

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/

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## **Process of Decision Making and Key Decision-Making Points at LHMC & Associated Hospitals**

Lady Hardinge Medical College (LHMC) and its associated hospitals — **Smt. Sucheta Kriplani Hospital (SSKH)** and **Kalawati Saran Children's Hospital (KSCH)** — function under the administrative control of the **Ministry of Health & Family Welfare (MoHFW), Government of India.**

All decisions are made in accordance with **rules, policies, and guidelines** issued by the Government of India, and follow a defined hierarchical structure and workflow process.

### **1. Levels of Decision Making**

#### **A. Institutional Level Decision-Making (Within LHMC & Associated Hospitals)**

Decisions are taken at various levels based on the nature and category of the subject:

<b>Level</b>	<b>Decision-Making Authority</b>	<b>Type of Decisions</b>
<b>Level I</b>	Section/Unit Head (Clerical/Technical)	Routine matters, record keeping, internal processing
<b>Level II</b>	AMS /HoDs / Nursing Superintendent / Store Officer	Departmental, clinical, procurement, staff deployment
<b>Level III</b>	Medical Superintendent / Principal/Additional Medical Superintendent/Deputy Director (Admin)	Hospital administration, HR, logistics, purchases
<b>Level IV</b>	Director LHMC	Final approval of administrative, academic, and financial matters under delegated powers
<b>Level V</b>	Ministry of Health & Family Welfare (MoHFW)	Major policy matters, creation of posts, high-value procurement, legal matters, infrastructure projects

*डॉ. बनारसी / Dr. Banarsi*  
अतिरिक्त चिकित्सा अधीक्षक / Addl. M.S.  
लेडी हार्डिंग मेडिकल कॉलेज एवं श्रीमती सु. कृ. अस्पताल  
Lady Hardinge Medical College & Smt. S.K. Hospital  
नई दिल्ली-110001 / New Delhi-110001



## 2. Broad Steps in Decision Making Process

### 1. Initiation of Proposal

- The concerned section/unit prepares a proposal or note based on need or direction.
- Initiated by LDC/UDC and examined by Section Officer or Assistant Administrative Officer.

### 2. Examination and Processing

- Proposal is scrutinized for rule compliance, past precedents, and financial implications.
- Draft note is prepared and forwarded to higher authorities for comments and recommendations.

### 3. Departmental/Committee Review (if required)

- Purchase Committee, Academic Council, Hospital Management Committee, or other institutional committees may be consulted.
- Committees give recommendations or minutes based on majority consensus or expert opinion.

### 4. Approval/Sanction

- Final decision is taken by the competent authority as per **Delegation of Financial Powers** or **Administrative hierarchy**.
- In certain cases, proposals are forwarded to **MoHFW** for final decision or concurrence.

### 5. Implementation and Communication

- Once approved, necessary actions are taken — such as issuing orders, procuring items, or implementing administrative directions.
- Communication is made to concerned departments or individuals.

## 3. Key Decision-Making Points

- **Director, LHMC** – Final authority for decisions within the institution under delegated powers.
- **Medical Superintendent & Additional Medical Superintendent (SSKH/KSCH)** – Operational head of the hospitals; decides on patient care delivery, maintenance, and hospital operations.
- **Head of Departments (HoDs)** – Take academic, clinical, and department-level operational decisions.
- **Purchase Committee** – Decision on procurement of equipment, drugs, and consumables.
- **Hospital Management Committee** – Oversight of service delivery, planning, and grievance redressal.
- **Principal/Academic Council** – Approves academic courses, teaching schedules, and examination planning.
- **MoHFW** – Takes decisions beyond institutional autonomy, including recruitment rules, post creation, policy matters, and high-value approvals.

#### 4. Use of e-Office and File Tracking Systems

- Decisions are increasingly taken and tracked via **e-Office** platform, ensuring transparency, traceability, and accountability.
- Every file or note has a **unique registration and movement path** that can be monitored by authorized users.

### Conclusion

The decision-making process at LHMC & Associated Hospitals follows a **multi-tiered structure** in compliance with Government of India rules and is designed to ensure **transparency, accountability, and timely execution**. All major decisions are either taken at the institutional level under delegated authority or referred to the **Ministry of Health & Family Welfare** as per laid down norms.

*Banarsi*  
10/6/25  
Dr. Banarsi

AMIS (SH-III) अतिरिक्त अधिकारी / Addl. M.S.  
लेडी हार्डिंग मेडिकल कॉलेज एवं श्रीमती सु.क. अस्पताल  
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