



राष्ट्रीय आयुर्वेद संस्थान

मानद विश्वविद्यालय (डी-नोवो)
(आयुष मंत्रालय, भारत सरकार)

NATIONAL INSTITUTE OF AYURVEDA

Deemed to be University (De-novo)
(Ministry of AYUSH, Govt. of India)



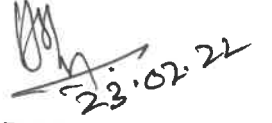
No. F. 1 (4)BOM/REG/NIA/2021-22/240-53

Dated : 23-02-2022

NOTIFICATION

The Manual on Duties & Responsibilities of Hospital Staff, 2022 is hereby notified for information of all concerned.

Copy of Manual on Duties & Responsibilities of Hospital Staff, 2022 is attached herewith. This issues with the approval of Vice-Chancellor.


23.02.22

(Prof. A.R. Murthy)
Registrar

Copy for information and necessary action to:

1. Vice-Chancellor(I/C) for his kind information.
2. Pro-Vice-Chancellor(I/C) for kind information.
3. All Deans(UG, PG, Fellowship, Para-Medical and Interdisciplinary Programs).
4. All Heads of the Departments.
5. Controller of Examination.
6. DMS(Hospital)/ Chief Warden (Hostels).
7. Joint Registrar(Academic.).
8. Joint Director(Admn.) & Joint Registrar(Admn.).
9. In-Charge(IT) for uploading on NIA Website.
10. In-Charge(OPDs).
11. Administrative Officer & Finance Officer.
12. Accounts Officer/ Store Officer/ All Office Superintendents.
13. Establishment Section/Accounts Section/Confidential Section/Library/Estate/Store.

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NATIONAL INSTITUTE OF AYURVEDA

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**MANUAL ON
DUTIES AND RESPONSIBILITIES OF
HOSPITAL STAFF, 2022**

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MANUAL ON DUTIES AND RESPONSIBILITIES OF HOSPITAL STAFF

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ABBREVIATIONS

APAR	Annual Performance Appraisal Report
BMW	Biomedical waste
CL	Casual Leave
CR	Clinical Registrar
DANP	Diploma in Ayurveda Nursing and Pharmacy
DMS	Deputy Medical Superintendent
EL	Earn Leave
HOD	Head of Department
I/C	Incharge
IMPCL	Indian Medicines Pharmaceutical Corporation Limited
IPD	In-Patient Department
KC	Kayachikitsa
ML	Medical Leave
MO	Medical Officer
MS	Medical Superintendent
MTS	Multi Tasking Servant
NABH	National Accreditation Board for Hospitals and Healthcare Providers
NIA	National Institute of Ayurveda
OPD	Out Patient Department
OT	Operation Theatre
PECU	Primary Emergency Care Unit
PG	Post Graduation
PhD	Doctor of Philosophy
PK	Panchakarma
PKMO	Panchakarma Medical Officer
RMO	Resident Medical Officer
SRPT	Stri Roga evam Prasuti Tantra
SSBW	Seth Surajmal Bambaywala
UG	Undergraduation
VC	Vice- Chancellor



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MANUAL ON DUTIES AND RESPONSIBILITIES OF HOSPITAL STAFF

Medical Superintendent

1. Director/Vice-Chancellor of the Institute is the Medical Superintendent (MS) of NIA Group of Hospitals.
2. He is responsible for the overall functioning, management, maintenance and progress of the Hospitals.
3. He will approve all the Plans and required Budget for the NIA Hospitals/Satellite Centres.
4. He can nominate any senior Officer (with Ayurveda qualification) as Deputy Medical Superintendent to work on behalf of Medical Superintendent.
5. He can examine, check or inspect any record or matter pertaining to the Hospital.
6. MS will be the Reviewing Officer of DMS, RMO and Medical Officers for APARs as per the policy of the Institute.

Deputy Medical Superintendent (DMS)

1. Deputy Medical Superintendent will work on the behalf of Medical Superintendent and will report to the Medical Superintendent (Director/Vice-chancellor).
2. He will be Responsible for the overall administration of NIA Hospitals including Satellite and Bambay wala Hospital.
3. He will supervise and control the entire Hospital Staff and will ensure overall discipline in the Hospital.
4. He will arrange duties and responsibilities of PG and Ph.D. scholars in the Primary Emergency Care Unit of the Hospital.
5. He will arrange duties and responsibilities of RMO, MOs, PG and Ph.D. scholars in the Hospital.
6. He will propose the Plans for improvement of Hospital functioning.
7. He will be the Reporting Officer of RMO and Medical Officers and Reviewing Officer of Hospital Staff for APARs as per the policy of the Institute.
8. RMO and Medical Officers will report to the Deputy Medical Superintendent.
9. DMS can assign any specific duty to any staff member of the hospital after consulting or informing to the Medical Superintendent (MS).
10. In consultation with MS, DMS is free for internal transfers or arrangements in the hospital.
11. DMS will enforce the NABH Standards in the hospital.
12. DMS will supervise the Hospital staff training programs
13. Leave (other than EL, Medical Leave etc.) of the staff working in the office of the DMS will be sanctioned by DMS.
14. Other than above duties DMS will follow all the directions given by the Medical Superintendent or other higher authorities.



