

**P. D. HINDUJA NATIONAL HOSPITAL  
& MEDICAL RESEARCH CENTRE**

**(Established and managed by the National Health & Education Society)**

VEER SAVARKAR MARG, MAHIM, MUMBAI - 400 016, INDIA  
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June 3, 2022

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that Dr Liveleen Kour Raina a MBA (Hospital and Healthcare Management) from IIHMR University, Jaipur, Rajasthan, did her project in our Hospital from 11<sup>th</sup> April to 3<sup>rd</sup> June 2022

During this period her assignment was as follows:

- Sanitation of Operation Theatre
- Turnaround Time in operation theatre
- Utilization of operating rooms in Operation theatre
- Patient Journey Map ( Value stream Mapping) in Medical oncology department
- Voice of customer in Medical oncology department
- Safety reporting survey of PD Hinduja Hospital

I wish her all the success in future endeavours.

**JOY CHAKRABORTY**  
Chief Operating Officer

**DR. PREETI GORAKSHA**  
Asst. Dir. Qlty & Clinical Admi