



CITIZEN CHARTER

CH.BRAHM PRAKASH

AYURVED CHARAK SANSTHAN

(An Autonomous Institution under GNCTD)

Khara Dabar, Najafgarh, New Delhi-110073

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cbpacs.hospital@gmail.com

Website: www.cbpacs.delhi.gov.in

OUR MOTO

“Har Ghar Ayurved
Pahunchaenge, Swasth
Samaj Banayenge”

*Facilities available in the hospital are subject to any change as and when required.

Chaudhary Brahm Prakash Ayurved Charak Sansthan (CBPACS) is an autonomous Ayurvedic Medical College and Hospital under the Govt. of NCT of Delhi and is registered under the Societies Registration Act 1860.

The chairman of the Governing Council of the Institute is Hon'ble Minister, Department of Health and Family Welfare, Govt. of Delhi. The institute is named in the honor of first Chief Minister of Delhi, Late Shri Chaudhary Brahm Prakash.

INFRASTRUCTURE OF THE INSTITUTE: The institute is spread in a huge 95 acres of lush green eco-friendly campus with a total built-up area of 47,150 Sq. meters; the institute has separate academic and hospital block each having 4 storied buildings with central AC plant in basement of Hospital Complex. The institute has five Lecture theatres and one Seminar hall equipped with audio-visual facilities. Other amenities are separate boys and girls' hostel, Doctors' hostel, herbal garden, PSA plant, Central Library, Sports ground, Canteen and Housing complex. The entire building is safe with

Fire Alarm system and extinguishers. The Institute campus is declared as a "Tobacco Free Zone." **STAFF & SANCTIONED POSTS:** The Institute is catering to Ayurveda health services, education and research through its highly experienced faculty members and doctors having National and International exposure. The total sanctioned staff strength of the institute 407.

ACADEMICS: The Institute is currently running a graduate program (B.A.M.S) with annual intake capacity of 75 students. The institute has also started post-graduate program (MD Ayurveda) in 7 departments with total 51 seats. The institute is affiliated to Guru Gobind Singh Indraprastha University, recognized by NCISM and approved by Department of AYUSH, Govt. of India. Subsequently, the institute has planned to start PG diploma and Ph.D program in various specialities of Ayurved in the coming years.

The experienced faculty of the institute believes in imparting "Hands on Practical training" that's why students of not only India but also from other countries like Japan Sri Lanka, Malaysia, Nepal Trinidad & Tobago are taking education from this institute. Candidates are sponsored by Indian

Council of Cultural Relations for seats reserved for students of foreign nationals.

All the 14 Departments are well equipped with Laboratory and Museum. A huge part of land of nearly 50 acres is in process of developing into a world-class Herbal Garden. The Institute regularly invites the eminent National and International scholars of Ayurved and renowned scholars of allied sciences for Guest Lectures for discussion on the recent advancement in Ayurved.

HOSPITAL: The 210 bedded hospital attached to the institute is centrally Air-conditioned and is providing health services through its highly skilled and experienced Doctors. The hospital has 22 functional OPDs of different specialties like Kayachikitsa (Medicine), Panchkarma, Shalakya (Eye & ENT), Stri-Prasuti Vigyana (Gynae & Obs), Kaumatharhitya (Paediatrics), Shalaya (Surgery), Swasthivritta and Yoga etc. The hospital has treatment facility with Panchkarma therapy, Ksharasutra therapy, Leech therapy, Marma chikitsa, Agni karma & Alabu chikitsa. The OPDs are equipped with Token

Number Display System for the convenience of the patients waiting for their number in Waiting Lounge.

The patients admitted in Private and General Wards get homely environments in the hospital and are taken care by the trained, experienced and friendly nursing staff. The patients of the indoor section are provided with healthy nutritious food as prescribed by their doctors keeping in view of dietary regimen described in Ayurvedic text.

