

A FRAMEWORK FOR TRANSPARENCY AUDIT FOR LHMC & ASSOCIATED HOSPITALS

The RTI Act under section 4 provides a comprehensive framework for promoting openness in the functioning of the public authorities.

While Section 4(1) (a) provides a general guideline for record management, so that the information could be easily stored and retained, the sub-sections b, c and d of Section 4 relate to the organizational objects and functions. Sub-sections (b), (c) and (d) of Section 4 of the RTI Act and other related information can be grouped under six categories; namely, 1-organisation and function, 2- Budget and programs, 3- Publicity and public interface, 4-E. governance, 5- Information as prescribed and 6. Information disclosed on own initiative.

1. Organization and Function

S.No.	Item	Details of disclosure		Remarks/ Reference Points (Fully met/partial ly met/ not met- Not applicable will be treated as fully met/partial ly met)
1.1	Particulars of its organization , functions and duties [Section 4(1)(b)(i)]	(i) Name and address of the Organization	Lady Hardinge Medical College & Associated Hospitals C-604, Shaheed Bhagat Singh Marg, Connaught Place, New Delhi, Delhi-110001, India	Fully met
		(ii) Head of the organization on	Dr. Sarita Beri. Director Professor, Director Professor (Ophthalmology) and Director, LHMC & Associated Hospitals.	Fully met

		<p>(iii) Vision, Mission and Key objectives</p>	<p>➤ <u>VISION</u></p> <p>To establish LHMC as an Institution of national repute in the field of</p> <ul style="list-style-type: none"> • Medical Education • Hospital Health Care & community outreach • Medical Research <p>➤ <u>MISSION</u></p> <ul style="list-style-type: none"> • To provide state of the art Medical Education & Training • To provide tertiary level health care facilities • To conduct research on important medical & public health issues • To support and implement national Health policy & Programs <p>➤ <u>OBJECTIVES</u></p> <ul style="list-style-type: none"> • To improve & sustain high standards of teaching & training activities for under graduate & post graduate Medical & nursing courses. • To improve & sustain tertiary level health care services, including out-patient services, emergency services, diagnostic services & indoor patient services. • To conduct intramural & extramural research on important medical issues relevant to the country. • To contribute in national Health Programmes & policy making in health related issues. • To improve governance in various administrative sections. 	Fully met
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		(iv) Function and duties	<p>With a view to serve the society through quality healthcare this institute continues to:</p> <ul style="list-style-type: none"> a Provides undergraduate and postgraduate teaching and training in the science of modern medicine and other allied sciences, including physical and biological sciences. b Provides facilities for research in the various branches of such sciences. c Conduct of new experiments in new methods of medical education, both undergraduate and postgraduate. d -Prescribe courses and curricula for both undergraduate and post graduate studies. . e Train teachers for the different medical colleges in India. f Hold examination and grant such degrees and other academic distinctions and titles in undergraduate and postgraduate medical education as may be laid down in the regulations. g Provide quality healthcare to the poor and needy and any citizen who is seeking care to the Hospital. 	Fully met

		<p>(v) Organization Chart</p>	<p>Annexure-1</p>	<p>Fully met</p>
		<p>(vi) Any other details- the genesis, inception, formation of the department and the HoDs from time to time as</p>	<p>Lady Hardinge Medical College (LHMC) was established in 1916 in New Delhi as a pioneering institution for women's medical education during British India. The college was named after Lady Hardinge, the wife of the then Viceroy of India, who played a vital role in its founding. Over time, the institution evolved into a premier centre of medical education, training, and healthcare, now catering to students of all genders.</p> <p>With its affiliation to the University of Delhi and its associated hospitals—Smt. Sucheta Kriplani Hospital (SSKH), Kalawati Saran Children's Hospital (KSCH), and Dr. Ram Manohar Lohia Hospital (RML) (historically associated in various capacities)—LHMC expanded its departmental infrastructure in tandem with advances in medical science and societal needs.</p> <p>Formation of the Department</p> <p>The formation of individual departments began early in the 20th century as the college grew in scope and specialization. Departments such as Anatomy, Physiology, Medicine, Surgery, Obstetrics & Gynaecology, and</p>	<p>Fully met</p>

		<p>Paediatrics were among the earliest established.</p> <p>Each department was tasked with:</p> <ul style="list-style-type: none"> • Academic teaching and training of MBBS and postgraduate students • Conducting research activities • Providing clinical services through associated hospitals <p>The creation of new departments has been a dynamic process, driven by developments in the field of medicine, changes in academic curricula, and healthcare delivery requirements.</p> <p>Heads of Department (HoDs) – A Legacy of Leadership</p> <p>The Heads of Departments have played a crucial role in shaping the identity, growth, and academic standards of their respective units. From the British era to post-Independence India, leadership transitioned from expatriate faculty to eminent Indian academicians and clinicians.</p> <p>Though specific lists of HoDs vary by department, notable trends include:</p> <ul style="list-style-type: none"> • Early HoDs often being trained in the UK or other Commonwealth nations. • The increasing emphasis on research, community outreach, and medical ethics under successive leaderships. • Some departments, such as Obstetrics & Gynaecology and Paediatrics, have been nationally recognized for pioneering public health interventions under visionary HoDs. <p>Committees Constituted from Time to Time</p> <p>To enhance governance, academic</p>	
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		<p>performance, and quality assurance, several committees have been constituted at LHMC from time to time.</p> <p>Committees: Annexure- 2</p> <p>These committees are typically constituted by the Principal/Director/Medical Superintendent and consist of department representatives, hospital administrators, and subject experts. They meet regularly or as per need to ensure operational efficiency, compliance, and academic integrity.</p>	
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		well as the committees/ Commissions constituted from time to time have been dealt		
1.2	Power and duties of its officers and employees [Section4(1)(b)(ii)]	(i) Powers and duties of officers (administrative, financial and judicial)	<p>I. <u>DUTIES AND RESPONSIBILITIES OF DIRECTOR: -</u></p> <p>The Director shall be overall in-charge of the college and hospital. He/She shall: -</p> <ol style="list-style-type: none"> 1. Exercise powers delegated as "Head of the Department". 2. Exercise such supervision and executive control as may be necessary subject to the prevailing rules and regulations of the Government of India 3. Allocate duties/ responsibilities to doctors and other officers'/ staff members of the hospital/college in consultation with the Medical Superintendent of the hospital and Principal of the college for efficient and effective discharge of multiple roles and responsibilities depending on requirements of the 	

