

INFORMATION OF MEDICAL DEPARTMENT
B.E.S & T UNDERTAKING

(Information mandatory under section 4 of Chapter II of
Right To Information Act, 2005)



INFORMATION UNDER THE RTI ACT, 2005

CHAPTER II – (Right to Information and obligations of Public Authorities)

In order to provide uninterrupted power supply to more than 1 million consumers and to provide efficient transport services to more than 3 million commuters on daily basis, BEST has a huge work force. Medical Department takes utmost care to maintain health of all these employees to an optimum level by providing equitable health care to all. Further Medical Department is there for the compliance and to prevent the misuse of the benefits under the provisions of various laws applicable to BEST. To fulfill both of these objectives, Medical Department has 25 dispensaries, 1 Investigation Centre, 1 Medicines Store and 1 Administrative block.

There are 3 key services of Medical Department;

Curative services –

Through Dispensary, Investigation Centre, Financial Assistance for hospitalization, Recommendation of leave on medical ground, Recommendation of Alternate employment, Recommendation of Staff quarters, Annual medical examination and Health desk.

Preventive Services –

Tobacco Free BEST, Standard of TB Care (TB Free Workplace), Swasth Hriday Abhiyan, Red Ribbon Initiative for HIV, Blue Ring for Diabetes Reversal, Saur Satva for Vitamin D, Netra Suraksha Abhiyan, Pink Power Initiative for female employees, Yellow Drive for Hepatitis,

Public Health Activities–

108 Ambulance awareness, Blood Donation drive, Dependence to Independence (Jaipur foot distribution), Covid Pandemic, Display of IEC material on bus shelter, buses, electric bills, All India Radio /Electronic / Print media and at various National and International platforms.

4(b) (i): The particulars of its organization, function and duties :

The particulars of Medical Department:

Name of the department	:	Medical
Address	:	1 st floor, BEST Bhavan, BEST Marg, Colaba, Mumbai- 400 001
Contact No. (Tel)	:	022-22799345, Ext. 343, 349, 340

Services provided for the Employees of the Undertaking by the Medical Department are as follows:-

1) Dispensaries

Prior to municipalisation in 1947, BEST Undertaking had only 2 dispensaries; one at Dadar Kingsway and another at Colaba for the treatment of its employees. With the expansion of transport services and electricity supply in greater Mumbai from time to time the following dispensaries were opened and the Undertaking has till date total 25 full-fledged dispensaries.

1) Colaba, 2) Backbay 3) Kussara 4) Mumbai Central 5) Worli 6) K'way
7) Bandra 8) Santacruz 9) Oshiwara / Goregaon 10) Malad 11) Malvani, 12) Gorai
13) Poisar 14) Marol 15) Majas 16) Dindoshi 17) Magathane 18) Dharavi 19) Kurla
20) Anik & Pratiksha Nagar 21) Ghatkopar 22) Deonar 23) Shivaji Nagar
24) Vikhroli 25) Mulund

These dispensaries are functioning full day from Monday to Friday and half day on Saturdays. These dispensaries are run by Doctors, Pharmacists and Medical Attendants, wherein doctors are appointed on part time permanent basis and other staff work full time.

Dispensaries are well equipped to handle routine, chronic and emergency cases. Employees are entitled to get **Free medicines** from these dispensaries. Medicines are procured by open / e-tender, rate contract of MCGM, Pradhanmantri Jan Aushadhi Store and others. The arrangements are made with DOTS & ART clinics for TB and Sero-positive patients, thereby saved huge amount on medicine procurement.

For the convenience, from April 2023 the arrangements are made at all the MCGM dispensaries / clinics / specialized hospital and Maternity homes, where the BEST employees will be treated on priority basis by MCGM Circular no. EHO/1405/ dtd. 19.04.2023.

2) Investigation Centre -

An Investigation center was started in 1952 at Mumbai Central depot where routine pathology tests, X-ray, ECG, Eye examinations are done for employee patients at free of cost and with the help of Honorary Specialist Doctors, pre-employment and periodical medical fitness are carried out.

We are having 7 posts of Honorary Specialist Doctors who work 2 hours / day from Monday to Friday, Hon. Pathologist, Hon. Ophthalmic Surgeon, Hon. Radiologist, Hon. General Surgeon, Hon. Cardiologist, Hon. General Physician, Hon. Chest Physician.

In case employee requires further medical or surgical intervention/ hospitalization, these Specialists refer them to various MCGM/Govt. hospitals. Since 2014 the employees of BEST Undertaking are given priority at all major hospitals of MCGM.

3) Medical Examination-

A) Pre employment Medical Examination: All candidates prior to employment are examined to ascertain their medical/physical fitness. Pre employment medical standards especially for Bus Driver are very strict; these standards are being followed as per the recommendations of World health Organization and London Transport. BEST Undertaking is pioneer in starting strict medical examination of candidates as its standards have been followed by other organizations. The purpose of strict medical in cases of Bus Drivers is for reduction of road accidents and to increase safety to drivers, Undertaking's vehicle, other vehicular traffic and pedestrian on the road.

Medical examination includes routine pathology test, X-ray, ECG, Blood Pressure, eye examination. Candidate should have good hearing capacity and should be free from major medical and surgical illness. If a candidate is suffering from minor disease which is curable within 2/3 months, he is re-examined after necessary treatment. The candidate should not have any deformity at the time of employment.

B) Periodical medical check-up of employees- Much importance is given to drivers' medical fitness. All bus drivers and bus shunters over the age of 40 years are examined once a year at Investigation Centre. During this check up routine pathology test, X-ray, ECG, Blood Pressure, eye examinations are carried out. If required they are further referred to any Govt./MCGM hospitals for further evaluation and treatment. The employees who fall under category of Factory Act are examined, investigated by the outside Certifying Surgeon annually. Further the employees who resumes after prolong illness are also been investigated for the fitness.

C) Employee patients who are away from duties for considerable period due to sickness and produce medical certificates from hospital or private doctors are referred to Investigation Centre for necessary clinical examination to ascertain their fitness to resume duties. Expert opinion / advice from the specialist are sought, whenever necessary.

