



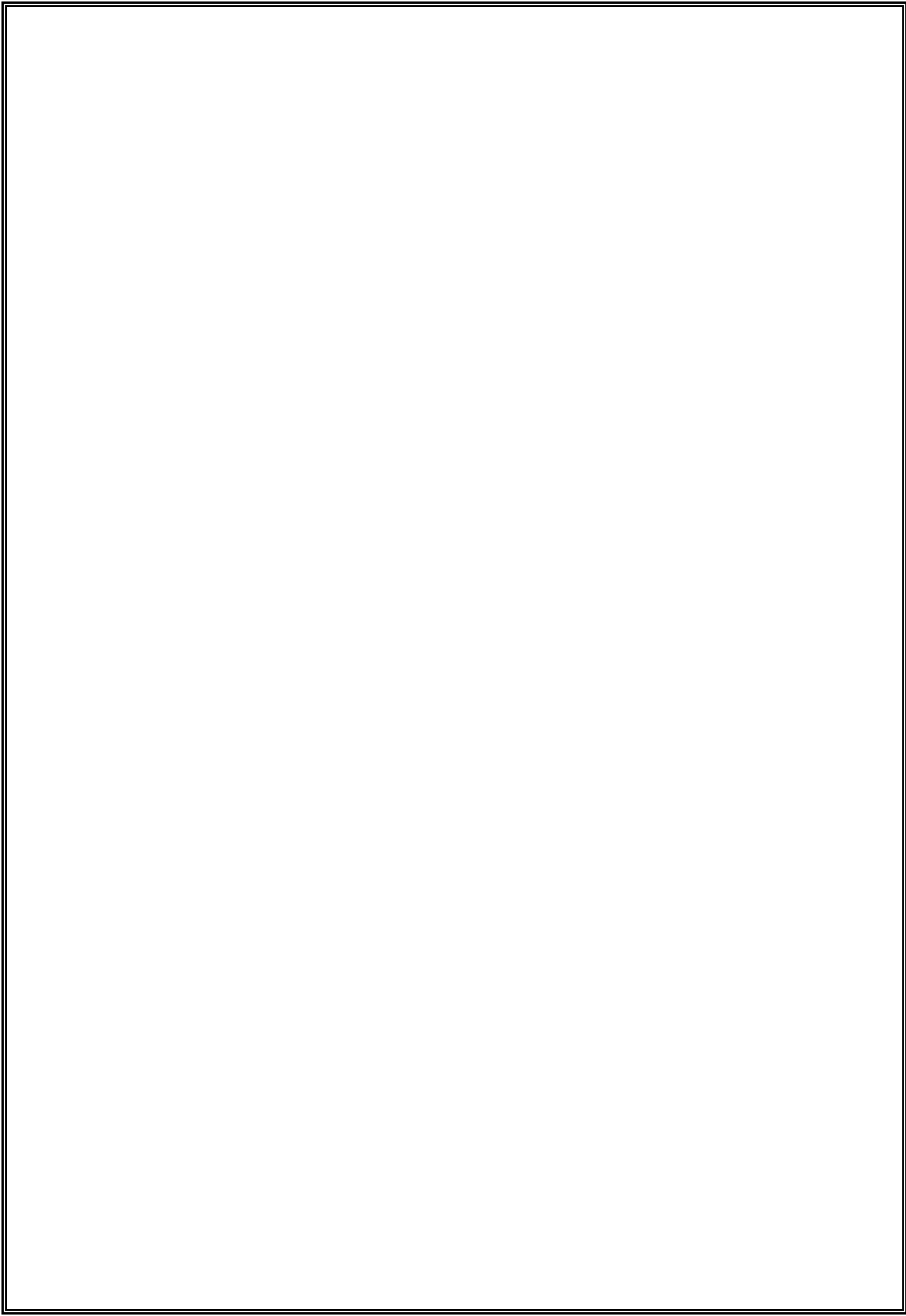
Government of Puducherry

RAJIV GANDHI GOVERNMENT WOMEN & CHILDREN HOSPITAL



CITIZEN'S CHARTER 2018

**DIRECTORATE OF HEALTH AND FAMILY WELFARE SERVICES
GOVERNMENT OF PUDUCHERRY**

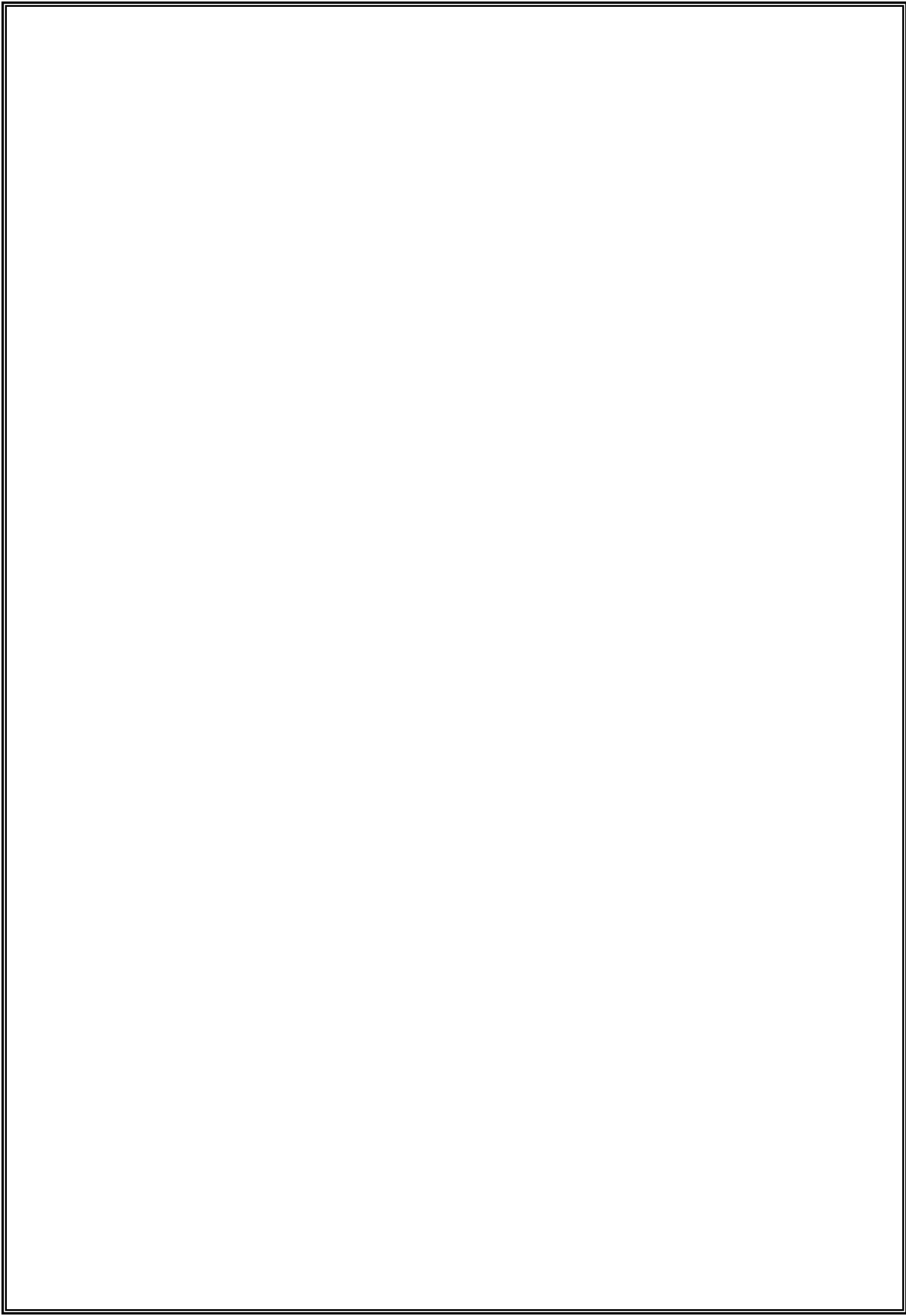


RAJIV GANDHI GOVERNMENT
WOMEN & CHILDREN HOSPITAL

CITIZEN'S CHARTER

This Charter seeks to provide a framework, which enables our users to know:

- ❖ Services available in the hospital.
- ❖ The quality of services they are entitled to
- ❖ The means through which complaints regarding denial or poor quality of services will be addressed.



Rajiv Gandhi Government Women & Children Hospital

Functioning of the institutions

The erstwhile Maternity Hospital, Puducherry has served the Urban areas as well as the entire rural areas of Puducherry and it also covered the patients from neighbouring areas such as Tindivanam, Cuddalore, Virudachalam, Villupuram, Thirukoviloor, Ulundurpet, Kallakuruchi, Gingee and Marakkanam of Tamil Nadu State. This is more or less a referral Hospital for the whole of Union Territory of Puducherry and Tamil Nadu in respect of specialized treatment in Obstetrics and Gynaecology.

Due to lack of space and inadequate beds in providing special care to the patients, it was decided by the Government to construct a new hospital especially for Women and Children. The project was completed and the hospital was named after the former Prime Minister of India, Rajiv Gandhi.

Obstetrics and Gynaec Out-Patient Department started functioning from the 18th January 2011 and Inpatient services from 15th June 2011. Medical Paediatric Department was shifted from Indira Gandhi Government General Hospital and Post Graduate Research Institute, Puducherry and started functioning from 5th January 2012.

