

Standard Operating Procedures (SOPs)

- Reporting and Attendance:** Volunteers, or "Sarathies," are to report to Nodal Officers in their designated areas— i.e. New OPD Block, Advanced Pediatric Centre (APC), Advanced Cardiac Centre (ACC) and Advanced Eye Centre (AEC) —at PGIMER, Chandigarh. Attendance must be marked upon arrival at 8:00 A.M. and departure at 1:00 P.M.
- Nodal Officer Assignment:** Nodal Officers have been appointed from Healthcare Organizations (HCOs), Schools, Colleges, and coordinating bodies such as NSS/NCC for efficient coordination.
- Communication Platform:** A dedicated WhatsApp group has been created to streamline communication among all stakeholders.
- Volunteer Roster:** The list of Sarathies is shared with the Nodal Officers in advance, and a rotating roster from various schools/colleges ensures continuity.
- Volunteer Composition:** Each team includes both experienced and new volunteers to ensure effective peer support and training.
- Orientation:** On their first day, Sarathies undergo a structured orientation that includes:
 - Formal training provided by the Institute.
 - A 3–4-minute video on Project Sarathi, outlining their roles and responsibilities.
 - Distribution of the Institute's SOPs
- Engagement**
 - Refreshments during their shift
 - Certificates of appreciation at the end of their assignment.
- Identification:** Sarathies wear distinctive uniforms for easy identification and to command respect.
- Roles and Responsibilities:** The volunteers are entrusted with the following responsibilities:
 - Guide patients and attendants in key areas like OPD, sample collection, registration, bar code counters and fee counters.
 - Assist patients in locating OPD/Wards, feeding areas, public utilities, canteens, and while submitting samples, purchasing medicines, and completing forms.
 - Support queue management in the building
 - Assist patients with trolleys or wheelchairs.
 - Address patient inquiries to ensure their satisfaction.
 - Aid in implementing government schemes such as PMJAY, Ayushman Bharat Digital Mission, HIMCARE etc.
 - Provide feedback to the Institute on any unaddressed patient issues.
 - Educate patients and attendants on waste segregation and cleanliness.
 - Direct patients to the relevant authorities for resolving concerns.
 - Assist with traffic management, if required.