4) **Financial Assistance for Hospitalization Scheme:**

As the Undertaking do not have its own hospital, BEST provides financial assistance for hospitalization for employee and their dependent family members, as per the Administrative Order 283 & 291.

a) For the hospitalization of employees, at Govt / MCGM and Tata Memorial hospital, Undertaking provides full financial assistance in advance. As BEST is subsidiary of MCGM, BEST employees are treated on priority at all MCGM hospitals by the circular of MCGM, Director, MEMH/6899/ dtd. 28.01.2014. For burn cases facilities are made available at Masina hospital and for eye treatment facilities are made available at Bachooali Hospital.

b) Whereas if the employee admit in private hospital they are entitled for medical reimbursement up to Rs.30000/- per disease per year. And for the heart disease, Cancer, organ transplant the employee entitled for medical reimbursement up to Rs.75000/- per disease per year. In case of emergency while on duty if the Govt/MCGM hospital is far away, in such situation employees can take treatment or get admitted in nearby private hospital for initial 24 hours, expenses incurred for the same is also borne by the Undertaking Circular dtd. 28.07.2014. However, if the ailing employee died during the course of private hospitalization, Undertaking bears total expenses.

c) For dependent family member's hospitalization, Undertaking provides medical reimbursement up to Rs.20000/- per disease per year for any hospitals.

For hospitalization expenses we follow IRDA norms CGHS and DME / GoM rates, thereby saving much needed funds for BEST.

Further the employees are entitled for the reimbursement of the expenses incurred for artificial appliances, subject to maximum amount of Rs.30, 000/- per appliance, for haemodialysis maximum up to Rs.1700/- to Rs.2500/- per dialysis and for dental treatment.

5) **Recommendation of leave on medical ground** -

Employee are entitled for various type of leaves viz. Sick Leaves, Accident Leaves, Leave for the disease covered under wasting disease act, Maternity Leave, Family Planning Leave and others. For the recommendation of these leaves, Medical Department follows MCI / NMC Ethic Regulation, thereby misuse of the leave on medical ground has been curtailed to great extent.

Considering the quantum of leaves availed by the employee patients, all type of leaves shall be recommended by following Medical officers working in various grades ranging from A-2 to G/GVI and accordingly patients are referred to higher authorities.

Upto 15 days	-	Dy.MO in G/GVI grade
15 days to 3 months	-	MO in A-5 grade
3 months to 6 months	-	Dy.CMO in A-4 grade
6 months to 1 year	-	Sr.Dy.CMO in A-3 grade
More than 1 year	-	CMO in A-2 grade

- 6) **Recommendation of Alternate employment** -
The Medical Department recommends alternate employment to the staff / officers who develop disability during the course of employment under PWD / RPWD Act.
- 7) **Recommendation of staff quarters on medical ground** –
For the travelling convenience to the ailing employees and/or dependent family members, Medical Department recommends quarters on priority but temporary basis in the vicinity of treating hospitals.
- 8) **Health Desk** -
To expand the horizon of the services, Health Desk is opened at Kingsway dispensary, wherein needy employees and their family members are guided for the appropriate treatment.
- 9) **Preventive Health Care** -
Along with curative care, various Preventive measures have been initiated since 2011 viz. Tobacco Free BEST, Standard of TB Care (TB Free Workplace), Swasth Hriday Abhiyan, Red Ribbon Initiative for HIV, Blue Ring for Diabetes Reversal, Saur Satva for Vitamin D, Netra Suraksha Abhiyan, Pink Power Initiative for female employees, Yellow Driver for Hepatitis, **The monumental contribution in preventive diseases at workplace has been appreciated/acknowledged/awarded and documented by various National and International authorities.**
- 10) **Public Health Activities** - Besides taking care of employees and their family members, Medical Department actively participated in the Public Health activities viz. creating awareness amongst people about 108 Ambulances, free Jaipur foot distribution, displaying IEC material in buses, bus shelters, conveying messages through electric bills for celebration of WHO days on various diseases, providing health services every year on 5th & 6th December at Shivaji Park, Dadar on the occasion of Dr. Babasaheb Ambedkar's Mahaparinirvan Din and giving interviews on Radio, Electronic and Print media on measures taken for the control of various diseases at workplace of BEST. For the same CMO has been invited as an external expert at different National and International platforms.
- 11) **Administrative Block** -
All the aforesaid curative, preventive care for employees and public health activities are planned pursued monitored and its record is maintained at Administrative Block located at Head office, Colaba.

4(b)(ii): The Powers & Duties of its Officers & Employees

The Medical Department is headed by the Chief Medical Officer. The Doctors & Staff on Establishment Schedule are as follows:-

Sr. No.	Category of posts (Design)	Grade	No. of post
1	Chief Medical Officer	A-2	1
2	Sr. Dy. Chief Medical officer	A-3	1
3	Dy. Chief Medical Officer	A-4	1
4	Medical Officer	A-5	7
5	Dy. Medical Officer	G/GVI	32
6	Assistant Administrative Office	A/GVIII	1
7	Medical Record Officer	AG/VIII	1
8	Sr. Pharmacist	AG/VIII	2
9	Supervisor	AG/VII	2
10	Supervisor-cum-Pharm.	AG/VII	22
11	Clerk / Shop Recorder	A/GV	(4+2) 6
12	Stenographer	A/GV	1
13	Pharm-cum-Clerk	A/GV	48
14	Asst. To Pharm-cum-Clerk	A/GIV	19
15	Medical Attendant	A/GII	50
16	Jr. Medical Attendant	A/GI	1
17	Sepoy	A/GI	1
18	Sweeper	T / 1	3
	STAFF FOR DIAGNOSTIC CENTRE		
19	Sr. Laboratory Tech.	A/GVII	1
20	Laboratory Tech.	A/GV	2
21	Radiographer	A/GV	1
22	Technician Clerk	A/GV	3
23	Medical Attendant	A/GII	9
24	Sweeper	T / 1	1
25	Hon. SPECIALIST		7
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1) Duties & Responsibilities of Chief Medical Officer -

- a) Scrutiny of all medical reports of recruits for employment and their certification for fitness or otherwise.
- b) Certification of genuineness of sickness in case of members of staff of the Undertaking, requesting grant of special leave on half pay and/or leave without pay.
- c) To supervise and guide entire work of cases pertaining to PWD/RPWD Act.
- d) Examination and certification of employees for invalidation.
- e) To Conduct Meeting of Medical Board of appeal with respect to recruits, as a Member Secretary.
- f) To attend judiciary matters in all courts, whenever required.
- g) The recommendation and endorsement of the Accident/all other types of leave on medical ground as mentioned in the aforesaid Point No. 5) of 4(1)(b)(i).
- h) Examination of injury claims for reimbursement of medical expenses and recommendation of the same.
- i) If reimbursement cases of both employees and family members are regretted then the appeal for review / reconsideration is addressed to CMO, whose decision is final and binding.
- j) Periodical visit to depots, Mumbai central Investigation and Diagnostic Centre and hospitals, where our employees are admitted, if and when necessary.
- k) Discussions of complicated cases with Specialists.
- l) Discussions with representative unions.
- m) Control on central medical store with the cooperation of Material Management Department. Recommends requisition and purchase of medicine, injection and appliances in the medical dispensaries.
- n) Overall posting of doctors and staff in the department.
- o) Sanction of leave to officers and employees of the department.
- p) Administration work as well as overall control of entire Medical Department.

