



CITIZENS' CHARTER

INTRODUCTION:

DSCI (EAST)

- **DELHI STATE CANCER INSTITUTE (DSCI)** has been setup as an independent autonomous institution as a Society under Societies Registration Act XXI of 1860 w.e.f. 16.05.2006 following a Cabinet decision of the Govt. of NCT of Delhi dated **5th April 2006**. It is intended to function as a 'role model' centre of excellence to provide world class facilities for comprehensive diagnosis and management of all types of cancers with latest concepts and technology available in this field under one roof within the reach of the common people.
- The physical infrastructure and ambience created for this Institute is among the finest in the country for any Govt. institution for which DSCI was also awarded the coveted '**Vishwakarma Award**' by CIDC, Govt of India in 2015. The guiding principle of the Institute is to provide patient care with dignity, humane approach, and as per their convenience. Considering the suffering, pain and agony of cancer patients, a soothing and patient- friendly environment has been created for attracting and diverting their attention from their ailment. The Institute has earned unique distinction about its outstanding upkeep and maintenance, although it is now facing extreme crunch of space and staff.
- First Phase facilities installed at this Institute, comprising OPD and Daycare services, were inaugurated on **26th August 2006**. 2nd Phase facilities with Indoor Patient Services etc were commissioned w.e.f. 13th February 2011 with several new facilities having been added thereafter including ultra-modern diagnostic facilities, state of art operation theatres and the latest generation Robotic Surgery System.

DSCI (WEST)

- Considering the performance of DSCI (East) in Dilshad Garden over the years, the Radiotherapy Unit at the Super Specialty Hospital at Janak Puri was handed over to the DSCI by the Govt. on **8th June 2012** to develop it as **DSCI (West)** and to provide cancer treatment facilities for the residents of West Delhi. By carrying out necessary modifications in the built up structure to meet the functional needs,

the OPD and Day Care Services were commissioned here on **13th March 2013**.

- Clinical Services Support and Administrative management of DSCI (West) is being done through DSCI (East) on rotation basis.

Vision of DSCI:

- To establish the DSCI as one of best Centres in the country and to become a leading centre in Cancer Management in the international field within next 3-5 years by providing:
 - latest technology facilities for diagnostic and treatment of cancer
 - integrated patient care with humane approach
 - dedicated R&D facilities
 - human resource development responsibilities
 - technology development
 - technology transfer
 - community service programs: *IEC programs, screening/early detection, rehabilitation, R&D*
- As per the approved plans, the DSCI would be at par in facilities and services with some of the reputed cancer hospitals in the country and with some of the best international centres in the field within the next 3-5 years.
- DSCI is being established as a 'role model' Institute under the Govt. of NCT of Delhi. It is being developed as:
 - An Institute with a 'difference'!
 - An Institute providing a 'healing touch with dignity and humanity'!
 - An Institute with 'round the clock facilities in a friendly environment'!
 - An Institute providing 'care with convenience' to those who need it!
- All the facilities at DSCI are being established with an aim to obtain international credibility and accreditations like UICC affiliation, ISO 9002, ISO 14001, NABL and other national/international certifications/affiliations for excellence in services of the Institute

Mission of DSCI:

- To provide relief to patients suffering from cancer by providing them the best of the facilities under one roof in an integrated manner
- To collaborate with leading national & international centres in the field for joint treatment protocols, information/resource exchange and R&D Programs
- To coordinate with reputed international institutions/universities for high level academic programmes in HRD.
- To coordinate with Govt. and NGOs for strengthening National Cancer Control Program and for promoting indigenous protocols/technology/programs in the field.

EXPECTATION FROM PATIENTS/ RELATIVES/ GUARDIANS:

- Smoking, Tobacco chewing & consumption of liquor are not allowed inside hospital premises.
- Wait patiently for your turn.
- Help keeping Hospital & surroundings clean, cooperate with hospital staff & do not demand undue favours for best possible health care.