Resident Medical Officer

1. Overall administration and management of indoors and outdoors.
2. To allot duties and responsibilities to hospital staff like Matron, Assistant Matron, Nurses, Pharmacists, Group-C etc. for the smooth functioning of the hospital as per the policy or instructions from MS or DMS.
3. To ensure 24x7 availability of medicines in OPD and IPD prepared by NIA Pharmacy of the institution/and procured by the NIA hospital.
4. To ensure duties and responsibilities of PG and Ph. D. scholars in the primary emergency care unit of the hospital as per the duty roster prepared by DMS office.
5. To control the subordinate staff working in the hospital and allotting them duties.
6. RMO will report to DMS. In the absence of DMS, RMO will report to the MS.
7. The nominated RMOs in other hospitals of NIA will also have the same duties and responsibilities.
8. RMO will also work as member secretary for their respective hospitals to arrange meetings with the administration regarding the hospital matters.
9. Leaves will be sanctioned by the Director or Vice-chancellor/MS except CL which will be sanctioned by DMS.
10. RMO will closely work with DMS for the enforcement of NABH standards.
11. RMO will supervise the Hospital Training Program.
12. RMO will be the reporting officer of Nursing staff, Pharmacists and MTS of hospitals for APARs as per the policy of the Institute.
13. Leave (other than EL, Medical Leave etc.) of the staff working in the office of the RMO will be sanctioned by RMO.
14. Leave of all the computer operators and other contractual staff will be sanctioned by RMO.
15. Every month RMO will produce a working and behaviour report of subordinate hospital staff before DMS and provide a copy to MS/Director/VC.
16. Other than above duties, RMO will follow all the directions given by the DMS, MS/Director/VC.
17. Arranging for Bed-Side Clinics, Demonstration, Practical etc. for UG and DANP Classes/Hospital Trainings.

Medical Officers (MOs)

1. To provide patient care in SSBW, Satellite and NIA hospitals as per the duties assigned by DMS or MS.
2. Medical Officers will also work as a part of hospital administration.
3. To look after the work of Hospital records and its audit, National Programmes and Schemes.
4. MOs will work as per the duties assigned by DMS or MS from time to time
5. Leaves will be sanctioned by the Director or Vice-chancellor/MS except CL which will be sanctioned by DMS.
6. MOs will closely work with DMS for the enforcement of NABH standards.
7. Supervision of the hospital staff training programs.



Panchakarma Vaidyas (Panchakarma Medical Officers)

1. To provide Panchakarma care to the patients of NIA hospital
2. They will work as per the directions and policies of Panchakarma Department.
3. To look after the work of Panchakarma related Hospital records and its audit.
4. To manage especially Panchakarma wards, procedure rooms and PK kitchen.
5. They may be assigned the Panchakarma related administrative duties in the hospital by HOD/DMS/MS.
6. They will report to HOD Panchakarma. In cases where duties have been assigned by DMS or MS, PKMOs will report to DMS/MS.
7. Their leaves will be sanctioned by Director/MS except CL which will be sanctioned by HOD Panchakarma.
8. PKMO will closely work with HOD PK / DMS for the enforcement of NABH standards.

Clinical Registrar (CR)

CR Kaya Chikitsa (KC)

1. CR KC will work under the Department of Kaya-chikitsa and HOD KC will be empowered to assign duties and responsibilities to CR.
2. Leaves will be sanctioned by Director/MS except CL which will be sanctioned by HOD Kaya-chikitsa.

CR Stri Roga Prasuti Tantra (SRPT)

1. CR SRPT will work under the Department of Stri Roga Prasuti Tantra and HOD Stri Roga Prasuti Tantra will be empowered to assign the duties and responsibilities to CR.
2. Leaves will be sanctioned by Director/MS except CL which will be sanctioned by HOD Stri Roga Prasuti Tantra.

