

FTS No. 637380/015/AHC

14th Sept. 2021

To

The Registrar
Jamia Millia Islamia
New Delhi-110025

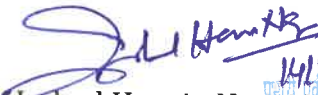
Subject:- Administrative Audit Performa- 2014-2019.

Respected Sir,

With reference to the above, please find attached herewith the performa for Administrative Audit for the period of 2014-2019 to be submitted to the Internal Quality Assurance Cell.

Thanking You,

Sincerely Yours,


14/9/21
Dr. Irshad Husain Naqvi, MBBS, MD
In Charge & Chief Medical Officer
Dr. M A Ansari Health Centre, JMI
New Delhi-110025 / New Delhi-110025

Encl.:- Administrative Audit Perfoma- Pages- 20

Director
IQAAC
14/9/21
Registrar, JMI

Co./Mr. vishu
15/9

**Office of the Internal Quality Assurance Cell
Jamia Millia Islamia**

Proforma for Administrative Audit : 2014 - 2019

1. **Name of the Office establishment:...** Dr. M A Ansari Health Centre.
2. **Name of the Head of the Office establishment:...**Dr. Irshad Husain Naqvi, In Charge & Chief Medical Officer
3. **Vision & Mission:...**To provide maximum day care & Emergency facilities to all the Jamia beneficiaries and their dependents, to provide patient- centered healthcare with excellence in quality, service, and access. A community in which all people achieve their full potential for health and well-being. A persistent attempt to analyze and improvise the health services. To keep well- connected to the medical academia in order to create and generate new developments in the healthcare facilities. Aim to create a dynamic, forward- moving, innovative organization with limited resources. The work ethics and integrity is never compromised without stifling individual personality. Team work is the core principle of our work ethic. Our whole staff works together as a collective unit to achieve and to improvise. To upgrade the pathology laboratory of the health centre, to digitized whole of the health centre completely. Overall the mission is to keep the health centre up dated so that it can smoothly transform in to an eagerly awaited future medical college and hospital.

4. Staff profile :

S.No.	Name	Designation	Nature of the Post (Confirmed/ Probation/ Deputation/ Temporary /Outsourcing)
1	Dr. Irshad Husain Naqvi, MBBS, MD	In Charge & Chief Medical Officer	Confirmed (Dec. 2015 onwards till date)
2	Dr. M.Y. Shareef, MBBS, MS	In Charge , AHC	He remained In Charge of the health centre from 2002 - Dec. 2015 (Permanent Faculty of Dentistry since 2013)
3	Dr. Shaista Farheen, MBBS	Chief Medical Officer	Confirmed
4	Dr. SWR Jawed, MBBS	Senior Medical Officer	Confirmed
5	Dr. Shahrukh Hasan Khan MBBS (Joined on 5-03.2019)	Medical Officer	Temporary(Contractual)

6	Dr. Ameen Khan, MBBS (01.10.2016 to 18.11.20217)	Medical Officer (Evening OPD)	Temporary(Contractual)
7	Dr. Qamar Alam, MBBS,(28.09.2016 TO 11.07.2017)	Medical Officer (Evening OPD)	Temporary(Contractual)
8	Dr. Ehsanullah, MBBS (11.07.2017 TO 26.09.2017)	Medical Officer (Evening OPD)	Temporary(Contractual)
9	Dr. Captain Ashfaque Alam, MBBS (25.09.2017 to	Medical Officer (Evening OPD)	Temporary(Contractual)
10	Dr. Salahuddin Haider, MBBS (from 24.05.2018 to	Medical Officer (Evening OPD)	Temporary(Contractual)
11	Dr. Umar Parvez Hasan Khan, MBBS	Medical Officer (Evening OPD)	Temporary(Contractual)
12	Dr. Nahid Niazi, BHMS	Medical Officer (Homeopathic OPD)	Temporary(Contractual)
13	Dr. Zeenat Sulatana, MBBS, MS	ENT Specialist	Temporary (Visiting Consultant)
14	Dr. Naveen Seth, MBBS, MD	Skin Specialist	Temporary (Visiting Consultant)
15	Dr. Pramod Kumar, MBBS, MD (Medicine)	Internal Medicine	Temporary (Visiting Consultant)
16	Dr. Charu Lata, MBBS, MD (OBS,Gynae)	Gynecologist & Obstetrician	Temporary (Visiting Consultant)
17	Dr. Reena Khandelwal, MBBS, MD (OBS & Gynae.)	Gynecologist & Obstetrician	Temporary (Visiting Consultant)
18	Dr. Deepti Kamaal, MBBS, MS (OPHTHO)	Eye Specialist	Temporary (Visiting Consultant)
19	Dr. Mohd. Saleem, MBBS, MD	Pathologist	Permanent(Visiting Pathologist from Faculty of Dentistry, JMI)
20	Dr. Anjum Ara, MBBS, MD	Pathologist	Permanent (Visiting