			<p>hospital and college and in Accordance with prevailing rules and regulations of Government of India.</p> <p>4. Act as the Head of the administration of the College and Hospital and deal with the funds and the budget of the institute granting administrative and financial approvals, as per delegation and in accordance with the prevailing rules and regulations of the Government of India.</p> <p>5. Act as the head of academics and research of the college, and ensure that the academic and research objectives of the college are fulfilled. In this regard, she/he shall take into consideration the opinion/recommendation rendered by the Principal and HoDs in their concerned areas and take action in accordance with framework of rules and regulations of the hospital and the Government of India.</p> <p>6. Act as head of the hospital service delivery and shall ensure that highest quality of health-care is extended to patients in the hospital in line with the vision, policies and scheme of the Government and needs</p>	
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			<p>of the public. In this regard, she/he shall take into consideration the opinion/recommendation rendered by the Medical Superintendent and take action in accordance with framework of rules and regulations of the hospital and the Government of India.</p> <p>7. Oversee procurement, standardization of equipment in hospital and medical units, authorize AMC/CMC for costly equipment, and grant administrative as well as financial sanctions within the power of the Head of the Department in respect of medical stores, hospital necessities and equipment etc.</p> <p>8. Coordinate and interact with the Ministry of Health & Family Welfare and other Central or State Government Departments, local bodies etc. as the case may be.</p> <p>9. All matters to be considered by the Ministry including service matters will be routed through Director. She/he shall function as leave sanctioning authority and recommend leaves of doctors as well as officers as per delegation and shall</p>	
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			<p>exercise powers of initiating/reviewing/ accepting authority for the APARS in respect of officers and staff posted under his charge and as per channel of reporting.</p> <p>10. Exercise disciplinary powers as per delegation.</p> <p>11. Handle matters related to furnishing of information related to Parliamentary questions.</p> <p>12. Any other work assigned by the Ministry and DGHS from time to time.</p> <p>II. <u>DUTIES AND RESPONSIBILITIES OF MEDICAL SUPERINTENDENT: -</u></p> <p>Medical Superintendent shall be the overall in-charge of the working of the hospital under supervision of the Director. She/He shall: -</p> <p>1. Exercise administrative and financial powers delegated to him. She/he shall exercise financial powers in accordance with provisions of the rules and regulations of the hospital and Government of India except on the matters involving academic and research activities.</p> <p>2. Undertake planning,</p>	
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			<p>development and budget monitoring of the hospital in consultation and after due approval of the Director.</p> <p>3. Undertake manpower planning as well as defining and delegating duties to the immediate subordinate doctors, Accounts Officer, Personnel Administrative Officer, Stores Officer, Mess officer etc., Nursing officers and staff members. paramedical officers/ staff and other staff posted under his charge to ensure smooth functioning of the hospital in consultation with the Director.</p> <p>4. Supervise health, hygiene and security of the hospital and supervise medical care and treatment of the patients, both outdoor and indoor and shall issue instructions as deemed fit in consultation with the Director.</p> <p>5. Undertake inspections of hospital, ensure proper utilization/maintenance/ disposal of equipment's/stores available in the hospital,</p> <p>6. Exercise overall supervision over service matters of</p>	
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			<p>officers and staff members of the Hospital as per delegation. She/He shall function as leave sanctioning authority as per delegation and recommend leaves of doctors, officers and staff members and shall exercise powers of initiating/reviewing/accepting authority for the APARs in respect of doctors, officers and staff posted under his charge and as per channel of reporting.</p> <p>7. Put in place an effective grievance redressed system for employees and patients.</p> <p>8. Ensure that adequate record of administrative, financial and other processes in the hospital are properly maintained.</p> <p>9. Function as Head of Office of the hospital as per prevailing rules and regulations of the Government of India.</p> <p>10. Responsible for overseeing and supervising the post mortem unit of the hospital.</p> <p>11. Any other work assigned by the Ministry, DGHS and Director of the hospital/college from time to time.</p>	
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			<p>III. <u>DUTIES AND RESPONSIBILITIES OF PRINCIPAL: -</u></p> <ol style="list-style-type: none"> 1. The Principal shall be the overall in-charge of the academic activities of the Medical College under supervision of the Director. 2. She/He shall oversee the following academic functions: - <ol style="list-style-type: none"> i. All matters relating to admission of under-graduate/post-graduate courses. ii. Plan and implement all academic programmes of under graduate/post-graduate/post-doctoral - correspondence with Universities etc. iii. Be the Chairperson of various curriculum committees-convening of meetings of curriculum committees and follow-up action. iv. Monitor training programmes/proposals/fellowships in different disciplines. v. Plan and implement 	
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			<p>internship postings and re-orientation programmes for interns and migration of interns.</p> <p>vi. Approve various sports and cultural activities of students and JSA activities She/He shall also approve students tour programmes, grant financial assistance. selection and purchase of sports and cultural materials etc. within the budget allotment</p> <p>vii. Be the in-charge of all under-graduate/post-graduate hostels assisted by the hostel wardens. She/he will plan and implement functioning of hostels including maintenance and managements.</p> <p>viii. She/He shall scrutinize, approve/countersign and forward all scholarship applications of the students to the sanctioning authorities on behalf of the Head of the Institution.</p> <p>3. She/He shall oversee the following research activities:</p>	