Note: Dr. A.M. Singal, MD, present CMO, as specialized in Chest and TB medicine is looking after the additional responsibilities of Hon. Chest Physician without any extra remuneration.

2) Duties & Responsibilities of Senior Deputy Chief Medical Officer –

- a) In-charge of centralized investigation and recruitment centre. Supervise a
- b) In-charge of centralized investigation and recruitment centre. Supervise and control its work in concurrence with MO(R&I)
- c) To arrange medical examination and also to issue necessary certificate in respect of fitness for employment as follow:-
 - i. Pre-employment check up of new recruitment.
 - ii. Fitness for motor vehicle driving for Undertaking's vehicles.
 - iii. Periodical medical check-up of employees like drivers in age Group of 45 years and above.

- d) To recommend applications of reconsideration regarding Reimbursement/ Allotment of staff quarters / Transfer of tenement / Extension of staff quarters.
- e) Recommendation and endorsement of the Accident/all other types of leave on medical ground as mentioned in the aforesaid Point No. 5) of 4(1)(b)(i)
- f) To look after entire work of cases pertaining to PWD/RPWD Act.
- g) To put up the cases to CMO for discussion, invalidation, alternate employment /VRS on medical ground as per administrative order / policy matters etc.
- h) To attend judiciary matters in all courts, whenever required.
- i) Periodical visit to all dispensaries and overall posting of doctors and staff in the department.
- j) Incharge of all type of procurement of Medical Department.
- k) To supervise and guide administrative work for speedy disposal of matters.
- l) Any other works assigned by CMO and get them executed by subordinate doctors/staff.

3) Duties & Responsibilities of Dy. Chief Medical Officer

- a) Supervision of attendance / punctuality of doctors & submit their reports to CMO in writing once in a month.
- b) Recommendation and endorsement of the Accident/all other types of leave on medical ground as mentioned in the aforesaid Point No. 5) of 4(1)(b)(i)
- c) To arrange medical examination and also to issue necessary certificate in respect of fitness for employment, whenever required, as follow:-
 - i. Pre-employment check up of new recruitment.
 - ii. Fitness for motor vehicle driving for Undertaking's vehicles.
 - iii. Periodical medical checkup of employees like drivers in age Group of 45 years and above.
- d) Supervision and control on work being carried out at Mumbai Central Investigation Centre and the referrals from all the 25 dispensaries for follow up, whenever required.
- e) Periodical visit to respective dispensaries.
- f) To recommend the full reimbursement of medical expenses for treatment taken by the member of staff of the Undertaking as indoor patient in Govt./ MCGM hospitals and also for the treatment at private hospitals/health centre as per Administrative Order No. 291.
- g) To recommend applications for the Allotment of staff quarters / Transfer of tenement / Extension of staff quarters.
- h) To attend judiciary matters in all courts, whenever required.
- i) Any other work assigned by CMO / Sr.Dy.CMO.

4) Duties & Responsibilities of Medical Officer

- a) Overall in charge of all the dispensaries assigned therein and supervise the activities of staff working under them.
- b) Examination and treatment of employees as and when needed.
- c) To make arrangement of doctors and staff in their zone.
- d) Periodical visits to depot dispensaries in their zone.

- e) Making availability of drugs from central medical store / advance cash of concern depot dispensaries, supervise its proper utilization and its related correspondence work.
- f) Visit to treating hospitals where the employee patient is admitted.
- g) Recommendation and endorsement of the Accident/all other types of leave on medical ground as mentioned in the aforesaid Point No. 5) of 4(1)(b)(i).
- h) To recommend medical cases for eligibility for availing staff quarters, transfer of tenement etc.
- i) Scrutiny of the proposal for financial assistance for hospitalization / treatment at private health centre and others.
- j) Any other work assigned by superiors.

Note: In addition to the duties of Medical Officer –

- i. M.O. (K'way) has to look after the work related to medicine procurement and recommends family planning leaves (maternity, abortion, tubectomy, vasectomy) for the employees and their family members.
- ii. M.O. (Colaba) has been assigned the work of P.I.O. as well as responsibilities of M.O.(R.& I.)

5) Duties & Responsibilities of Dy. Medical Officer

- a) In charge of depot dispensary and supervise staff working under them.
- b) Examination of employee patient and treatment in depot dispensaries.
- c) Recommendation and endorsement of the Accident/all other types of leave on medical ground as mentioned in the aforesaid Point No. 5) of 4(1)(b)(i)
- d) Making availability of drugs from central medical store / advance cash of concern depot dispensaries, supervise its proper utilization and its related correspondence work.
- e) Scrutiny of the proposal for financial assistance for hospitalization / treatment at private health centre and others
- f) To look after Correspondence of other departments of the concern dispensary.
- g) Any other work assigned by superiors.

6) Duties & Responsibilities of Assistant Administrative officer

- a) To keep control and to supervise administrative work at head office.
- b) To look after applications received from employees of the Undertaking for leave under S.R.4.4.10, Special leave on half pay, leave without pay reimbursement of medical expenses, leave forms of doctors and other staff, such papers are to be placed before CMO/Sr.Dy.CMO/Dy.CMO after scrutinizing along with respective medical records and previous references.
- c) To make arrangements for Acting/Combination duties of staff/officers whenever required.
- d) To prepare draft replies to outside parties, medical reports and medico-legal cases.
- e) To regulate the visits of outsiders.
- f) To classify administrative files with proper indexing and key.