CBPACS is the first Ayurvedic hospital in India to reach a record average of more than 1000 patients more than 80% occupancy in indoor sections almost throughout the year. The institute has fully equipped modern Operation Theatres (OT), where major and minor surgeries are performed.

To cater the medical facilities to the suffering patients at their doorsteps, Sanshan regularly organizes medical camps and children's health check-up programs in nearby villages and slum areas of the city under the banner "Asptal Aapke Dwar"

Other facilities in the hospital are Central Pathology Lab, and Yoga unit.

RESEARCH: In collaboration with CSIR-TRISUTRA, the institute conducted research on "Identification of genomic correlates of Prakriti in healthy individuals from North Indian population of Delhi/Haryana."

A peripheral Pharmacovigilance cell has been set up in the institute to establish and manage a Data base of Adverse Drug Reactions and report further to regional cell under National Pharmacovigilance Programme.

It was first Ayurvedic hospital which admitted and treated covid-19 patients. A stand-alone treatment and successfully treated more than 3000 patients with negligible any mortality rate.

It is expected to be a premier research centre in upcoming years.

DEPARTMENTS

1. Department of Sanskrit Samhita and Siddhanta (Basic Principles of Ayurveda)
2. Department of Rachana Sharir (Anatomy)
3. Department of Kriya Sharir (Physiology)

Free Medicines Available

Majority of medicines are supplied free of cost to the patients. The medicines are purchased as per the guidelines and list of essential drugs issued by CBPACS.

GRIEVANCES/COMPLAINTS/REDRESSAL

In case of any grievance/complaints/following officers may be contacted.

4. Department of Dravyaguna (Pharmacology)
5. Department of Agad Tantra (Medical Jurisprudence and Toxicology)
6. Department of Rasa Shashtra (Pharmaceutical Science)
7. Department of Roga Nidan evam Vikriti Vigyan (Pathology)
8. Department of Swasthavritta (Preventive and Social Medicine)
9. Department of Kaumarbhritya (Paediatrics)
10. Department of Prasuti Tantra and Stri Roga (Gynaecology and Obstetrics)
11. Department of Shalya Tantra (General Surgery)
12. Department of Shalakya Tantra (Eye & ENT)
13. Department of Kaya Chikitsa (Medicine)
14. Department of Panchakarma

Computerization of Hospital Services:

OPD and indoor admission services have been already computerized. Plans for the computerization of other parts of the hospital are being prepared as part of the hospital information Management System (HIMS).

Police Post: Dedicated to helping patients and Hospital staff.

- MS office: 8810576375.

- Nursing services: Dr. Trapiti Aggarwal, Assistant Prof. PTRS, Institute Section 1st floor, Room No. 131

- Dietary Services: Dr. Rakesh Kumar Verma, Associate Professor, Swasthavritta. Institute Section 2nd floor, Room No. 233

- Account Branch: Ms. Sunita Narang Addl. Director Finance, Institute Section 1st floor, Room No. 122

- Pharmacy: Dr. Sonal Chaturvedi I/C Pharmacy, Institute Section 1st floor, Room No. 113

- PIO: Dr. Jitesh Verma- PIO, Assistant Prof.- Deptt. Of Bahog, Institute Section 1st floor, Room No. 106

- Security: Dr. Atal Bihari Trivedi, Associate proform, Kayachikitsa,

Institute Section 1st floor, Room No. 148

- Housekeeping: Dr. Umesh Kumar Sapra, Assistant Professor, Department of Rog Nidhan evam Vikriti Vigyan, Institute Section 2nd floor, Room No. 214.
- Dr. R.N Garg, Panchkarma Vaidya, Hospital Section 2nd floor, Room No. 215.

OPD SERVICES

Registration from 7:30 AM to 12:30 PM on Mon to Fri and 7:30 AM to 11:30 AM Sat.