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			<p>i. Be the Chairperson of the Research Council of the hospital and shall approve all the PG dissertation topics/activities, submitted by the students.</p> <p>ii. Other research projects submitted by the staff members including those financed by ICMR/UGC/CSIR/ Department of Science & Technology etc. will be submitted to the department for her/his consideration and processing through the Research Council and submission to the Director, with due recommendations for final approval.</p> <p>4. She/He shall exercise administrative and financial powers delegated to her/him in accordance with rules and regulations of the College and Government of India on the matters involving academic and research activities.</p> <p>5. She/He shall be entrusted with manpower planning as well as defining and delegating duties to the immediate subordinate doctor's/teaching faculties and</p>	
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			<p>officer's/staff members, posted under his charge to ensure smooth functioning of the college.</p> <p>6. She/He shall exercise overall supervision over service matters of officers and staff members of the college as per delegation. She/He shall function as leave sanctioning authority as per delegation and recommend leaves of teaching faculties, officers, staff members as well as students and shall exercise powers of initiating/ reviewing/ accepting authority for the APARs in respect of faculties, officers and staff posted under his charge and as per channel of reporting.</p> <p>7. She/He shall undertake regular inspections of the medical college along with research establishments.</p> <p>8. She/He shall be the Chairperson of the Selection Committee for senior residents/junior residents of pre and para/clinical departments.</p> <p>9. She/He shall be the Chairperson of the Library Committee and will plan various programmes of the library and take approval of the</p>	
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			<p>Director, as the case, may be, wherever necessary.</p> <p>10. She/He shall be the Officer-in charge of all the functions related to the advertisement of students' affairs. She/he shall put in place an effective grievance redressal system for employees and students.</p> <p>11. She/He shall ensure that adequate record of administrative and Financial and other processes in the college are properly maintained</p> <p>12. She/He shall function as Head of Office of the college as per prevailing rules and regulations of the Government of India.</p> <p>13. Any other work assigned by the Ministry, DGHS and Director of the hospital/college from time to time.</p> <p>IV. <u>ADDITIONAL MEDICAL SUPERINTENDENT</u></p> <p>1. Day to day administration of the area department assigned by the Director.</p> <p>2. To take decisions pertaining to their area as per delegated powers to them, under the</p>	
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			<p>policy and guidelines issued by the Director. They will consult or have approval of the Director on all policy issues or important matters or where it is obligatory under rules.</p> <p>3. They will be responsible for the officers working under them, day to day working of the area/department assigned to them and will ensure that department assigned to them is run smoothly and efficiently. They will keep the Director informed about important events in these departments.</p> <p>4. They will attend all the meetings taken by Director/M.S. on various administrative issues.</p> <p>5. They will keep liaison with Min. of Health & FW, Directorate General of Health Services and other agencies, in respect of work assigned to them with the approval of the Director.</p> <p>6. Any other work assigned by the Director as and when required.</p> <p>7. All the Additional M. S's will report to the Director.</p>	
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			<p>V. <u>DEPUTY DIRECTOR (ADMN.)</u></p> <ol style="list-style-type: none"> 1. All establishment matters including unions. 2. Sanction of leave except casual leave to Group C & D staff. 3. Supervision and monitoring of deployment of all group C & D staff in the hospital. 4. Monitoring the recruitment, filling up of posts. 5. Maintaining the liaison and doing correspondence with the Dte. GHS/Min. of Health or all establishment matters relating to filling up to posts. 6. All legal matters relating to hospital. 7. Supervision of all the officers and staff working in the establishment and accounts section. 8. As Head of office/Estate Officer 9. Any other work assigned by the Director. 10. DDA will report to the Director. <p>VI. <u>HEADS OF</u></p>	
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			<p style="text-align: center;"><u>DEPARTMENT</u></p> <ol style="list-style-type: none"> 1. They will be responsible for the smooth and efficient functioning of their respective departments. They will be responsible for all the medical staff working in their respective departments. 2. They will be responsible for the deployment and utilization of services of medical and clerical staff working under them. They will keep the Director/Medical Superintendent informed and take his approval in important matters in this regard. 3. They will be responsible for maintaining the functional status of all equipment under their department and will promptly ensure that these equipment function smoothly/repared, and without lengthy downtime. They will keep liaison with the company maintaining the machine, officer in charge of M & R, officer in charge of purchase in this regard. 4. They will be responsible for the proper segregation and collection of hospital waste in their respective departments as per the 	
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			<p>guidelines issued by CPCB and other authorities from time to time. A proper record is to be kept by them in this regard.</p> <p>5. They will be responsible for sanction of casual leave of staff working under them and will a keep a record of leave. They will make alternative arrangement in case an official proceeds on leave of their application forwarded by them.</p> <p>6. They will assign duties to the various Heads of Units working under them from time to time.</p> <p>7. They will ensure that all serious patients/MPs/VIP admitted in their department are well attended and will keep Director/Medical Superintendent informed about any event which may affect the attention of press, higher administration authorities or Parliament.</p> <p>8. They will ensure that all records relating to patients especially the MLC cases are in order, complete and is kept in safe custody</p> <p>9. They will be responsible for the general upkeep, sanitation, cleanliness</p>	