- g) Work of medical establishment comprising of about approximately 223 staff, to maintain their service record, appointments, vacancies, confirmation, promotion etc.
- h) To arrange periodical meeting as instructed by CMO
- i) To transfer the staff as directed by CMO/Sr.Dy.CMO/Dy.CMO.
- j) To arrange holiday /emergency duties in consideration with CMO/ Sr.Dy.CMO/ Dy.CMO.
- k) To maintain co-ordination with all depots to expedite issues of Medical Department.
- l) To prepare yearly administrative report of Medical Department, annual budgetary work (revised, revenue and capital) and put up committee note.
- m) To attend the queries raised by various dept. in respect of Medical Dept.
- n) To solve the problem of officers, grievances of staff members even doctors working in various dispensaries on telephone etc.
- o) Other general and miscellaneous work pertaining to the department and to arrange the meetings in coordination with respective members of board.
- p) Any other work assigned by superiors.

7) Duties & Responsibilities of Medical Record Officer

- a) To look after recruitment work viz. –
 - i. Fitness of candidates and staff in various categories.
 - ii. Medical re-examination.
 - iii. Unfit recruits.
 - iv. Physically handicap.
 - v. Reinstate
 - vi. Appeals.
- b) To keep the record of employee patients about –
 - i. S.R.4.4.10 Leave
 - ii. Extra ordinary leave
 - iii. Accident leave
 - iv. Hospitalization
 - v. Chronic cases according to symptom etc, diabetic, hypertension, tuberculosis
 - vi. Psychiatric cases
 - vii. Alcoholic rehabilitation cases,
 - viii. Alternate job due to accident on duty cases
 - ix. Investigation cases,
 - x. Feeding data in computer whenever required,
- c) To attend the enquiries and to give reply in respect of recruitment.
- d) Refer the cases to MCGM hospitals, who have preferred appeal against Medical Board of Undertaking
- e) Any other work assigned by superiors.

8) Duties & Responsibilities of Supervisor (Recruitment Section)

Supervisor (Recruitment Section) directly works under the Medical Record Officer and carries out duties as under:

- a) To supervise the work, prepare medical cards, verify the identity of recruits, advising the recruits to attend the various sections for examination purpose. To refer employee patients to respective specialist for opinion and make arrangement for sending medical cards to the concern dispensaries and Investigation Centre at Mumbai Central.
- b) Maintain proper appointment book for recruits.
- c) Look after the work in absence of M.R.O.
- d) Assisting the Assistant Administrative Officer in respect of administrative work
- e) .Scrutiny of Medical cards of employee referred for medical fitness to drive the Undertaking's vehicle & preparation of fitness certificate.
- f) Refer the recruit cases made temporarily unfit to Mumbai Central Investigation Centre.
- g) Any other work assigned by superiors.

9) Duties & Responsibilities of Supervisor (Establishment):

Supervisor working in establishment section is assisting to Assistant Administrative Officer in his work and carrying out duties as under –

- a) To keep Leave record of Doctors/staff and updating their attendance in CTAS and forward the discrepancies regarding leave/punch timing to concern department.
- b) To ensure about the vacancies of staff member of the department and whenever becomes vacant due to any reason whatsoever he has to put up for the filling of the said vacancy.
- c) To arrange for bus pass / bus token for newly appointed staff.
- d) To send intimation of taking over duties to AAMTK and other concern departments after verifying the vacancies.
- e) To prepare S.R. file for new entrant after receiving appointment papers from Personnel Department and update the same from time to time.
- f) To maintain record of seniority list.
- g) To put up note to the Management for creating temporary post whenever new dispensary opens.
- h) To transfer temporary staff on permanent establishment after receipt of Corporation sanction.
- i) To inform Personnel Department whenever vacancy exist.
- j) To prepare muster role, leave form noting and putting of advance intimation of doctors leave.
- k) To make entries of promotion / transfer / retirement / resign / dismiss /expire cases and also of new appointees in muster roll.
- l) To keep record of acting arrangement.
- m) To send staff termination note to all concern departments whenever staff retires, resigns, dismissed or expired.

- n) In case of retirees the above intimation to be sent one month in advance.
- o) To send notice to retiring employees 6 months in advance.
- p) To prepare service certificate for retiring/separated employees.
- q) To check contract period of Honorary Specialists/Doctors on contract basis and to put up for renewal of contract.
- r) To prepare bill vouchers for the Honorarium/Remuneration for Specialist doctors / contract doctors/staff.
- s) To make necessary entries in final bill received from Time Keeping Dept. and forward it to CMO.
- t) To inform employees to collect their final dues.
- u) To make entries in S.R. file regarding increment /change in address/promotion/punishments etc.
- v) To file S.R. file papers properly.
- w) To keep the record of important administrative orders, departmental circulars and meetings etc.
- x) To forward the details of staff eligible for uniforms/stitching charges annually.
- y) To prepare advice of sanctioned reimbursement proposal and forward it to Audit Department.
- z) To make entries for the payment of different allowance/recoveries like festival advance/ bus token etc.
- aa) To follow instructions from CMO/Sr.Dy.CMO and Senior Officers.

10) Duties & Responsibilities of Clerks:

General:

- a) Inward outward paper, medical card entries, medical reimbursement cases, S.R. 4.4.10 papers, special leave on half pay cases, LTA (Genuineness of sickness) cases, scholarship cases, etc.
- b) Issue of uniforms/stitching charges advice, preparation of bus token, hospital bills, etc.
- c) Monthly departmental reports, pending cases, pay slip sorting, and dispatch, laundry bills, meal allowance form, festival advance, etc.
- d) Monthly attendance, checking medical reports, Medical Board Appeal cases.
- e) Invalidated employees' record / cases.
- f) Salary certificate, time cards.
- g) To issue bus token and maintain record.
- h) Arrangement of medical records/cards of employees/ recruits for CMO/Dy CMO correspondence and to keep follow up.
- i) Family reimbursement cases.
- j) Any other work assigned by superiors.

Establishment:

- a) To ensure whether the vacancy exist for filling up before filling the new comer to start the work.
- b) To sent intimation of taking over duties to AAMTK and every respective department.
- c) To prepare S.R. File for new entrant after receiving appointment papers from personal Department.
- d) To make entries in seniority list.
- e) To prepare muster roll.
- f) Leave form noting and noting of advance intimation of doctors leave etc.
- g) To make entries of promotion/transfer/retirement/resign/dismiss and new comers in muster roll and seniority list.
- h) To make record of acting /combination arrangement.
- i) To send staff termination note to STK whenever staff resign and inform all about accepting resignation.
- j) To send notes to retire employees 6 months in advance.
- k) To maintain seniority list properly in view of incoming and outgoing staff.
- l) To make necessary entries in final bill received from Time Keeping Department and to keep for C.M.O.
- m) To inform employees to collect their final dues.
- n) To make entries in S.R. file regarding increments, change in address, promotions, punishment etc.
- o) To scrutinize and check reimbursement application of employer patient and their family.
- p) Any other work assigned by superiors.

