

BANASHANKARI REFERRAL HOSPITAL

RTA 2005 SECTION 4 (1)(b)

SECTION 4 (1)(b)(i)- Organizational Structure, Aims and Functions

Sl. No.	Name of the Organization	Address	Aims
1	BanashankariReferral Hospital	Banashankari Referral Hospital, 17 th Main 27 th Cross BsK 2 nd Stage Blore,70	Rendering Maternal and child health care services in order to reduce maternal and child mortality and morbidity

Functions:

Services rendering at BSKRH

A.Outpatient services

- RCH Programme:
Antenatal care.
Postnatal care.
FW Programme.
- Immunization (7 preventable diseases).
- HIV / AIDS screening & ICTC Programme.
- Cancer detection & Treatment.
- Family Planning Counselling.
- RNTCP (Tuberculosis screening & DOTS).
- Treatment Of Dog bite cases with ARS & ARV through ID Route (tissue culture vaccine).
- Treatment of RTI/STD Cases.
- Treatment of ARI & GE Cases.
- Drawing Malarial Smears and Treatment.
- Treatment of General illnesses & H1N1/Chikungunya/ Dengue Fever cases
- Basic lab facilities.
- Sonography & Calposcopy.

B. INPATIENT SERVICES AT BSKRH

- Normal deliveries.
- Baby Friendly Hospital.
- Management of High risk Pregnancies.
- Caesarian Sections.
- Gynaecological Surgery.

- Advanced endoscopic surgery.
- Sterilization - Tubectomy
Laparoscopic Sterilization.
No Scalpel Vasectomy.
- Medical termination of Pregnancy
- Prevention of mother to child transmission of HIV during labour.
- Sonography and colposcopy
- Issue of one **free copy of Birth Certificate to all Babies Born in Referral Hospitals & Maternity homes.**
- Free Milk, One pound Bread and One Banana Supply to all Inpatients.
- Free Madilu Kits – distributed to mothers delivered (With One or Two Children).
- Janani Suraksha Yojane Beneficiaries Are Given Cheques at the time of discharge(From 1/3/08 onwards).
- Bhagya lakshmi Yojane beneficiaries are Identified and Referred to Social welfare dept.
- Incentive Money as per GOI Order is distributed to family planning beneficiaries.

SECTION 4 (1)(b)(ii)- Powers and Duties of its Officers and Employees :

Sl. No.	Designation of the official I/Employee	Duties allotted	Powers
1	Medical Superintendent	The Superintendents of the zone shall be responsible for the overall smooth and effective functioning of all the Health institutions in their jurisdiction. They shall be available at the Referral Hospital from 9.00A.M. to 2.00 P.M. They shall inspect all the Health facilities, viz. Referral Hospitals, Maternity Homes, in their jurisdiction at least once a week between 2.00 P.M. to 4.00 P.M as per a fixed advance programme to be intimated to Joint Commissioner, Chief Health Officer and report back at the referral hospital at 4.00P.M.During inspection of the facility the superintendent should Review performances bases on community needs. Inspect stores and redistribute the excess stock if any to other better performing hospitals. Ensure stock books are maintained properly as per norms. Check expiry or shelf life of drugs for redistribution. Should ensure electricity, Water Bills, etc. are paid regularly. Staff salary, increments, leave, etc. are properly attended. Should ensure patients are not put to hard ships due to staff behavior and they receive timely appropriate care without being made to	<ul style="list-style-type: none"> ● Recommending officer for zonal administrative files. ● For repairs of ambulance; sanction of Rs10,000/- at a time. ● Counter signing authority for contingency bills.

