
11. MICROBIOLOGY
12. HEMATOLOGY
13. REHABILITATION (PHYSIOTHERAPY, OCCUPATIONAL, SPEECH THERAPY, CLINICAL PSYCHOLOGY)
14. FACILITY INTEGRATED COUNSELLING AND TESTING CENTRE (F-ICTC)
15. DAK/DAN
16. DISABILITY BOARD
17. DGEHS
18. PGMS
19. INDOOR WARD
20. INJECTION ROOM

## OUT PATIENT DEPARTMENT

### BAR CODING SYSTEM FOR OPD REGISTRATION

### WAITING TIME:

PATIENTS	TIME
NEW PATIENTS	1 MIN.
REVISITED PATIENTS	20 SEC.

### ONLINE APPOINTMENT FACILITY AVAILABLE.

### TIMINGS:

DAYS	REGISTRATION TIMINGS	OPD TIME
MONDAY TO FRIDAY	7:30 A.M. TO 12:00 P.M.	8:00 A.M. TO 3:00 P.M.
SATURDAY	7:30 A.M. TO 10:30 A.M.	8:00 A.M. TO 12:00 NOON
SUNDAY/ HOLIDAYS	CLOSED	CLOSED

### REGISTRATION CHARGE IS NIL.

**VITAL STATION:** AFTER REGISTRATION ALL PATIENTS ARE PROCEEDED FIRST TO VITAL STATION AND NURSING OFFICER POSTED MEASURES WEIGHT, HEIGHT, B.M.I., PULSE RATE, BLOOD PRESSURE & BLOOD SUGAR FOR ALL PATIENTS, BY DEFAULT AND THEN PROCEED TO THE RESPECTIVE OPD ROOMS.

**OPD SERVICES:**

SPECIALITY	FLOOR	ROOMS
CARDIOLOGY	II FLOOR	204,205,206, 207,& 209
CARDIO-DIAGNOSTIC ZONE (ECHO, TMT, ECG, HUTT, HOLTER, TEE, PFT)	II FLOOR	214,216 & 219
NUCLEAR MEDICINE	II ND FLOOR	208
NEUROLOGY	III RD FLOOR	304,305,306, 307 & 309
NEURO-DIAGNOSTIC ZONE (EEG,NCV, EMG)	III RD FLOOR	
REHABILITATION	III RD FLOOR	315-324
NEPHROLOGY	IV TH FLOOR	410, 411
GASTRO-ENTEROLOGY	IV TH FLOOR	406,407 & 408
GASTRO-ENTEROLOGY DIAGNOSTIC AND THERAPEUTIC ZONE	IV TH FLOOR	
CARDIOVASCULAR CATH LAB	GROUND FLOOR	CATH LAB
SENIOR SENIOR CITIZEN CLINIC (>70 YRS OF AGE)	GROUND FLOOR	R.NO. 5
RADIOLOGY X RAY AND USG	GROUND FLOOR	R. NO. 13,14
DAK/DAN	GROUND FLOOR	R. NO. 19
DISABILITY BOARD	GROUND FLOOR	R. NO. 18
PGMS	GROUND FLOOR	R. NO. 15

**TELECONSULTAION FACILITY AVAILABLE****FOLLOWING OPD SERVICES ARE CHARGED AS PER CGHS RATE**

S.NO.	NAME OF PROCEDURE	RATE (IN RS.)
1.	CORONARY ANGIOGRAPHY	11,500
2	TPI (SINGLE)	7,500
3	TPI (DOUBLE)	8,160
4	PPI (SINGLE)	13,800
5	PPI (DOUBLE)	19,320
6	AICD (SINGLE)	28,750
7	AICD (DOUBLE)	40,000
8	ENDOSCOPY DIAGNOSTIC	250
9	ENDOSCOPY BIOPSY	345
10	COLONOSCOPY	1,475
11	BAND LIGATION	2,500

**SENIOR SENIOR CITIZEN CLINIC** :  
(FOR ELDERLY PATIENTS >70 YEARS OF AGE)FOR THE BENEFIT OF ELDERLY PATIENTS, SEPARATE OPD, REGISTRATION AND PHARMACY COUNTERS WITH SEPARATE VITAL STATIONS, SEPARATE ECG AND PHYSIOTHERAPY FACILITIES ALL ARE AVAILABLE ON THE GROUND FLOOR.