			Pathologist from Faculty of Dentistry, JMI)
21	Dr. Neeta Kumar, MBBS, MD	Pathologist	Permanent (Visiting Pathologist from Faculty of Dentistry, JMI)
22	Dr. Mohd. Vasil, MBBS, MD (from 01.03.2017 to 16.11.2018)	Respiratory & Critical Care Medicine	Temporary (Visiting Consultant)
23	Dr. Asif Ali Siddiqui, MBBS (27.10.2016 to 2018)	Internal Medicine	Temporary (Visiting Consultant)
24	Dr. Praveen Kumar Kulshreshtha, MBBS, MD (18.10.2010 to 25.10.2016)	Internal Medicine	Temporary (Visiting Consultant)
25	Dr. Farazul Islam, MBBS, MD (Medicine) From 07.12.2018 to March 2020	Internal Medicine	Temporary (Visiting Consultant)
26	Dr. Tabassum Bano, MBBS, MD (Gynae)	Lady Medical Officer- For Girls Hostel	Temporary (Contractual)
27	Dr. Afshad Alam, MBBS	Medical Officer	Permanent (Visiting Specialist from Faculty of Dentistry, JMI)
28	Dr. Shaista Alvi, MBBS, MD (Medicine)	Internal Medicine	Permanent (Visiting Specialist from Faculty of Dentistry, JMI)
29	Khursheed Ahmad	Pharmacist	Permanent
30	Wiqar Anjum	Pharmacist	Permanent
31	Ghufran Ahmad	Pharmacist	Permanent
32	Shakeel Ahmad Khan	Pharmacist	Permanent
33	Zeba Munib	Pharmacist Store Keeper	Permanent
34	Molly Albey	Staff Nurse	Permanent
35	Zareena	Staff Nurse	Permanent
36	Chinhau Simte	Staff Nurse	Permanent
37	Ajmal Majeed	Staff Nurse	Permanent
38	Sadiq Miyan	Staff Nurse (Evening OPD)	Temporary (Contractual)
39	Mohd. Minhaj (28.09.2016 - 2021)	Staff Nurse (Evening OPD)	Temporary (Contractual)
40	Mohd. Abdullah	Lab-Technician	Permanent

41	Syed Tuaequer Anwer	Lab-Technician	Permanent
42	Mohd. Shariq Jamal	Technical Assistant	Permanent (Posted from Faculty Of Dentistry, JMI)
43	Mohd. Anis	Lab-Technician	Temporary (Contractual)
44	M A Faridi	Dresser	Permanent
41	Mohd. Ayyazuddin	Dresser	Permanent
42	Mansoor Ahmed	Dresser	Permanent
43	Mohd. Rehmat	Dresser	Permanent
44	Musarrat Jahan	LDC	Permanent
45	Saif Mohd. Khan	LDC	Permanent
46	Inayat Parveen	LDC	Permanent (Posted from 2015 till date)
47	Mohd. Yamin	LDC	Permanent (transferred on 29.05. 2015 from AHC)
48	Matloob	LDC	Permanent (Posted from 4.06.2015 to 29.01.2016)
49	Abdul Kalaam	LDC	Permanent (Retired in 01.12.2014)
50	Adalat Khan	Store Keeper	Permanent (Posted from 29.08.2016 to 01.08.2017))
51	Mohd. Firoz Khan	Medical Attendant	Permanent
52	Noor Hasan	Farash	Permanent
53	Mohd. Badruddin	Peon	Permanent
54	Asri Begum	Chowkidar	Permanent
55	Hammad Haider Khan	Multi Tasking Attendant	Outsourcing
56	Mohd. Shadaab	Multi Tasking Attendant	Outsourcing
57	Usha Singh	Multi Tasking Attendant	Outsourcing
58	Anwar-ul – Haque Rashidi (15.12.2017 till date)	Medical Attendant (Evening OPD)	Temporary (Contractual)
59	Akhalqur Rehman	Medical Attendant (Evening OPD)	Temporary (Contractual)
60	Mirza Hasan Abbas (Medical	Temporary (Contractual)

	28.09.2016 till date)	Attendant (Evening OPD)	
61	Rais Ahmad	Peon	Permanent
62	Late Fahim Khan (Retired in 2018)	Ambulance Driver	Permanent (Posted from Admn.)
63	Tauseef	Ambulance Driver	Permanent (From Admn.)- From June 2018 onwards till date
64	Mohd. Mehtab	Lift Operator	Outsourcing (Posted from Building Department, JMI)
65	Noorul Hasan	A.C. Plant Operator	Outsourcing (Posted from Building Department, JMI)
66	Six House Keeping Staff deputed since 2014 & one more for Evening OPD since 2016 from outsourcing Contractor	Six+OneHouse Keeping Staff	Outsourcing

5. ICT

(a) ICT Infrastructure

Item	Total No.	No. of Working	No. of Not Working
Computers	12 no.	All are in working condition	Nil
Printers	11 (Laserjet) & 2 (Dotmatrix)	All are in working condition	Nil
Photo Copier	1 No.	Functional	Nil
Scanner	2 No.	All are functional	Nil
UPS	13 (Offline) & 2 (Online)	All are functional	Nil
LAN Points	72 no.	Functional	Nil
Wi-Fi	Access Point Cisco: 02	Functional	Nil
Bar Code Printer & Scanner	1 no.	Functional	Nil
Scanner, Copier & Printer	1 no.	Functional	Nil

(b) ICT Skills in staff

Item	Details	Remarks
Percentage of staff who know computer operation:	60%	All the computers issued at various sections of the health centre are in official usage.
Percentage of staff who have official emails ids	70%	Most of the staff using computers or else wise having their official E Mail I.D.'s. Few exceptions are still there especially

		in the fourth Class employees category.
Number of staff undergone ICT training	40%	The staff working on the University's software like Finance, MIS, PFMS, from each section of the department underwent ICT training at FTK Centre as organized by the administration, JMI.

