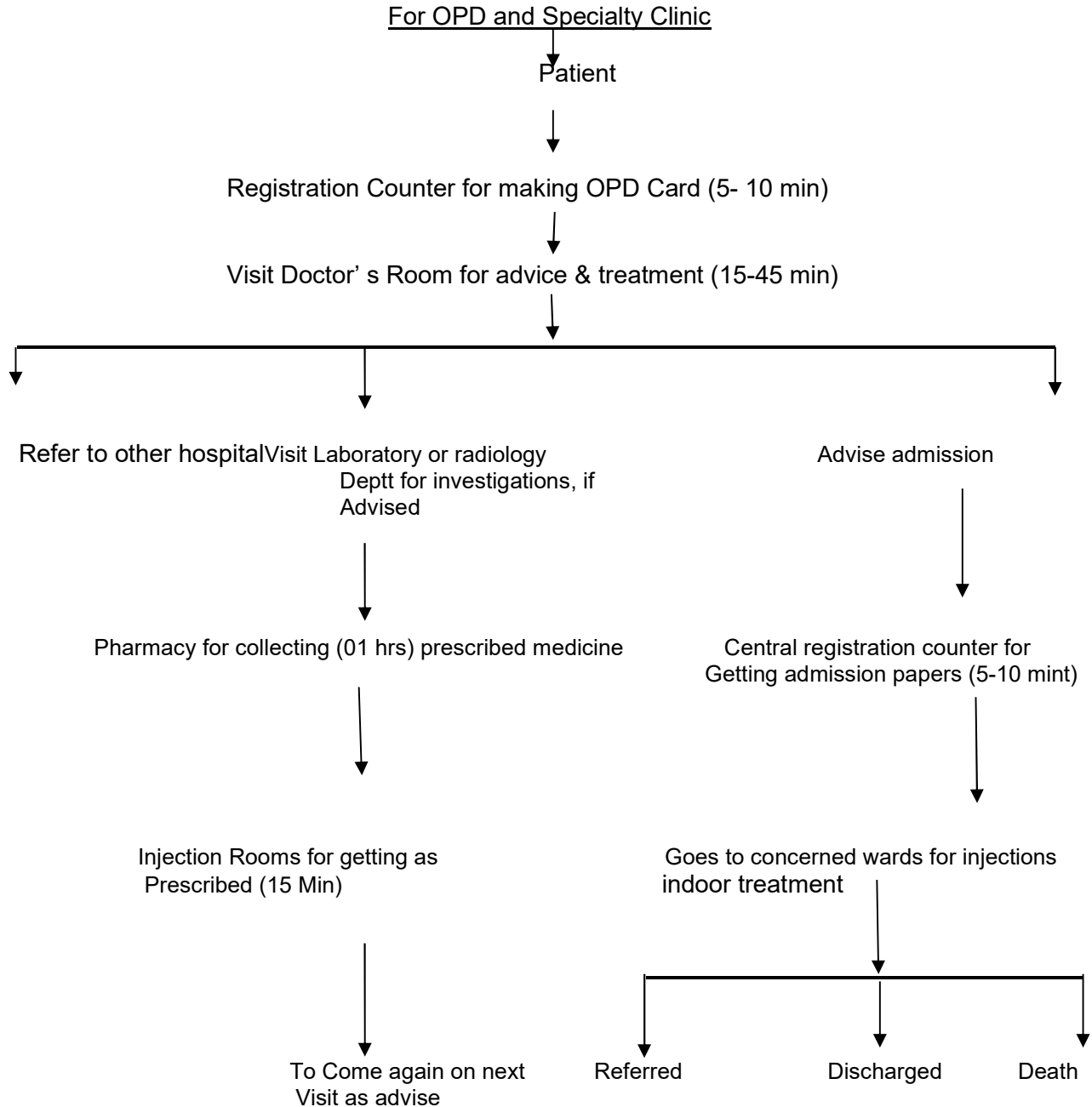


GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
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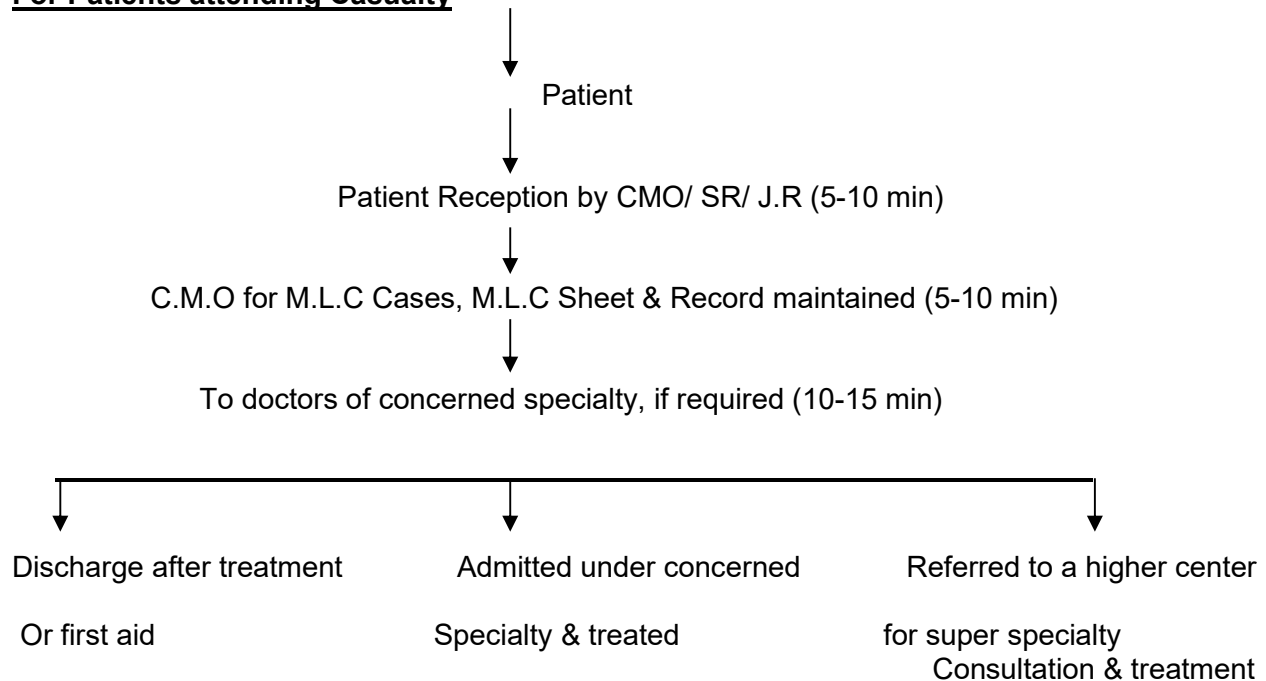
MANUAL -3
[Section 4 (1) (b) (iii)]

Procedure of Patients



1. In Case of any difficulty faced by the patients, the same is solved by the In charge OPD, Grievance Officer, DMS, AMS
2. Medical Superintendent is the Final Authority in case the problem is not solved at above mentioned level.

For Patients attending Casualty



1.In Case of any difficulty faced by the patients, the same is solved by the CMO, CCMO, Grievance Officer, DMS, AMS)

2 Medical Superintendent is the final Authority in case the problem is not solved at above mentioned level.