Standards of Service:

RGGW&CH is a 700 bedded hospital, 512 beds for Obstetrics & Gynaecology and remaining beds for Paediatrics, which includes Medical and Surgical Paediatrics. At present Surgical Paediatrics functions at Indira Gandhi Government General Hospital & Research Institute, Puducherry. Presently only 450 beds are operational with the available staffs.

This Hospital provides free Medical Aid to General public whose monthly income is below Rs. 1000/- per month and for government servants of Puducherry. Those patients who prefer special ward are charged nominally for investigations, beds and medicines depending upon their income. Free Medical assistance is also extended to Freedom Fighters and their dependents, Press people and to the Family Planning Acceptors. Standards are influenced by patient load and availability of resources, which are generally under strain. Yet we insist that all our users receive courteous and prompt attention.

GENERAL INFORMATION

AVAILABILITY OF INFRASTRUCTURE

Human Resource

Staff Strength :

This hospital has :

Specialists	:	11
Resident Medical Officer:		1
Project Director	:	1
Medical Officers	:	47
Nursing Personnel	:	178
Technical Staff	:	48
Ministerial Staff	:	25
Others	:	164
Total Staff	:	<hr/> 475 <hr/>

Apart from the above, the following staffs have been service placed from the Indira Gandhi Govt. General Hospital and Post Graduate Institute, Puducherry to support the Paediatric Medicine Department.

Specialists	:	1
Medical Officers	:	13
Nursing personnel	:	36
Ministerial Staff	:	2
Total Staff	:	<hr/> 52 <hr/>

DNB trainees : O&G - 24 nos.
Paed Med - 5 nos.

