

Chapter – 2

Particulars of Organization, Functions and Duties

2.1 To give Secondary Health Care to the surrounding population. To give promotive, curative and preventive health care services in a hospitable and courteous manner.

2.2 To give promotive health care services in a hospitable and courteous manner and give optimum health care to the community within the constraints of the organization.

2.3 History

This Hospital was started in 1982 to commemorate 100 years of Mumbai Municipal Corporation – that is why the name Centenary Hospital or Shatabdi Hospital.

This hospital caters to a large population of Cheeta Camp, Mankhurd, Panjrapole, Shivaji Nagar, Govandi.

But anybody from anywhere can come and avail of the services of this hospital. The Hospital is located at Waman Tukaram Patil Marg, Govandi, Mumbai – 400 088.

The Total area of the Hospital is 15176 Sq.mtr.

Built up area is 4688 Sq.mtr.

There are 2 structures

1 main building - 2 storeyed and 1 OPD building 1 storeyed

Hospital established on 12.12.1982

Casualty started on 02.10.1989

1 Cr. Started on 15.02.1990

MICU started on 21.03.1996

		Year	Beds
	Total Bed	1982	180 Beds
		1990	10 beds Added (ICU)
		1996	10 Beds Added (MICU)
		1998	10 Beds Added (Premature Beds & Labour Ward – 4 Beds).
		Total	210 Beds.

2.4 To give Secondary Health Care to the surrounding population. To give
promotive, curative and preventive health care services in a hospitable and
courteous manner.

2.5 -----

2.6 Services provided by the Hospital are:

Out patient department is conducted in the morning from 8.30 a.m. 12.30 p.m.

The various OPDs are

S.No	Dept.	Working days
1.	Medical	All working days
2.	Paediatric	All working days
3.	Surgery	Tuesday, Thursday, Saturday
4.	Orthopaedics	Monday, Wednesday, Friday
5.	E.N.T. (Ear,Nose,Throught)	Tuesday, Thursday, Saturday,
6.	Ophthalmic	Monday, Wednesday, Friday
7.	Gynaecology	Monday, Wednesday, Friday
8.	Psychiatry	All working days
9.	There is an antenatal clinic New Registration Old ANC	In the afternoon 1 p.m. to 3 p.m. Monday Wednesday, Friday
10.	Immunization	Given on Tuesday, Thursday, Saturday Morning 8 a.m. to 12 p.m.

11.	VCCTC Voluntary and Confidential Counseling and testing Centre in HIV	All working days 9 a.m. to 4 p.m.
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12.	Casualty	Round the clock All emergency patients are seen in the Casualty after OPO hrs. All medicolegal cases are seen in casualty.
13.	Afternoon OPD	Between 2 – 3 p.m.
14.	Alcoholics Anonymous	Hold their meeting every Friday at 11.00 a.m.
15.	Family Planning Department and Post Partum Centre	All working days. Morning
16.	PPTCT Prevention of Parent to child Transmission (of HIV/AIDS)	All working days Monday, Wednesday, Friday 1 p.m. to 4 p.m.
17.	Lok Seva Sangam runs skin OPD	On Monday. 8 to 10.00 a.m.

	These are	
1)	Laboratory Services	Morning & evening shift
2)	X-ray Services	Round the clock
3)	ECG services	8 a.m. to 4 p.m.

4)	Social worker	8 a.m. to 4 p.m.
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	There are 210 indoor Beds	
	Male Medical Beds	20 beds
	Male ENT Beds	10 beds
	Male Operation Beds	10 beds
	Male Surgical Beds	20 beds
	Male Orthopaedic Beds	20 Beds
	MiCU (Medical Intensive Care Unit)	10 Beds
	Paediatric ward	30 Beds
	Premature Ward & NICU	6 Beds
	Labour Ward	34 Beds
	ICU (Intensive Care Unit)	10 Beds
	Female Medical Beds	10 Beds
	Female Surgical Beds	10 Beds
	Female Orthopaedic Beds	10 Beds
	Female ENT beds	5 Beds
	Female Ophthalmic Beds	5 Beds
	Total Beds	210 Beds

2.7 ORGANOGRAM CHART

CENTENARY HOSPITAL GOVANDI									
CHIEF MEDICAL OFFICER									
SENIOR MEDICAL OFFICER									
Administration		Maintenance	Medical			Nursing & Labour			
Office Head Clerk (A) & Head Clerk (E) Clerk & Typist cum Clerk Peon	Electrician Liftman cum Wireman AC Operator AC Helper	Medical Officers Asst. Medical Officer	Honorary Asst. Registrar House Officer Intern	Junior Asst. Matron					
				Sister Incharge Staff Nurse Auxiliary Nurse Theatre Asst. Tailor			Asst. Havildar Labour Staff Leave Reserve Staff		
Paramedical									
Radiology	Pathology	Pharmacy	Registration	Community Development Officer	ECG Technician	Occupational Therapist (part Time)	Dentist (Part Time)	Clinical Psychologist	Telephone Operator
X-Ray Technician X-Ray Asst. X-Ray Attendant	Lab. Technician Lab. Asst. Lab. Attendant Lab. Servant	Pharmacist Incharge Medical Store Pharmacist Labour	M.R.T. Registration Asst. Peon						

2.8. Expectation of the Public Authority from the public is periodic and regular feedback to function effectively.

2.9 Arrangements and methods made for seeking public participation are :

- i) Watchdog Committee - consists of Municipal Corporators of concerned ward and members from NGO.
- ii) Prabhag Samiti – consists of Municipal Corporators and some nominate members.
- iii) NGO's – Jyeshtha Nagarik Sangh, Deonar.

2.10. The Mechanism available for monitoring the service delivery and public grievances are:

- i) Complaints book
- ii) Allotting time for public by Chief M.O. and Sr.M.O.
- iii) The Dakshata Samiti meeting once a month.