

लेडी हार्डिंग मेडिकल कॉलेज एव श्रीमति सुचेता कृपलानी अस्पताल, नई दिल्ली  
LADY HARDINGE MEDICAL COLLEGE & S.S.K. HOSPITAL, NEW DELHI.  
[अपर चिकित्सा अधीक्षक कार्यालय]  
[OFFICE OF ADDITIONAL MEDICAL SUPERINTENDENT]

मिसिल संख्या: अ.चि.अधी/एस.एस.के.एच/25/

दिनांक: 19.06.2025

## **Norms / Standards for Functions and Service Delivery at LHMC & Associated Hospitals**

Lady Hardinge Medical College (LHMC), along with Smt. Sucheta Kriplani Hospital (SSKH) and Kalawati Saran Children's Hospital (KSCH), adheres to prescribed norms, standards, and service benchmarks as laid down by the Ministry of Health & Family Welfare (MoHFW), National Medical Commission (NMC), and relevant regulatory authorities to ensure efficient delivery of health services, education, and administration.

### **1. Outpatient Department (OPD) Services**

Parameter	Norm/Standard
OPD Timing	8:00 AM to 4:00 PM (Monday to Friday), 8:00 am to 1:00 pm on Saturday
Registration Time	Up to 12:00 PM (11:00 am on Saturday)
Average Patient Waiting Time	< 2 hours (target)
Specialist Consultation	Available as per schedule on notice board/website

### **2. In-patient Department (IPD) Services**

Parameter	Norm/Standard
Admission Time	24x7 in Emergency; elective during working hours
Ward Admission Ratio	Based on clinical need and bed availability
Treatment Cost	Free of cost in general wards (as per Govt. of India policy) <ul style="list-style-type: none"><li>Few radiological investigations have some charges as per approved rates</li></ul>
Patient-to-Nurse Ratio	As per Indian Nursing Council norms (1:3 in general ward, 1:1 in ICU)

### **3. Emergency Services**

Parameter	Norm/Standard
Availability	24 hours a day, 7 days a week
First Aid & Triage Time	Within 10 minutes of arrival

*banu*  
19/6/25

Parameter	Norm/Standard
Emergency Response Time	Immediate attention for life-threatening conditions
Duty Roster	At least one casualty medical officer round-the-clock, with the Residents. One Control room duty officer round the clock

#### 4. Diagnostic and Laboratory Services

Service	Norm/Standard
Turnaround Time (Routine Lab)	Within 24 hours
Imaging Services (X-ray)	Same-day for OPD/IPD patients, emergency within 1 hour
Laboratory Accreditation	NABL guidelines followed (where applicable) working towards NABL Accreditation

#### 5. Pharmacy Services

Parameter	Norm/Standard
Availability of Medicines	Free medicines as per Essential Drug List (EDL)
Dispensing Time	Within 30 minutes from valid prescription
Pharmacy Timing	8:00 AM to 4:00 PM (Routine in OPD); 24x7 for Emergency

#### 6. Education and Training (Academic Standards)

Parameter	Norm/Standard
MBBS & PG Intake	As approved by NMC
Teaching Hours & Clinical Rotations	As per NMC norms
Faculty-to-Student Ratio	As per statutory requirements of NMC
Infrastructure & Equipment	Must meet minimum standards laid by NMC

#### 7. Nursing Care

Parameter	Norm/Standard
Patient-to-Nurse Ratio	1:3 (general), 1:1 (ICU/NICU)
Nursing Rounds	Every shift (3 times daily)
Complaint Resolution	Within 24 hours/As per Grievance redressal guidelines

#### 8. Cleanliness, Sanitation, and Infection Control

Parameter	Norm/Standard
Cleaning Frequency (Wards)	3 times per day or as required
Biomedical Waste Management	As per Bio-Medical Waste (Management) Rules, 2016

*Signature*  
19/6/25

Parameter	Norm/Standard
Infection Control Protocols	As per Hospital Infection Control Committee SOPs

## 9. Grievance Redressal

Parameter	Norm/Standard
Grievance Box Availability	In OPD, MRD, Nursing Stations
Redressal Time	Within 7 working days
Nodal Officer	Appointed by Director/Medical Superintendent

## 10. Right to Information (RTI) & Transparency

- RTI Act, 2005 is applicable.
- Institutional Public Information Officer (PIO) designated.
- Section 4(1)(b) disclosures maintained on LHMC website.

## Conclusion

The services at LHMC & Associated Hospitals are delivered in accordance with **government-mandated norms, time-bound delivery standards, and patient rights frameworks**. Continuous monitoring and periodic reviews are undertaken to improve patient satisfaction and institutional accountability.

डॉ. बनारसी 14/12/25  
MD. General Medicine  
अतिरिक्त चिकित्सा अधिकारी एवं सह-अध्यक्ष  
लेडी हार्डिंग मेडिकल कॉलेज एवं सह-अस्पताल  
Lady Hardinge Medical College & Associated Hospitals  
नई दिल्ली-110001 / New Delhi-110001