Physical infrastructure

This hospital has four floors covering an area of 3 lakh sq.ft.

Ground Floor – Office of the RMO / PRO, OPD registration with OG & Paed OPD services, OPD Laboratory, Casualty for OG & Paed, Blood Storage Centre, Canteen, Kitchen, Pharmacy Stores, General stores, Department of Radiology, EDP Centre and Medical Records Department, Maintenance sections of Electricity, PWD, Outsourced Services and ETP

First Floor – Medical Superintendent Chamber, Operation Theatre complex, Post Operative Ward, Laboratory, Administrative block

Second Floor – Labour Room complex, SNCU (Inborn and Outborn), Paediatric ICU, Ante Natal Ward, Post Natal Ward, Post Operative Annex, Post Partum (Gynae) ward, Post Natal Septic.

Third Floor – Department of Paediatric Medicine, One Stop Centre for Sexual Assault Survivors.

Fourth Floor – Special Wards

Hours of Work :

Outpatient Department :

Registration : 8 a.m. – 10.30 a.m.

Time of OPD: 8 a.m. – 12 Noon

Sr. Citizen and Specially abled are separately registered.

Closed on Sundays

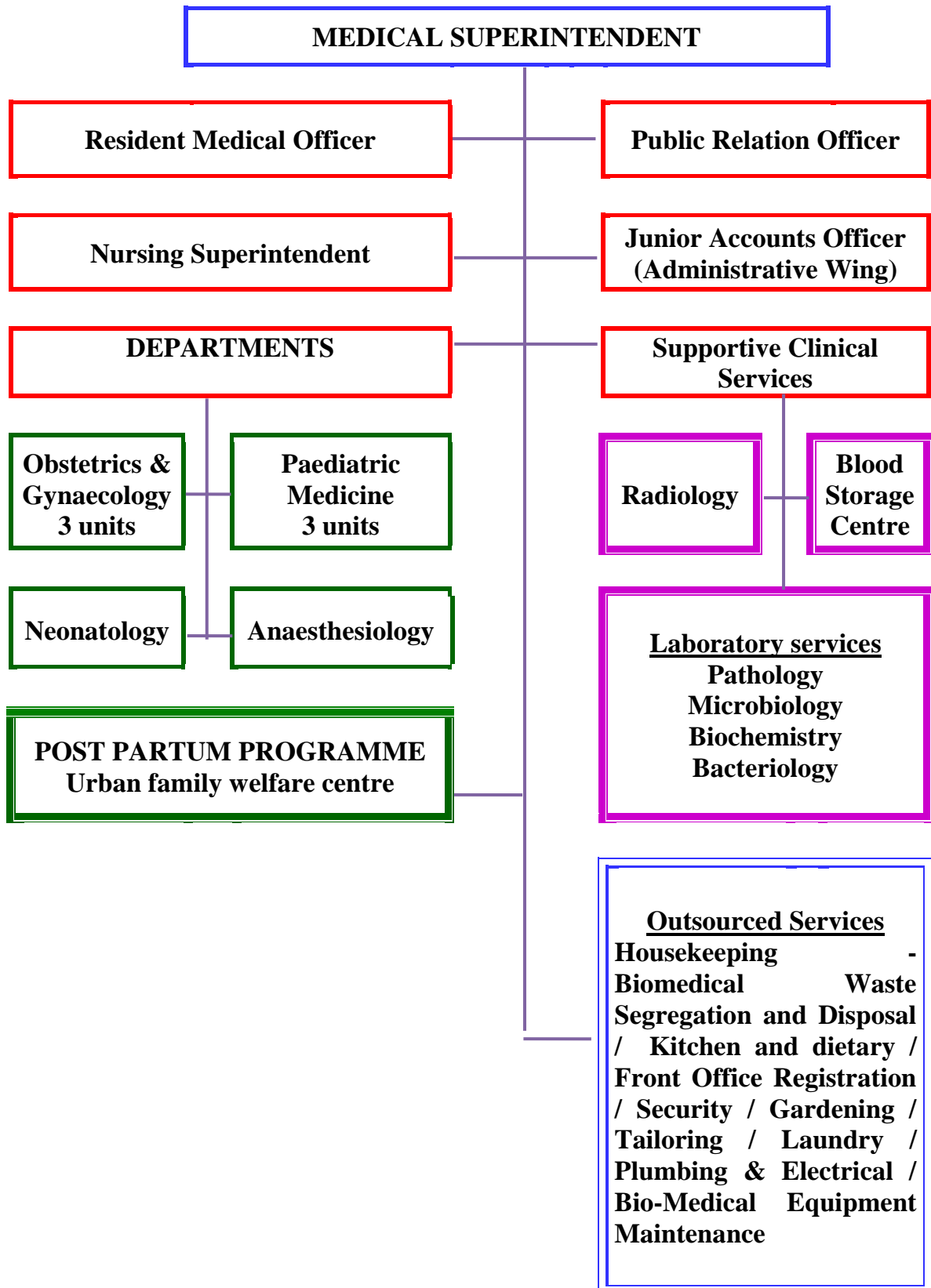
Saturday & Public Holidays : OPD Registration : 8am – 9.30 am

Casualty : 24x7 Emergency services with Medical Officers assisted by Staff Nurse and Para Medical Staff for OBG and Paediatric Medicine.

Administrative Office : 8.45 a.m. to 1.00 p.m.
2.00 p.m. to 5.45 p.m.
Closed on Saturdays, Sundays and Public Holidays.

Medical Superintendent, Resident Medical Officer, Public Relation Officer and Junior Accounts Officer are available during working hours on all working days.

