

	General Stores Drug stores
Central Stores	
	Supply to all sections IPD Pharmacy /OPD Pharmacy
	Ticket Section —— Registration —— Consultation
Medical Record	Investigation fee deposits
	DC/LAMA Admission
	Separate Record for Medico Legal files.
Diet	 The hospital kitchen is run by the Contractor approved by RCC,GMC. Patients are provided the below mentioned meals Breakfast Lunch Afternoon Tea Dinner Special Diet is provided on the two Eid festivals.
Establishment	Main Office Establishment section is functioning under the supervision of Head Assistant who is in turn answerable to Medical Superintendent.
Laundry	 One Laundry Operator The hospital is provided with a 15kg washing machine without driers. It needs to be upgraded to 2 machines of 40kg capacity including a Tumble drier for which process has already been initiated.
Pharmacy	 The Hospital has indoor and outdoor pharmacies where free medicine is provided to the patients (both admitted and OPD patients). Pharmacy Staff Head Pharmacist supervises the work of senior/Junior Pharmacists who manage the indoor/outdoor dispensaries. OPD patients are provided free medicine for a minimum of 15 days. Patients from remote areas are provided medicine for 1 month or more as per need. AB-PMJAY beneficiaries are provided free medicine during admission and for 15 days after discharge from hospital.
Nursing Department	Assistant Matron N. Supervisors Sr. Gråde Nurses Jr. Gråde Nurses

	ANM
	Nursing Orderlies
	1
	Sanitation Staff
Procurement	Procurement is through Jammu Kashmir Medical Supplies Corporation Ltd. (JKMSCL) and RCC approval
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	The Hospital has 4 ambulances and one staff transport Bus.
	• Eco Van
	Maruti Van
	• Tata 407
Transport	• Winger
	• Bus
	The ambulances are used for patient referral and also for conveying chronic
	patients after discharge to their places of residence as they have no attendants.
	Defunct.
Telephone Exchange	
	Security services are outsourced to United Placement Ltd. (Rajbagh) as per
Security	RCC approval (GMC)
	30 Security personnel are evenlydeputed by the Agency for duties in
	IMHANS and CGHC, SMHS Complex.
6. Monthly Work done	Sent to Planning department every month as per format given below
	6 days a week in IMHANS and CGHU in SMHS Complex.
1. OPD Schedule	Emergency Services= 24*7 both hospitals
	• Admission for patients along with attendants (open ward).
2. Inpatient Services	Admission without attendant's (closed ward).
	• Free medicine to patient.
	Free basic medical investigations.
	• Clothes and food.
	Maintenance of patient hygiene.
	• Proper heating arrangements during winter including indigenous hamam.
	• Free transport services for referral and conveying patients without
	attendant's home after discharge from hospital.
	• Free admission for AB-PMJAY Beneficiaries.
	• CBC=30 Rs.
	 LFT=60 Rs. KFT=30 Rs.
3. Hospital Charges	 RF 1=30 Rs. B.SUGAR=15 Rs.
(Test Charges etc)	• URE=10 Rs.
(Test charges etc)	• ECG=30 Rs.
	• LIPID PROFILE=30 Rs.
	• ECT=60 Rs.

	 EEG=300 Rs. K⁺=20 Rs. Na⁺=20 Rs. HIV=10 Rs. HCV=10 Rs. Hbsag=60 Rs. ADMISSION=20 Rs. REGISTRATION=20 Rs. M.BOARD FEE.=30 Rs.
	 ATTENDENT PASS=05 Rs. TICKET=10 Rs
4. Visitor Information	Visiting Hours—2-4 P.M exceptions are made for visitors from remote areas.
a) Visiting Hours	Sunday visiting hours—10:00AM onwards.
b) Visiting Pass	Visiting Pass – valid for one week (cost 5 Rs.)
c) Admission Procedure	OPD consultation By doctor CHRONIC WARD ISOLATION WARD Voluntary Types of Admission Relatives Involuntary Social Services Reception Order,(Magistrate) Police (Medico Legal)
d) Discharge Procedure	Patients discharged on advice of consulting Doctor.
e) Meals and Snacks	Meals (Breakfast,Lunch,afternoon tea, Dinner) provided free to admitted patients.
f) Paid Wards	As of now IMHANS, CGHU has no facility of paid wards.
Citizen Charter	Photo Appended.
1. Research	
RTI	No. of applications received 2020-2021 =42 No. of applications disposed off = 42