(c) Use of ICT in Office Work

Item	Compliance status	Remarks/ justification for deviations / non compliance/ plans for improvement/details etc.
(i) Are all notices meant for staff/students etc. posted on the University Website?	Complied	General notices like medical camps, outreach programs, are frequently circulated on the University website.
(ii) Are Performa's related to the office establishment available on the university website. If yes please provide the link(s) to the relevant web pages.	Yes	Medical Related Performa
(iii) Indicate overall percentage of work processes related to the Office establishment, that have been ICT enabled	Complied	All the Official Post (Dak), Letters, Reports , Medical Bills, Salary Bills, etc. are dealt on ICT
(iv) Has office establishment created any digital back up/ repository of important files for their archival and preventing accidental loss?	Complied	All the official work done on ICT has a centralized/ loca digital backup.
(v) Whether the Office Establishment uses the University ERP System (MIS)?	Complied	<ul style="list-style-type: none"> ➤ The employees work on the software like MIS, Finance, PFMS provided by the CIT FTK, JMI. ➤ Software for the pathology lab. was purchased commercially for digitized reporting.
(vi) Initiatives taken for paperless e-office working		<p>1-All the official circulars, reports, documents soft copies are maintained along with the hard copies.</p> <p>2-Medical Booklets of the patients are digitally prepared with bar coding.</p> <p>3- Pathology Lab reporting is digitized and patient can access reports through the</p>

		<p>mail.</p> <p>4-All the bills related to the purchase is being maintained in the Excel doc.</p> <p>5- Ledger books are maintained in Excel doc format.</p> <p>(Note: A regular back up has been taken on an external drive in order to avoid any loss of important data.)</p>
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6. Information summary of the office establishment

Parameter	Information
<p>1. The fund allocated to upgrade the facilities each year from 2014 to 2019</p>	<p><u>2014-2015- Non- Plan Recurring Maintenance Budget</u></p> <p>Allocated: <u>93,20,000.00</u> vide letter no. <u>JMI/BUDGET/B-17/2014-2015/ 75 dated 24.04.2014</u> under various sub budget heads : Medicines – 75,00,000.00, Instrument Expenses- 40,000.00 , Lab. Maintenance- 5,00,000.00, Contingencies _ 3,00,000.00, Student Medical Aid – 1,00,000.00, & Vaccination Against Hepatitis-B- 8,80,000.00.</p> <p><u>The actual expenditure for 2014-2015 was Rs. 93,03,396.00</u></p>

2015-2016- Non- Plan Recurring Maintenance Budget

Allocated: **94,20,000.00** vide letter no. **JMI/BUDGET/B-17/2015-2016/ FTS No. 275359 dated 12.06.2015**

under various sub budget heads : Medicines – 75,00,000.00, Instrument Expenses- 40,000.00 , Lab. Maintenance- 5,00,000.00, Contingencies _ 3,00,000.00, Student Medical Aid – 1,00,000.00, Vaccination Against Hepatitis-B- 8,80,000.00 & Homeopathic Medicines- 1,00,000.00

- Rs. 55000.00 was sanctioned vide letter no. FTS No. 315585 dated 08.03.2016 and a PO no. JMI/PO/02/180316/02390 dated 18.03.2016 of Rs. 34450.00 (negotiated rates) for the Emergency Paging Sound System from the Budget Head ***Instrument Expenses- Recurring General(640-2) 2015-2016***

The actual expenditure for 2015-2016 was Rs. 92.75,935 .00

NON- RECURRING- MAINTENANCE BUDGET- 2015-2016

- Rs. 53833.00 allocated vide letter no. PICO/RO/2015/C-D-04 dated 13.04.2015 for a PC & an offline UPS for the room of the In Charge & Chief Medical Officer through Purchase & Inventory Control Office, JMI from the N/R Budget.
- Rs. 10125.00 was allocated for two executive high back chairs for Medical Officers vide letter no. FTS NO. 282435 dated 10.08.2015 through Purchase & Inventory Control Office, JMI from N/R Budget (2015-2016).
- Rs. 8925.00 was allocated for the purchase of a scanner G3110 for the In Charge & Chief Medical Officer vide letter no. 289606 dated 23.09.2015 through Purchase & Inventory Control Office, JMI from N/R Budget (2015-2016)
- Rs. 61627.00 was allocated vide letter no. FTS No. 300191 dated 08.12.2015 Desktop Computer, LaserJet Printer, and an offline UPS from N/R Budget 2015-2016 for the Pharmacy Section of the health centre.
- Rs. 9503.00 was sanctioned vide letter no. FTS No. 300191 dated 08.12.2015 for the purchase of a Laser jet Printer for the In Charge & CMO room from the N/R Budget 2015-2016 through PICO, JMI.
- Rs. 11250.00 was allocated vide letter no. FTS No.