HOSPITAL ORGANOGRAM



DETAILS OF FUNCTIONING BEDS

SL. NO.	DETAILS OF WARDS	NO. OF BEDS
I	SPECIAL WARD	
	Rs. 90- Deluxe A/C Ward (Income Rs.10000 and above)	3
	Rs.60 -Deluxe Ward (Income above Rs.5000)	2
	Rs.24- B Class Ward (Income above Rs.2500)	10
	Rs.16- C Class Ward (Income above Rs.1500)	28
TOTAL SPECIAL WARD		43
II	OBSTETRICS & GYNAECOLOGY	
	Post Natal Clean /Post Natal Septic Ward	108
	Isolation Ward / OSC	2
	Post Partum Ward	16
	Post Operative Ward	20
	Post Operative Ward (Annexure)	52
	Gynae Ward	28
	Ante Natal Ward	31
	Abortion Ward	11
	Eclampsia Ward	3
III	PAEDIATRIC MEDICINE	
	NICU	10
	PUCU-I	6
	Observation	4
	HDU	10
	Medical Paed Ward	90
IV	NEW BORN NURSERY	15
TOTAL BEDS		450

FACILITIES AVAILABLE :-

The Services provided in this Hospital are displayed and the staff are trained and oriented to this information. Baby Friendly Hospital Initiative guidelines are followed in the hospital.

1. EMERGENCY DEPARTMENT (CASUALTY BLOCK)

24x7 Casualty Management services, admissions, handling of medico legal and One Stop Crisis centre cases by Medical Officer (1 OBGN & 1 Paed) assisted by Staff Nurses and Para Medical Staffs and Pharmacy consisting of -

- (a) Obstetrics & Gynaecology - Observation, Emergency Obstetric
Care & Admission
- (b) Paediatric - Observation Room and Admissions

2. OUTPATIENT DEPARTMENT

Obstetrics & Gynaecology

Consultation / Examination of Ante Natal, Gynaec and Post Natal cases. Infertility Consultation, Laboratory services, Ultrasound and Cardio Tocography, Pap Smear Evaluation, Colposcopy Biopsy, Hysterosalpingogram. HIV consultation (PPTCT Programme). OPD Pharmacy.

Paediatric Medicine

Consultation, Examination, Health Education, Physiotherapy, speech therapy, EEG, Laboratory services, OPD Pharmacy. Nutrition / breast feeding counseling provided to mothers according to Infant and Young Child Feeding (IYCF) guidelines.

Department	Unit	Day
Obstetrics & Gynaecology	I	Monday & Thursday
	II	Tuesday & Friday
	III	Wednesday & Saturday
Paediatric Medicine	I	Monday & Thursday
	II	Tuesday & Friday
	III	Wednesday & Saturday

Special Clinics in OPD hours

Department	Services	Day
Obstetrics & Gynaecology	Family Planning Clinic	Monday to Saturday
	High Risk Clinic	Monday to Saturday
	Infertility Clinic	Twice monthly on Second and Fourth Friday
	Cancer Clinic	Second Tuesday of every Month
	Menopausal Screening	Monday to Saturday
	Adolescent Counselling	Monday to Saturday
Neonatology (8.00 am to 2.00 pm)	Screening for Congenital Heart Diseases	Monday/Wednesday/Friday
	Retinopathy of prematurity Screening	Friday
	New Born screening for hearing	Monday to Saturday
	New Born follow up Clinic (11 am to 2 pm)	Tuesday / Friday
Paediatric Medicine (12 noon to 12 pm)	Nutrition Clinic	Monday
	Seizure Clinic	Monday /Tuesday / Friday
	Cardiac, Renal and Endocrine Clinic	Wednesday
	Well Baby Clinic - Immunization	Thursday

All National Programmes like Pulse Polio and Measles Rubella campaign are conducted as per national guidelines.

In patient Services

- ❖ Obstetric care
- ❖ Gynecological Care
- ❖ Post partum Care
- ❖ Family Welfare Services
- ❖ New Born Care
- ❖ Paediatric Medicine
- ❖ Appropriate diet is provided to all patients
- ❖ Staff Nurse is on duty 24x7 in the Wards
- ❖ Three Medical Officers (D.N.B. Post Graduates) posted exclusively in labour rooms for 12 hours duty i.e. from 8.00 AM to 8.00 PM and 8.00PM to 8.00AM. Four Doctors are on stay duty from 2.00 PM to 8.00 AM next morning. Obst & Gynae and Medical Paediatrics Consultants are on call duty and readily available for emergency needs. One Medical Officer exclusively does duty in Department of Anesthesiology with a Consultant on call duty.
- ❖ Three Operation Theatres are functioning with 5 tables; all theatres are provided with latest anaesthetic gadgets and resuscitation measures.
- ❖ Emergency OT being prepared separately next to labor room
- ❖ New Born Nursery provides necessary care to the new born babies as well as those born with disease. A Specialist in Pediatrics is available to take care of the new born babies admitted in the Nursery. One Medical Officer does stay duty from 2.00PM to 8.00AM and is advised by Consultant on Call.
- ❖ Admitted patients can always contact the Nurse on duty for any Medical assistance whenever necessary.
- ❖ One attendant pass is given to the patient admitted in this hospital.
- ❖ For 'High risk patients and dangerously ill patients', one Attendant is allowed to stay with the patient.
- ❖ Attendants with Diet pass are allowed from 5.30 AM to 6.30 AM in the Morning and from 12.30 PM to 1.30 PM in the Afternoon
- ❖ Visitors are allowed only between from 4.30 P.M. to 6.30 P.M in the Evening.
- ❖ Nearly 75 patients are admitted daily and on average 23,000 patients are admitted annually.
- ❖ Nearly 25-35 deliveries are conducted daily and approximately 10,000 deliveries are conducted annually.
- ❖ For every payment properly authenticated official receipt is given at the cash collection Counter.