Other works

- a) Preparation/maintenance of various types of registers, statements in the departments.
- b) Write departmental note, attend enquires, preparation of bills, inventory requisitions.
- c) Follow up of various matters with concerned departments and other clerical work pertaining to the departments,

11) Duties and Responsibilities of the Stenographer

- a) Taking dictation and prescribing in on computer/typewriter etc.
- b) Typing departmental letters, monthly statement, draft letters and whole work of typing nature etc.
- c) Any other work assigned by superiors.

12) Duties and Responsibilities of the Senior Pharmacist

- a) Procurement of medicine in coordination with Materials Management Department by following due process of e-open- tender condition of BEST / by putting PO as per the RC of MCGM from its schedule supplier under the direction of MO(K'way), Dy.CMO, Sr.Dy.CMO.

- b) Replace the near expired (before the 6 month of expiry date) medicine with fresh stock from the schedule supplier.
- c) Renewal of spirit license annually as per the Dangerous Drug Act.
- d) Prepare new list of medicines annually which are to be purchased through the centralized medicine store after collecting the data of medicines which are purchased at depot dispensary level by using the advance cash.
- e) Prepare suitable reply to the query raised by Internal Audit of BEST / MCGM Auditor / Govt. Auditor.
- f) Recommendation of leave and overall control the staff working under them at Medicine Store.
- g) Any other work assigned by Superiors.

13) Duties and Responsibilities of the Supervisor-cum-Pharmacist

- a) To maintain the monthly/yearly record of employee patient attending depot dispensary, their leaves details, disease data, other and forward it to head office regularly in a given format.
- b) To enter the reports of investigation on medical card of the employees.
- c) To direct the employee patients to attend BEST Investigation Centre for pathological, radiological, other tests and for Specialist doctor opinion as well as refer employee patient to MCGM/Govt hospitals for further needful under the direction of on duty depot medical officers and maintain its record.
- d) To arrange Inj T.T. inoculation for new recruits at the time of joining and maintain its record.
- e) To refer employee for reinstate medical fitness examination and maintains its record.
- f) To send medical cards of employee to respective depots dispensary after their transfer.
- g) To supervise the staff working under them and make alternate arrangement in case of shortage from any of the depot dispensaries.
- h) Recommendation of leaves of staff working under them and maintain its record.
- i) Scrutiny of the proposal of reimbursement for the hospitalization of the ailing employees and maintain its record.
- j) Carry out duties of pharmacist-cum clerk in case of shortage,
- k) Receive and forward the zonal dispatch by making necessary entries in the dispatch book.
- l) Responsible for the custody of advance cash for the procurement of medicines, instruments others medical items at depot dispensary level and maintain its record and sent its details to the Sr.Pharmacist of medicine store.
- m) Preparing advance cash bill for recoupment of cash and forward to Dy. MO/MO for necessary remarks with medical bills
- n) To prepare indent of medicines/stationary items to Medical Store K'way and maintain its records.
- o) Noting entries of drugs in the register as per prescription of doctors of municipal hospital, specialist from Undertaking.
- p) Maintaining record of appliances provided to handicapped employees.

- q) Responsible for supply of first aid box medicines for various sections of Dadar workshop and various Street Lighting chowkies.
- r) To maintain emergency kit at concern dispensary.
- s) Responsible for examination of male recruit candidates for taking height, weight measurement etc. at Mumbai Central
- t) Zonal supervisor-cum-pharmacist carries out more responsibility than other supervisor-cum-pharmacist due to posting at zonal dispensary
- u) Prepare monthly absentee memo of doctors working on contract basis.
- v) Supervisor cum pharmacist works under control and supervision of medical offices in Grade A-5, in the zonal dispensaries, besides the routine work of depot supervisor-cum-pharmacist there are 7 zonal full time dispensaries at Colaba, Mumbai Central, Dadar, Dharavi Ghatkopar, Marol, Oshiwara
- w) Any other work assigned by superiors.

14) Duties and Responsibilities of the Pharmacist-cum-Clerk

- a) Dispensing of drugs, medicine at depot dispensary.
- b) Keeping accounts of Tablets, injection medicines etc. issued to patients
- c) Prepare stock list in the prescribed forms.
- d) Arrangement of internal/external dispatch to other dispensaries /zonal dispensary/head office etc.
- e) Noting the reports of investigation on the medical card.
- f) Indenting of drugs, medicines etc. from centralized store, purchase of medicines from advance cash and maintain its record.
- g) To supply medicines required in first aid box kept at other department.
- h) To maintain emergency kit at concern dispensary.
- i) To assist in Supervisor Pharmacist work
- j) Any other work assigned by superiors.

Note: Pharmacist posted to work at Medical Stores required to assist Sr.Pharmacist in their aforesaid work.

15) Duties and Responsibilities of the Asst to Pharmacist-cum-Clerk

- a) To assist Pharmacist-cum-Clerk, give medicines to employee patients under supervision, make entries of medicines in registers.
- b) To make entry of investigation reports /medical certificates and other documents on medical cards of the employees.
- c) To draw the medical cards of the patients and make available to doctors and dressing the injured employee patients in absence of Medical attendant.
- d) Put up the investigation report in a proper file.
- e) To carry out departmental dispatch to other dispensaries/zone/head office in absence of medical attendant and also to carry out the duties of medical attendant in their absence/unavailability.

16) Duties and Responsibilities of the Medical Attendant General-

- a) Dusting furniture, office equipments etc.

- b) Carry dispatch, fetch urgent requirement of medicine, stationary, and laundry cloth etc.
- c) Taking out and arrangement of medical card and case paper of employee patients.
- d) Giving and helping hand to patients on stretching.
- e) Loading and unloading of monthly requirement of various dispensaries and arrangement of the items in stores.

17) Duties of Jamadar/Sepoy:

- a) Dusts & cleans furniture in Department.
- b) Delivers letters/files to other departments or to Clerks as required.
- c) Loads, unloads dispatch bags in the Office.
- d) Taking out Services Records from the racks as required by the Officers and Office Staff and at the end of the day keeping them in the racks according to the chronological/numerical order.
- e) To attend to Officers as and when required.
- f) To carry out miscellaneous work as directed by the Officers.
- g) To open line report box and take out line reports and cash, if any, in presence of APF Supervisors.
- h) Stamping of incoming letters/documents.
- i) To file medical certificates, regretted leave forms, sanctioned PL forms and other correspondence in the Service Records of concerned staff.
- j) To attend the call bells of officers and staff.