**DIFFERENTLY ABLED COMPATIBLE HOSPITAL:****DIFFERENTLY ABLED TOILETS****CENTRAL TROLLEY STATION****STATE OF THE ART LIFTS WITH SITTING FACILITY.****PAPERLESS EEG REPORT****OPD CENSUS:**

CENSUS OPD	APPROX. MONTHLY
DAILY OPD	1500-1800 PER DAY
MONTHLY OPD CENSUS	32,000-35,000 MONTHLY
SENIOR SENIOR CITIZEN CLINIC	3500 MONTHLY
CATH LAB	>250 PROCEDURES TILL NOW.
ENDOSCOPY	300 MONTHLY
COLONOSCOPY	10-12 MONTHLY
X RAY	1500 MONTHLY
USG	250 MONTHLY
ECG	2800 MONTHLY
ECHO+STRESS+TEE	700 MONTHLY
TMT	75-80 MONTHLY
HOLTER	50-60 MONTHLY
P.F.T.	50-60 MONTHLY
EEG	35-40 MONTHLY
NCV	50 MONTHLY
EMG	4-5 MONTHLY
REHABILITATION	2000 MONTHLY
DAK/DAN	700-1000 MONTHLY
DISABILITY CERTIFICATE	APPLIED-80-100 MONTHLY ; ISSUED APPROX. 60 MONTHLY

## LABORATORY SERVICES



### NABL ACCREDITED LAB

**LAB. INFORMATION SYSTEM (LIS):** IS A SOFTWARE BASED LABORATORY AND INFORMATION MANAGEMENT SYSTEM WITH KEY FEATURES INCLUDE MANAGING WORKFLOW AND TEST TRACKING SUPPORT AND DATA EXCHANGE INTERFACE AND PRINTED DIGITALLY SIGNED REPORT GENERATION. LABORATORY REPORT READY SMS DELIVERED ON REGISTERED MOBILE AND CAN ACCESS REPORTS DIRECTLY ON SMART PHONE BY CLICKING LINK.

### LAB TIMINGS:

LAB SERVICES	LOCATION	TIMING MON TO FRIDAY	TIMING SATURDAY
LAB REGISTRATION	GROUND FLOOR R.NO. 1	8:30-10:30 A.M.	8:30-10:00 A.M.
CENTRALIZED SAMPLE COLLECTION	GROUND FLOOR R. NO. 4	8:30 A.M. TO 12:00 NOON	8:30-10:30 A.M.
REPORT COLLECTION	GROUND FLOOR R.NO. 1	8:00 A.M. TO 3:00 P.M.	8:00 A.M. TO 12 NOON

### LABORATORY CHARGES-NIL

### LAB. TESTS INCLUDES:

<b>BIOCHEMISTRY</b>	LFT, KFT, S.URIC ACID, S.ELECTROLYTES, S.CALCIUM , S.AMYLASE, CPK,CPK-MB,THYROID PROFILE, LIPID PROFILE, VIT.D,VIT.B12 , S. FERRITIN, S.FOLATE , HBA1C, THERAPEUTIC DRUG FOR PHENYTOIN AND VALPROATE
<b>MICROBIOLOGY</b>	BLOOD, URINE, STOOL, PUS,THROAT& SPUTUM CULTURE, SPUTUM , PUS, CSF, BODY FLUID FOR AFB & GRAM STAIN, STOOL ROUTINE, WIDAL, RA FACTOR, CRP, ASO, HBsAG, ANTI-HCV, HIV
<b>PATHOLOGY</b>	URINE ROUTINE
<b>HEMATOLOGY</b>	CBC, AUTOMATED ESR, P.S., PS FOR M.P.

### LAB CENSUS:

	DAILY	MONTHLY	YEARLY
CENSUS	APPROX. 2000 TESTS	APPROX. 50,000 TESTS	APPROX. 6 LAKHS

### CENTRALIZED LAB. COLLECTION CENTRE

**Facility Integrated Counselling and Testing Centre (F- ICTC):**F-ICTC was made functional on 2013 where HIV screening testing is done along with male and female counsellor. There is an increase in the number of patients to approx. 10 patients/day currently.

## INDOOR FACILITY

### 24 HRS INDOOR FACILITY

### INDOOR SERVICES INCLUDES:

WARD	LOCATION	TIMINGS
SECTION I	II ND FLOOR	24 HRS
SECTION II	II ND FLOOR	24 HRS

### ADMISSION TO INDOOR TIMINGS (FROM OPD ONLY):

DAYS (FROM OPD ONLY)	TIMINGS
MON-FRIDAY	8:00-3:00 P.M.
SATURDAY	8:00-12:00 NOON

### NO EMERGENCY ADMISSION

### INDOOR SUPERSPECIALITY SERVICES INCLUDES:

**CARDIOLOGY, NEUROLOGY, NEPHROLOGY, GASTROENTEROLGY, FEVER WARD, ISOLATION WARD AND DAY CARE ADMISSION**

### BED STATUS:

TOTAL BEDS ALLOTTED	250
FUNCTIONAL BEDS	100

### IPD CENSUS

DAILY (APPROX)	MONTHLY (APPROX)	BED OCCUPAN -CY RATE	STAY LENGTH
APPROX. 45	APPROX. 500	45	2 DAYS

### 24 HR. ANESTHETIST AVAILABLE

## PHARMACY

### LOCATION:

PHARMACY COUNTER	PREFERENCE GIVEN TO	LOCATION
COUNTER NO. 1	SENIOR CITIZEN, DGHS, FEMALE	GROUND FLOOR
COUNTER NO.2	ALL	GROUND FLOOR
COUNTER NO.3	ALL	GROUND FLOOR
COUNTER NO. 4	ALL	GROUND FLOOR