FACILITY	OPD NO.	SERVICES
General OPD	1	All days 8:00-2:00 Sat 8:00-1:00
Kayachikitsa	2	All days 8:00-2:00 Sat 8:00-1:00
Geriatric	3	All days 8:00-2:00 Sat 8:00-1:00
Panchkarma	4	All days 8:00-2:00 Sat 8:00-1:00
Panchkarma	5	All days 8:00-2:00 Sat 8:00-1:00
Kayachikitsa	6	All days 8:00-2:00 Sat 8:00-1:00

Indoor Facilities

S. no	Category	No of beds	Charges/ day	Per
1	General		30/-	
2	Semi-private	3 bedded 2 bedded	400/- 750/-	
3	Private	Single bedded	2000/-	

IPD Detail

Balroga	8	All days 8:00-2:00 Sat 8:00-1:00
Gennie OPD:- ANC OPD/ PTSR	11/12	Only Thursday All days 8:00-2:00 Sat 8:00-1:00
Shalakyra (ENT)	14	All days 8:00-2:00 Sat 8:00-1:00
Shalakyra (EYE)	15	All days 8:00-2:00 Sat 8:00-1:00
Shalya (Surgery)	16	All days 8:00-2:00 Sat 8:00-1:00
General OPD	17	All days 8:00-2:00 Sat 8:00-1:00
Swasthaya Rakshan(OPD for dietary/lifestyle advise	20	All days 8:00-2:00 Sat 8:00-1:00
Casualty Medical OPD	22	All days 8:00-2:00 Sat 8:00-1:00

Laboratory Services

Blood collection: Mon to Fri - 8:00 AM to 11:AM
(Sat 8:00 AM to 10: AM)
Report Dispatch: Mon to Sat - 8:00 AM 11:00 AM
(2:00 PM to 3:00 PM)

DEPARTMENT NAME	GENE RAL WARD	MALE/ FEMALE	TOTAL No OF BEDS
Kayachikitsa	Ward-1 Ward-5	Male(30) Female(28) Pvt(7)	65
Panchakarma	Ward-3 Ward-4	Male(30) Female(28) PVT(7)	65
Striroga & prasuti tantra	Ward-7 Ward-6	Female(19) PVT(01)	20
Balroga	Ward-6	M/F Child (18) PVT(2)	20
Shalya Tantra	Ward-2 Ward-8	Male (10) Female(06) PVT(04)	20
Shalakyra tantra	Ward-2	Male(10)	20

Panchakarma Services Charges (Private Ward)

Ward-8	Female(06) PVT(04)	Total Bed-210
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क्रमांक	सेवा का नाम	शुल्क प्रति सितिग	7 दिन के लिए (10% बाद)	15 दिन के लिए (15% बाद)	21 दिन के लिए (20% बाद)
1.	अभ्यांग (एकांग)	20	125	255	335
2.	अभ्यांग (सर्वांग)	100	630	1275	1680
3.	नाडी स्वेदन (एकांग)	20	125	255	335
4.	सर्वांग स्वेदन	100	630	1275	1680
5.	शालि षष्टिक पिण्ड स्वेदन	100	630	1275	1680
6.	पत्र पोटली स्वेद (सर्वांग)	20	125	255	335
7.	पत्र पोटली स्वेद (एकांग)	100	630	1275	1680
8.	कटि वस्ति	50	315	640	840
9.	प्रिवा वस्ति	50	315	640	840
10.	जानु वस्ति	50	315	640	840
11.	शिरो वस्ति	150	945	1900	2520
12.	शिरो धारा	150	945	1900	2520
13.	सेह धारा (एकांग)	50	315	640	840
14.	सेह धारा (सर्वांग)	500	3150	6375	8400
15.	उद्धर्तन	100	630	1275	16820

16.	उपनाह स्वेद	20	125	255	335
17.	नस्य कर्म	20	125	255	335
18.	अक्षितर्पण	20	125	255	335
19.	नेत्र सेक	20	125	255	335
20.	नेत्र पुटपाक	20	125	255	335
21.	विडालक	20	125	255	335
22.	वमन	200			
23.	विरचन	100			
24.	अनुवासन	100	630	1275	1680
25.	निरुह वस्ति	20	315	640	840
26.	योग वस्ति (8दिन)	585			
27.	काल वस्ति (1.6 दिन)	1105			
28.	कर्म वस्ति (30 दिन)	1920			