Note: As all the officers / staff of Medical Department are health worker, therefore they are required to participate in the aforesaid curative, preventive and public health activities.

4(b) (iii): The Procedure followed in the decision making process, including channels of supervision & accountability.

-Not Applicable-

4(b)(iv) : The norms set by it for the discharged of its functions.

-Not Applicable-

4(b)(v) : The rules, regulations, manual and records held by it or under its control or used by its employees for discharging functions.

Circulars, Procedure Order, Administrative Order, Standing Orders, Service Regulations and orders issued by time to time.

4(b)(vi) : The statements of the categories of documents that are held by it or under its control

Registers and files maintained in Medical Department.

1) In Administration:

- Registers
 - i. Officers & Staff Attendance Register
 - ii. Inventory Register
 - iii. Stationary Register
 - iv. Final Bill Register
 - v. Service Termination Slip Register
 - vi. Inward Register
 - vii. Outward Register
 - viii. PWD Register
 - ix. Medical Reimbursement Register: Employee & Family
 - x. RTI Register
 - xi. Allotment/ Transfer of Tenement Register
 - xii. Leave Without Pay Register
 - xiii. Medical Record of new recruits/ reinstate cases
 - xiv. Invalidation register
 - xv. Financial assistance for medical treatment

- Files
 - i. Service Record files of Officers and Staff.
 - ii. Medical establishment file
 - iii. Administrative report file
 - iv. Medical Budget file
 - v. RTI file
 - vi. Instructions file
 - vii. VIP matters file
 - viii. Court cases file
 - ix. Union matters file
 - x. Important papers file

2) In Investigation Center:

- i. Material Ledgers
- ii. Register for Recruits : New and Reinstatement Cases
- iii. Ophthalmic Records : Recruits and Employees
- iv. X-ray Records : Recruits and Employees
- v. Pathology Records : Recruits and Employees
- vi. Records of Patients with Pulmonary diseases
- vii. Seropositive Patient's Records

3) Medicine Store at Kingsway:

- i. Stock Release Note Register
- ii. Material Ledger
- iii. Medicine Ledger

4) De-addiction/Diabetes Reversal Center at Kingsway :

- i. Counseling Register
- ii. Follow up Register

5) Dispensaries :

- i. Health Record of all Employees during service tenure (Medical Cards)
- ii. Attendances Register
- iii. Medicine Ledger
- iv. Inventory Register
- v. Dispensing Register
- vi. Sick List
- vii. Disease-wise Patient's Record
- viii. LWP/ S.R 4.4.10/ Reimbursement/Tenement records etc.,
- ix. Imprest Cash Register

4(b)(vii) : The particulars of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulations of its policy or implementation thereof.

-Not Applicable-

4(b)(viii) : A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as sits part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public or the minutes of such meetings are accessible public.

-Not Applicable-

4(b)(ix): A directory of its officers and employees.

To expedite the smooth functioning with the limited strength of manpower, all 25 dispensaries of Medical Department have been divided into following zones:

Sr.	Medical Zonal Offices	Depot Covered Under Zone	Telephone nos
1.	Colaba	Colaba,	022-22799344 7208836130
2.	Mumbai Central	Mumbai Central, Kussara, Backbay	7208836159, 7208836160
3.	Kingsway	Kingsway, Bandra, Santacruz, Worli	022-24146262
4.	Oshiwara	Oshiwara, Goregaon, Malad, Poisar, Malwani, Gorai	8097585440
5.	Marol	Marol, Majas, Dindoshi, Magathane	8097585186, 8097585177
6.	Dharavi	Dharavi, Kurla Anik/PND,	8097585404
7.	Ghatkopar	Ghatkopar, Deonar, Shivaji Nagar, Vikhroli, Mulund	8097585594

4(b)(x) : The Monthly remuneration received by each of its officers & employees including the system of compensation as provided in its regulations.

Employee details of MEDICAL (707) Department as on 09-2023						
SR NO	PS.NO.	CHK. NO.	NAME	DESIGNATION	BASIC	GROSS SAL.
1	701	217038	DR ANILKUMAR MITHALAL SINGAL	C.MED.OFFICER	79850	123274.2
2	704	215112	DR SANJAY SUNDER CHAVAN	MED. OFFICER	63550	113818.6
3	727	215382	DR SHARAD KASHINATH DEORUKHKAR	MED. OFFICER	59400	102043.2
4	714	216174	KAMAL DASHARATH UNDE	MED. OFFICER	58050	97948.5
5	710	216256	DR JYOTI ANILKUMAR SHELKE	MED. OFFICER	58050	97948.5
6	701	216569	RAJESH NAMDEO GOSAVI	MED. OFFICER	51850	92153.8
7	701	216665	DR NEELAM VISHWANATH GANGAWANE	MED. OFFICER	50700	77751.4
8	701	216571	DR SADIYA SALEH REHAN ANSARI	DY.MED.OFFICER	49300	85100.08
9	713	217011	SANGEETA EKNATH DHENGLE	DY.MED.OFFICER	44000	72238.7
10	718	217149	DR DHARMISHTHA NILESH CHOKHADIA	DY.MED.OFFICER	44000	72238.7
11	706	217207	DR VRUSHALI RAJESH KHARE	DY.MED.OFFICER	44000	72238.7
12	705	217311	DR SANJAY RAJENDRA KHANDEKAR	DY.MED.OFFICER	43000	62093.4
13	709	217367	DR VIJAY VITHAL CHAVAN	DY.MED.OFFICER	41100	67257.6
14	703	217436	DR PRASHANT MARUTI BODKE	DY.MED.OFFICER	43000	62093.4
15	704	217432	ROHAN PRADIPKUMAR RATHOD	DY.MED.OFFICER	43000	70693.4
16	716	217433	DR PRASHANT SAMPATRAO WARE	DY.MED.OFFICER	43000	70693.4
17	725	217442	DR NAYANA SANTOSH MUKANE	DY.MED.OFFICER	43000	62093.4
18	733	217535	DR TRUPTI SNEHAL TANNA	DY.MED.OFFICER	42050	68725.5
19	736	217543	DR MANORAMA RAMASHANKAR KASHYAP	DY.MED.OFFICER	42050	60315.5