		<p>wait or attend hospital several times. The superintendents should verify records of patients referred. Reasons for referral, whether protocols are followed should also be reviewed. They shall investigate all cases of infant and maternal mortality. They will participate in Board of Visitors meeting and make it purposeful. They will attend to all grievances of public and ensure a complaint free functioning of health facilities. They will ensure all Health Services rendered are of high quality and as per standardized protocols. They will ensure that the patient's charter is strictly followed in all the health facilities. Before 5th of every month the Superintendent send the diary extract of previous month & Advance programe of the Current month. They shall conduct all meetings, etc. only after 4.00 P.M. In addition to the above all duties Superintendent being Gynaecologist and Endoscopic Surgeon performs all duties of Gynaecology like OPD, Ultra Sound, T.O.L.T.O, LSCS & Major Sugeries etc.</p>	
2.	Senior Specialist (On Deputation Basis)	<p>Punctuality of all the staff to be ensured. Maintenance of cleanliness in and around the hospital and surrounding premises by giving proper instructions to the designated staff. Citizens Charter, Attendants and Patients Charter should be followed. Conducting ANC's deliveries operations and M.T.Ps as per the schedule. Maintenance of all the Registers like Admission, Parturition, O.T. and M.T.P Registers properly and also ensure the Maintenance of Call Book, Referral Book, Minutes Book, Visitors Book, Inspection Book, etc.</p>	<ul style="list-style-type: none"> • •
4.	Paediatrcaion	<p>Attending the Out-patients & IN-patients Paediatric patients. Attending all the Caessarean babies, Attending Emergencies of Paediatric Cases round the Clock. Maintenance of Incentive amounts. Supervision of Rabies Vaccine & Serum & to ensure to get at Free Of Cost to the Public. Supervision of BIO MEDICAL WASTE & RNTCP Programme.</p>	
5.	Asst. Surgeon	<p>Incharge of User Fee, Working at Yarab Nagar H.C.& J.P.Nagar H.C.</p>	
6.	Staff Nurse	<p>Supervise the work done by Ayah/Group D. Autoclave the instruments & linen required for the</p>	

		<p>OT/Labour Ward. Ensure that these are kept ready a day before the conduct of Operation. In case any instruments required for the OT are not functioning, inform the MO at the earliest. Maintain the chart/ Register for fumigation (and Autoclaving). Always keep ready the emergency and pre-medication drugs in the OT and Labour Room. Prepare the patient for surgery / delivery. Conduct Normal delivery. Administer pre-medications to the patient as per the instructions of the MO. Assist the MO during surgery and delivery. Observe the patient post-operatively as long as she is in OT. Assess the general condition of the patient before shifting her to the ward. Maintained daily issue register for Inj. And Tablets.</p>	
	<p>Staff Nurse / Other Staffs</p>	<p>Supervise the work done by Ayah/Group D. Autoclave the instruments & linen required for the OT/Labour Ward. Ensure that these are kept ready a day before the conduct of Operation. In case any instruments required for the OT are not functioning, inform the MO at the earliest. Maintain the chart/ Register for fumigation (and Autoclaving). Always keep ready the emergency and pre-medication drugs in the OT. Prepare the patient for surgery / delivery. Administer pre-medications to the patient as per the instructions of the MO. Assist the MO during surgery. Observe the patient post-operatively as long as she is in OT. Assess the general condition of the patient before shifting her to the ward. Ensure premises inside and outside the hospital is clean. Ensure clean linen is provided to patients and changed daily. Ensure toilets are cleaned at 7.00 AM, 20.00 P.M. & 9.00 PM. Ensure Major OT / Minor OT and Labour Ward are fumigated as per requirements. Ensure visiting hours are strictly regulated. Check Biological Waste Handling and disposal in done as per Norms. Monthly dairy rosters of all personnel is prepared. Attend to any patients grievances. Ensure washing of wards, OPD as per schedule once a week. Ensure washing of windows, sinks and lockers, fans, lights and roof is cleaned weekly, Check emergency tray in OT., Labour ward and OPD daily along with Oxygen Cylinder. Maintained daily issue register for Inj. And Tablets. In charge of Maintenance of Stock books of Stores (Medicine / Equipment / Instruments/Linen).</p>	