Matron

1. Matron will be responsible for running of efficient nursing services in the NIA Hospitals (Main campus hospital, SSBH and Panchakarma section of the main campus hospital).
2. Matron will assist the Hospital administration regarding formulating the nursing policies.
3. Matron will disseminate the Aim, Objectives and Policies regarding patient care to the nursing staff.
4. Matron will design the future plans for nursing staff working in the NIA hospital.
5. Matron will make arrangements for continuous education, re-orientation programmes for nursing staff.
6. Matron will work closely with RMO for the smooth functioning of the hospital.
7. Matron will be responsible for counselling and motivation of the nursing staff.
8. It is the duty of Matron that there should be high quality nursing care of the patients in the hospitals.



9. Matron will be responsible for the overall management of wards, patient beds, linens, cleanliness, discipline among patients, their attendants etc.
10. Matron will take round of the wards for at least twice daily.
11. Whenever the Director, DMS, designated officer and RMO will take round of the hospital he will accompany those officers.
12. Matron will ensure the dress code of the nursing staff and he himself will also remain in the dress code during duty hours.
13. Matron will be responsible for maintaining discipline among all the subordinate staff.
14. Matron will report to RMO.
15. Matron will prepare the duty roster of the nursing and other staff and report to RMO.
16. Matron will attend all the official meetings of the hospital.
17. Matron will do all the duties assigned by the higher authorities from time to time.
18. Matron will engage the nursing students in different jobs.
19. Matron has to coordinate duties and responsibilities of the nursing staff/attendant in the primary emergency care unit of the Hospital and will also maintain the ambulance.
20. Matron has to ensure the regular provision of medicines to the patient through pharmacists as per the advice of concerned consultants.
21. Matron has to ensure the 24x7 availability of patient care facilities like water supply/electricity in coordination with the Estate department.
22. Matron is responsible for infection control and cleanliness in the entire hospital premises.
23. Casual leave of the nursing staff will come to RMO for sanction through Matron (or Assistant Matron in the absence of Matron) after making proper arrangement of substitute duty.
24. In case of earned leave or other long leave of the nursing staff the Matron will make the alternative arrangements of the duties.
25. Records of all the applications of leave and others should be submitted to the RMO office.
26. Other than above duties Matron will also follow all the directions given by MOs, RMO, DMS or MS of the hospital.
27. Arranging for Bed-Side Clinics, Demonstration, and Practical etc. for UG and DANP Classes/Hospital Trainings.

Assistant Matron

1. Supervision of entire staff involved in the patient care including staff nurse/ medical stores/ dispensers/ nurses/ attendants in coordination with Matron.
2. Assistant Matron has to ensure the quality of vegetables and fruits along with the proper distribution of medicines, diet, fruits, milk, decoction, ushanodaka, linen etc. as per the directions received from DMS/RMO.
3. To manage all the wards.
4. Assistant Matron will be the liaison officer between the nursing staff and Matron.



5. In the absence of Matron, the Assistant Matron will discharge the responsibilities of a Matron.
6. Assistant Matron will keep all the records, notes and feedback of the nursing staff.
7. Regular physical verification of hospital stocks, drugs and equipment.
8. To attend the official meetings.
9. Assistant Matron will do all the duties assigned by the higher authorities from time to time.
10. Assistant Matron will assist the Matron for making the educational programs for nursing or other hospital staff and will educate and train the nursing staff from time-to-time along with Matron
11. Assistant Matron will provide guidance and motivation to the nursing staff.
12. Assistant Matron will be responsible for maintaining the discipline among the nursing personnel.
13. Assistant Matron will be responsible for maintaining the discipline among the nursing personnel.
14. Assistant Matron will maintain the doctors round report book.
15. Assistant Matron will report to Matron and higher authorities.
16. Casual Leave of all MTS will come to RMO for sanction through Matron (Assistant Matron in the absence of Matron) after making proper arrangements of substitutes.
17. Records of all the applications of leave and others should be submitted to the RMO office.
18. Other than above duties Assistant Matron will also follow all the directions given by Matron, MOs, RMO, DMS or MS.