### TIMINGS OF PHARMACY:

DAYS	TIMINGS
MONDAY TO FRIDAY	8:00 A.M. TO 3:00 P.M.
SATURDAY	8:00 A.M. TO 12 NOON
SUNDAY/HOLIDAYS	CLOSED

### PHARMACY SERVICES INCLUDES:

1.	NO EMERGENCY PHARMACY FACILITY AVAILABLE
2.	FREE OF COST MEDICINES
3.	AVERAGE WAITING TIME:10-15 MINUTES
4.	DRUG RELATED PGMS HELPLINE NO. 1031
5.	ALL PHARMACIST EMPLOYED TO DISTRIBUTE MEDICINES.

**SCREENING OPD AT GROUND FLOOR:** TO SCREEN PATIENTS BEFORE REGISTRATION ACCORDING TO OUR FACILITIES.

**DIETICIAN AVAILBLE FOR IPD/OPD PATIENTS.**

**INJECTION ROOMS:** LOCATED IN GROUND FLOOR DURING OPD TIMINGS AND NURSING OFFICER POSTED THEIR FOR IM/IV INJECTIONS WITH VACCINE STORAGE FACILITY AND ALSO ISSUE ERYTHROPOEITIN INJECTIONS FREE OF COST FOR DIALYSIS PATIENTS.

**TOTAL EPO ISSUED MONTHLY= 400 (APPROX.)**

## ADMINISTRATIVE INCHARGE

Designation	NAME	LOCATION
DIRECTOR	LT Gen Dr AK Hooda	DIRECTOR OFFICE, Ist FLOOR
M.S.	Col Dr HC Sharma	M.S.OFFICE, Ist FLOOR
CMO	Dr Shiv Shankar Prasad Singh	M.S.OFFIC, Ist FLOOR R.N.106
D.D.A.	Ms Mala Sood	Ist FLOOR R.N.121
D.C.A.	MR.Rakesh Kumar	Ist. FLOOR R.N.105
MEDICAL OFFICER	Dr Rakesh Yadav	Ist FLOOR R.N.116

### OTHER ADMINISTRATIVE SERVICES

OFFICES	LOCATION R.NO.	PHONE
		011-48501000
CARE TAKING BRANCH	Ist.FLOOR, R.N. 115	4186
ADMINISTRATION	Ist.FLOOR, R.N.120	4110
ACCOUNTS OFFICE	Ist.FLOOR, R.N. 102	4119
STORE	Ist. FLOOR, R.N. 144	4120
PGMS	G.FLOOR, R.N.15	4177
DAK/DAN	G.FLOOR, R.N.19	4226
DISABILITY BOARD	G.FLOOR R.N.18	4174
DGEHS/CGHS	G.FLOOR R.N.15	4177

## OTHER SERVICES

- **PGMS (PATIENT GRIEVANCE MONITORING SYSTEM):** TO SOLVE PATIENT QUERIES.
- **PUBLIC RELATION OFFICER:** PATIENT FEDBACK FOR OPD AND IPD AND TO SOLVE PATIENT QUERIES.
- **BABY DAY CARE CENTRE:** IS LOCATED IN FIRST FLOOR FOR INSTITUTE EMPLOYEES ONLY, SO THAT WORKING WOMEN CAN EASILY TAKE CARE OF THEIR CHILDREN WITHOUT SACRIFICING WORK.
- **CANTEEN (CAFETRIA AND AMUL):** LOCATED IN HOSPITAL PREMISES WITH STRICT ADHERENCE TO HYGIENIC FOOD.
- **AIRPORT CHAIR SITTING FACILITY**
- **CENTRALIZED AIR CONDITIONING**
- **COLD DRINKING WATER**
- **CLEAN GARDEN WITH SITTING FACILITY AND HERBAL GARDEN**
- **AMPLE SIGNAGES TO GUIDE**
- **FIRE EXIT DISPLAY BOARD**
- **NO SMOKING ZONE**
- **CENTRAL ANNOUNCEMENT FACILITY**
- **PUTTING TECHNOLOGY TO MAXIMAL USE:** USE TECHNOLOGY AS SMS TO COMMUNICATE AND UPDATE EVERY DAY STATUS OF VARIOUS DEPARTMENTS OF THE HOSPITAL.
- **REGULAR AND CONTINUING MEDICAL EDUCATION, TRAININGS AND ACADEMIC SESSIONS.**
- **PUBLIC AWARENESS AND EDUCATION SERIES PROGRAMMES**
- **NEW SERVICES TO BE ADDED SOON:**

<b>DIALYSIS UNIT</b>	<b>7 MODULAR O.T.</b>	<b>MRI AND CT SCAN</b>
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- **DYNAMIC WEBSITE OF HOSPITAL:**  
[www.isshs.org](http://www.isshs.org)