RESPONSIBILITIES OF THE PATIENTS/ RELATIVES/ GUARDIANS:

- The success of this hospital depends on the supports we receive from our users.
- Please try to appreciate the functioning of the hospital under various constraints.
- Please do not cause inconvenience to other patients.
- Please help us in keeping the hospital and its surrounding neat and clean.
- Please use the facilities of this hospital with care.
- Beware of Touts.
- Hospital is a 'No Smoking Zone'.
- Please refrain from demanding undue favours from the staff and officers.
- Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Director of the Hospital.
- Please bring your old OPD slip on your next visit.
- Help us to Help you.
- Keep calm and wait for your turn please.

GENERAL INFORMATION:

Name of Hospital	DELHI STATE CANCER INSTITUTES: EAST & WEST
Date / Year of Starting of Hospital	EAST: 26 August 2006 WEST: 13 March 2013
Postal Address	EAST: Dilshad Garden, Delhi 110 095 WEST: C2/B, Janak Puri, New Delhi 110058
Nearest Metro Station	EAST: Jhilmil (on Rithala - Dilshad Garden Line - Red) WEST: Janak Puri East (Rajiv Chowk - Dwarka Line - Blue)
Bus Routes	EAST: 165, 205, 212, 213, 214, 216, 234, 281, 333, 375, 847, 982 WEST: 703A, 711, 720, 724, 753, 832, 847, 879B
Enquiry Telephone No. (EPABX)	EAST: 22135700, 22135200; FAX: 2211 0505 WEST: 25501111, 25541111; FAX: 2554 3333
Website/ E-mail	: Website: www.dsci.nic.in; E-mail: director.dsci@nic.in
Online Appointment Facility	: www.ors.gov.in

STAFF POSITION:

This Institute currently has following working strength of staff:

i). Medical Staff	:	93
ii). Nursing Staff	:	92
iii). Para-Medical Staff	:	69
iv). Administration Staff	:	47
v). Engineering Wing	:	02
vi). Outsourced, supporting staff	:	249

CLINICAL & SUPPORTIVE PATIENT CARE SERVICES AT DSCI**OUTPATIENT DEPARTMENT (OPD): GENERAL OPD & PRIVATE OPD**

- The OPD and all its related services are provided on the ground floor of the building under 2 categories – General (Free) OPD and Private (Paid) OPD. For the sake of convenience of the patient,
- General OPD services including lab collection, X-rays and Radiotherapy start by 09:00 AM daily from Monday to Saturday except Sundays and Holidays and remain functional non-stop till the last patient has been seen.
- The OPD is being managed through computerized e-hospital software, hosted by NIC, which is a web-based, workflow-driven application that functions as a Health Information Management System (HMIS) and can be easily customized with multi-tenancy support. E-hospital is also compliant with Ayushman Bharat Digital Mission (ABDM) regulations.
- The General OPD facilities run in eight rooms especially made for this purpose in the Hospital Block near Main entrance. OPD details are as under:
 - i). General (Free) OPD : Hospital Block, Ground Floor (Room Nos. 1 to 8)**
 - ii). Private (Paying) OPD : Diagnostic Block, Ground Floor**
 - iii). Radiotherapy Review OPD: RT & Faculty Block, Ground Floor**
 - iv). OPD Day**

S NO	CLINIC/ DEPARTMENT	DAYS	ROOM NO	TIMINGS
1.	Clinical Oncology	Mon to Sat	1,2,3,4	09:00 AM to 02:00 PM
2.	Onco Gynae Surgery	Mon, Wed, Fri	5	
3.	Surgery OPD	Mon to Sat	5	
4.	Head & Neck (ENT)	Tue to Fri	6	
5.	Chest & Respiratory Medicine	Wed, Sat	6	
6.	Gastroenterology	Mon, Thu	6	
7.	Anaesthesia & Critical Care	Mon to Sat	7	
8.	Internal medicine	Mon, Wed, Fri	8	

Signages are displayed at various locations for identification of various services.

