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DEPARTMENT OF MICROBIOLOGY
सुक्ष्मजीवशास्त्र विभाग
GOVERNMENT MEDICAL COLLEGE, NAGPUR – 440003

शासकीय वैद्यकीय महाविद्यालय,नागपूर-

जावक क्र./मायको/ ६१७ /१७ दिनांक :- १७/५/२०१७

प्रति
मा.वैद्यकीय अधिक्षक
शासकीय वैद्यकीय महाविद्यालय
नागपूर

विषय :- शासकीय वैद्यकीय महाविद्यालय व रुग्णालय नागपूर येथे लावण्यात येणाऱ्या सिटीझन्स चार्टरबाबत विभागातील सर्व डॉक्टर्स यांना माहिती देण्याबाबत

संदर्भ :- वैद्यकीय अधिक्षक कार्यालयाचे पत्र क्र.शावैमवरु/सिटिझन्स चार्टर/२८४५-४७/१७ दि.७.४.१७

महोदय,

उपरोक्त संदर्भीय पत्राच्या अनुषंगाने नागरिकांची सनद (सिटीझन्स चार्टर) मध्ये लेबॉटरी सर्व्हिसेस (प्रयोगशाळा सेवा) चाचण्यांच्या अहवालासंबंधातील लागणारा कालावधी खालीलप्रमाणे सादर करण्यात येत आहे.

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)
1	Laboratory services	Adivce of concernned doctor on case paper & payment receipt of prescribed fees as per norms	1. Curture & sensitivity - 3 days 2.Mycology(fungal) culture– 21 days. 3.Tuberculosis culture – 48-56 days 4.Serological testing – 1-3 days	Treating doctor Concerned	CMO

प्राध्यापक व प्रमुख
सुक्ष्मजीवशास्त्र विभाग
शासकीय वैद्यकीय महाविद्यालय नागपुर

letter
Citizen Charter

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)
	Clinical Services				
01.	OPD Services	Registration of Patients	Same day	HMIS	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 3 days. Histopath/Cyto 5 days Cytology in 10days 3 days	~~Treating doctor Concerned~~ Radiologist	~~C.M.O.~~ HOD Radiology
06.	Laboratory Services (Central clinical Lab (CCL))	Advice of concerned doctor on case paper & payment receipt of prescribed fees as per Norms	~~Next day~~ Same Day	~~Treating doctor Concerned~~ Pathologist- Microbiologist Biochemist	~~C.M.O.~~ HOD of Concerned Dept.
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 corporation 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
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 doctor 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.

GOVERNMENT MEDICAL COLLEGE & HOSPITAL NAGPUR

Citizen Charter-2017

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06.	Laboratory Services	Advice of concerned doctor on case paper & payment receipt of prescribed fees as per Norms	Next day	Treating doctor Concerned	C.M.O
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 corporation 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, MICROBIOLOGY
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 doctor 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.

प्राध्यापक व विभाग प्रमुख
सुक्ष्मजीवशास्त्र विभाग
शासकीय वैद्यकीय महाविद्यालय, नागपूर