Panchkarma Charges (Gernal Ward)

क्रमांक	सेवा नाम	का	शुल्क प्रति सिटि ग	7 दिन के लिए (10 के बाद)	15 दिन के लिए (15 के बाद)	21 दिन के लिए (20 के बाद)
1.	अभ्यंग (एकांग)		6	37.80	76.50	100.80
2.	अभ्यंग (सर्वांग)		30	1890	382.50	504

3.	नाड़ी स्वेदन (एकांग)	6	37.80	76.50	100.80
4.	सर्वांग स्वेदन	30	1890	382.50	504
5.	शालि षष्टिक पिण्ड स्वेदन	30	1890	382.50	504
6.	पत्र पोटी स्वेद (सर्वांग)	6	38.80	76.50	100.80
7.	पत्र पोटी स्वेद (एकांग)	30	1890	382.50	504
8.	कटि वस्ति	15	94.50	191.25	252
9.	शिरा वस्ति	15	94.50	191.25	252
10.	जानु वस्ति	15	94.50	191.25	252
11.	शिरा वस्ति	45	283.50	573.75	756
12.	शिरा धारा	45	283.50	573.75	756
13.	सेह धारा (एकांग)	15	94.50	191.25	252
14.	सेह धारा (सर्वांग)	150	945	1912.50	2520
15.	उद्वर्तन	30	1890	382.50	504
16.	उपनाह स्वेद	6	37.80	76.50	100.80
17.	नस्य कर्म	6	37.80	76.50	100.80
18.	अक्षितर्पण	6	37.80	76.50	100.80
19.	नेत्र सेक	6	37.80	76.50	100.80
20.	नेत्र पुटपाक	6	37.80	76.50	100.80
21.	विडालक	6	37.80	76.50	100.80
22.	वमन	200			
23.	विरचन	30			

24.	अनुवासन वस्ति	30	1890	382.50	504
25.	निरुह वस्ति	15			
26.	योग वस्ति (8दिन)	585			
27.	काल वस्ति (1.6 दिन)	1105			
28.	कर्म वस्ति (30 दिन)	1920			

Rights & Responsibilities of patients as adopted by NHRC

Right of patients

1. Right to information
2. Right to records and reports
3. Right to informed consent
4. Right to confidentiality human dignity and privacy
5. Right to a second opinion
6. Right to transparency in rates, and care according to prescribed rates wherever relevant
7. Right to non-discrimination.
8. Right to safety and quality care according to standards
9. Right to choose alternative treatment options if available
10. Right to choose a source for obtaining medicines or tests
11. Right to proper referral and transfer, which is free from perverse commercial influences

12. Right to protection for patients involved in clinical trials
13. Right to protection of participants involved in biomedical and health research
14. Right to take off discharged patient, or receive the body of deceased from the hospital
15. Right to Patient Education
16. Right to be heard and seek redressal

Responsibilities of patients.

1. Patients should provide all required health-related information to their doctor, in response to the doctor's queries without concealing any relevant information, so that diagnosis and treatment can be facilitated.
2. Patients should cooperate with the doctor during the examination, diagnostic tests and treatment, and should follow the doctor's advice while keeping in view their right to participate in decision-making related to treatment.
3. Patients should follow all instructions regarding appointment time, cooperate with hospital staff and fellow patients, avoid creating disturbance to other patients, and maintain cleanliness in the hospital.
4. Patients should respect the dignity of the doctor and other hospital staff as human beings and as professionals. Whatever the grievance may be, patients/caregivers should not resort to violence in any form and damage or destroy any property of the hospital or the service provider.

5. The Patients should take responsibility for their actions based on choices made regarding treatment options, and in case they refuse treatment.

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MS. Suman