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CITIZEN CHARTER – RHTC, NAJAFGARH, NEW DELHI-43

1. Name of the Service	<u>Services at RHTC Hospital</u> <ol style="list-style-type: none"> 1. 24x7 Emergency Services 2. General OPD 3. Specialist OPD- Paediatrics, Dermatology, Psychiatry, Ophthalmology, ENT, Chest & TB 4. Dental Services 5. Ayurveda Services 6. Laboratory Services 7. Physiotherapy 8. Diet consultation 9. Counselling 																						
	<u>Services at Primary Health Centres (Najafgarh, Palam and Ujwa)</u> <ol style="list-style-type: none"> 1. Clinical Services- General OPD, Pharmacy, Lab (at PHC Palam) Immunization, BLS Ambulance 2. Community Services- Maternal and Child Health Wing (MCH), Family Planning, Antenatal Clinic, field activity through sub-centres and community visits. 																						
3. Eligibility Criteria and procedure to obtain the service	Eligibility- Persons from all age groups are eligible Procedure to obtain the service- Registration by visiting the facility followed by consultation/investigation/dispensation of drugs from appropriate counter.																						
4. Where and How to apply?	Where to apply? – i) For Services at RHTC Hospital, visit at the registration counter of the OPD from Monday to Friday (between 8:30 AM to 12:30 PM) and on Saturday (between 8:30 AM to 12:00 Noon) ii) For Emergency Services, visit at the registration counter of the Emergency on any day 24x7. iii) For Primary Health Care Services, visit at the registration counter of the Primary Health Centres under RHTC from Monday to Saturday (between 8:30 AM to 12:30 PM) How to apply? – via registration by visiting the facility																						
5. Time-frame for service delivery	<p style="text-align: center;"><u>RHTC HOSPITAL</u></p> <table border="0"> <tr> <td>Emergency Services-</td><td>24x7 (Mon to Sun)</td></tr> <tr> <td>OPD Registration-</td><td>9:00 AM to 12:30 PM (Mon to Sat)</td></tr> <tr> <td>General OPD-</td><td>9:00 AM to 1:00 PM (Mon to Sat)</td></tr> <tr> <td>Pediatrics-</td><td>9:00 AM to 1:00 PM (Mon to Sat)</td></tr> <tr> <td>Dermatology-</td><td>9:00 AM to 1:00 PM (Mon to Sat)</td></tr> <tr> <td>Psychiatry-</td><td>1. OPD (Mon to Sat): 9 AM to 1 PM 2. Child & Adolescent Special Clinic (Mon to Fri): 2 PM to 4 PM on appointment basis</td></tr> <tr> <td>Ophthalmology-</td><td>9:00 AM to 1:00 PM (Wed and Fri)</td></tr> <tr> <td>ENT-</td><td>9:00 AM to 1:00 PM (Mon to Sat)</td></tr> <tr> <td>Chest & TB-</td><td>9:00 AM to 1:00 PM (Mon to Sat)</td></tr> <tr> <td>Dental-</td><td>9:00 AM to 1:00 PM (Mon to Sat)</td></tr> <tr> <td>Ayurveda-</td><td>9:00 AM to 1:00 PM (Mon, Wed, Thurs and Sat) at RHTC Hospital</td></tr> </table>	Emergency Services-	24x7 (Mon to Sun)	OPD Registration-	9:00 AM to 12:30 PM (Mon to Sat)	General OPD-	9:00 AM to 1:00 PM (Mon to Sat)	Pediatrics-	9:00 AM to 1:00 PM (Mon to Sat)	Dermatology-	9:00 AM to 1:00 PM (Mon to Sat)	Psychiatry-	1. OPD (Mon to Sat): 9 AM to 1 PM 2. Child & Adolescent Special Clinic (Mon to Fri): 2 PM to 4 PM on appointment basis	Ophthalmology-	9:00 AM to 1:00 PM (Wed and Fri)	ENT-	9:00 AM to 1:00 PM (Mon to Sat)	Chest & TB-	9:00 AM to 1:00 PM (Mon to Sat)	Dental-	9:00 AM to 1:00 PM (Mon to Sat)	Ayurveda-	9:00 AM to 1:00 PM (Mon, Wed, Thurs and Sat) at RHTC Hospital
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11/6/25

	<p>Laboratory Services- 1. Distribution of Tokens (Mon to Sat): 8:30 AM 2. Sample Collection (Mon to Sat): 9 AM to 3 PM</p> <p>Physiotherapy- 9:00 AM to 4:00 PM (Mon to Fri) 9:00 AM to 1:00 PM (Sat)</p> <p>Dietician- 9:00 AM to 4:00 PM (Mon to Fri) 9:00 AM to 1:00 PM (Sat)</p> <p>Counselling- 9:00 AM to 4:00 PM (Mon to Fri) 9:00 AM to 1:00 PM (Sat)</p> <p>Injection Service- 9:00 AM to 4:00 PM (Mon to Fri) 9:00 AM to 1:00 PM (Sat)</p>
	<p align="center"><u>PHC NAJAFGARH</u></p> <p>1. OPD (Mon to Sat): 8:30 AM to 12:30 PM 2. ANC Services (Tues, Thurs, Fri): 8:30 AM to 12:30 PM 3. Immunization Services (Wed and Fri): 8:30 AM to 12:30 PM 4. Family Planning Services (Mon to Sat): 8:30 AM to 12:30 PM</p>
	<p align="center"><u>PHC UJWA</u></p> <p>1. OPD (Mon to Sat): 8:30 AM to 12:30 PM 2. ANC Services (Every Mon): 8:30 AM to 12:30 PM 3. Immunization Services (Every Thurs): 8:30 AM to 12:30 PM 4. Family Planning Services (Mon to Sat): 8:30 AM to 12:30 PM 5. Ayurveda Clinic (Fri): 8:30 AM to 12:30 PM</p>
	<p align="center"><u>PHC PALAM</u></p> <p>1. OPD (Mon to Sat): 8:30 AM to 1 :00 PM extended for emergency patients till 2:30 pm 2. ANC Services (Every Tuesday): 8:30 AM to 1 PM extended till 2:30 pm for all visiting ANCs 3. Immunization Services (Every Wednesday and Friday): 8:30 AM to 1 PM extended till 2:30 pm for all visiting Immunisation child 4. Family Planning Services (Mon to Sat) : 8:30 AM to 12:30 PM extended till 2:30 pm for all visiting emergency requirements. 5. Ayurveda Clinic (Tues): 8:30 AM to 1:00 PM</p>
6. List of required documents	Carrying an Identity Proof along with active mobile number is advisable. Carrying Aadhar Card is mandatory for creation of ABHA ID.
7. Applicable fees, if any	No fees applicable. All existing services are free of cost.
8. Designation and contact details of the responsible officer	Dr. Sunil Sindhu, Hospital Superintendent; Contact- 011-20897852
9. Grievance Redressal Authority in case of non-compliance	Dr. G. Kausalya, Director


 (Dr. G. Kausalya)
 DIRECTOR