Labour Room complex

Fully Air conditioned. It encompasses one Clean Labour Room with 11 Labour Tables, High Dependency Unit For APH, Severe Anemia, Heart Disease and other Maternal And Obstetric Complications in Laboring Patients; and Septic Labour Room with 5 Labour Tables, one Eclampsia room with 4 beds, one first-stage room and one Postnatal observation room. Emergency Operation Theatres – one Clean OT with 2 tables and one Septic OT with recovery room is available in the Labour Room complex. A separate Labour room for Special Ward complex having three labour tables can function on increasing staff strength.

Operation Theatre complex

Modular Operation Theatres fully air-conditioned.

Total 7 Operation Theatres with 11 tables.

Obstetrics OT	– 1 table
Gynaec OT	– 1 table (CLEAN AIR OT)
Paediatric OT	– 2 tables
Post Partum OT	– 3 tables
Emergency OT	– within Labour Room complex
Clean OT	– 2 tables
Septic OT	– 1 table
One more emergency OT in Casualty – 1 table	

Special ward complex

Registration Time : **9.00 am to 9.30 a.m.** Counter **No.8**

<u>Ward Types</u>	<u>No.of beds</u>	<u>Rate per day</u>
‘AC’	3 Beds	Rs. 90
‘A’ Type	2 Beds	Rs. 60
‘B’ Type	10 Beds	Rs. 24
‘C’ Type	28 beds	Rs. 16

OTHER SERVICES

❖ Extension of Post Partum Programme :

Post Partum Project Director conducts Tubectomy camps at PHC Villianur , CHC Mannadipet, PHC Nettapakkam, CHC Karikalampakkam, PHC Kirumampakkam weekly once.

❖ National Board Accreditation - National Board of Examination, New Delhi has granted accreditation to this Hospital, Puducherry to train DNB Students in the speciality of OBGYN & Paediatric Medicine. Admission is granted to 12 (6 primary + 6 secondary) in OG and 4 (2 primary + 2 secondary) in Paediatric students per annum. Further Anesthesia and Family Medicine Postgraduates also undergo training here.

❖ Internship Training - This Institute imparts compulsory Rotatory Internship training in OBGYN and Paediatrics to medical students .

❖ National Health Mission Services

Schemes like JSY, JSSK, RBSK Operational.

DEIC – District Early Intervention Centre – A National Programme for Child Health Screening and Intervention Services is functioning in this hospital.

❖ Prevention of Parent to Child Transmission of HIV Programme

Universal screening of Antenatal mothers for HIV is being done. A Counsellor and a Lab Technician are appointed by NACO. Counsellor does pre-test counseling to Antenatal Mothers attending Out-Patient Department. HIV testing is done with their consent. Post test counseling is done with the HIV positive patients. Proper AN care is being given to them. Re-test for HIV is done in the third trimester, taking into consideration the window period in the first trimester. Universal precaution is followed during delivery. This prevents transmission of HIV to the new born. Further follow up of mother and child are done at ART Clinic in IGGGH &PGI, Puducherry.

❖ **Laboratory Services:**

Laboratories – fully air-conditioned with latest equipments

- Pathology
- Microbiology
- Haematology
- Bio Chemistry

❖ **Radiology – Services available**

- Mammogram
- Ultrasonogram
- Colour Doppler
- X-ray, IVP and HSG
- Echo Cardiogram – for infants
- Provisions made for CT Scan in future.

At present for MRI and CT Scan, patients are referred to IGGGH&PGI, Puducherry.

❖ **Blood Storage Centre**

- Fully air-conditioned and fully equipped Blood Storage Centre.
- Parent Blood Bank at Indira Gandhi Medical College & Research Institute (IGMC&RI), Kathirkamam, Puducherry.

❖ **Administrative Unit – Accounts & Establishment**

- Information sought under (Right to Information) RTI Act is provided to the public within the specified time frame.

(1) First Appellate Authority - The Medical Superintendent

(2) Public Information Officers (PIO)

Resident Medical Officer – Hospital Administration

Junior Accounts Officer – Office Administration

- ❖ EDP Centre - Records of Out-Patient, Birth Confinement and Medical records are computerized. Desktop have been provided to all Head of the Departments, Administrative Office, Central Library, Conference Hall and Public Address Systems.
- ❖ One Conference Hall – fully air-conditioned with capacity of 150 Seats and LCD wall mounted projector available with public address system. Three Seminar Rooms are available.

❖ **CENTRAL LIBRARY**

Books on Obstetrics & Gynaecology and Paediatrics are available in the Central Library with Internet connection. Monthly journal (International and National) are also available in the Library.

❖ **MEDICAL RECORDS DEPARTMENT**

The Medical Records Department carries out the documentation, sorting and storing of all medical record /registers like Admission Register, Confinement Register, OT Registers (Anaesthesia, Obstetrics Operation and Gynaecology Operation registers). In-patient case sheets received from all wards are indexed and arranged in the Optimizer Rack. Registers such as Admission, Confinement, Anaesthesia and Operation registers are maintained by labeling date wise and category wise in the record room. Retrieving and issuing medical records for revisit patients, thesis works for DNB/PGs and Medico legal cases. Forwarding of death information to Oulgaret Municipality, Puducherry.