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			<p>and availability of essential supplies in their respective departments</p> <p>10. They will be the designated authority on behalf of the Director for issuing condemnation certificate to declare unserviceable, old & non functionary equipment/furniture etc., where all other sources of condemnation certification are not possible or available.</p> <p>11. Organizing teaching training of U.G/P.G. Students/other staff, of the department</p> <p>12. They are the First Appellate Authority for their department.</p> <p>13. Any other duty assigned by the Director.</p> <p>VII. <u>HEADS OF CLINICAL UNITS/OTHER SPECIALIST GRADE OFFICERS</u></p> <p>1. They will be responsible for the proper medical care and due attention to all patients admitted in their units (Indoor, Emergency Wards and ICU).</p> <p>2. They will be</p>	
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			<p>responsible for the smooth and efficient working in their units.</p> <p>3. They will be responsible for the deployment and utilization of services of medical & clerical staff working under them. They will keep their Head of Department Informed about important issues.</p> <p>4. The Head of Units must see all patients as soon as possible after admission. Due attention should be given to all serious patients admitted under them. They will ensure that all serious patients/MPs/VIPs are well attended and keep their superiors informed about them.</p> <p>5. Heads of Units should be easily available for consultation in case of need of patients in their units. No patient should ordinarily be discharged from the hospital except a clear cut instruction from the Head of the Unit/faculty.</p> <p>6. They will ensure that patients record especially of the MLC cases are up to date, complete and kept in safe custody. It should be true and faithfully record various events in connection with treatment, referrals and</p>	
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			<p>progress of patients in the hospital.</p> <p>7. They will be responsible for the general upkeep of their wards/ unit, sanitation, maintenance & functioning of equipment under their charge, adequate availability of essential supplies in their respective wards. They will keep regular liaison with the officer in charge of maintenance & repair, sanitation purchase, stores in this regard.</p> <p>8. They will be responsible for the proper segregation and collection of hospital waste in their respective wards as per guidelines issued by CPCB and toper authorities issued from time to time. They will also keep the necessary records.</p> <p>9. Any other duty assigned by the Head of Department/Medical Superintendent/Director .</p> <p>VIII. <u>GENERAL DUTIES CADRE MEDICAL OFFICERS</u></p> <p>1. The GDMO Cadre Medical Officer of the unit will work in collaboration with the Registrar/Senior Resident of the unit and</p>	
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			<p>supervise the day to day work of Jr. Resident/House surgeon and interns.</p> <ol style="list-style-type: none"> 2. He will accompany the physician/surgeon in charge for ward rounds. 3. On the day the physician/surgeon in charge is not available for ward rounds, the Medical Officer will, take rounds of his own ward. It would be his sole responsibility to contact the physician/surgeon and discuss about the serious cases in the ward and if necessary to show these cases to the physician/surgeon. 4. He will scrutinise the clinical documents completed by the house staff and make corrections where necessary. 5. The senior-most M.O will allocate night duties by rotation to house staff in consultation with the respective registrars/Senior Resident of different units and will ensure that the respective staff is available for duty. The duty roster will be hung up in the duty rooms on the board indicating the name and unit. The next on duty will be shown in the same list in case the duty officer is not 	
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			<p>available for urgent reasons, the next or, duty will act for him.</p> <p>6. On day of admission he will be available in the afternoon and evening till relieved by the Registrar/Senior Resident by 19.00 hours, He will ensure that all patients have received attention and necessary discharges from Accident and Emergency Department have been effected. He will report to the physician/surgeon in charge by phone wherever available.</p> <p>7. He will also attend to referred cases till the evening. Thereafter Registrar/Senior Resident will take the responsibility of referred cases.</p> <p>8. Any other duties assigned by the Competent Authority.</p> <p>IX. Financial Advisor / Senior Accounts Officer (Attached from MoHFW)</p> <p>Financial Powers:</p> <ul style="list-style-type: none"> • Reviews financial proposals, ensures compliance with budgetary controls and financial propriety. • Approves sanctions related to pay, allowances, LTC, medical 	
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			<p>reimbursements, etc.</p> <ul style="list-style-type: none">• Liaison with PAO (Pay & Accounts Office), MoHFW, and audit bodies.• <p>X. Chief Nursing Officer</p> <p>Administrative Duties:</p> <ul style="list-style-type: none">• Head of Nursing Services; supervises nursing staff rosters, performance, and training.• Ensures standards of nursing care, patient safety, and infection control. <p>XI. Store Officer / Procurement Officer</p> <p>Financial & Administrative Duties:</p> <ul style="list-style-type: none">• Handles tendering, procurement, and inventory management of consumables, drugs, and equipment• Ensures compliance with GFR and e-procurement norms. <p>XII. For other staff please refer Hospital Manual (Annexure-3)</p> <hr/> <hr/> <p>Conclusion</p> <p>The administrative, financial,</p>	
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			and judicial roles at LHMC & Associated Hospitals are clearly demarcated to ensure efficient governance, transparency, and accountability. All officers function within the ambit of Central Government service rules, General Financial Rules (GFR), and directives from the Ministry of Health & Family Welfare (MoHFW) , Government of India.	
		(ii)Power and	Execution of work	

