**NARENDER SINGH RAGHAV**

**BA,PGDPM&LW**

**Contact .** **raghavnarender\_61@yahoo.com** **# 8586961692**

 **MANAGER ON DUTY /DUTY MANAGER OPERATIONS AT NIGHTS/NIGHT ADMINISTRATOR - Hospitals**

**PROFILE**

A qualified PG diploma in Personnel Management and Labour Welfare &seasoned professional offering rich experience of more than 22 years in the foremost and the largest CPMF i.e. the CRPF and the NSG as Subordinate Officer.

Ingrained confidence, adaptability, maturity and tact due to wide experience of crisis management on a virtually daily basis, resulting in the ability to handle multiple functions and activities in a high pressure environment and to identify and prioritize tasks at hand.

Highly motivated, positive and goal oriented, with a high degree of flexibility, resourcefulness and commitment to my work, as well as the ability to build and lead effective teams.

Demonstrated expertise in implementing stringent security systems/measures to establish and maintain high security standards, protect the high value assets of the nation & maintaining overall discipline /moral/motivation of employees.

**Holds the credential of bagging 47th Independence medal, Police Kathin Sewa Medal,50th CRPF Anniversary Medal, DG’s commendations and appreciation from other high dignitaries of Force and Ministry as well.**

High effective communicator with an extensive knowledge base and exceptional talent for problem solving through analytical thought processes, as well as the ability to build and lead effective teams.

**EQUIPPED WITH SKILLS**

**General Administration, Leadership, Law & Order, Resource Management, Security Operations, IR, Training & Development, Transport and Housekeeping, Discipline Maintenance, Legal Functions, office Administration, cogent Communication.**

**PROFESSIONAL EXPERIENCES**

**Chief Administrative Officer-**

CliftonSpringsHospital **-**NewDelhi -

Nov.2013 to date

House Keeping,Security,office management,vendor management,civic agencies co ordination/liaison,personnel management,operation of hospital,canteen and café, personnel hiring and discipline etc……….patient service,timely OPD ,IPD admission,discharge,their satisfaction, ambulance services etc…..

**DUTY MANAGER NIGHT-**BL KAPOOR HOSPTIAL DELHI

AUG 2013 – OCTOBER-2013

A state of art infrastructure spread in 7 acre plot containing 550 beds, 17 modern OTs, labs, around 3000 employees, average census in patient around 350 at any point of time.

**JOB PROFILE**

I was first Night Duty Manager to this hospital. Formulated reporting Performa for night duty. Sole custodian of hospital during the night. entrusted responsibility to ensure smooth functioning including Facility, utility, Security, disaster management, housekeeping, maintenance, canteen, café, co ordination between departments and employees, supervision of outsource employees, nurses and other departments /employees, punctuality and discipline, client satisfaction, timely admission, quality services to them, timely discharge, ensure preparation of discharge summaries of patients to be discharged next morning, payment of bills, ambulance services, doctors availability, in nutshell ensuring smooth functioning of facility. Life saving treatment to trauma patients in emergency ward and their billing and other tasks assigned by the management time to time.

**NIGHT ADMINISTRATOR-**PARAS HOSPITALS GURGAON

SEPTEMBER 2010 TO AUGUST 2013

**JOB PROFILE**

I was first Night Administrator of this first NABH and NABL hospital of Gurgaon. I was sole custodian of hospital for night responsible for total operation of unit in Gugaon. Formulated reporting Performa for the night duty. Being First Night Administrator invented reporting Performa. Looked after total administration viz security, disaster management, transport, liaison with civic authorities, facility, utility, canteen, café, diet issues of patients, timely admission, discharge summary for next day, patient welfare, co ordination inter department, inter personnel, supervision of outsource employees, nurses, punctuality, discipline, availability of ambulance, billing issues of patients and other tasks assigned by the management time to time.

 **NIGHT ADMINISTRATOR** DELHI HEART & LUNG INSTITUTE – DELHI

JANUARY 2007 TO SEPTEMBER 2010

**JOB PROFILE**

I was first Night Administrator of this hospital also and this being so, I invented reporting Performa here also. The Job description was as mentioned in foregoing para

**ADMINISTRATIVE OFFICER -** MATA CHANAN DEVI HOSPITAL -DELHI

JANUARY 2006 – JANUARY 2007

**JOB PROFILE**

Being Administrative Officer, responsible for receiving all mail, courier, analyses and reply thereto including legal notices, preparation of parawise comments, get reply prepared from advocate concerned, vet them before filing in the court, forum consented. Security, disaster management, canteen, café, patient diet and attendants food, liaison with local bodies like pollution control board, drugs department, police etc. recruitment, disciplinary actions, enquiries etc.

**INSPECTOR-** **CRPF/ NSG**

**AUG 1983 –OCT 2005.**

**A versatile officer handling with matters related to law and order, audits, security of men, material, money, equipment, premises, legal matter in different courts of the law right from trial courts to TADA courts, Motor Accident Tribunals, High Courts of different States, In charge of Seven Sister States in country for legal matters, General Administration of the camp looking after utility, facility, discipline, preliminary enquiries and Departmental Enquiries etc.**

**AC –I, NATIONAL SECURITY GUARD**

**FEBRUARY 1997 – FEBRURAY 2002.**

**Apart from commando actions, Pairvi officer of Judge Attorney General and in charge of record section in NSG Head Quarter New Delhi. Also looked after general Administration as mentioned in foregoing paras.**

**ACADEMIC CREDENTIALS.**

**BA Public Administration, Political Science**

**Product of Govt College Gurgaon MD University Rohatak – 1982**

**PG Dip Personnel Management & Labour Welfare**

**Personnel Management, Labour Laws, Salary and Wages Management etc**

**Product of HP university Simla – January – 2001.**

**PERSONAL**

**Father – Sh RS Raghav**

**DOB- 10th October,1961**

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