20	707	217728	DR MEENA VIVEK PUSNAKE	DY.MED.OFFICER	42050	68725.5
21	726	217732	DR HEMANGI HEMANT KUKDE	DY.MED.OFFICER	42050	68725.5
22	718	217849	SMITA NITIN TAKPERE.	DY.MED.OFFICER	41100	67257.6
23	729	217852	DR SNEHA SHIVCHARAN WAGH	DY.MED.OFFICER	41100	67257.6
24	734	217854	DR MANALI SAURABH RAUT VARTAK	DY.MED.OFFICER	41100	67257.6
25	704	216603	VIVEK DINKAR LOKHANDE	SR.PHARMACIST	42100	68302.6
26	701	212517	VINOD SHANKAR MAYEKAR	M.REC.OFFICER	49350	71059.1
27	713	212413	MUSHTAQUE AHMED RASHID AHMED ANSARI	SR.PHARMACIST P	52850	84900.2
28	734	212627	MADHURI PRAKASH BHOGE	SR.PHARMACIST P	51650	83045.9
29	718	212743	RAVINDRA NARAYAN SONJE	SR.PHARMACIST P	51650	83108
30	704	212892	RAJENDRA TULSHIDAS BHAGWAT	SR.PHARMACIST P	49350	79492.1
31	726	213464	NEELAM SATISH DURVE	SR.PHARMACIST P	46100	74095.1
32	703	213463	JAI SUNIL KENJALE	SR.PHARMACIST P	50500	81330.8
33	714	213504	CHETAN CHHAGANSINH PARDESHI	SR.PHARMACIST P	46100	74095.1
34	701	214338	MAJIDA SHAKEEL SHAIKH	SUPERVISOR	44295	70157.3
35	701	215778	ALLWYN PAUL MORAES	SUPERVISOR (P)	37070	50366.5
36	701	215028	ABHAY VASUDEV NAIK	SR STENO.(P)	40120	58551.41
37	701	213775	SANJAY RAMCHANDRA MAYEKAR	SUPERVISOR (P)	44295	92564.81
38	711	213465	PRACHI PRAVIN KULKARNI	SUPERVISOR (P)	41740	65359.7
39	728	213467	SUBODH ANANT SURVE	SUPERVISOR (P)	43425	67978.7
40	718	213496	SANJAY ZIPARO DHAMANE	SUPERVISOR (P)	41740	65359.7
41	709	213697	SATISH DATTATRAY MALPURE	SUPERVISOR (P)	41740	66116.6
42	733	213696	CHANDRAKANT GANGADHAR SADA VARTE	SUPERVISOR (P)	41740	66116.6
43	719	213747	KUM NITA JAYRAM KADAM	SUPERVISOR (P)	43425	59930.8
44	737	214069	MEDHA NARENDRA GIDH	SUPERVISOR (P)	42575	67453.4
45	726	214074	SHANKAR SHAMRAO PATIL	SUPERVISOR (P)	40920	64849.7

46	713	214306	PRAMOD NAVNITCHANDRA PAWAR	SUPERVISOR (P)	44295	70157.3
47	701	214465	SMITA SUDESH PATADE	SUPERVISOR (P)	40120	63613.4
48	718	214687	CHIDANAND BABURAO DODDANNAVAR	SUPERVISOR (P)	40920	64872.8
49	714	214698	SURYAKANT PANDHARINATH BRAHMANKAR	SUPERVISOR (P)	43425	59930.8
50	736	214739	CHANDRAKANT MURLIDHAR NARKHEDE	SUPERVISOR (P)	40120	73335.8
51	713	215048	AVINASH ASHOK TAWARE	SUPERVISOR (P)	39335	62423.6
52	704	215101	SANTOSH MANOHAR PANDIT	SUPERVISOR (P)	39335	62423.6
53	716	215108	NITIN MADHUKAR LAD	SUPERVISOR (P)	41740	66209.3
54	737	215145	NILKANTH BHAGWAT VANI	SUPERVISOR (P)	40920	64942.4
55	704	215247	SANJAY YADUBANSH SINGH	SUPERVISOR (P)	38565	61233.8
56	701	215248	SANDIPKUMAR KANTILAL JAIN	SUPERVISOR (P)	40920	64942.4
57	729	215333	RUPESH SILU RODRIGUES	SUPERVISOR (P)	40920	65819.69
58	704	215334	CHANDRAKANT PANDURANG SONAJE	SUPERVISOR (P)	40920	64942.4
59	704	215370	PRAVIN NAMDEO WANI	SUPERVISOR (P)	38565	61233.8
60	703	215369	RAMDAS DHONDIRAM MANDALE	SUPERVISOR (P)	38565	61233.8
61	727	215413	GANESH BHIMAJI PINGLE	SUPERVISOR (P)	38565	61257.2
62	708	215455	JAYAWANT MAHADEO BHARATE	SUPERVISOR (P)	37810	60067.4
63	710	215474	SIDDHANTI ABHAY PARAB	SUPERVISOR (P)	37810	60067.4
64	736	215476	MITESH PRAMOD PATIL	SUPERVISOR (P)	37810	60067.4
65	711	215534	SMITA PARSHURAM PATIL	SUPERVISOR (P)	39335	62470.1
66	706	216087	SUSHAMA PARESH PATHARE	SUPERVISOR (P)	38565	60090.5
67	703	216105	NILESH SHIVRAM MALKAR	SUPERVISOR (P)	38565	60090.5
68	725	216106	YOGESHKUMAR SHOBHNATH MISHRA	SUPERVISOR (P)	35630	55555.4
69	727	216163	AJIT TATOBA DEVARKAR	SUPERVISOR (P)	36345	56660
70	707	216162	RUPESH ARVIND PATIL	SUPERVISOR (P)	36345	56660