		Duties of other employees	And administration division. Please refer Hospital Manual (Annexure-3)	Fully met
		(iii)Rules/ orders under which powers and duty are derived and Exercised	Rules / Orders Under Which Powers and Duties Are Derived and Exercised at LHMC & Associated Hospitals The powers and duties of officers and employees at Lady Hardinge Medical College (LHMC) and its Associated Hospitals – Smt. Sucheta Kriplani Hospital (SSKH) and Kalawati Saran Children’s Hospital (KSCH) – are exercised under the following rules, acts, and government orders:	Fully met

		<p>1. Central Civil Services (Classification, Control & Appeal) Rules, 1965 (CCS (CCA) Rules)</p> <ul style="list-style-type: none"> • Governs classification of posts, conduct, disciplinary actions, and appeals. • Applicable to all Group A, B, and C Central Government employees. <p>2. Central Civil Services (Conduct) Rules, 1964</p> <ul style="list-style-type: none"> • Outlines conduct, integrity, and behavioural expectations from government servants. <p>3. General Financial Rules (GFR), 2017</p> <ul style="list-style-type: none"> • Provides framework for financial management, procurement, accounting, and auditing. • Applicable to all financial transactions undertaken in the college and hospitals. <p>4. Delegation of Financial Powers Rules (DFPR), 1978 (amended from time to time)</p> <ul style="list-style-type: none"> • Specifies powers delegated to various authorities (Director, Medical Superintendent, HoDs, etc.) to sanction expenditures. <p>5. Fundamental Rules (FR) & Supplementary Rules (SR)</p>	
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			<ul style="list-style-type: none"> Define service conditions such as pay, leave, retirement, transfer, and travel entitlements. <p>6. Recruitment Rules (RRs)</p> <ul style="list-style-type: none"> Framed for each post and department, notified by Ministry of Health & Family Welfare (MoHFW). Govern appointments, promotions, qualifications, and service conditions. <p>7. Ministry of Health & Family Welfare (MoHFW) Orders / Office Memoranda / Circulars</p> <ul style="list-style-type: none"> LHMC is directly under the administrative control of MoHFW. All major administrative, academic, and financial decisions are guided by orders issued from MoHFW. <p>8. National Medical Commission (NMC) Regulations</p> <ul style="list-style-type: none"> Govern academic, teaching, and examination responsibilities of medical faculty. Enforce minimum standards of medical education, ethics, and infrastructure. <p>9. Hospital Manual Guidelines</p> <ul style="list-style-type: none"> Guide the functioning of hospital services, 	
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		<p>patient care protocols, and staff responsibilities.</p> <p>10. Manual of Office Procedure (MOP), Government of India</p> <ul style="list-style-type: none"> Specifies the procedures for handling government office work including noting, drafting, and file movement. <p>11. RTI Act, 2005</p> <ul style="list-style-type: none"> Ensures transparency and accountability by allowing access to information. <p>12. Rules for Statutory Committees</p> <ul style="list-style-type: none"> Anti-Ragging Committee, Internal Complaints Committee (ICC), Purchase Committee, and others derive their authority from UGC Guidelines, MoHFW circulars, and Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. <p>Conclusion</p> <p>All functions, powers, and duties at LHMC & Associated Hospitals are exercised in accordance with these statutory rules, regulations, and official orders. These are binding upon the institution as a Central Government-run medical college functioning under the Ministry of Health & Family</p>
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			Welfare, Government of India.	
		(v)Work allocation	As per Directors Orders. Annexure-4	Fully met
1.3	Procedure followed in decision making process [Section 4(1)(b)(iii)]	(i)Process of decision making Identify key decision making points	Annexure-5	Fully met