Nurses in NIA Hospitals

1. Admission and discharge of the patients.
2. To maintain the personal hygiene of the patients, including bathing, care of mouth, back, nails, hair etc.
3. To assist the patient in elimination, offering and removing the bedpans and urinals.
4. Bed making of the patients.
5. Assist in feeding the weak and deliberated patients.
6. Writing of diet sheets, supervision and distribution of diets.
7. Assist in physiotherapy, ambulation and rehabilitation of the patients.
8. Carry-out patient's teaching and demonstration according to the need or as advised by the consultants.
9. To counsel the patients and their attendants.
10. Care of the dying and dead.
11. Administration of Medicines and Injections to the patients.
12. Observing, recording and reporting of vital signs e.g. T.P.R and Blood pressure.
13. Carry out technical procedures such as Naso-gastric intubations, Gastric Lavage and Gavage, Oxygen Therapy, Dressing and Irrigation, Enema, Catheterization hot and cold applications, suction etc. Collecting, labelling and dispatch of specimens.
14. Preparation for and assistance in clinical tests and medical/ surgical procedures.
15. Observation, recording and reporting of all procedures and tests.



16. Escorting serious patients to and from the department/wards/laboratory for investigations.
17. Handing over and taking over charge of patients and ward inventory in each shift.
18. Maintenance of the therapeutic environment in the ward.
19. Routine care and cleaning of dressing trolleys, cupboards, apparatus, mackintosh etc.
20. Preparation of room, trolleys and sets for procedures.
21. Preparation of surgical supplies.
22. Maintaining interpersonal relationships with patients, relatives and health team members.
23. Orientation of new staff/students.
24. Demonstration and guidance to student nurses.
25. Participation in staff education and staff meetings.
26. Participation in professional activities.
27. Demonstration and supervision of domestic staff.
28. Nurse on duty will report for medico-legal cases if any found in the hospital
29. Report about notifiable diseases to the concerned officer if any are admitted in the ward.
30. To keep the senior nursing officials informed of the happenings in the ward like fire, absconding patients, theft etc. and to immediately activate relevant emergency codes using public address systems e.g Code Blue, Code Red etc.
31. Nurses are responsible for identifying sudden changes in the patient's status.
32. To activate Code Blue whenever a patient or someone is found unconscious, not breathing or without a pulse.
33. The Code Blue Recorder/Patient's Primary Registered Nurse must know the patient's history, reason for visit, vital signs and assessment to provide timely and effective care. This nurse will assign roles to the team members during the code.
34. To attend all the training and teaching classes conducted for nursing staff.
35. To notify the hospital maintenance related complaints and to ensure its disposal in coordination with the Estate Department.
36. Whenever doctors will take rounds in the hospital, nurses will accompany those doctors.
37. Nurses will do every duty assigned by Matron, Assistant Matron and higher authorities from time to time.
38. Other than above duties Nurses will also follow all the directions given by Matron, MOs, RMO, DMS or MS.

Linen In-charge

1. In-charge of Linen Section will be responsible for indent/ issue of the linen from the section.
2. Supervision of the nurses/attendants responsible for bed making and is also responsible for regular availability of linen to the patients admitted in NIA Hospital.
3. Responsible for the regular laundry activities required for the linen section.
4. Care of clean and soiled linen.



5. Responsible for providing articles like wheelchairs, stretchers, IV sets, patient curtain etc. for the patient's care.
6. To attend all the relevant training.
7. Linen in-charge will report the performance of the laundry services.
8. Other than above duties Linen in-charge will also follow all the directions given by Assistant Matron, Matron, MOs, RMO, DMS or MS.

Labour Room In-charge

1. Labour room in-charge will be Staff nurse for Labour Room/OT cases of Gynaecology Department.
2. Labour room in-charge will be responsible for the record maintenance concerning the Govt. policies like Janani Suraksha etc/ birth certificates/labour cases.
3. Labour room in-charge will work according to the Department of Stri-roga and Prasuti Tantra orders. However, will report to Matron, RMO and DMS also.
4. Labour room in-charge will maintain all the records pertaining to the labour room activities, deliveries, surgeries etc.
5. Staff nurse I/C for Primary Emergency Care Unit.
6. Record Maintenance concerning drugs and other facilities concerning the PECU/patients attended in PECU.
7. Other than above duties Labour room in-charge will also follow all the directions given by Assistant Matron, Matron, MOs, RMO, DMS or MS, HOD or consultants of Stri-roga and Prasuti Tantra Department.

Pharmacists

1. Compounding and dispensing for indoor and outdoor patient departments.
2. Filling and labelling of medical containers.
3. Proper dispensing of narcotic medicine.
4. Proper maintenance of records of narcotic medicine.
5. Maintenance of sufficient stock of antidote for poisoning and emergency medicine.
6. Checking of the quality of the sources of purchase of all medicine, chemicals, antibodies, biological products and other pharmaceutical preparation.
7. Detailing about medicine to physicians, interneees and nurses etc.
8. Maintenance of proper system of all records.
9. Keeping Controls over requisition and dispensing of all medicine.
10. Planning and executing the Pharmacy and therapeutic committee.
11. Cooperating in the Teaching Program.
12. Implementation of decision of Pharmacy and Therapeutic Committee.
13. Maintain the purchased medicine records e.g. from IMPCL etc.
14. Responsible for quality testing of medicines, formulating and reformulating dosage forms, monitoring and reporting drug safety. Conducting pharmacy related training for undergraduates and postgraduates.