71	707	216161	MHATAJI SAKHARAM GUNJAL	SUPERVISOR (P)	36345	56660
72	710	216164	ROHINI MANOJ THALVE	SUPERVISOR (P)	38565	60090.5
73	705	216220	SONALI SANJAY CHUNEKAR	SUPERVISOR (P)	36345	56660
74	738	216244	VINOBA NARAYAN PITLA	SUPERVISOR (P)	37070	57780.5
75	703	215311	PRASHANT PUNDLIK INDAP	SUPERVISOR (P)	40920	56621.5
76	703	215986	CHANGDEV VYANKATARAV JADHAV	SUPERVISOR (P)	38565	60090.5
77	701	218114	SUVARNA RAGHUNATH TILAK	CLERK	23730	37167.5
78	734	217328	SANGITA MOHAN ZIMAL	AOUS NIRMAT-CLK	28930	45202.4
79	704	218125	SHRI SAMEER TANAJI PATIL	AOUS NIRMAT-CLK	23265	36449
80	706	218128	ADARSH VIJANDRA NAIR	AOUS NIRMAT-CLK	23265	36449
81	703	217563	MAHENDRA SAHEBRAO BAVISKAR.	LAB TECHN.	27810	43472
82	703	217516	SNEHA SACHIN DOIPHODE	RADIOGRAPHER	28365	44329.4
83	709	280276	SANJAY DADU LOKHANDE	AS PHR.CLERK	40935	55854.7
84	729	280497	VASUDEO K JAGTAP	AS PHR.CLERK	37820	59974.4
85	709	280249	VIVEK DATTATRAY GHOLAP	A.TO PH-CLERK P	41755	65431.9
86	734	280283	GIRISH VINAYAK THAKUR	A.TO PH-CLERK P	40935	64164.7
87	711	280322	BAPUJI VASANT GAONKAR	A.TO PH-CLERK P	41755	65447.2
88	737	280325	ARUN GENU PUJARI	A.TO PH-CLERK P	41755	65431.9
89	703	280334	ASHOK YASHWANT BHILARE	A.TO PH-CLERK P	40935	84180.3
90	729	280351	SAWALARAM MANOHAR DICHWALKAR	A.TO PH-CLERK P	40935	65029.47
91	727	280367	VIRENDRAKUMAR KALPNATH UPADHYAY	A.TO PH-CLERK P	40935	64180.3
92	738	280373	CHANDRAHAS DATTARAM NAIK	A.TO PH-CLERK P	40935	62318.02
93	737	280377	KAMLA KAR RAGHUNATH KADAM	A.TO PH-CLERK P	40935	64180.3
94	713	280385	SANDESH RAGHO NARVEKAR	A.TO PH-CLERK P	40935	64180.3
95	726	280415	SUSHIL RAMAKANT BAGKAR	A.TO PH-CLERK P	39345	61723.3
96	705	280417	RAJENDRA ATMARAM GHAG	A.TO PH-CLERK P	39345	61723.3

97	718	280442	BHIMRAO BHAU LONDHE	A.TO PH-CLERK P	38575	60533.5
98	728	280443	SANDEEP BABU JADHAV	A.TO PH-CLERK P	38575	52773.5
99	703	280448	PRALHAD MARUTI HIRNAK	A.TO PH-CLERK P	38575	60533.5
100	701	280473	SANJAY PANDHARINATH PAWADE	A.TO PH-CLERK P	38575	61221.1
101	733	280484	DEEPAK JAYARAM CHAVAN	A.TO PH-CLERK P	37820	60054.4
102	707	280488	JITENDRA CHHOTUPRASAD PRAJAPATI	A.TO PH-CLERK P	37820	60054.4
103	718	280520	PREMCHANDRA BABURAM YADAV	A.TO PH-CLERK P	37820	60054.4
104	710	280530	GANESH GANGARAM GAWDE	A.TO PH-CLERK P	37080	51361.1
105	736	280536	SHARAD TUKARAM BHAVKE	A.TO PH-CLERK P	37080	58911.1
106	704	280637	BHAGWAN SINGH NAIN SINGH	MED.ATTEND	33830	53858.2
107	701	280653	UNNIKRISHNAN NARAYANAN NAIR	MED.ATTEND	33830	53858.2
108	719	280664	PRASHANT GUNWANT KINALEKAR	MED.ATTEND	34505	54924.4
109	727	280682	VIBHESH VIJAY DESAI	MED.ATTEND	33830	45419.17
110	710	325660	ANIL RAGHUNATH PUKALE	MED.ATTEND	27750	43459.3
111	708	325697	SUNIL DAMODAR DHADWAD	MED.ATTEND	27205	42616.9
112	704	325776	VIKAS DINKAR BANDGAR	MED.ATTEND	26670	41790.4
113	716	325774	NIRAJ ANANT PIMPLE	MED.ATTEND	26670	61790.4
114	726	325787	SANDEEP RAJARAM KHEDEKAR	MED.ATTEND	26670	41790.4
115	714	413476	MANGESH DUNDARAM UGALE	MED.ATTEND	26670	41790.4
116	5703	413140	NARESH BHOLARAM LOHOT	SR SWEEPER (P)	27205	43010.01
117	706	280807	PRIYANKA VIKRAM PATIL	MED.ATTEND (P)	31875	49833.1
118	5703	413683	SUNIL SHAMRAO PATOLE	SWEEPER	24850	0
119	5701	413752	SHARDA DAGU AVHAD	SWEEPER	21205	29216.42
120	701	280964	SHARMILA VITTHAL SHINGADE	SEPOY	20380	31991

- 4(b)(xi) :** **The Budget allocated to each of its agency, indications the particulars of all plans, propose expenditures and reports on disbursements made.**
The Budget allocations:
All information in respect to the budget allocation to the Department is given in the Budget estimate of the Undertaking.
The plan thereof:
The information in respect of the plan propose is available in the budget estimate of the Undertaking.
- 4(b)(xii) :** **The manner of execution of subsidy programmes including the amounts allocated and the details of beneficiaries of each programmes.**

-Not Applicable-
- 4(b)(xiii) :** **Particulars of recipients of concessions, permits or authorizations granted by it.**

-Not Applicable-
- 4(b)(xiv) :** **Details in respect of the information available to or held by it, reduce in an electronic form.**

-Not Applicable-
- 4(b)(xv) :** **The particulars of facilities available to citizens for obtaining information including the working hours or a library or reading room, it maintained for public use.**
The working hours on weekdays from Monday to Friday excluding Bank Holidays of the Department are from 9.00 a.m. to 5.00 p.m. (with 45 minutes lunch recesses from 13.00 p.m. to 13.45 p.m.)
- 4(b)(xvi) :** **The names, designations and other particulars of the public information as may be prescribed, and thereafter updates these publication every year.**
1. Dr. Rajesh Gosavi, MO, Colaba (Public Information Officer)
2. Dr.(Smt.) Neelam Gangavane (Appellate Authority)
- 4(b)(xvii) :** **Such other information as may be prescribed.**
The information pertaining to the Department can be available with the Officers & or the staff of the department.