

## 1.4 Norms for discharge of functions

### 1.4.1 Nature of functions/services offered –

#### SPECTRUM OF SERVICES

##### Conceptual Studies & Management Consultancy

###### Feasibility Studies & Detailed Project Reports (DPRs)

- Hospitals, Medical Colleges, Nursing Colleges etc.

###### Upgradation & Modernisation Studies

- Regional Planning, Evaluation Studies, Manpower and Equipment Planning, Restructuring/Reorganisation studies

###### Training

- Training of Medical Professionals - Doctors, Nurses
- Training of Paramedics and Technicians etc.

##### Design & Engineering

###### Conceptual Design

###### Architectural Design/Master Plan

###### Engineering Design & Equipment Planning

###### Utilities & Services

###### Special Hospital Services

- CSSD, Laundry, Kitchen, Gas Manifold, Specialised HVAC, Ots/ICUs/CCU, Labs etc

##### Project Management

###### Hospitals

- General, Super Speciality, Mother & Child
- Cancer Cardio vascular, Psychiatric etc.

###### Educational Institutions

- AIIMS like, Medical Colleges, Nursing Colleges

###### Residential

- Townships, Hostels, Quarters

###### Laboratories

- BSL-2, 3 & 4, Others

###### Others

- Auditoriums, Conference Halls etc.

##### Information Technology

###### Development of Plans

###### Hospital Information Management System (HIMS)

###### Q- Management System

###### System Integration

##### Procurement Consultancy

###### Equipment

- Medical, Labs, IT & Communication
- Furniture & Fixtures
- Others

###### Drugs & Pharmaceuticals

#### 1.4.2 Norms/ Standards for functions/ Service delivery

##### **Delegation of Powers:**

The Board of Directors has delegated power to the Managing Director of the Company who in turn sub-delegated power to the Directors/ Officers of the Company at various levels for discharging their functions and responsibilities within the powers delegated to them.

HSCC has Sub Delegation of Powers (SDoP) document in place which defines financial powers given to officers subject to the provisions of various statutory enactments applicable to the company, the memorandum and articles of association of the company, the directives issued by the government and the policies laid down by the board from time to time.

HSCC is having well structured policies and guidelines governing major activities of the Company. While discharging the functions, the officers follow these laid down policies and guidelines.

- **Guidelines of Department of Public Enterprises (DPE)**

HSCC being a Public Sector Enterprise follows the guidelines of Department of Public Enterprises and directives of Government of India issued from time to time.

- **Guidelines of Central Vigilance Commission (CVC)**

HSCC being a Public Sector Enterprise follows the guidelines of Central Vigilance Commission.

- **Guidelines of Department of Investment and Public Asset Management (DIPAM)**

DIPAM has also prescribed w.r.t. dividend payments, capital restructuring etc. which are being followed by HSCC.

- **Compliance of various statutory provisions/ guidelines issued by GoI from time to time**

While discharging the respective functions, officers are required to comply with the provisions of all applicable statutes and rules and regulations as issued by GoI from time to time.

- **Memorandum of Understanding**

Every year, the Organization executes a Memorandum of Understanding with its Holding Company. It lays down targets against financial and non- financial parameters on the basis of which the performance of the organization is adjudged.

- **Manuals**

The Corporation has formulated various Manuals e.g. Works Manual, Finance Manual, HRM Manual for standardised the practices to be followed by its employees in various functional areas.

- **General Conditions of Contract**

The Corporation has formulated a standardised 'General Conditions of the Contract' for award of works to the contractors and consultants.

#### 1.4.5 Process of Redressal of grievances

- [CENTRALIZED PUBLIC GRIEVANCES REDRESSAL AND MONITORING SYSTEM \[CPGRAMS\]](#)

In pursuance of the government's objective of accountable, transparent and citizen friendly government, it was decided by Department of Administrative Reforms and Public Grievances (DARPG) to establish speedy and effective grievance redressal machinery namely Centralized Public Grievances Redressal and Monitoring System [CPGRAMS]. The objective is to ensure online availability of the grievance system to the citizens thereby providing him/her facilities to lodge the grievances, find the status, and send reminders etc., irrespective of their geographical location.

HSCC has been using CPGRAMS effectively in order to resolve various grievance petitions lodged by citizens in a time bound manner. The complaints forwarded by PMO/DoPT/Parent Department i.e. Ministry of Housing & Urban Affairs are monitored at HOD level and the quality and timeliness of the redressal is monitored at Director level. HSCC prepares replies to all such petitions and uploads scanned copies of replies in the portal/to the complainant.