❖ **BIRTH REGISTRATION**

Registration of Births is done for babies born in this hospital and Birth Certificate is issued free of cost by the Oulgaret Municipality in the Hospital premises itself.

❖ **AADHAAR REGISRATION**

Aadhaar Registration is also done for all babies born in this hospital by the personnel of UID Implementation Cell, Planning & Research Department, Puducherry.

❖ **DIETARY UNIT**

All Diet are hygienically prepared in this institution itself with home care and supplied to the patients. Bread, Milk , Coffee and Fruits are also provided to the patients.

❖ **HOSPITAL STORES**

General Stores

Pharmacy Stores

❖ **WORKSHOP**

Civil

Electrical

AC Plants

❖ **LIQUID OXYGEN UNIT**

❖ **PUBLIC ADDRESSAL SYSTEM**

❖ **EFFLUENT TREATMENT PLANT**

❖ **CCTV SECURITY FOR SURVEILLANCE**

58 Closed Circuit Cameras have been installed for surveillance at various points of this hospital.

❖ **Lift – Total - 9 lifts**

6 central (1 exclusively for supply of diet), 1 sterile lift for sterile supply to OT and wards, 1 lift in Casualty and 1 lift for dirty utility.

❖ **OUTSOURCED SERVICES**

Outsourcing Agency has been engaged for the following works on contract basis for better maintenance and smooth functioning of the hospital.

- Front Office Management
- House Keeping
- Electrical and Plumbing Maintenance & minor Civil and Carpentry works
- Security
- Landscape Maintenance
- Tailoring
- Kitchen

❖ **MISCELLANEOUS FACILITIES:**

- Birth events announced at the Southern side of this hospital to the relatives waiting outside the campus, to reduce the agony of the patient's relatives to know about their patients admitted for delivery.
- Immediately after delivery, one Birth Attendant is allowed inside the Labour Room to see the mother and baby.
- Suggestion Box installed in all Wards.
- Feedback forms are regularly obtained from Out-patients and In-patients in OG & Paediatric Departments and analysed, scores audited and necessary action taken for further improvement.
- News and Events of this hospital are updated in the hospital website
- Internet facility is available through PSWAN (Puducherry State Wide Area Network). The Email ID of this hospital is msmh.pon@nic.in
- Ambulances available for use, round the clock for transfer of patients to other hospital.
- Patients' Attendants waiting area – Male and Female Dormitories
- Play station for Paediatric patients
- Biomedical waste and Solid waste Management by outsourced team/hospital administration
- IEC services, patient counseling – Audio-video, person to person talks, demos etc.
- Seminars, Symposia, CME, CNE for in-service personnel.
- Audiovisual aids available for health education.
- Adequate RO drinking water facilities are available.
- There are two numbers of 320 KVA Diesel Generator Sets to cater to emergency services in case of breakdown of electricity.

COMMITTEES ORGANIZED :

1. Quality and Safety Committee
2. Hospital Infection Control Committee
3. Hospital Waste Management Committee
4. PC & PNDT Advisory Committee
5. Post Partum Programme
6. Drugs and Therapeutic Committee
7. Maternal Death Review
8. Child Death Review
9. Rogi Kalyan Samiti (RKS)
10. Drugs/Surgicals/Equipment Purchase Committee
11. Disaster Management Committee
12. Internal Complaints committee
13. Blood Transfusion Committee
14. Medical Records Committee

Complaints and Grievances:

- ❖ There will be occasions when our services will not be upto your expectation.
- ❖ Please do not hesitate to register your complaint. It will help us to serve you better.
- ❖ The Resident Medical Officer and Public Relation Officer in the Hospital attends to all grievances. Every grievance will be duly acknowledged.
- ❖ We aim to settle your genuine complaint within a reasonable time. If we cannot we will explain the reasons and the time we will take to resolve.

Contact Numbers:

- Medical Superintendent - 0413 - 2205020
- Resident Medical Officer - 0413 - 2205480
- Public Relation Officer - 0413 - 2205480
- Medical Officer on duty - 0413 - 2205030
- Accounts Officer - 0413 - 2203200

Hospital Contact Details :

Address : 100 feet Road, Ellapillaichavady,
Puducherry-605 005

Phone : +91-413-2205020
+91-413-2203200
+91-413-2205480

Fax : +91-413-2205020

eMail : msmh.pon@nic.in
rggwch.pdy@gmail.com

Website : http://health.puducherry.gov.in/RGGGWCH_Website/index.htm

Responsibilities of the User :

- The success of this charter depends on the support we receive from our users.
- Please try to appreciate the various constraints under which the hospital is functioning.
- Please do not inconvenience other patients.
- Please help us in keeping the hospital and its surroundings neat and clean.
- Please use the facilities of this hospital with care.
- The Hospital is a NO SMOKING ZONE.
- Beware of Touts.
- Please refrain from demanding undue favours from the Staff and Officials.
- Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the hospital.
- Please obtain due receipt for any amount spent in this hospital.

Road Map for the next five years.

- infertility Treatment to include IUI
- General Surgeon and Physician to be posted
- Solar Kitchen
- Solar electrification of the campus
- Hi Tech Ambulance services
- Computerization of the whole hospital
- Bond to be obtained from the DNB trainees to work for minimum 1 to 2 years from the date of completion of the course to manage the lack of experienced doctors – Proposal to be taken up with DHFWS and in conjunction with other DNB specialists and NBE.