15. Other than above duties Pharmacists will also follow all the directions given by Assistant Matron, Matron, MOs, RMO, DMS or MS, HOD or consultants of Stri-roga and Prasuti Tantra Department.

Multi-Tasking Servants (MTS)

1. Physical maintenance of records of section.
2. General cleanliness and upkeep of the Section/Unit.
3. Carrying of files and other papers within the building.
4. Photocopying, sending of FAX etc.
5. Other non-clerical work in Sections/ Unit.
6. Assisting in routine office work like diary, dispatch etc. including on computer.
7. Delivery of Dak (inside and outside the building).
8. Watch and ward duties.
9. Opening and closing of rooms.
10. Cleaning of rooms.
11. Dusting of furniture etc.
12. Cleaning of buildings, fixtures etc.
13. Work related to his ITI qualification, if it exists.
14. Driving of vehicles, if in possession of a valid driving license.
15. Upkeep of parks, lawns, potted plants etc.
16. Any other work assigned by superior authority.
17. Disinfection of linen, beds, floor and bed pans and fumigation of rooms etc.
18. Keeping the ward clean and tidy.
19. Distribution of patient's admission files on patient's bed and collecting the same after doctor's round.
20. Distribution of diet, decoction, ushnodaka, milk etc.
21. Distribution and collection of linen.
22. Collection of patient and attendant gate pass and handing over it to the concerned nursing staff on duty.

Note: The above list of duties and responsibilities is only illustrative and not exhaustive. Authorities are free to add to the lists of duties and responsibilities of any officers/officials listed above.

Flow of APARs of Hospital Staff

Sr No.	Officer/Official	Reporting	Reviewing
1.	MS (Director/ VC)	Concerned SS/AS/JS	MoA
2.	DMS	MS (Director/ VC)	MS (Director/ VC)
3.	RMO	DMS	MS (Director/ VC)
4.	MOs	DMS	MS (Director/ VC)
5.	Panchakarma Vaidyas	HOD Panchakarma	MS (Director/ VC)
6.	CRs	HOD (concerned)	MS (Director/ VC)
7.	Matron	DMS	MS (Director/ VC)



8.	Assistant Matron	DMS	MS (Director/ VC)
9.	Nursing staff	RMO	DMS
10.	LDC	RMO	DMS
11.	UDC	RMO	DMS
12.	OA	DMS	MS (Director/ VC)
13.	OS	DMS	MS (Director/ VC)
14.	Pharmacists	RMO	DMS
15.	MTS	RMO	DMS

Flow of leave sanctions of Hospital staff

Sr No.	Officer/Official	Application Through	Sanctioning Authority
1.	MS (Director/ VC)	Ministry of Ayush	Concerned SS/AS/JS
2.	DMS	---	MS (Director/ VC)
3.	RMO	DMS	MS (Director/ VC)
4.	MOs	DMS	MS (Director/ VC)
5.	Panchakarma Vaidyas	HOD Panchakarma	MS (Director/ VC)
6.	CRs	HOD (concerned)	MS (Director/ VC)
7.	Matron	RMO	DMS
8.	Assistant Matron	Matron and RMO	DMS
9.	Nursing staff	Matron and RMO	DMS
10.	LDC	RMO	DMS
11.	UDC	RMO	DMS
12.	OA	RMO	DMS
13.	OS	RMO	DMS
14.	Pharmacists	RMO	DMS
15.	MTS	RMO	DMS

Flow of Casual leave sanction of Hospital staff

Sr No.	Officer/Official	Application Through	Sanctioning Authority
1.	MS (Director/ VC)	Ministry of Ayush	Concerned SS/AS/JS
2.	DMS	---	MS (Director/ VC)
3.	RMO	---	DMS
4.	MOs	---	DMS
5.	Panchakarma Vaidyas	---	HOD Panchakarma
6.	CRs	---	Concerned HOD
7.	Matron	RMO	DMS
8.	Assistant Matron	Matron and RMO	DMS
9.	Nursing staff	Matron and RMO	DMS
10.	LDC	---	RMO
11.	UDC	---	RMO
12.	OA	RMO	DMS
13.	OS	RMO	DMS
14.	Pharmacists	RMO	DMS
15.	MTS	---	RMO
