GURU TEG BAHADUR HOSPITAL
Govt. of NCT of DELHI
DILSHAD GARDEN : DELHI – 95

Manuals
under
Right Information Act, 2005
Chapter – 2
Section 4(1)(b)
1. Aims and objectives:

**AIM**: To provide Standard, optimum and latest medical care free of cost to all in need irrespective of social and economic status of the patient.

**OBJECTIVES**

1. **Patient Care**: To provide Preventative, Curative, Rehabilitative & Referral services.

2. **Teaching, Training & Research**: Teaching & training programs for Under Graduate, Post Graduate medical students, Nursing Students and other paramedical staff.

3. **To provide Logisticits technical know how for public health programmes e.g. Pulse Polio program.**

2. Mission/Vision:

- To provide integrated healthcare to the citizens.
- To provide medical healthcare at par with corporate hospitals.
- To transform the work culture and strive towards a paperless and film less hospital by introducing and adopting the available technology for the benefits of the patients and administration.

3. Brief history and background for its establishment:

**Milestones**

Hospital OPD Service Commissioned w.e.f. 3/11/1985

Indoor Patient Service Started 15/6/1987

Casualty & Emergency Service started 10/8/1987

No. of Beds 1512
4. Organizational chart: Attached

5. Allocation of business: To provide best possible health care.

6. Duties to be performed: To provide best possible health care.

7. Duties to be rendered: To provide best possible health care.

8. Citizen interaction: The public from the nearby & suburbs of other states needing healthcare visit this hospital for treatment.

9. Postal Address of the Main office:

   Guru Teg Bahadur Hospital,
   Govt. of NCT of Delhi
   Dilshad Garden, Delhi
   110095

10. Map of office location: See Below

11. Working hours for both office and public:

   ![Working Hours Table]

12. Public interaction if any: Regular public meetings are organized in OPD by I/C OPD and PRO to get feedback on services provided.
Grievance redressal mechanism: To deal with various complaints received from different areas. Following mechanism is followed –

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<th>ACCIDENT &amp; EMERGENCY</th>
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Map of office location