	<p>30716 dated 05.01.2016 for the L shaped table in the room of the In Charge & CMO from N/R budget 2015-2016 through PICO.</p> <ul style="list-style-type: none"> ➤ Rs. 4700.00 were sanctioned vide letter n. PDB/NR/2016 FTS No. 305769 dated 08.01.2016 for the purchase of two computer tables for the health centre. ➤ Rs. 44156.00 sanctioned vide letter no. FTS No. 313250 dated 17.02.2016 for 3 Seater lounge sofa (steel) for the patients from N/R Budget 2015-2016 through PICO. <p><u>XII PLAN EQUIPMENT GRANT (2012-2017)</u></p> <ul style="list-style-type: none"> ➤ Rs. 111000.00 was allocated vide letter no. FTS no. 315584 dated 24.02.20216 for the purchase of ECG machine and a Defibrillator for the Emergency Room from XII Plan Equipment Grant. ➤ Rs. 33000.00 allocated vide letter no. FTS No. 287455 dated 06.11.2015 for a Laserjet Printer, Laboratory Software, and a Blood Mixer for the lab. From XII Plan Equipment Grant.
2.	<p><u>2016-2017 : Non- Plan Recurring Maintenance Budget</u></p> <p>Allocated: <u>95,20,000.00</u> vide letter no. <u>JMI/BUDGET/B-17/2016-2017/ dated 05.07.2016</u> under various Sub Budget Heads : Medicines – 75,00,000.00, Instrument Expenses- 40,000.00 , Lab. Maintenance- 5,00,000.00, Contingencies _ 3,00,000.00, Student Medical Aid – 1,00,000.00, Vaccination Against Hepatitis-B- 8,80,000.00 & Homeopathic Medicines – 2,00,000.00</p> <p><u>The Actual Expenditure for the year 2016-2017 was Rs. 93, 36,461.00</u></p>

NON-RECURRING MAINTENANCE BUDGET 2016-2017

- An Amount of Rs. 43740.00 sanctioned vide letter no. FTS No. 328800 dated 25.05.2016 from N.R. Budget 2016-2017 for the purchase of Curtain cloth with accessories and stitching charges through Purchase & Inventory Control Office, JMI.
- Two Desktop Computer of value Rs. 96108.60 With two offline U.P.S. 0.8 KVA OF Rs. 8140.50 were provided by the Purchase & Inventory Control Office, JMI vide letter no. JMI/RO(PICO)/C-D/2016 dated 03.10.2016 for Dr. SWR Jawed and registration counter.
- An amount of Rs. 15323.00 was sanctioned vide letter no. FTS No. 349222 dated 04.10.2016 for three high back executive chairs for the Specialists Consultant, and one for the Evening Medical Officer of the health centre from N.R. Budget 2016-2017 through Purchase & Inventory Control Office, JMI.
- A Desktop P.C. Of Rs. 48054.30 with an offline UPS 0.8 KVA were provided by PICO, JMI vide letter no. JMI/ RO (PICO) C-D /2016 dated 16.11.2016 for the pathology lab. of the health centre , which is required to run two parallel computers on intranet for the new installed laboratory software.

XII PLAN EQUIPMENT GRANT BUDGET

An amount of Rs. 1198000.00 was allocated vide letter no. PDB/P(XII)-6A/2017/FTS NO. 362811 dated 03.10.2017 for the purchase of equipments for pathology lab.& the Emergency Room of the health centre. The details are as follows :

Rs. 14990.00 for One Medicine Trolley & Three Needle syringe Destroyers – Emergency Room

Rs. 12600.00 for Laundry Basket with Trolley- Emergency Room

Rs. 14950.00 for Wheel Chairs- Emergency Room

Rs. 13500.00 for two Bio Medical Waste Bins – Emergency Room & Medical Lab.

Rs. 14980.00- Gynae Examination Table- For Gynae O.P.D.

Rs. 11550.00- Two Fumigators- 5 ltrs. -Medical Lab. & Emergency Room

Rs. 1450.00- Needle Syringe Destroyer- for Lab.

Rs. 8000.00 – One Oxygen Cylinder- 5 Ltrs. Aluminum with complete set- Emergency Room.

Rs. 14995.00- Vertical Autoclave S.S. 12”X22”- Emergency Room

Rs. 894625.00- Rapid Automated Immunoassay Analyzer- Medical Lab.

Rs. 64995.00- Mannequins- For Basic Life Support

Training Programme

2017-2018 : Non- Plan Recurring – General Budget

Allocated: **95,80,000.00** vide letter no. **JMI/BUDGET/B-17/2017-2018/ FTS No. 394913/3596 dated 07.06.2017** under various Sub Budget Heads : Medicines – 75,00,000.00, Instrument Expenses- 40,000.00 , Lab. Maintenance- 5,00,000.00, Contingencies _ 3,00,000.00, Student Medical Aid – 1,00,000.00, Vaccination Against Hepatitis-B- 8,80,000.00 , Homeopathic Medicines – 2,00,000.00 & Honorarium to lab. Asstt. : 60,000.00

The Actual Expenditure for the year 2017-2018- Rs.91,48,363.00

An amount of Rs. **464500.00** was re- appropriated from the budget head ***'Vaccination Against Hepatitis-B' (640-7) to the "Instrument Expenses"*** of Ansari Health Centre vide FTS NO. 421162 dated 14.11.2017 prior to the administrative approval – JMI/ACCTS/A-12/2017 FTS No. 393933/3646,47 dated 22.06.2017 for the development of Ophthalmic OPD & Diabetic Retinopathy Screening Clinic". The details of the expenses are as follows :