		(ii)Final decision making authority	Director,LHMC & Associated Hospitals. Certain issues are referred to Dte.GHS,MOHFW&DoPT As the case maybe.	Fully met
		(iii)Related provisions, acts, Rules etc.	Rules regulations and instruction issued by GOI from time to time (Refer 1.2 iii above)	Fully met
		(iv)Time limit for taking a decisions, If any	Not in practice as yet	Fully met
		(v)Channel of supervision and accountability	Annexure-6	Fully met
1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	(i)Nature of functions/ services offered	<p>Nature of Functions / Services Offered at Lady Hardinge Medical College (LHMC) & Associated Hospitals</p> <p>Lady Hardinge Medical College (LHMC), a premier central government medical institution under the Ministry of Health & Family Welfare, Government of India, along with its associated hospitals – Smt. Sucheta Kriplani Hospital (SSKH) and Kalawati Saran Children's Hospital (KSCH) – offers a comprehensive range of healthcare, academic, research, and public service functions.</p> <p>A. Clinical and Patient Care</p>	Fully met

			<p>Services</p> <ol style="list-style-type: none"> 1. Outpatient Department (OPD) Services <ul style="list-style-type: none"> ○ Daily OPD services in all major medical and surgical specialties. ○ Specialty and super-specialty clinics ○ Immunization and health education services. 2. Inpatient Department (IPD) Services <ul style="list-style-type: none"> ○ Free treatment for all admitted patients in general wards. ○ Availability of private/semi-private ward facilities as per government norms. ○ Facilities for surgery, intensive care, neonatal care, and maternal services. 3. Emergency and Trauma Services <ul style="list-style-type: none"> ○ 24x7 Accident & Emergency services at SSKH and KSCH. ○ Emergency obstetric and pediatric services. ○ Blood transfusion and resuscitation support. 4. Maternal and Child 	
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			<p>Health Services</p> <ul style="list-style-type: none"> ○ Comprehensive obstetric and gynecological care at SSKH. ○ Pediatric and neonatal care, including critical care services, at KSCH. ○ High-risk pregnancy and NICU management. <p>5. Diagnostic and Laboratory Services</p> <ul style="list-style-type: none"> ○ Clinical laboratory (biochemistry, pathology, microbiology). ○ Radiology services (X-ray, Ultrasound, CT, MRI). ○ Special investigations (EEG, EMG, etc.). <p>6. Pharmacy and Drug Distribution Services</p> <ul style="list-style-type: none"> ○ Free medicines dispensed to patients through hospital pharmacy counters. ○ Adherence to essential drug list and rational drug policy. <p>B. Academic and Teaching Functions</p> <p>1. Undergraduate Education</p> <ul style="list-style-type: none"> ○ MBBS course affiliated with University of 	
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			<p>Delhi and regulated by National Medical Commission (NMC).</p> <ul style="list-style-type: none">○ Hands-on training through integrated teaching, clinical rotations, and practical labs. <p>2. Postgraduate Education</p> <ul style="list-style-type: none">○ MD/MS courses in various specialties.○ Diplomate of National Board (DNB) programs in selected departments.○ Internship and residency training. <p>3. Allied Health and Nursing Education</p> <ul style="list-style-type: none">○ BSc Nursing programs through College of Nursing.○ Training of medical lab technologists, radiographers, and other paramedical staff. <p>4. Continuing Medical Education (CME)</p> <ul style="list-style-type: none">○ Regular CME programs, workshops, seminars, and faculty development programs. <p>C. Research and Public Health</p>	
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			<p>Services</p> <p>1. Biomedical and Clinical Research</p> <ul style="list-style-type: none">○ Research projects approved by Institutional Ethics Committee.○ Participation in national health programs and disease surveillance. <p>2. Community Outreach & Preventive Health</p> <ul style="list-style-type: none">○ Health camps, school health programs, urban health center activities.○ IEC (Information, Education & Communication) campaigns on public health topics. <p>D. Administrative and Public Interface Functions</p> <p>1. Citizen Services</p> <ul style="list-style-type: none">○ Grievance redressal mechanisms for patients and staff.○ Public access to information under RTI Act.○ Maintenance of Medical Records, Birth and Death Certificates (MRD services). <p>2. Support Services</p> <ul style="list-style-type: none">○ Diet services (free meals to	
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			<p>patients in general wards).</p> <ul style="list-style-type: none"> Sanitation, security, laundry, and ambulance services. <p>3. Medical Boards & Legal Services</p> <ul style="list-style-type: none"> Disability certification, medical examination for job and pension cases. Medico-legal reporting in emergency and forensic cases. <p>Conclusion</p> <p>The LHMC and its associated hospitals serve as a comprehensive tertiary care, academic, and public service institution, providing affordable and quality healthcare services along with excellence in medical education and research. The institution remains committed to the principles of equity, accessibility, and patient-centred care under the aegis of the Ministry of Health & Family Welfare, Government of India.</p> <p>For details please refer Citizen's Charter of LHMC & Associated Hospitals. Annexure-7</p>	
		(ii) Norms/ standards for functions/ service delivery	<p>Annexure- 19</p> <p>Please refer Citizen's Charter and Hospital Manual for details</p>	Fully met

		(iii) Process by which these services can be accessed	For details please refer Citizen's Charter of LHMC & Associated Hospitals. Annexure-7	Fully met
		(iv) Time-limit for	For details please refer Citizen's Charter of LHMC & Associated Hospitals. Annexure-7	Fully met

		achieving the targets		
		(v) Process of redress of grievances	For details please refer Citizen's Charter of LHMC & Associated Hospitals. Annexure-7	Fully met
1.5	Rules, regulations, instructions manual and records for discharging functions [Section 4(1)(b)(v)]	(i) Title and nature of the record/ manual /instruction.	Manual for Central Government Hospitals, issued by the Ministry of Health & Family Welfare, Annexure-3.	Fully met
		(ii) List of Rules, regulations, instructions manuals and records.	Please refer 1.2 above	Fully met
		(iii) Acts/ Rules Manuals etc.	Please refer 1.2..... above	Fully met
		(iv) Transfer policy And transfer orders	Nil	Fully met
1.6	Categories of documents held by the authority under its control [Section 4(1)(b)(vi)]	(i) Categories of documents	Annexure- 8	Fully met
		(ii) Custodian of documents/categories	Annexure- 9	Fully met
1.7	Boards, Councils, Committees and other Bodies constituted as part of	(i) Name of Boards, Council, Committee etc.	Annexure-2	Fully met
		(ii) Composition	As per Director's approval	Fully met
		(iii) Dates from		Fully met

	the Public Authority [Section 4(1)(b)(viii)]	which constituted		
		(iv)Term/Tenure	As per rules of GOI	Fully met
		(v) Powers and functions	As per rules of GOI	Fully met
		(vi)Whether their meetings are open to the public?	No	Fully met
		(vii) Whether the minutes of the meetings are open to the public?	No	Fully met
		(viii) Place where the minutes if open to the public are available?	No	Fully met
1.8	Directory of officers and employees [Section 4(1)(b)(ix)]	(i) Name and designation	Annexure-10	Fully met
		(ii) Telephone , fax and email ID	As above	Fully met
1.9	Monthly Remuneration received by officers & employees including system of compensation [Section 4(1)(b)(x)]	(i) List of employees with Gross monthly remuneration	Annexure-11	Fully met
		(ii) System of compensation as provided in its regulations	As per GOI norms	Fully met
1.10	Name, designation and other particulars of public information officers [Section	(i) Name and designation of the public information officer(PIO), Assistant Public Information Officer(s)&	Dr. Banarsi, Additional Medical Superintendent, Nodal Officer RTI Tel- 011-23408256 011-23408255 Email: amslhmcsskh@gmail.com Kayakalplhmc2015@gmail.com	Fully met

			m List of all CPIOs and Appellate authorities as per Annexure- 12	
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	4(1) (b) (xvi)]	(ii) Appellate Authority	As per Annexure-12	
		(iii) Address, telephone numbers and email ID of each designated official.	As above	Fully met
1.11	No. Of employees against whom Disciplinary action has been proposed/ taken (Section 4(2))	No. of employees against whom disciplinary action has been (i) Pending for Minor penalty or major penalty proceedings	Nil	Fully met
		(ii) Finalized for Minor penalty or major penalty proceedings	Nil	Fully met
1.12	Programmes to advance understanding of RTI (Section 26)	(i) Educational programmes	On Karmyogi Portal	Fully met
		(ii) Efforts to encourage public authority to participation these programmes	All CPIOs are registered on Karmyogi Portal and completed the available courses/programs	Fully met
		(iii) Training of CPIO/APIO	Already done	Fully met
		(iv) Update & publish	Yet to published	Not Met

