E Office No:-_____

GOVERNMENT OF JAMMU & KASHMIR

GOVERNMENT MEDICAL COLLEGE SRINAGAR
10-KARAN NAGAR, SRINAGAR, J&K-190010
[HOSPITAL SECTION]

Subject: Implementation of directions issued during the review meeting on Winter Preparedness held by the Hon'ble Minister for Health and Medical Education on 23rd November, 2026.

Circular

In pursuance of the directions issued by the Hon'ble Minister for Health and Medical Education, UT of J&K during the review meeting held on 23rd November, 2026, regarding winter preparedness and improvement in patient care services, all Medical Superintendents of the Associated Hospitals of Government Medical College, Srinagar, are hereby directed to ensure strict implementation of the following measures in their respective hospitals:

1. **Display of Doctors on Duty**: Electronic display boards shall be installed/ operationalized at prominent locations in every hospital, displaying the names and designations of doctors on duty, their respective departments/ specialties and duty timings. The information shall be updated regularly and must reflect the actual duty roster.
2. **Availability of Emergency and Essential Drugs**: Adequate stocks of emergency, life-saving and essential drugs shall be maintained at all times, with particular attention to the requirements during winter. Medical Superintendents shall personally review stock positions, ensure timely replenishment and put in place an effective mechanism to prevent any stock-out of essential medicines.
3. **Heating Arrangements**: Adequate and functional heating arrangements shall be ensured in all patient-care areas, including emergency departments, ICUs, inpatient wards, waiting areas and other critical locations. Particular attention shall be paid to ensuring adequate heating during night hours and periods of extreme cold.
4. **Availability of Doctors during Night Hours**: All Doctors detailed/directed for night duties as per the roster shall remain physically available within the hospital premises throughout their assigned duty hours. Doctors shall not leave the hospital premises during night duty or function merely on an on-call basis. Proper duty rosters shall be prepared, clearly indicating the Doctors responsible for each specialty/ service during night hours. Medical Superintendents shall ensure an effective mechanism for monitoring their physical presence and availability.
5. **Uninterrupted Availability of Medical Gases**: Adequate stocks and uninterrupted supply of medical gases, particularly medical oxygen, shall be ensured at all times. The functioning of central supply systems, manifolds and backup arrangements, wherever available, shall be checked regularly. Any deficiency requiring intervention shall be brought to the notice of the competent authority immediately.
6. **Maintenance of Patient Referral Data**: Every Associated Hospital shall maintain a systematic record of patients referred to GMC Srinagar and its associated tertiary care facilities. The data shall be maintained both district-wise and referring hospital-wise, indicating the number of patients referred, specialty/department, date of referral and other relevant details, including outcome wherever available. The data shall be updated regularly and maintained in a uniform format to facilitate monitoring and analysis of referral trends.
7. **Patient-Friendly Behavior**: All doctors, nursing personnel and other patient-facing staff shall maintain courteous, patient and professional behavior while dealing with patients and their attendants. Medical Superintendents shall sensitize all concerned to the importance of respectful communication, particularly while dealing with patients and attendants under distress. Any instance of rude, discourteous or inappropriate behavior shall be examined and dealt with appropriately.
8. **Display of Rates for Diagnostic Services**: Updated rate lists of all diagnostic investigations and other services, including MRI, CT scans, ultrasound, laboratory investigations and other applicable tests, shall be displayed prominently at the relevant service counters and

other appropriate locations. The displayed rates shall be accurate, legible and strictly in accordance with the approved rates. No unauthorized charges shall be levied from patients.

9. **Sanitation and Cleanliness**: Strict attention shall be paid to the overall sanitation and cleanliness of hospital premises, with particular emphasis on toilets, washrooms, wards, corridors, waiting areas and other patient-care facilities. Regular inspections shall be conducted to ensure that toilets remain clean and functional and are adequately supplied with water and essential consumables. Responsibility for monitoring cleanliness shall be clearly assigned to the concerned supervisory staff.

10. **Maintenance of Complaint Register**: A complaint register shall be maintained in every hospital at a clearly designated and accessible location. Patients and attendants shall be able to record their grievances without difficulty. All complaints shall be examined promptly, appropriate remedial action taken and the action taken duly recorded in the register. The Medical Superintendent shall review the complaints periodically to identify recurring issues and ensure corrective measures.

All Medical Superintendents shall personally monitor implementation of the above directions and ensure that these measures are incorporated into the routine functioning of their respective hospitals. These shall not be treated as one-time compliance measures but shall be continuously monitored and maintained.

A consolidated Action Taken Report (ATR), indicating the action taken against each direction, shall be submitted to the office of the undersigned. The Medical Superintendents shall remain personally responsible for ensuring compliance with these directions. Any laxity in implementation or submission of incorrect compliance shall be viewed seriously.

The instructions shall be implemented with immediate effect.

Sd/-
Masarat Hashim(JKAS)
Administrator
Associated Hospitals
Government Medical College, Srinagar

No:- AH-09/GMCS/2026/ 5798-5807 **Dated:** 25 **-11-2026**

Copy for information to the:-

1. Principal/ Dean Govt. Medical College Srinagar;
2. Administrator Associated Hospitals, GMC, Srinagar;
3. OSD to Hon'ble Minister for Health and Medical Education, J&K, for information of Hon'ble Minister.
4. Head of the Department, _____**(ALL)** GMC Srinagar;
5. All Medical Superintendents of Associated Hospitals, GMC Srinagar;
6. Block Medical Officer, Block Hazratbal Srinagar;
7. In-charge IT/Website for uploading on the official website;
8. Office record.

25.11.26
Mushtaq Ahmad Zaroo
Administrative Officer,
Govt. Medical College, Srinagar