- 1- Auto-Refractometre & Keratometre-336000.00
- 2- Schioz Tonometre- 5800.00
- 3- Direct Ophthalmoscope- 20000.00
- 4- Motorized Power Table- 10000.00
- 5- Slit Lamp- Bio Microscopic- 35000.00
- 6- Vision Testing Box with LED Screen- 30000.00
- 7- Trial frame- 900.00
- 8- Color Vision Book- 900.00
- 9- Trial Lens Set- 7280.00
- 10- Instrument cabinet- 5810.00

NON-RECURRING MAINTENANCE BUDGET 2017-2018

1-A Laser Jet printer of value Rs. 9476.00 was provided by the PICO vide letter no. FTS no.395206 dated 20.06.2017

2-An amount of Rs. 1,02,683.00 was sanctioned vide letter no. PDB/NR-73 2017/ FTS No.394997 dated 04.07.2017 for the purchase of Two Working tables for lab., One Executive chair for the Medical Officer, Four chairs for the patients & Five- 3 Seater Lounge Sofa (Steel) for patients.

BUDGET HEAD :INTEREST OF ENDOWMENT FUND FOR

MEDICAL FACILITY

An amount of Rs. 28,60,000.00 was allocated vide letter no. JMI/ACCTS/E-55/2017 FTS No.396835/3771,72 dated 04.08.2017 for Extended Evening Emergency OPD which constitutes Salaries of the Evening OPD Staff- 21,60,000.00: Emergency Consumables – Rs. 1,00,000.00 : Emergency Drugs-6,00,000.00.

2018-2019 : Non- Plan Recurring – “ General” Budget

Allocated: **95,80,000.00** vide letter no. **JMI/BUDGET/B-17/2017-2018/ dated 18.06.2018** under various Sub Budget Heads : Medicines – 75,00,000.00, Instrument Expenses- 1,00,000.00 , Lab. Maintenance- 5,00,000.00, Contingencies _ 3,00,000.00, Student Medical Aid – 1,00,000.00, Vaccination Against Hepatitis-B- 8,80,000.00 & Homeopathic Medicines – 2,00,000.00

Budget Head- Recurring General- Sub Head-Instrument Expenses**2018-2019**

1-ECG MACHINE- 12 CHANNEL- 90000.00- Emergency Room

The Actual Expenditure incurred for 2018-2019 under the budget head Recurring General was Rs. 87,35,226.00

An amount of Rs. 6,98,200.00 was allocated under the budget head “ Equipments and Laboratories of UGC Grant : Creation of Capital Assets (Object Head 35) - 2018-2019 for the up gradation of the Emergency Room of the health centre. The details of the purchase are as follows :

- 1-AED- 124880.00- Emergency Room
- 2-Vital Monitor-94976.00- Emergency Room
- 3-HBA1C- 65398.00- Pathology Lab.
- 4-Spirometre- 30,000.00- For Respiratory Disease OPD.
- 5-Binocular Microscope- 39,993.00- For Pathology Lab.
- 6-Phlebotomy Cart- 24957.00- For Pathology Lab.
- 7-Wheel Chairs-2 no.-14963.00- For Emergency Room
- 8-Nebulizers & Pulse Oximetre- For Emergency Room
- 9-Surgical Chairs- 10 no.- 44982.00- For Staff
- 10-Oxygen Cylinder with set-2 Set- 20000.00- For

	<p>Emergency Room 11-Surgical Stools- 10 no.- 10000.00- For Emergency Room 12-ECG Trolley+ stethoscope(10)+flowmetre (2 no.)- 19997.00- Emergency Room 13-Attendant bed cum chair & B.P. apparatus (2no.)- 14000.00- Emergency Room 14-Surgical Instrument Cabinet (4 no.)& Weighing Machine (2 no.)-29742.00 15-Over Bed Table , Medical Pad for examination Table, Back rest- 9500.00 16-Vacutainers- 10000 no.- Rs. 19880.00- For lab. 17-Laser Jet printer- P1108- 3 NO.- 24999.00- For lab. , Drs. OPD rooms, 18-Floor Guard- 19995.00-Emergency Room 19-S.S. Wet & Dry Bins- 2 sets- 24992.00- Emergency Room & Lab.</p> <p style="text-align: center;"><u>BUDGET HEAD :INTEREST OF ENDOWMENT FUND FOR MEDICAL FACILITY-2018-2019</u></p> <p>An amount of Rs. 28,60,000.00 was allocated vide letter no. JMI/ACCTS/E-55/2018 FTS No. 448412/3771,72 dated 24.05.2018 for Extended Evening Emergency OPD which constitutes Salaries of the Evening OPD Staff- 21,60,000.00: Emergency Consumables – Rs. 1,00,000.00 : Emergency Drugs- 6,00,000.00</p> <p>Note: All the purchases are made in compliance with the GFR 2015.</p>
<p>3. The infrastructure developed each year from 2014 to 2019</p>	<p>1-Extended Emergency Services (4.00 p.m. to 10.00 p.m.) to make the health services available 365x7 days was inaugurated in Oct. 2016 with a staff of Two Evening OPD Medical Officers- Two Staff Nurses, Two Attendants, One Safai Karamchari.</p> <p>2- This Emergency Arrangement also functions on all holidays including Sundays making it 365x7 days.</p> <p>3- An Ophthalmic OPD was initiated in 2017 with all the ophthalmic equipment required (Auto Refractometre & Keratometre -For Eye Check- ups, Schiötz Tonometre, Vision testing Box with LED Screen, Motorized Power Table, Slit Lamp, Trial Frame Set, Direct Ophthalmoscope, Instrument Almirah, Tables, Trial Frame, Color Vision Book, Surgical Stool.</p> <p>4- Further up gradation of the Emergency Room of the health centre has done in 2017 & 2018 with the purchase</p>