	<p>Lab Tech.</p> <p>2) HIV</p> <p>3) RNTCP</p>	<p>Performs Laboratory works like</p> <p>i. Blood- HB%, Group and RH, VDRL,HIV, RBs, HRs AG.</p> <p>ii. MP Smear</p> <p>ii. Sputum examination for TB after Diagnosis gives treatment as per doctors Advice</p> <p>iv. Urine Examn.: - Albumin, Sugar, M/s etc.</p>
	F.D.C	Prepares salary bill of the staff- Follow-up of files- Preparation of the Budget Reports. Maintenance of Service Registers, Increments, Pension Claims and Surrender Leaves etc. of Employees.
	S.D.C.	<p>Maintenance of Ambulance , Notes done the Proceedings of Various Meetings Held in Hospital & Bord of Visitor s Meeting, Maintenance of Files of BSKRH Zone .</p> <p>Prepares payment of Water,Elecriccity bills & Telephone Biills ,Incentive Bills Fuel Bills,Prepares ,Distribution of incentive amount and JSY Cheque.</p>
	SUB –REGISTRER	Registrations of Birth & distribution Of Certificates.
	Drivers	To attend to emergencies round the clock, including shifting of patients and bringing doctors not in the premises, to the hospitals, for emergencies. To ensure admission of patient at referral hospital and ensure accompanying staff are returned to institution. To attend camps as per advance Programme. To attend Health units work as per advance programme. To maintain log book and movement register. To bring indents collectively for the zone as indicated by the superintendents. To make alternate arrangements during leave period and intimate the duty staff. Ensure the vehicle is cleaned and maintained, timely servicing is done and annual insurance is paid. First Aid Kit is available. To do duty at Control room once in a month for one week.
	<p>Group D Workers</p> <p>Peon</p>	Look after the Tapal Duties.& Working as Per the orders of the offices

	<u>Ayah</u>	<p>Wear Prescribed OT gowns while working in the OT. Sweep and swab the OT everyday and clean the OT Equipments. Use separate cleaning material (Broom, swab, etc) for the OT. Fumigate the OT once in 15 days for minor OT and once a week in Major OT and as and when required, under the supervision of the Staff Nurse Using. OT care Insturement OR, 150 gms of potassium permanganate in 500 ml of formalin + liter Water for 10X10X10X sized room. Carbonise OT every day. After surgery. Wash and soak the instruments, gloves and linen in Bleaching powder solution for half an hour use one cup of Bleaching powder with 10 cups of water. Thereafter clean and put up for drying. Clean the OT. Keep the equipments and instruments in order under the supervision of Staff Nurse. Help in preparation of the patient for OT. Maintain the cleanliness of the labour ward all the 24 hours. Intensive cleaning to be done once a week. Clean the instruments and Equipments. Help the Staff Nurse in keeping at least 5 sets of delivery kits ready at a given time. Provide a gown to each patient in Labour Ward before Delivery. Clean the Labour cot after each Delivery. Shift the mother and baby to the postnatal ward after 2 hours of delivery under the supervision of the Staff Nurse. Prepare the beds for the patients in advance. Supply milk/ bread to the patients as per Rules. Wash the soiled linen every day. Supply Hot water to the patients.</p>
	P.Ks	Cleaneness in & Around the Hospital

SECTION 4 (1)(b)(iii)- Procedure Followed in decision making Process:

Activity	Description	Decision-making Process /time limit for taking Decision / channels of supervision and accountability	Designation of final decision authority
Clinical Administrative	As mentioned under section 4 (1)(b)(ii) –Duties allotted	Depends on the activity	Addl. Commissioner (Health)

SECTION 4 (1)(b)(iv)- norms set for the discharge of functions

Sl. No	Function /Service	Norms/Standards of performance set	Time-Frame	Reference documents prescribing the norms (Citizen's Charter, Service Charter, etc..)
1	Clinical	1. The Norms/Protocols set by World Health organization (WHO)& standard medical text books for diagnostic and therapeutic purposes are followed at BBMP Hospitals.	Immediate	WHO& standard medical text books.
2	Administrative	2. For Administrative purposes K.C.S.R, K.M.C act. KFC Karnataka Medical Rules, CCA Rules and Circulars, Official Memorandums and Guidelines issued from higher authorities of BBMP are followed.	Depends on the issue	K.C.S.R, K.M.C act, .KFC Karnataka Medical Rules, CCA Rules, Orders by Higher Officers.

SECTION 4 (1)(b)(v)- rules, Regulations, Instructions, Manuals and Records held / used

Sl No.	List of Acts, Rules, Regulations, Instructions, Manuals	Gist of Act, Rules etc.,
1	K.C.S.R	Govt. service rules for employees
2	K.M.C Act	Municipal rules for BBMP
3	KFC	Financial Matters
4	Karnataka Medical Rules	For Medical reimbursement
5	CCA Rules	Civil Conduct rules for employees
6	KTP act	For purchase of medicines / equipments etc.,
7	RTA	RTA rules

SECTION 4 (1)(b)(vi)- categories of documents held

41(a) Maintenance of all Records of this hospital duly catalogued and Indexed in a manner and form as per RIT Act.