		Guidelines on		
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		RTI by the Public Authorities concerned		
1.13	Transfer policy and transfer orders		Transfer of Group A employee is done by the Ministry For group B and C internal transfers done as per the need. CVC guidelines for sensitive posts are followed.	Fully met

2. Budget and Programme

S.No.	Item	Details of disclosure		Remarks/Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
2.1	Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc. [Section 4(1)(b)(xi)]	(i) Total Budget for the public authority	Annexure-13	Fully met
		(ii) Budget for each agency and plan & programmes	As per ROP	Fully met
		(iii) Proposed expenditures	-do-	Fully met
		(iv) Revised budget for each agency, if any	-do-	Fully met
		(v) Report on disbursements made and place where the related reports are available		Fully met
2.2	Foreign and	(i) Budget	Not applicable	Fully met

	domestic tours	<p>(ii) Foreign and domestic Tours by ministries and officials of the rank of Joint Secretary to the Government and above, as well as the heads of the Department.</p> <p>a) Places visited</p> <p>b) The period of visit</p> <p>c) The number of members in the official delegation</p> <p>d) Expenditure on the visit</p>		Fully met
		<p>(iii) Information related to procurements</p> <p>a) Notice/tender enquires, and corrigenda if any thereon,</p> <p>b) Details of the bids awarded comprising the names of the suppliers of goods/ services being procured,</p> <p>c) The works contracts concluded – in any such combination of the above- and</p> <p>d) The rate /rates and</p>	Available on the website https://lhmc-hosp.gov.in	Fully met

		the total amount at which such procurement or works contract is to be executed.		
2.3	Manner of execution of subsidy programme [Section 4(i)(b)(xii)]	(i) Name of the programme of activity	Nil	
		(ii) Objective of the programme	Not applicable	
		(iii) Procedure to avail benefits	Not applicable	
		(iv) Duration of the programme/ scheme	Not applicable	
		(v) Physical and financial targets of the programme	Not applicable	
		(vi) Nature/scale of subsidy /amount allotted	Not applicable	
		(vii) Eligibility criteria for grant of subsidy	Not applicable	
		(viii) Details of beneficiaries of subsidy programme (number, profile etc)	Not applicable	
2.4	Discretionary and non-discretionary grants	(i) Discretionary and non-discretionary grants/ allocations to State Govt./ NGOs/other institutions	Not applicable	
		(ii) Annual accounts of all	Not applicable	

		Legal entities who are provided grants by public authorities		
2.5	Particulars of recipients of concessions, permits of authorizations granted by the public authority [Section 4(1) (b) (xiii)]	(i) Concessions, permits or authorizations granted by public authority	Not applicable	
		(ii) For each concessions, permit or authorization granted a) Eligibility criteria b) Procedure for getting the concession/ grant and/ or permits of authorizations c) Name and address of the recipients given concessions/ permits or authorisations d) Date of award of concessions /permits of authorization s	Not applicable	
2.6	`CAG&PAC paras	CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of both houses of the parliament.	Nil	

3. Publicity Band Public interface

S.No.	Item	Details of disclosure		Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
3.1	Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation thereof [Section 4(1)(b)(vii)] [F No 1/6/2011-IRdt. 15.04.2013]	Arrangement for consultations with or representation by the members of the public (i) Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens	Nil	
		(ii) Arrangements for consultation with or representation by a) Members of the public in policy formulation/policy implementation b) Day & time allotted for visitors c) Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought By RTI applicants	Yes, Public can meet between 3:30 pm to 4:00 pm all working days. Contact details available as per directory. Visit website and Citizen's Charter.	
		Public-private partnerships (PPP) (i) Details of Special Purpose Vehicle (SPV), if any	Nil	
		(ii) Detailed project reports (DPRs)	Nil	

		(iii) Concession agreements.	Nil	
		(iv) Operation and		

		maintenance manuals	Nil	
		(v) Other documents generated as part of the implementation of the PPP	Nil	
		(vi) Information relating to fees, tolls, or the other kinds of revenues that maybe collected under authorization from the government	Nil	
		(vii) Information relating to outputs and outcomes	Nil	
		(viii) The process of the selection of the private sector party (Concessionaire etc.)	Nil	
		(ix) All payment made under the PPP project	Nil	
3.2	Are the details of policies / decisions, which affect public, informed to them [Section 4(1)(c)]	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive; (i) Policy decisions/ legislations taken in the previous one year	Not applicable (Policies and decisions are formulated by the Ministry)	Not applicable
		(ii) Outline the Public consultation process	Not applicable	Not applicable
		(iii) Outline the arrangement for consultation before formulation of policy	Not applicable	Not applicable
3.3	Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4(3)]	Use of the most effective means of communication (i) Internet (website)	Internet (Website) https://lhmc-hosp.gov.in	Fully met
3.4	Form of accessibility of information manual/ handbook [Section	Information manual/handbook available in (i) Electronic format	Electronic Format https://lhmc-hosp.gov.in	Fully met
		(ii) Printed format		Fully met