	<p>of AED, Vital Cardiac Monitor, ECG Machine, Oxygen Cylinders- Aluminum- 5ltrs with complete set, Nebulizers, Bio Waste Bins, Defibrillator, Semi Fowler Beds- 4 No., Instrument Trolleys, Modular Crash Trolleys, Patient Transport Trolleys, Pulse Oximetre, Wheel Chairs, Autoclave- Big Size 12"x20", Fumigators, Over Bed Tables to provide emergency services to the patients in need.</p> <p>4- An Emergency Paging Sound System was installed in the Emergency Room.</p> <p>5- Medical Lab has upgraded with the purchase of a laboratory Software, HBA1C, Rapid Automated Immunoassay Analyzer, Visicooler- 320 Ltrs. (Free with AED) Fumigator-5 ltrs., Bio Waste Bins, Binocular Microscope and other related equipments.</p> <p>6- CPR Mannequins- 5 No. were purchased for demonstration during BLS Training programme.</p> <p>7- An up graded ENT OPD equipped with Modular ENT Unit, ENT Microscope, ENT Chair, ENT Stool.</p> <p>8-Health Centre also act as a surveillance Centre for the National Mission, Ministry of Health & Family Welfare Department, Govt. of India. (AFP, Measles, and VPD)</p> <p>9-Integrated Counseling & Testing Centre (ICTC) for HIV patients is provided in the Health Centre.</p> <p>10-"Conference Room" facility equipped with projectors and computer system is available in the Health Centre for academic activities.</p> <p>11-A centralized "Fire Alarm System" installed at the main gate of the Emergency Room with " Fire Extinguishers" installed at both the floors of the health centre maintained by the Security Office of the University.</p> <p>12-Two patient's lifts maintained by the Building Department, JMI.</p> <p>13- The health centre have a Centralized A.C. unit maintained by the Building Department of the university.</p> <p>14- Nine Split & three Window A.C. 's are installed in the various sections of the health centre.</p> <p>15-Provision of Water cooler with two R.O. System installed at the health centre maintained by Purchase & Store Section, JMI.</p>
4. Patients (other than	➤ <i>Year- No. of Employees</i>

students) handled each year from 2014 to 2019	<ul style="list-style-type: none"> ➤ 2014-2015 -66120 ➤ 2015-2016 -80400 ➤ 2016-2017 -84000 ➤ 2017-2018 -82944 ➤ 2018-2019 -88200
5. Patients (students) handled each year from 2014 to 2019	<ul style="list-style-type: none"> ➤ <u>Year</u> <u>No. of Students</u> ➤ 2014-2015 -45226 ➤ 2015-2016 -58600 ➤ 2016-2017 -56000 ➤ 2017-2018 -55296 ➤ 2018-2019 - 58800
6. Details of domains in which consultants/ specialists are appointed	All the Specialists were appointed on honorarium daily visit basis @ 1200/ hour twice a week for each specialist.
7. Details of test facilities available	<p>1-Bio- Chemistry- Blood Sugar, Lipid Profile, LFT, KFT, Serum Calcium HBA1C</p> <p>2-Hematology-CBC, ESR, Complete Haemogram, AEC, Malaria Parasite.</p> <p>3-Hormones- Thyroid Profile (TSH)</p> <p>4-Serology- RA Factor, CRP, HBSAG,VDRL,HIV(ICTC),Blood Group, Malaria Antigen, Typhi Dot, Widal.</p> <p>5-Clinical Pathology-Urine Routine & Microscopy, Urine Pregnancy Test, Stool Routine & Microscopic, Urine Albumin, Urine Sugar.</p>
8. Are test lab facilities accredited for quality assurance	<p>YES</p> <p>1- Bio- Chemistry- EQAS- CMC Vellore</p> <p>2- Hematology-EQAP- AIIMS, New Delhi</p>
9. Emergency aids provisions for university staff/students	<p>1-'Emergency Services' available on all weekdays, all holidays including Sundays (365x7) from 9.00 a.m. to 10.00 p.m. is well equipped with Oxygen Cylinders, ECG Machine, Vital Monitor, Defibrillator, BIPAP Machine, Oxygen Concentrator, Suction Machine, Scoop Stretchers, Wheel chairs, Emergency Beds, Patient Transport Trolleys, Crash Trolleys, Glucometre, etc. for all the Jamia Beneficiaries- Students, Employees & their dependents on all holidays including Sundays from 9.00 A.M. TO 10.00 p.m.</p> <p>2-'Well equipped ambulance' with (AED), Glucometre, services are available 24x7x365 for all the students and the staff of the university to transport them to the hospital in an Emergency Situation. This ambulance is also being used during various university occasions like convocations, Entrance Examinations, & University Sports activities.</p> <p>3-'Student medical reimbursement facility' is provided</p>

