

Particulars of arrangements

For internal matters, there are arrangements for holding informal meetings, PNM etc. with the recognized trade unions at suitable intervals in which the various issues regarding establishment, operational aspects, staff welfares etc. are discussed and resolved accordingly. for public related matters, the medical director of the hospital does not has any power to hold any meeting with the public representatives, however, General Manager or his nominated officers may hold press conference for dealing public issues. Besides, there is public relation organization in every divisional and H.Q office through which representation is being accepted. For improvement of service and passenger amenities in passenger trains, Railway administration accepts the various complaints and suggestions from the bona fide railway passengers and act accordingly for disposal thereof.

	<u>Statement/Categories/Documents</u>
	<p>Medical Board recommendations & certificates, medical examination reports of employees and candidates, Bed Head tickets of Indoor patients, cause of death and birth information, money value books, records, files pertaining to inspections at various levels and remedial action. The policy guidelines and instructions from board, correction slips to various codes and manuals. Internal correspondences are to carry out official jobs which are not relevant to public at large.</p>

Rules/Regulations/Instructions/ Manuals /Records for employees

Rules and regulations:

- i) Railway Service Conduct Rule
- ii) Disciplinary and Appeal Rule
- iii) Hours of Employment Regulation
- iv) Pass Rule
- v) Leave Rule
- vi) Pension Rule

Instructions and Manuals:

- Indian Railways Medical Manual 2000
 - a. Indian Railway Establishment Code.
 - b. Indian Railway Financial Code.
- General Conditions of Contract and standard specification.
- General Rule and Service Rules.
- Accident Manual
- Indian Railway Store code
- Indian Railway Conference Rule- Pt-III & IV
- Various technical pamphlets and instructions issued by RDSO from time to time.
- Various instructions issued by Railway Board from time to time.
- General and subsidiary rule.

Procedure followed in decision making

The activities at the ward and OPD levels are managed by Medical Officers of concerned specialties. There are two levels of services at hospital – Medical Officers supervise the all activities pertaining to the curative services. Preventive and curative activities like environment sanitation and health, hygiene immunization are supervised by Health Inspectors, family welfare sister who are under control of ACHD/OPD & ACHD/Health.

All Medical Officers/staff of Central Hospital are under the control of Medical Director. Major decisions like policy decisions, staff welfare, creation of posts, additional assets, creation of facilities, and approval of referral to tie up hospitals etc. are taken by the Medical Director. The decisions which are beyond the schedule of power of the Medical Director are referred to Zonal HQ (Chief Medical Director) for further disposal at higher level.

Powers and duties of Officers & Supervisors

1. **Medical Director:** Overall in-charge of Central/Zonal Hospital at Head Quarter level. Overall management and co-ordination of all activities pertaining to Medical and Health in a zonal Hospital.
2. **Chief Specialists:** Overall in-charge of respective specialties. Overall management and co-ordination of all activities pertaining to concerned individual specialties.
3. **ACHD/ADMN:** He looks after all general administrative jobs of the hospital in addition to patient care on outpatient basis.
4. **ACHD/Health:** Health administration and regular OPD services and medical examinations on rotational basis.
5. **ACHD/OPD:** In-charge of OPD services, family welfare services, medical examinations on rotational basis along with nominated administrative service.
6. **ACHD/Phy & Surgeon etc:** Looks after clinical services and nominated administrative services.
7. **Sr. DMOs/DMO/ADMO:** They have been distributed the works like colony calls, medical examinations, medical boards, tenders, Staff promotion and disaster management in addition to clinical services.
8. **Paramedical Staff** includes Nurses , Pharmacists, Radiographers, Lab Superintendants, ECG & Dialysis Technicians, Ophthalmology Technicians, Physiotherapists, Dieticians, Dressers etc who are mainly engaged in providing curative services i.e. treatment, procurement of drugs, physiotherapy, Hospital dietary services, Radiography etc.
9. **Health Inspectors and Family Welfare staff** are responsible for maintenance of sanitation and hygiene, health education & Family Welfare activity including implementation of small family norms.