INDOOR SERVICES (IPD): GENERAL WARD & PRIVATE WARD:

DSCI (EAST): Patients have the choice of getting admitted to General Ward as well as in Private Ward (under different categories). Currently DSCI (East) has **94 beds in General Ward (free category)**. These include 7 beds for Daycare Supportive treatment and for emergency cases. **26 beds are available under shared Semi-Private Category** (@Rs. 2,100/- to Rs. 3500/- per day room tariff), **7 single bedded Private Rooms** (@Rs. 5,100/- per day room tariff) and **2 Deluxe Suites** (@Rs. 9,000/- per day room tariff). The Institute intends to commission 6 beds in ICU and 2 special isolation rooms for Bone Marrow Transplant patients, as soon as dedicated staffs for these services join. **The Indoor facilities at DSCI (East) are located in Hospital Block at:**

SI No.	Particulars	No of Beds
1	<u>In-patient Hospital Care Beds:</u> General Ward - 94 Beds (1 st Floor) Nuclear Medicine - 07 Beds (1 st Floor) Private Ward - 59 Beds (2 nd Floor) Blood Transfusion - 07 Beds (2 nd Floor) Bone Marrow Transplantation - 02 Beds (3 rd Floor)	169 Beds
2	<u>Floating Beds:</u> Brachytherapy - 03 Beds (Ground Floor) Minor OT Observations Beds - 03 Beds (Ground Floor) Emergency / Hydration - 07 Beds (1 st Floor) Day Care (Recliner Chair for Chemo) - 38 Chairs (2 nd Floor) ICU - 06 Beds (3 rd Floor) OT (Pre-operative) - 04 Beds (3 rd Floor) OT (Post-operative) - 06 Beds (3 rd Floor)	29 Beds + 38 Recliner Chairs
Total Beds		236

CHEMOTHERAPY & DAY CARE SERVICES:

- 53 state-of-the-art Recliner Chairs.
- 35 of these have been placed at DSCI (East) in Chemotherapy Day Care General Ward to treat patients daily, while 3 chairs are placed for Daycare Chemotherapy for Private OPD patients,
- 15 Chairs are placed at DSCI (West) for day care Chemotherapy of patients there.
- Chemotherapy service is a part of integrated Clinical Oncology Program for better coordination of patient care with radiotherapy and chemotherapy at DSCI.

EMERGENCY:

Emergency services are currently being provided for critical cancer patients through 07 beds in General Ward available on 1st Floor in the Hospital Block; however ICU support is still not available.

SURGICAL SERVICES:

- 1) **DSCI (East)** has one of the finest facilities for cancer surgery with 4 ultra-modern, modular operation theatres. .
- 2) There are two Minor Operation Theatres built on the same concept as the main Operating Rooms – one for minor surgical and Interventional Radiology procedures and the second for Brachytherapy procedures.
- 3) Currently, patients with Gynae cancers, Head & Neck cancers and General Oncology are being provided surgical services as per indication. Specialists for GI cancers, thoracic, CNS, Uro-genital, paediatric and Bone cancers are likely to join soon to complete the surgical team.
- 4) **DSCI (West)** at present does not have infrastructure for major surgical procedures.

CLINICAL ONCOLOGY SERVICE:

AT DSCI (EAST): The Clinical Oncology Section at DSCI (East) is well equipped set up with very heavy workload of patients both for radiotherapy as well as for chemotherapy in an integrated manner. It has following equipments and activities:

- i). *Varian Clinac 600 Linac with 6 MV Photons, 80-leave collimator and portal vision features*
– Commissioned in 2009 – treating about 100 - 120 patients daily including IMRT;
- ii). *One conventional Simulator with IITV functioning since 2006,*
- iii). *Varian Varisource HDR Brachytherapy System with Acuity Simulator with KVCBCT – treating about 3 patients daily;*

- iv). *3-D Treatment Planning Systems: Konrad and Eclipse already functioning since 2009, while new, latest generation Monaco-5 TPS are currently under installation;*
- v). *LANTIS System for receiving CT images and transferring TPS Plans for executing IGRT/IMRT plans;*
- vi). *Well equipped Mould Room and Physics QA Section with range of Dosimeters (including TLD), Phantoms, Survey meters, QC Devices etc headed by the renowned Medical Physicist, Sh M. Sasindran.*

RADIODIAGNOSIS SERVICES:

A. AT DSCI (EAST): The Radiodiagnosis Section at DSCI (East) has following equipments and activities:

- i). *High end Ultrasonography Units (3) with Radio Frequency Ablation and Elastography;*
- ii). *Portable ultrasound units (2) for bedside examinations;*
- iii). *Digital Mobile X-ray Unit;*
- iv). *Digital Mobile C-arms for interventional procedures in minor/main OT;*
- v). *Diagnostic and therapeutic Interventional Radiology procedures like guided biopsies, drainage of collections/blockades, PICC Line/Central Venous Line Insertions etc; is among the unique features of this Institute;*

CLINICAL LABORATORY SERVICES:

DSCI (East) has well established ultra-modern Clinical Laboratory Services under two main sections:

A. Onco-Pathology Section with further sub-divisions into:

- a. Histopathology including routine histopathology, Immunohistochemistry, Frozen section facility
- b. Cytopathology including Liquid based cytology system;
- c. Haematology including routine haematology through fully automated cell counters, coagulation studies, serum/urine electrophoresis, flow cytometry;

The Onco-Pathology Sections is heavily loaded due to large volume of work under every sub-section. Blood samples from patients are collected throughout the day from 9:00 AM onwards on all working days. Attempt is made to keep the reporting time to the minimum. Routine blood tests reports can generally be had on the same day, while special tests and histopathology reports etc could take 2 – 15 days, depending upon the nature of the test.

B. Lab Medicine Section with further sub-divisions into:

- a. Clinical Biochemistry
- b. Clinical Microbiology

- Both the sections are equipped with ultra-modern, fully automated systems for prompt and accurate reporting.
- All the routine biochemistry and tumour marker tests are available in house. Reports are generally made available on the same day for routine tests.
 - All our lab equipments in each section remain under strict Internal as well as External Quality Assurance Surveillance and they consistently conform to the best of the laboratory standards.
 - All Lab Tests for DSCI (West) are supported through DSCI (East) for the present and the reports are dispatched on the next working day.
 - Tumour marker test for referred patients of GTB Hospital are done.

BLOOD FACILITY:

- Blood facilities for DSCI (East) patients are currently being obtained from the reputed Blood Banks viz Red Cross Society, Rotary Blood Bank, Lions Blood Bank etc subject to convenience of patients.
- In house Blood storage facility likely to be commissioned soon

ICU:

- Process of starting 06 bedded ICU Unit for critical cancer patient is under pipeline and to be commissioned very soon after required manpower is made available.

NURSING CARE:

- Dedicated Nursing care is a special feature at DSCI. With strength of 92 Nursing Officers, we try to provide personalized nursing care to all our patients in OPD, Wards, Day Care, Operation Theatres and all the other patients' related services of the hospital.
- Our nursing staffs are specially trained for providing critical care and palliative care required by a large number of advanced staged cancer patients, as per the prevailing spectrum of disease in the country.

PHARMACY SERVICES:

- DSCI has well established in-house Pharmacy Services.
- Patients from General OPD/Ward are provided free medicines by the hospital, while those from the Private OPD/Ward are passed on the benefits of the discounted cost.
- For OPD patients, dispensing of medicines is done through OPD Pharmacy Counter which functions from 9:00 AM to 5:00 PM on all working days.

DIETARY SERVICES:

- The Institute has in-house arrangement to provide fresh and healthy meals to all patients admitted in Wards, as per their medical indications under supervision of the Chief Dietician.
- On festival days and on other important occasions, special meals are provided to patients in wards matching with the spirit of the occasion like Republic Day, Independence Day, New Year Day, Eid, Holi, Diwali, Christmas, Guru Purab etc.

