

# GOVERNMENT MEDICAL COLLEGE & HOSPITAL NAGPUR

## Citizen Charter-2017

Sr.No.	Name of the Service	List of Documents Required	Timelines for Providing service(in days)	Officer Responsible	Supervisor. Officer Responsible (In case of Escape)
	<b>Clinical Services</b>				
01.	OPD Services	Registration of Patients	Same day		Medical Supdt.
02..	IPD Services	Admission papers	Same Day	HMIS	Medical Supdt.
03.	Emergency services	Registration of patients	Same Day	HMIS	C.M.O.
04.	Operation Services	Referral by concerned department	Emergency & Elective	Operating Surgeon	HOD concerned.
05.	Diagnostic Services	Advice of concerned doctor on case paper & payment receipt of prescribed fees as per Norms.	Radiological, Investigations CT, MRI in 5 days. Histopath/Cytology in 2 days	Radiologist  Pathologist	HOD Radiology  HOD Pathology
06.	Laboratory Services  Central Chemical Lab. (CCL)	Advice of concerned doctor on case paper & payment receipt of prescribed fees as per Norms	1)Culture & Sensitivity 3 days 2) Mycology (Fungal)Culture 21 days 3) TB Culture 48-56 days 4)Serological 1-3 day	Pathologist  Microbiologist  Biochemist	H.O.D. of Concerned Department
07.	DOTS Services	Advice on case papers by concerned doctor, sputum report, X-ray report, Blood report	All investigations in 3 days, then patient is referred to concerned Corpn.Area hospital.	Treating doctor on call	HOD, Chest & TB
08.	ICTC Services	Advice on case papers by concerned doctor	Same day	Treating doctor	HOD , Medicine HOD Micro.
09.	Radio diagnosis services	Advice of concerned doctor on case paper & payment receipt of Prescribed fees as per Norms	Emergency & Elective	Treating doctor on call	HOD concerned
10.	Blood Bank Services	Advice of concerned dr.on case paper & payment receipt of prescribed fees as per Norms	Issued as per requirement	B.T.O.	Blood Bank I.c. Department of Pathology
11.	Casualty Services	Registration of patients, MLC case papers, Issuing Injury Reports and Alcohol Examination Report	Same day	C.M.O.	Medical Supdt.

12.	Mortuary Services	Police Panchnama for P.M. examination	Same day	Forensic Expert	HOD Concerned.
01.	Medical Unfit Certificate	OPD Card & Advised by Treating Doctor	Same day	Officer I/c. Medical Record Section	Medical Supdt. G.M.C.& H. Nagpur
02.	Medical Fitness Certificate	OPD Card & Advised by Treating Doctor	Same day	Officer I/c. Medical Record Section	Medical Supdt. G.M.C.& H. Nagpur
03.	Under Treatment Certificate	OPD Card & Advised by Treating Doctor	Same day	Officer I/c. Medical Record Section	Medical Supdt. G.M.C.& H. Nagpur
04.	Sickle Cell Certificate	OPD Card and Test Report of Electrophoresis only for G.M.C. & H. Ngp	10 days	Officer I/c. Medical Record Section	Medical Supdt. G.M.C.& H. Nagpur
05.	Injury Certificate	Request letter from concerned Police Station & Casualty Treatment Card	3 days	Officer I/c. Medical Record Section.	Medical Supdt. G.M.C.& H. Nagpur
06.	E.D.D. Certificate	By Concerning Doctor	Same day	Officer I/c. Medical Record Section	Medical Supdt. G.M.C.& H. Nagpur..
07.	Death Certificate	Form No. 4 & 8 after receipt from wards in 10 days	10 days	Officer I/c. Medical Record Section	Medical Supdt. G.M.C.& H. Nagpur
08.	Birth Forms	Form No. 7 after receipt from wards to MR Office in 10 days.	10 days	Officer I/c. Medical Record Section	Medical Supdt. G.M.C.& H. Nagpur..
09.	Medical Reimbursement	OPD Card/Death Certificate, Medicine Cash Memo & advised by concerning Doctor only	15 days	Officer I/c. Medical Record Section	Medical Supdt. G.M.C.& H. Nagpur
10.	LIC Attendant Certificate	Official Letter from LIC, Death Certificate, Policy Zerox.	15 days	Officer I/c. Medical Record Section	Medical Supdt. G.M.C.& H. Nagpur
11.	LIC Treatment Certificate	Patient's Discharge Card, Official letter from LIC, Policy Zerox. Photo ID Proof.	15 days	Officer I/c. Medical Record Section	Medical Supdt. G.M.C.& H. Nagpur
12.	Maternity leave Certificate	Advised by concerning doctor	Next day	Officer I/c. Medical Record Section	Medical Supdt. G.M.C.& H. Nagpur
13.	Thalesemia Disease	OPD Card, Blood Test Report only from Govt.	10 days	Officer I/c. Medical	Medical Supdt. G.M.C.& H.

	Certificate	Hospital, Photo ID		Record Section	Nagpur
14.	Disability Certificate	OPD Card, ID Proof, Address Proof, Photo, Treatment papers	10 days after examination of patient	Handicapped Board	Medical Supdt.
	<b>Supportive Services</b>				
01.	Hospital Kitchen	Admission case paper	Same day	Kitchen I/c.	Medical Supdt.
02.	Laundry services	Indent from concerned Wards, OTs.	Same day	Laundry I/c.	Medical Supdt.
03.	Stores (General, Surgical and Medical )	Requirement for materials and indents from Wards, OTs and departments.	Same day	Concerned Stores I/c.	Medical Supdt. & HOD, Pharmacology
04.	Complaints and Grievance Redressal	Registered complaints and applications	Depend on nature of complaint.	Concerned Officers	Medical Supdt./ Dean
05.	Dispensary Services	Prescriptions advised on case papers by concerned doctor	Same day	I/c. Pharmacy	HOD Pharmacology.
06.	Equipment Management services (Workshop)	Requirements and complaints from Wards, OTs and Departments	Depend on nature of complaint	Workshop I/c.	Medical Supdt.

### **Complaint Handling Mechanism (CHM)**

Sr. No.	Particulars	Description
01.	Where to lodge a complaint	Concerned Unit-- HOD-- M.S.-- Dean
02.	Acknowledgement of complaints	Inward Clerk
03.	Time for resolution of complaint	Depends on nature and subject of complaint.
04.	Escalation of complaints.	Appropriate action will be taken.
05.	Time for resolution of complaint after escalation	Depends on nature and subject of complaint.
06.	Name & Contact details	. Concerned Unit-- HOD-- M.S.-- Dean