	<p>up to Rs. 500 to each student per financial year through the allocated budget for the same.</p> <p>4-'Hepatitis-B Vaccination facility' is provided for all the Jamia beneficiaries round the year.</p> <p>5-'Safe Drinking Eater Facility' (Water Cooler with R.O. System) is installed at the main gate of the Health Centre.</p> <p>6- A Display Board is installed at the reception area notifying all the doctor's OPD timings and specific days.</p>
10. Provision for referral of patients to various hospitals/health centers	<p>Yes-The patients are referred by the doctors available at the health centre to the empanelled hospitals as per their requirements.</p>
11. Health seminars/ health camps/ social outreach programs organized	<p>YES</p> <ul style="list-style-type: none"> ➤ Blood Donation Camps, ➤ Hepatitis-B Vaccination Camp, ➤ Diabetes Camp at the Jamia Foundation Day ➤ Provision of First -aid facility during Sports Tournaments, convocations, & other cultural programmes in the University. ➤ Various seminars, lectures were timely conducted to spread social awareness related to seasonal ailments & other diseases like Dengue, Chikungunia, and Prostate Cancer, Lung Cancer, Brain Surgeries, Orthopaedic Ailments, Preventive aspects of Cardio- Vascular ailments, Respiratory Rehabilitation et. Al. ➤ BLS Training programme has been conducted every three months for the students and the staff of the university. ➤ Provides services to State Cycling Marathon conducted and the University staff participated actively for physical & mental health enhancement. ➤ Behavioral & Counseling for staff & students. ➤ Physical Training rehabilitation of diabetes patients. ➤ Extensive Medical Research in collaboration with different departments research work (regarding Dengue, Chikungunia, RSV Virus, Diabetes etc. - More than 50 papers were published in various national & international journals.) ➤ Clinical Training of the students from Faculty of Dentistry, CPRS, JMI, Kaushal Kendra, and MCAR. ➤ Provides First- Aid Training to the university's school teachers in 2014. ➤ Extensive medical checkup & first aid training of the students under Bridge-Programme- "<i>Nayi- Manzil</i>". ➤ Felicitation of the noted visitors (Dr. Shama Parveen, Awarded Syeeda Begum Women

	Scientist Prize 2018 by The Vice- President of India held at Hamdard University) with exemplary achievements in the field of Medical Sciences & related research programme.
12. Provisions for maintenance of equipment/ facilities	Yes. <ul style="list-style-type: none"> ➤ An Annual Maintenance Contract has been managed through Purchase & Inventory Control Office of equipments like A.C.'s, Water coolers, Lab. Machines, R.O. 's ➤ Centralized service maintenance for the Computers, & peripherals provided by FTK CIT, JMI. ➤ Pest Control Maintenance Annually done from the Contingencies Head of Expenditure of the health centre through the department Sub Purchase Committee ➤ Bio- Medical Waste Services maintained annually as per DPCC guidelines.
13. Provisions for providing prescribed medicines to the patients	<ul style="list-style-type: none"> ➤ Most of the medicines prescribed by the doctors are available in the pharmacy section of the health centre. ➤ Exceptional medicines can be purchased from outside on the prescription of the health centre doctor with medical reimbursement condition managed by the Administration.

7. Governances

Item	Compliance status	Remarks/ justification for deviations / partial compliance / non-compliance/ plans for improvement/details etc.
1. All office establishment files are indexed	Yes	All office files properly maintained year wise in respect to the varied sections.
2. Office establishment uses File Tracking System (FTS) for sending & receiving all files?	Yes	All the files, letters are send & received through FTS.
3. Office establishment performs file status review regularly to find pending files in the office establishment or with other office establishments?	Yes	The pending files are being regularly queried through FTS to pursue their progress.
4. Office establishment keep proper record of old files	Yes	All the old records, files, etc are maintained in a locked Record Room of the

		health centre.
5. Office establishment follows proper systems for record keeping /maintenance /of diaries/registers/files/records and their safety	Yes	All the official records, registers files etc. are maintained and their safety is ensured.
6. The office establishment follows timelines for clearance of files	Yes	Time lines are followed strictly.
7. Average no. of working days taken for the clearance of a file from its date of receipt in the office establishment	4-5 days approx.	It varies on the nature and status of the file.
8. There is well established system for reporting and administrative control for the office establishment	Yes	Both manual & digital administrative work has been maintained throughout the year.
9. Roles and responsibilities of staff are defined and documented	Yes	All the staff are deputed at various sections as per their appointment and the related documents are being maintained in the administration.
10. Office establishment regularly conducts staff meetings for reviewing the work performance and outcomes	Yes	Official meetings held every month by the In Charge & CMO.
11. Strict adherence to rules, regulations and work processes is followed	yes	Strictly Followed
12. There is administrative process to ensure punctuality and attendance	Yes	Attendance and punctuality maintained manually and reviewed on regular basis.
13. There is grievance handling mechanism related to office establishment's work	Yes	Suggestion Box is installed at the reception to receive any grievance and is being checked regularly by the In Charge & CMO, AHC.
14. Office establishment maintains stock registers/ issue registers	Yes	Properly maintained for every financial year
15. Physical stock verification carried out annually and obsolete materials written off regularly	Yes	1-Physical Verification of consumables and non consumable stock has been done annually and the stock registers have been duly signed by the concerned authority. 2-Obsolete materials have been written off through PICO, JMI and

