



राष्ट्रीय शैक्षिक योजना एवं प्रशासन विश्वविद्यालय

(बिना सरकार द्वारा विश्वविद्यालय अनुदान आदेश के अधीनस्थ 1956 के धारा 3 के अन्तर्गत घोषित)

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(Declared by the Govt. of India under Section 3 of the UGC Act, 1956)

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Dr. Arun C. Mehta
Professor & Head
Department of Educational Management Information System

Dear Major Ahluwalia

June 15, 2016

Congrats for developing State-of-the-Art, one of the best, Super Specialty Centers in the Country

My wife Mrs. MADHU MEHTA was admitted in ISIC during June 2nd to 12th, 2016 for Total Knee Replacements (both legs). She was operated by Dr. BHUSAHN NARIANI and his Team on 3rd June 2016. I am happy to inform you that after surgery, Mrs. Mehta is improving fast and feels quite comfortable.

At the outset I would like to congratulate you and the entire ISIC staff for making our stay quite comfortable and memorable. I would take this opportunity and would like to appreciate the efforts of DR. BHUSHAN NARIANI which has made ISIC unique for TKR. We are touched by the friendly attitude of DR. BHUSHAN which itself was enough to boost the morale of patient. His down to earth attitude has touched us. May be it was day or night, we had always seen DR. BHUSHAN around. We are quite satisfied with the painless surgery given by DR. BHUSHAN. The procedure developed by DR. BHUSHAN is unique and almost painless. Congratulations to ISIC and in particular to DR. BHUSHAN.

On the first day on 2nd June, we were put into Room No. 101, Everest Ward and in Room No. 104 during the remaining period of treatment. The rooms (including bathroom) are quite comfortable, spacious, had garden view, most modern patient bed etc. Call bell provided on bed was really helpful and effective.

In particular, we are very much impressed with the staff associated with us. Ward Boys, *Aaya's*, Sisters & Brothers, Officers on the Front Desk: Corporate as well as Inpatient bill section, physiotherapists, salesman at pharmaceutical shop, boy at first floor at *Namchi* Shop, officer on duty at blood bank etc. were all courteous, helpful and ever smiling. *Aaya's* job is very difficult but very important for patient's comfort, on call they never failed. In-house cafeteria is spacious, staff polite, rates reasonable and food quality satisfactory. Even security men were polite and helpful. Congratulation to you for imparting meaningful training to one and all staff members. I will be failing, if I do not mention in-room food services for patient, it was simply the superb. Congratulations, once again.

Please ensure that on appointment day, patient must not wait (11 am to 4.15 pm) too long for room allotment.

Best wishes,

Yours Sincerely

(Arun C Mehta)

Maj. H.P.S. Ahluwalia
Chairman
Indian Spinal Injuries Centre (ISIC)
C-8, Vasant Kunj
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Copy with gratitude to Dr. Bhushan Nariani, Orthopedics Department, Indian Spinal Injuries Centre (ISIC) , C-8, Vasant Kunj, New Delhi – 110070