	4(1)(b)]			
3.5	Whether information manual/handbook available free of cost or not [Section 4(1)(b)]	List of materials available (i) Free of cost	Available on website https://lhmc-hosp.gov.in	Fully met
		(ii) At a reasonable cost of the medium	Available on website https://lhmc-hosp.gov.in	Fully met

4. E.Governance

S.No.	Item	Details of disclosure		Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
4.1	Language in which Information Manual/Hand book Available [F No. 1/6/2011-IR dt. 15.4.2013]	(i)English	Yes	Fully met
		(ii)Vernacular/ Local Language	NIL	Fully met
4.2	When was the information Manual/Hand book last updated? [F No. 1/6/2011-IR dt 15.4.2013]	Last date of Annual updation	Citizen Charter updated in June 2025 Available on website https://lhmc-hosp.gov.in	Fully met
4.3	Information available in electronic form [Section 4(1)(b)(xiv)]	(i)Details of information available in Electronic form	Citizen's Charter, Hospital Manual Available on website https://lhmc-hosp.gov.in	Fully met
		(ii)Name/title of the document/record/ other information	Citizen's Charter, Hospital Manual	
		(iii)Location where available	Citizen's Charter, Hospital Manual Available on website https://lhmc-hosp.gov.in	
4.4	Particulars of facilities available to citizen for	(i)Name & location of the faculty	Lady Hardinge Medical College & Associated Hospitals, Shaheed Bhagat Singh Marg, Connaught Place, New Delhi, 110001	Fully met

	obtaining information [Section	(ii)Details information available	of made	Available on website https://lhmc-hosp.gov.in	Fully met
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	4(1)(b)(xv)]	(iii) Working hours of the facility	24x7 for Emergency 8:00 am to 4:00 pm OPD (working days) 8:00 am to 1:00 pm on Saturday Office timing: 10:00 am to 5:00 pm on working days, 10:00 am to 1:30 pm on Saturday	Fully met
		(iv) Contact person & contact details (Phone, fax email)	As per the Directory at Annexure 10	Fully met
4.5	Such other information as may be prescribed under section 4(i) (b)(xvii)	(i) Grievance redressal mechanism	Grievances may be addressed to -Director, LHMC & Associated Hospitals Details in Citizen's Charter	Fully met
		(ii) Details of applications received under RTI and information provided	Annexure-14	Fully met
		(iii) List of completed schemes/ projects/ Programmes	CRP phase 1 (comprehensive redevelopment program)	
		(iv) List of schemes/ projects/ programme underway	Vishram Sadan	

		(v) Details of all contract sentered into including name of the contractor, amount of contract and period of completion of	Annexure 15	Fully Met
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		contract				
		(vi) Annual Report	Annexure- 16	Fully Met		
		(vii) Frequently Asked Question (FAQs)	NIL	Not Met		
		(viii) Any other information such as a) Citizen’s Charter	Yes	Fully Met		
		b) Result Framework Document(RFD)	NIL	Not met		
		c) Six monthly reports on the Performance against the benchmarks set in the Citizen’s Charter	Nil	Not Met		
4.6	Receipt & Disposal of RTI applications& appeals [F.No 1/6/2011-IR dt. 15.04.2013]	(i) Details of applications received and disposed	Annexure- 14			
		(ii)Details of appeals received and orders issued	Annexure-14			
4.7	Replies to questions askedinthe parliament [Section 4(1)(d)(2)]	Details of questions asked and replies given	Sl. No	Year	Question s Received and answered	
			1	2023	150	
			2	2024	106	
			3	2025	93	
			List and answers as per Annexure- 17			

5. Information as may be prescribed

S. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated
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				as fully met/partially met)
5.1	Such other information as may be prescribed [F.No. 1/2/2016-IR dt. 17.8.2016, F No. 1/6/2011-IR dt.15.4.2013]	(i) Name & details of (a) Current CPIOs &FAAs (b) Earlier CPIO &FAAs from 1.1.2015	<u>Current CPIO & FAAs</u> Annexure-12	Fully Met

		(ii) Details of third party audit of voluntary disclosure (a) Dates of audit carried out (b) Report of the audit carried out	Not done	Fully Met
		(iii) Appointment of Nodal Officers not below the rank of Joint Secretary/ Additional HoD (a) Date of appointment (b) Name & Designation of the officers	Dr. Banarsi, Additional Medical Superintendent Nodal Officer w.e.f. 12/07/2023	Fully Met
		(iv) Consultancy committee of key stake holders for advice on suo-motu disclosure (a) Dates from which constituted (b) Name & Designation of the officers	RTI Committee as per Annexure- 18	Fully Met
		(v) Committee of PIOs/FAAs with rich experience in RTI to	Yet to constitute	Not Met

		identify frequently sought information under RTI (a) Dates from which constituted (b) Name & Designation of the Officers		
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6. Information Disclosed on own Initiative

S.No.	Item	Details of disclosure		Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
6.1	Item / information disclosed so that public have minimum resort to use of RTI Act to Obtain information	Please see web site http://lhmc-hosp.gov.in	Please see web site http://lhmc-hosp.gov.in	Fully met
6.2	Guidelines for Indian Government Websites (GIGW) is followed(released in February, 2009 and included in the Central Secretariat Manual of Office Procedures (CSMOP) by Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievance and Pensions, Govt. Of India)	(i) Whether STQC Certification obtained and its validity. (ii) Does the Website show the certificate on the Website?	No	Not Met

