

DECISION-MAKING PROCESS AND TIME-LIMITS

Category of Decision	Final Authority	Time Limit	Legal/Regulatory Reference
RTI Application disposal	CPIO / Section concerned	30 days from receipt (15 days if life/liberty involved)	RTI Act 2005, Sec. 7
First Appeal under RTI	First Appellate Authority (FAA)	30 days (extendable to 45 days with reasons)	RTI Act 2005, Sec. 19
Patient OPD Registration	MRD / Registration Counter	Same day (9 AM – 2 PM)	LGBRIMH Standing Orders, Sec. 1
Patient Admission (IPD)	Psychiatrist / DMS	Same day during OPD hours; observation in emergency ward if after hours	LGBRIMH Standing Orders, Sec. 2
Patient Discharge	Attending Psychiatrist / Consultant	On clinical decision; documentary completion within 24 hours of discharge order	LGBRIMH Standing Orders, Sec. 3 and MHCA 2017, Sec. 86
Laboratory Report Release	Laboratory In-charge	Routine: same day or next working day; Urgent: within 2 hours	Clinical SOP
Grievance Redressal (Patient/Staff)	Grievance Redressal Committee / MS	As per GOI relevant Guidelines	As per GOI relevant Guidelines
Procurement decision (stores/medicines)	Director	As per GFR and Manual of Procurement of Goods and Services	As per GFR and Manual of Procurement of Goods and Services
Service matter (leave/increment/promotion)	Director / DD/MS/AO (as applicable)	As per GOI relevant service rules	As per GOI relevant service rules
Disciplinary proceedings (minor penalty)	Disciplinary Authority	As per GOI relevant service rules	CCS(CCA) Rules 1965,
Disciplinary proceedings (major penalty)	Disciplinary Authority	As per GOI relevant service rules	CCS(CCA) Rules 1965,
Budget preparation and submission	Director/DD/CF&AO / Accounts Section	As per MoHFW calendar	GFR 2017
Audit objection / ATR submission	Director/DD/CF&AO / Accounts Section	As per CAG/DoPT Guidelines	CAG/DoPT guidelines

Channels of Supervision and Accountability

The supervision hierarchy is as follows:

- Administrative matters: Staff → Section Head → Administrative Officer → Deputy Director/OSD → Director → Executive Council → MoHFW.
- Clinical matters: Staff Nurse / JR → Ward Sister → SR / Consultant → AMS → DMS → MS → Deputy Director/OSD → Director.
- Financial matters: Initiating officer → Section Head → Accounts Section → /CF&AO → OSD/DD → Director; amounts above delegation: Executive Council.
- RTI matters: Applicant → CPIO → FAA → Central Information Commission (as appropriate).
- Grievance matters: Complainant → Grievance Redressal Committee → MS / Director → CPGRAMS / MoHFW.