DHARAMSHALA SERVICES:

- A Dharamshala with kitchen facility was constructed in 2005 for outstation patients with financial support from Sir Sobha Singh Trust in the campus of GTB Hospital, next door to DSCI building named as of Sir Sobha Singh Dharamshala.
- Management of this Dharamshala was handed over to DSCI in April 2010.
- Necessary renovation and face-lifting work was done and it soon started having over- utilization beyond its capacity requiring addition of new blocks to increase its capacity from 92 to 214 beds.
- Simple meals at economical rates are provided as self-cooking in rooms is not allowed.
- Entire Dharamshala now has air-cooled facility. It provides neat & clean environment for various categories of patients under dormitory, 4-bedded rooms and double-bedded room with attached toilets.
- Some of these rooms are being upgraded to air-conditioned rooms for the convenience of those who can afford.
- Outstation patients, who are required to stay for their chemotherapy and radiotherapy treatment and their attendants, are eligible to avail the facility. **However, despite the increase in its capacity, it generally remains full during the weekdays.**

NURSING ORDERLY, HOUSE KEEPING, SECURITY & BIO-MEDICAL WASTE MANAGEMENT SERVICES:

- These services have been outsourced by the Institute.

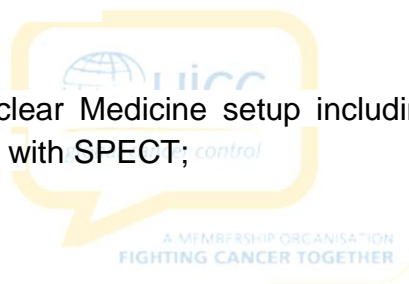
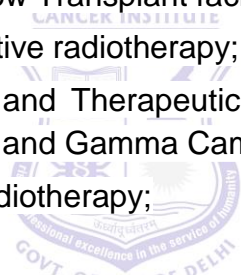
LAUNDRY SERVICES:

- In-house arrangement has been made for Laundry Services of the Institute.
- Automated machines have been installed by the Institute and utilization and running of these machines are being provided on outsourced basis.

NEW FACILITIES UNDER PIPELINE AT DSCI:

AT DSCI (EAST):

1. Additional Linear Accelerators to meet the unprecedented load of patients;
2. Additional surgical facilities including MR Suite for Brain Tumour Patients;
3. ICU Set up;
4. Bone Marrow Transplant facility;
5. Intra-operative radiotherapy;
6. Diagnostic and Therapeutic Nuclear Medicine setup including PET-CT with Cyclotron, and Gamma Camera with SPECT;
7. Particle Radiotherapy;
8. PET-MR;
9. Alternative Medicine System for Integrated Medicine comprising Homeopathy, Naturopathy, Ayurveda, Yoga and Meditation with Holistic Approach;
10. Clinical Research Wing for single and multi-centric trials on new developments;
11. Highly specialized research labs in Cytogenetic, Molecular Oncology, tissue culture, newer drug development etc dedicated towards cancer;
12. Advance academic programs like MD, DM, MCh, BSc, MSc, PhD etc. as a 'deemed' university for developing highly committed and trained 'human resource' for the nation to boost the National Cancer Control Program;
13. Community-based outreach programs for public awareness, prevention, screening, early detection, palliative care and rehabilitation.



ENGINEERING WING:

DSCI has in-house Engineering Wing headed by Executive Engineer with civil and electrical sub-divisions for maintenance of civil, electrical, air-conditioning and IT facilities; for further expansion of infrastructure as per the needs of patients. The Wing has always earned high appreciation for excellent maintenance of infrastructure at DSCIs.

ACADEMIC, RESEARCH & COMMUNITY-BASED PROGRAMS AT DSCI:

DSCI has to take up other major responsibilities of establishing highly dedicated academic and research programs and commence community-based outreach activities focused on cancer education, awareness, prevention, screening, early detection, palliative care and physical-psychosocial, vocational and spiritual rehabilitation of patients in the society.

Infrastructure for academic and research programs has been established for commencing highly skilled post-graduate and post-doctoral medical programs like **MD, DM, MCh** as well as para-medical training programs like **BSc, MSc, PhD** in various fields pertaining to Oncology. Joining of more faculty and other staffs is in the pipeline for commencing all these essential activities of DSCI towards human resource development, R&D, and community based programs for prevention, screening, early detection, palliative care and rehabilitation in cancer.

COMPLAINTS / GRIEVANCES:

WHERE CAN YOU LODGE COMPLAINT

Public can lodge complaint to the **Grievance Officer, Delhi State Cancer Institute, Dilshad Garden, Delhi-110095** at 2nd Floor, Faculty Block Area from 2 pm to 3 pm and also in writing or on telephone No. 011- 22110303 during office hours or by e-mail at director.dsci@nic.in .