		a record of their disposal is maintained regularly.
16. Office ICT tools (Computers/Printers/etc.) are maintained in working condition	Yes	Centralized service maintained by FTK CIT, JMI annually.
17. There is a formal system of handover-takeover between the outgoing and new Office establishment Head?	Yes	Strictly followed.
18. Staff attends Training/Orientation Courses for up gradation of their work-related skills. If yes, please indicate percentage of staff undergone such trainings	Yes	Staff attended the orientation programmes organized by the administration with prior permission from the head of the department.
19. Well defined process for monitoring and timely disposal of Parliament Questions/RTI/ Audit paras/ other such references/ representations	Yes	RTI's, Audit paras have been responded only when asked by the administration.
20. There is mechanism to ensure optimal utilization of resources – manpower and others	Yes	Head of the Department fulfills the responsibility of the optimal utilization of the staff as per the requirement.
21. Regular cleanliness and sanitation works are carried out	Yes	-Strictly followed and supervised. Ensure proper usage of -Customized Dustbins, Bio Medical Waste Bins, Spit Bins placed at appropriate places of the health centre. Bio Medical Waste is managed, treated by the concerned vendor as per DPCC guidelines. Wet & Dry Bins are kept in specific places for their optimal usage.

7. **List of major works/ responsibilities of the Office establishment :**

- ❖ Provision of General & Specialized OPD services to the patients visiting health centre.
- ❖ Management of the patients' registration, Q Management and maintain official Dak and files.

- ❖ Handling of prescriptions of medicaments.
 - ❖ Laboratory Investigations (as mentioned in Annexure 6)
 - ❖ Emergency Life saving services.(as mentioned in Annexure -6,. 9)
 - ❖ Management of Minor surgical procedures.
 - ❖ Maintenance of Non- Consumable stock.
 - ❖ Maintenance of Consumable Stock.
 - ❖ Purchase of Medicines, logistics, lab. Reagents, equipments maintained and regularized through department duly constituted Sub Purchase Committee in compliance with GFR 2015.
 - ❖ Services like Pest Control, Bio Medical Waste Management are being maintained and regularized through the authorized Sub Purchase Committee of the department.
8. Whether the Office establishment has identified “Key Performance Indicators” (KPI) to assess its performance? If yes, please list the KPIs.
- ❖ Individual performances recorded by the HOD in CR every academic year and submitted to the administration with complete confidentiality.
9. Write the exceptional contributions made by the office establishment in its working during last five years resulting in significant improvements in efficiency, savings of costs and time etc.
- ❖ Computerized medical booklet system with proper bar coding for the patients visiting health centre was initiated in the year 2012.
 - ❖ Digitized lab. reporting, direct access to the patients, Access through E –Mail of the patient.
 - ❖ Regular up gradation of Medical Laboratory services from 2005 onwards till date providing maximum laboratory investigations for the Jamia beneficiaries.
 - ❖ Up Gradation of the Emergency Room services to manage minor emergency situations at the health centre effectively.
 - ❖ Extension in the Evening OPD timings from 4.00 p.m. to 10.p.m. enables students and staff to visit the health centre.
 - ❖ Emergency OPD Shift which functions on all holidays including Sundays make the health centre facility more accessible and feasible to the students and the staff of the university.
 - ❖ Modifications in the opening of Laboratory timings from 8.00 a.m.
 - ❖ Emergency Paging Sound System was installed in the Emergency room of the health centre in order to make announcements during an emergency situation.
 - ❖ Arrangement of gym facility (donated by the In Charge & CMO) to enhance the physical and mental health of the staff of the health centre in order to have a positive impact to deal with the pressure situations.
 - ❖ Enrollment with Govt. Medical Store Depot in 2013 (a centralized Govt. body for the provision of medicines to all the Central Govt. Health Services) for the procurement of medicines at economic rates.
 - ❖

10. Please indicate work contribution, if any, of the office establishment that has positively impacted the environment and energy consumption
- ❖ Dr. M A Ansari Health Centre is a “No Tobacco” and “ No Smoking” Zone displaying boards at various places.
 - ❖ Equipments purchased or procured are Eco- Friendly in nature.
 - ❖ Bio Medical Waste management services to avoid any Bio Medical Hazards.
 - ❖ Planting trees and plants have been encouraged and managed by the Horticulture department of the University and the health centre is maintained as “ Green Zone” for healthy ambience.
11. Suggestions and future-plans for further improvement in efficiency/effectiveness/team spirit etc. in the working of the office establishment
- ❖ Complete digitization of the health centre .
 - ❖ Development of a Microbiology section in the Medical Lab. of the health centre.
 - ❖ Bio Metric system should be introduced.
12. Identify major Strengths, Weaknesses, Opportunities and Challenges (SWOC) of the office establishment in relation to discharge of its responsibilities.
- ❖ Major strength is managing a footfall of 450-500 patients daily of various ailments with efficacy and empathy.
 - ❖ A patient centered approach is exhibited by all the staff of the health centre.
 - ❖ Special care for the elderly and retired beneficiaries of the university.
 - ❖ Exhibiting power of endurance during emergency situations.
 - ❖ Multi-Tasking ability.
 - ❖ Difficulty in managing with the meager staff when the other staff is on leave.
 - ❖ To follow tedious and lengthy procedures while making purchases of emergency equipments.
 - ❖ Multiple tasks, outreach programmes posit interruptions in the regular functioning of the health centre.

13. Declaration by the Head of the Office Establishment:


The information provided above is correct to the best of my knowledge.

Signature with office seal:

Name: Dr. Irshad Husain Naqvi, MBBS, MD

Designation: In Charge & Chief Medical Officer

Date: 10.09.2021


 डॉ. इरशद हुसैन नाक्वी / Dr. Irshad Husain Naqvi
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