Category – ‘A’

Category Of the document	Title of the Document	Custodian of the Document
Category A	Parturition Register	Record room officer Dr. Shashikala
	Birth and Death Register	
	Indent Book	
	Niyojana File	
	Transfer File	
	Circulars (Suttolegala Adesha)	
	Service Book (Old + New)	
	Acutance Rolls & Pay and Other Allowances	

Category – ‘B’

Category Of the document	Title of the Document	Custodian of the Document
Category B	Repairs and Maintenance Vehicle Register.	Record room officer Dr. Shashikala
	<ul style="list-style-type: none"> • Petrol Bill Book • Diesel Bill Book } D.C. Bill	
	<ul style="list-style-type: none"> • Repair Bill Book – D.C. Bill • Reading Record Book • KGD Insurance Book 	
	Festival Advance Register	
	Legal Files (Nyayaladha Kadatagalu)	
	Audit Report Follow up Register	
	User Fees Register	
	<ul style="list-style-type: none"> • Challen Reg. • UF Cash Book • Bank Pass Book • Receipt Books counter foils 	
Stock Book		

Category – ‘C’

Category Of the document	Title of the Document	Custodian of the Document
Category C	Scale Register of Establishment	Record room officer Dr. Shashikala

Category – ‘D’

Category Of the document	Title of the Document	Custodian of the Document
Category D	P.R. Register	Record room officer Dr. Shashikala
	Tappal Book	
	Attendance Register	
	Medical Reimbursement files (Reg.)	
	D.C. Bill Book	
	Log Books	
	LPC Register	
	Out Patient Register	
	Admission Register	
	Antenatal Register	
	Major O.T. Register	
	Minor O.T. Register	
	Infant Death Register	

Category – ‘E’

Category Of the document	Title of the Document	Custodian of the Document
Category E	R.T.I Register	Record room officer Dr. Shashikala
	Casual Leave Register	
	Dog Bite Register	
	Maternity Case Sheet (Delivery + Major case sheet)	
	Sterilization Case Sheets	
	M.T.P Register	
	IUCD Register	
	Lab Register	
	Referral Book	
	Complaint Files	
	Condemned Register	
	Scanning Register	
Doctor's call Book		

SECTION 4 (1)(b)(vii)- arrangement that exists for consultation with or representation by members of the public in relation to the formulation of its policy or implementation there of;

Not Applicable

SECTION 4 (1)(b)(viii)- boards, Councils, Committees and other bodies constituted as part of the public authority

Names of board council, committee, etc.,	Composition	Power and functions	Whether its meetings are open to the public/ whether minutes of meetings are accessible for public;
Board of visitors	Ward Councilors NGO's Social workers	<ul style="list-style-type: none"> • Quarterly review meetings • Review of activities of the health facilities in the Jurisdiction • Review plans budgets Programmes and performances of the health facilities • Review and approve income from the user charges or other sources and expenditure out of such funds • Resource mobilization • Review and redressal of unresolved public complaints received • Proposal of measures for better governance • Any other subject of relevance 	Yes

SECTION 4 (1)(b)(ix)- A directory of its officers and employees;

Sl. No.	Name of the Officers / Employees	Designation	Office Address/ Contact No/ Email ID	Monthly remuneration etc.
1	Dr. H.N Gangalakshamma	Med. Superintendent	Banashankari Referral Hospital, , 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070. 22975767 Mobile: 9480683778	18150-26925 26925+2700
2	Dr. B.J Shashikala Devi	Senior Specialist	Banashankari Referral Hospital, Block, 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767 9480683920	20150 18150-25050
3	Dr. Girija ,	Pediatrition	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767 9480683891	16800 14050-22650
4	Dr. Latha	Assistant Surgeon	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767 9480683887	16700 14050-22650
5	S/n Gracy Cherian	Staff Nurse	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	9750 8000-14800
6	Krishna veni,	Staff Nurse	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	9750 8000-14800
7	Dhanalakshmi	Staff Nurse	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	8400 8000-14800
8	Gracy Shantha Kumar	Staff nurse	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	8400 8000-14800