PATIENT'S RIGHTS

- Right to receive quality medical care
- Right to be treated with respect and dignity
- Right to privacy and confidentiality without any discrimination
- Right to health information regarding diagnosis, treatment & investigation
- Right to access clinical record
- Right to receive continuous care
- Personal safety & security
- Right to follow spiritual belief
- Right to complain & Redressal of Grievance
- Right to refuse Treatment

PATIENT'S RESPONSIBILITIES

- Maintain Silence
- To have realistic expectations only
- To respect Doctors and Medical staff
- To maintain the hospital & surroundings clean
- Maintain decorum & follow hospital rules
- Follow the Treatment Plan & Doctor's advice
- Provide accurate information
- Report any wrong doing

FUND POSITION (ALLOCATION AND EXPENDITURE

(AS ON 31.03.2018)

<u>EXPENDITURE STATEMENT FOR THE YEAR 2017-2018</u>			
DETAILED HEAD	R.E.2017-18	EXPENDITURE INCURRED	PERCENTAGE OF EXPENDITURE
2210-Medical & Public Health 01/110(02)- Rajiv Gandhi Government Women & Children Hospital 01/110(02)(01) Puducherry Region (Non Plan)			
1. Salaries	₹ 25,75,00,000	₹ 25,67,01,061	99.69%
11.Domestic T.E	₹ 32,50,000	₹ 32,48,031	99.94%
13.Office Expenses	₹ 1,30,00,000	₹ 1,23,49,889	95.00%
21.Supplies & Materials	₹ 50,00,000	₹ 49,45,868	98.92%
27. Minor Works	₹ 0	₹ 0	0.00%
28. Professional Service	₹ 25,00,000	₹ 24,66,533	98.66%
50.Other Charges	₹ 10,000	₹ 5,000	50.00%
51.Motor Vehicle	₹ 1,50,000	₹ 1,49,032	99.35%
Total	₹ 28,14,10,000	₹ 27,98,65,414	99.45%
2211-Family Welfare 200-(01) Post Partum Programme 200(01)(01) Puducherry Region (Non - Plan)			
1. Salaries	₹ 96,00,000	₹ 95,19,965	99.17%
13. Office Expenses	₹ 1,00,000	₹ 10,250	10.25%
21.Supplies& Materials	₹ 9,00,000	₹ 8,99,443	99.94%
Total	₹ 1,06,00,000	₹ 1,04,29,658	98.39%

<u>EXPENDITURE STATEMENT FOR THE YEAR 2017-2018</u>			
DETAILED HEAD	R.E.2017-18	EXPENDITURE INCURRED	PERCENTAGE OF EXPENDITURE
2210 Medical and Public Health 01/110(14) Improvements to the Rajiv Gandhi Government Women & Children Hospital 01/110(14)(01) Puducherry Region (Plan)			
1. Salaries	₹ 8,75,00,000	₹ 8,72,19,837	99.68%
11.Domestic T.E	₹ 1,71,000	₹ 1,69,056	98.86%
13.Office Expenses	₹ 85,00,000	₹ 81,59,323	95.99%
21.Supplies & Materials	₹ 70,00,000	₹ 69,98,976	99.99%
27.Minor Works	₹ 3,30,000	₹ 3,23,611	98.06%
28. Prof. Services	₹ 0	₹ 0	0.00%
30.OCS	₹ 5,02,15,000	₹ 5,02,13,946	100.00%
34. Schol. & Stipend	₹ 1,15,50,000	₹ 1,15,48,673	99.99%
50. Other Charges	₹ 17,50,000	₹ 17,43,967	99.66%
51.Motor vehicles	₹ 2,00,000	₹ 1,38,252	69.13%
52.Machinery & Equip.	₹ 47,92,000	₹ 47,91,870	100.00%
Total	₹ 17,20,08,000	₹ 17,13,07,511	99.59%
2210 - Medical & Public Health 01/789(03)-Improvements to Rajiv Gandhi Government Women and Children Hospital 01/789(03)(01) - Puducherry Region (Plan - SCP)			
13. Office Expenses	₹ 70,00,000	₹ 62,98,621	89.98%
21. Supplies & Materials	₹ 60,00,000	₹ 58,49,320	97.49%
52. Machinery & Equip.	₹ 0	₹ 0	0.00%
Total	₹ 1,30,00,000	₹ 1,21,47,941	93.45%
2211- Family Welfare 200(03) -Post Partum Programme 200(03)(01) PuducherryRegion(Plan)			
1. Salaries	₹ 1,20,00,000	₹ 1,19,36,716	99.47%
11.Domestic T.E	₹ 2,96,000	₹ 2,94,492	99.49%
21. Supplies & Materials	₹ 1,00,000	₹ 97,324	97.32%
28. Professional Service	₹ 0	₹ 0	0.00%
Total	₹ 1,23,96,000	₹ 1,23,28,532	99.46%

DETAILS OF MAJOR EQUIPMENTS AVAILABLE

Sl. No.	Name of the Equipment	Numbers Available
GYN & ANTENATAL OPD		
1	CTG Monitor	1
2	Video Calposcope with Camera (TV, Recorder, Power Supply box)	4
3	Delivery Suit with Video Calposcope	1
4	NIBP Monitor	2
5	Pulse Oximeter	1
6	Cardiac Monitor with Defibrillator & External Pacemaker	1
CASUALTY		
1	Pulse Oximeter	1
2	NIBP Monitor	2
3	Defibrillator with SPO2	1
ANTENATAL WARD		
1	Fetal Monitor	3
2	Pulse Oximeter	3
POST OPERATIVE WARD (ICU)		
1	Infant Warmer	2
2	Nebulizer	2
3	Glucometer	1
4	Intensive Care Bed (Electrically Operated)	49
5	Phototherapy - Single	3
6	Pulse Oxymeter with FC	4
7	Portable Multiparameter (NIBP)	15
8	Syringe Pump	5
9	Ventilator Marquet Servo-S	3
10	Maquet Focus Light	2
11	Cardiac Monitor DF Philips US	1
12	Cardiac Monitor with Defibrillator Zole	5
SPECIAL WARD		
1	Cardiac Monitor with Defribillator with External Pacemaker	1
2	Cardiac Monitor with Defribillator ZOLL without SPO ₂	2
3	Cardiac Monitor with Defribillator with SPO ₂	1

