

CHAPTER – 2

(Manual – 1)

PARTICULARS OF ORGANIZATION, FUNCTIONS &
DUTIES

2.1 Objective / purpose of the public authority.

To provide best promotive, preventive, curative secondary Health Care in a very hospitable and courteous way to the citizens with in availability of funds received from the Municipal Corporation.

2.2 Mission/ Vision statement of the public authority.

The optimum health care of the community within the constraints of the organization and provide services in a cost effective manner. Continuously upgrade and modernize the health facilities from the funds available.

2.3 Brief History of the public authority and contest of its formation.

Named after prominent and first citizen of Mumbai late Mayor Shri Vishnu Prasad Nandrai Desai (1960-61). This hospital was inaugurated by former Municipal commissioner Shri B.G.Deshmukh on 2nd January 1977.

Initially the maternity wing of 104 bedded was started and after two months it was converted into general hospital.

CURRENT BED STRENGTH :

Development	No. of Beds
1. Medicine	34
2. Surgical	35
3. Burns	15
4. Gynaec & Obstetrics	70
5. Orthopaedic	40
6. E.N.T.	10
7. Ophthalmic	10
8. Paediatric	27
9. NICU	10
10. ICU	3
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2.4 Duties of the public authority.

To provide Secondary Health Care to the citizen.

2.5 Main activities/functions of the public authority.

The main activities are Promotive, Preventive and curative Secondary Health care.

2.6 List of services being provided by the public authority with a brief write-up on them.

a) Medical Services (Routine & Special) :-

- 1) Medical
- 2) Surgical
- 3) Gynaec & Obstetrics, Family Planning
- 4) Orthopaedic/Spine
- 5) E.N.T.
- 6) Ophthalmic
- 7) Paediatric
- 8) Premature
- 9) Dental OPD
- 10) Casualty
- 11) TB OPD
- 12) O.T.P.T.
- 13) X-ray
- 14) Sonography
- 15) CT Scan Dept.
- 16) VCCTV & PPTCT
- 17) Pathology/Blood Bank
- 18) Diabetic OPD
- 19) Transportation Services –
Hearse service provided from 9 a.m. to 5 p.m.
Ambulance service provided round the clock.

Social Services :

- To arrange Blood camps and to help poor patients for finance through Community Development Officer.
- Dilaasa Centre for women affecting from Domestic Violence.

b) Educational Services :

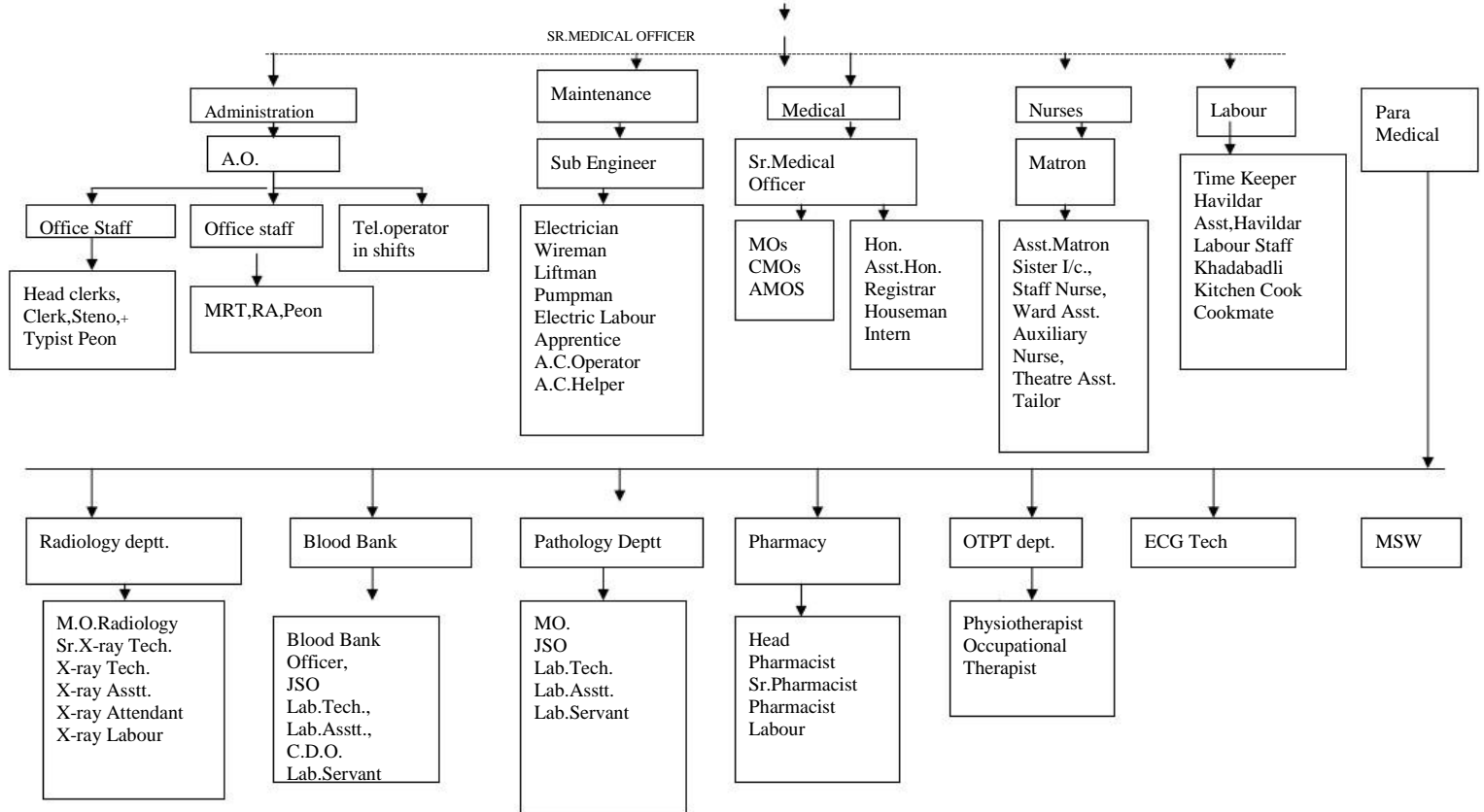
August 1980 – Clinical Training for undergraduate Homoeopathy Students.

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26 July 1988 – Resident Medical Officers' posts recognized by Bombay University for post graduate studies & affiliation to Nair Hospital for internship programme.

c) Spiritual Service:

Spiritual discourses by Bramhakumari on meditation 03-04.

2.7 ORGANOGRAM OF V.N.DESAI MUNICIPAL GENERAL HOSPITAL,SANTACRUZ (EAST)
MEDICAL SUPERINTENDENT



2.8 Expectation of the public authority from the public for enhancing its effectiveness and efficiency.

Periodic feed back from Public regarding facilities and care of patients.

2.9 Arrangement and method made for seeking public participation/contribution.

Dakshyta Committee whereby two representatives of the local municipal councilors attend meeting with Medical Supdt. on 3rd Wednesday of every month. The complaint box is opened and all complains are being attended. Any suggestions from the committee are carried.

2.10 Mechanism available for monitoring the service delivery and public grievance resolution.

i) There is a public grievance cell in the Hospital in Room No.5, where senior Medical Officer attends the complaints of patients everyday from 8 a.m. to 11 a.m.

ii) Complaint book is kept in the casualty.

iii) Complaint box is available near entrance of the hospital.

iv) Every month of 3rd Wednesday, there is a Dakshyta committee meeting for public grievance.