SEEKING INFORMATION UNDER RIGHT TO INFORMATION ACT, 2005

For seeking additional information, one may apply to the Public Information Officer, Delhi State Cancer Institute, Dilshad Garden, Delhi 110095 under **Right to Information Act, 2005** on prescribed Proforma along with prescribed fees.

DETAILS OF OFFICERS / BRANCH IN-CHARGE**FACULTY / MEDICAL STAFF**

EPABX No. DSCI (EAST): 2213 5200, 2213 5700

Email: director.dsci@nic.in

S. No.	Name	Designation	Branch
1.	Dr. Vatsala Aggarwal	Director & CEO	Director Office
2.	Dr. Pankaj Tyagi	Associate Professor	Gastroenterology
3.	Dr Dhruv Jain	Assistant Professor	Onco-Pathology
4.	Dr Vinita Kumar Jaggi	Assistant Professor	Onco Surgery (Gynae)
5.	Dr Monica Gupta	Assistant Professor	Onco-Pathology
6.	Dr Pragya Shukla	Assistant Professor	Clinical Oncology
7.	Dr. Surender Kumar	Assistant Professor	Anesthesia
8.	Mr M Sasindran	Medical Physicist / Radiological Safety Officer (RSO): East	Radiotherapy
9.	Ms Mamta Mahur	Medical Physicist	Radiotherapy
10.	Ms Varsha Raghunathji Gedam	Medical Physicist	Radiotherapy
11.	Ms Anshu	Medical Physicist	Radiotherapy

ADMINISTRATION STAFF

EPABX No. DSCI (EAST) : 2213 5200, 2213 5700

S. No.	Name	Designation	Room / Office No
1.	Dr. Vatsala Aggarwal	Director & CEO	O/o Director, First Floor, Admin Block, DSCI
2.	Personal Branch of Director (Ms Shakshi / Ms Mamta)	PS To Director	
3.	Dr. Ravinder Singh	Jt. Director / First Appellate Authority (RTI)	
4.	Dr Pragya Shukla	Vigilance Officer / Grievance Officer / Nodal Officer (ABDM)	
5.	Dr Surendra Kumar	Admn In-charge	
6	Dr Pankaj Tyagi	Purchase Officer / In-charge Pharmacy / In-charge Nuclear Medicine / Nodal Officer (NQAS) / Authorizing Officer (DAK)	Room No-03, First Floor, Admn Block, DSCI
7	Dr Dhruv Jain	Assistant Director (Coordination)	
8.	Dr Monica Gupta	Nodal Officer (RTI) / Nodal Officer (Covid)	
9.	Sh Gulzari Lal	Financial Advisor / DCA	First Floor, Admin Block, DSCI
10.	Ms Deepti Lahoti	Sr. Dietary Executive	Room No-07, First Floor, Admin Block, DSCI
11.	Sh Praver Kumar Goyal	Account Officer	Room No-03, First Floor, Admin Block, DSCI
12.	Sh Hemant Sharma	Medical Record Officer / Assistant Grievance Officer / Nodal Officer (DAK)	5 th Floor, Ramp Area, DSCI
13.	Sh Neeraj Kumar	Statistical Officer / Store Officer	2 nd Floor Admn Blocl, DSCI
14	Sh Manoj Damodar	Assistant Accounts Officer	Room No-04, First Floor, Admin Block, DSCI
15	Sh Deepanshu Goel	Assistant Engineer (C)	5 th Floor, Ramp Area, DSCI
16.	Sh Anil Kumar Bhati	Assistant Engineer (AC)	

S. No.	Name	Designation	Room / Office No
17.	Ms Sinimol Baby	Assistant Director (Nursing) / Nodal Officer (BMW)	
18	Sh Vinu S Pillai	Head Clerk	Room No-04, First Floor, Admin Block, DSCI
19	Ms Ranjana Kumari	Public Relation Executive	O/o Director, First Floor, Admin Block, DSCI