9	Hemavathi .D	Staff Nurse	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	9150 8000-14800
10	Kaveramma. A.P	Staff Nurse	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767 22975674	11700 8000-14800
11	Meenakshi.B	F.D.C	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	7275 7275-13150
12	K.Tara Bai	S.D.C	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	5.800 5800-10800
13	K.Bhaskar	S.D.C	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	6000 5800-10800
14	L.Ganesh	S.R	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	5.800 5800-10800
15	G.Bharathi	L.T	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	5800-10800
16	Vazeer Ahamed	L.T (Rntcp)	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	8500
17	S.Ramachandra	Driver	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	9750 7275-13150
20	Harlece	Driver	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	5800 5800-10500
21	G.Mohan	Peon	Banashankari Referral Hospital, Block 27 th ,Cross 17 th main BSkK 2 nd Stage	8200 5200-8200

			Bangalore – 560070 22975767	
22	Sowbhgya	ayah	Banashankari Referral Hospital, Block 27 th , Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	6375 4800-7275
23	Subbamma	P.K	Banashankari Referral Hospital, Block 27 th , Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	8600 5200-8200
24	Venkatamma	P.K	Banashankari Referral Hospital, Block 27 th , Cross 17 th main BSkK 2 nd Stage Bangalore – 560070 22975767	8600 5200-8200

SECTION 4 (1)(b)(xi)- The budget allocated to each of its agency including plans, etc.,

Budget allocation to each programme is done at higher officer's level.

SECTION 4 (1)(b)(xii)- manner of execution of subsidy programmes

Not applicable

SECTION 4 (1)(b)(xiii)- Particulars of recipients of concessions, permits or authorizations granted by public authority.

Sl. No	Name and address of recipient institutions	Nature / quantum of benefit granted	Date of Grant	Name & Designation of Granting authority
1	Patients with BPL and Anthyodaya Card holders	Exempted from user fees charges	-	As per commissioner's order

SECTION 4 (1)(b)(xiv)- information, available in electronic form
Nil

SECTION 4 (1)(b)(xv)- particulars of facilities available to citizens for obtaining information

Facility	Description (Location facility/name, etc.,	Details of information available
MCH & FW services	Displayed on the notice board put up in the OPD block of hospital.	<ul style="list-style-type: none"> • Out patients and In Patients services • User fees charges • Janani Suraksha Yojane • Madilu Yojane • Family planning Incentive. • Medicines availability. • Performance of hospitals. • Birth registration and issue of certificates etc., • Citizens charters.

SECTION 4 (1)(b)(xvi)- names, designations and other particulars of Public information officers

a. Public information officer (PIO)

Sl. No	Name of the officer / administrative	Name & Designation of PIO	Office tel. No. Residence tel no. fax	E-mail
1	Dr.H.N.Gangalakshamma Banashankari Referral Hospital, 17 th Main 27 th Cross B.S.K.2 nd Stage B'lore-70	Medical Superintendent	08022975767 9480683778	bskrhbbmp@gmail.com

b. Asst. Public information Officer

Sl. No	Name of the officer / administrative	Name & Designation of APIO	Office tel. No. Residence tel no. fax	E-mail
1	Dr. B.J.Shashikaladevi Banashankari Referral Hospital, 17 th Main 27 th Cross B.S.K.2 nd Stage B'lore-70	Senior Specialist	9480683920	bskrhbbmp@gmail.com

c. Appellate authority

Sl. No	Name of the officer / administrative	Name & Designation of Appellate authority	Office tel. No. Residence tel no. fax	E-mail
1	Dr.L.T.Gayatri Health Officer (S) Clinical, 2 nd Floor Dasappa Hospital Compound, Bg.	Helath Officer (S)Clinical	22975855 9480683147	Healthofficersouthcli nical@yahoo.com

SECTION 4 (1)(b)(xvii)- Any other useful information / information frequently asked by the public. Please give any other information or details of publications which are of relevance or of use to the citizens or which are frequently asked by the public.

The information's with respect to this Hospital are available in website: www.bbmp.gov.in and the information frequently asked by the public is published in citizens charters and in Aroghya Samachar Vahini Quarterly Magazine (for clinical information).