Sl. No.	Name of the Equipment	Numbers Available
4	Cardio Tocography Monitor	2
5	Multiparameter (NIBP)	2
6	Pulse Oximeter	4
7	Intensive Cardiac Care Bed with Central Circuit	1
8	Birth Right Bed	1
9	Phototherapy Unit Bulb Fitting	1
10	Phototherapy CFL (Neo-Tech)	1
11	Phototherapy Bird (Medi-Tech)	4
12	Phototherapy Double Surface	1
OPERATION THEATRE		
1	Autoclave	3
2	Operating Theatre Ceiling Light Maquet	11
3	Operating Table - Maquet	10
4	Anaesthesia work station	7
5	Pulse Oximeter	5
6	Non invasive Blood Pressure Multi Para meter monitor	9
7	Anaesthetic Gas Monitor	9
8	Cardiac Monitor with Defibrillator	6
9	Electronic Emergency Portable Ventilator	1
10	Sterrad Plasma Sterilizer (Advanced Sterilization Product)	1
11	Laparoscope Operative with standard Accessories - (1) Karl Storz & (2) Hospiinz	2
12	Double Puncture Operating Laparoscope (for Lap Sterilization)	1
13	Operating Hystero scope with Standard Accessories	2
14	I-STAT Analyzer - 1 ABG Device	1
15	Neuro - Muscular Monitor	1
NICU - INBORN		
1	ABG Analyser (1 stat-I) with Accessories	1
2	Apnoea Monitor	2
3	Cardiac Defibrillator	2
4	CPAP	4
5	Double Surfaced Phototherapy Green-LED)	1
6	Infant Warmer	18

Sl. No.	Name of the Equipment	Numbers Available
7	NIBP Monitor	16
8	Phototherapy - Double	2
9	Phototherapy - Single	4
10	Ultrasound Machine	1
11	Ventilator	4
12	X-Ray Machine (Mobile)	1
13	Miracradle (Passive cooling Device)	1
PICU/NICU/HDU		
1	Defibrillator	2
2	Incubator	8
3	NIBP Monitor	9
4	Phototherapy (Single Surface)	4
5	Phototherapy (Double Surface)	3
6	Ventilator	9
7	Pulse Oxymeter Mobile	2
8	Spirometer	1
9	Bubble CPAP 300 with Servo Humidifier	1
MEDICAL PAEDIATRIC WARD		
1	NIBP Monitor	1
2	Phototherapy (Single Surface)	1
MEDICAL PAEDIATRIC OPD		
1	NIBP Monitor	1
2	EEG Machine	1
RADIOLOGY		
1	Mobile X-Ray (100 MA) Machine	1
2	Mindray Ultrasound Scanner DCT model	2
3	Wipro (Gecares) USG Scanner	1
4	Full Field Digital Mammography	1
5	X-ray Film Auto Processor	2
6	500 MA X-ray unit	1
7	Mindray Portable USG Scanner	1

PERFORMANCE REPORT

Sl.No	Description	2010	2015	2016	2017
1	Out-Patients	87950	226796	241889	281509
2	No.of Beds	330	435	435	435
3	Bed Occupying Rate%	119.11	78.43	80.61	88.73
4	Admission (Nos)	19907	22681	24722	27035
5	Discharge (Nos)	19584	20874	22697	24828
6	Deliveries (Nos)	14667	8447	9148	9792
7	Birth (Nos)	14786	8511	9244	9869
8	<u>Family Welfare</u>				
	Tubectomy Operations	3719	2628	2528	2654
	M.T.P. (Nos)	239	181	215	207
	Vasectomy	0			
	I.U.D	53	1450	1604	1758
9	Abortion (Nos)	609	655	650	688
10	Operation (Nos)	16092	10457	11163	11480
11	Radiology (X-Ray)	2372	5119	4975	4417
12	Scan (Total)	13577	12086	15903	17056
	Radiology Scan		8330	8598	6174
	Doppler Study		4437	3452	4718
	HSG		11	74	83
	Mammogram		271	240	237
13	ECG		6755	7559	9025
14	Perinatal Mortality (Nos)	389	85	127	140
15	Adult Mortality (Nos)	10	1	1	1
16	Maternal Morality (Nos)	7	1	1	1
17	Lab. Investigation	282986	520630	496629	614252
18	Diet distributed to Patients	109908	115416	124131	123566
19	<u>Death Average</u>				
(i)	P.Mortality/Birth/1000/(PMR)	26.31	9.87	13.68	14.44
(ii)	Still Birth/ Birth/1000(SMR)	14.88	7.14	9.91	8.42
(iii)	N.D/Live Birth/1000/(NMR)	13.66	3.51	4.98	6.77
(iv)	Adult Death/Discharge/1000	0.51	0.05	0.07	0.04
(v)	Mat.Death/Deliveries/1000	0.48	0.10	0.10	0.1
(vi)	LSCS Rate/Deliveries/100	31.38	39.23	38.00	42.03