

# CITIZEN CHARTER – HOSPITAL

Name of the Department / Centre/ Section	Service/Work under taken by Dept./Section	Time required for work after submission of relevant documents	Name & Designation of Officer/ Employee who provides service	Appellate Authority/ Officer if service is not provided in stipulated time & his contact no.
1. Central Clinical Laboratory	1.Routine Laboratory Investigations	Same day	Lab Technician I/c	<b>Pathology-</b> Dr. Ms Khaparde S. H., 9881573633 <b>Microbiology-</b> Dr. Awari A. K., 7057027826 <b>Biochemistry-</b> Dr. Andure D. V. 9420629180
	2. Culture Report	By 72 hrs		
2.Radiodiagnosis	1. X-ray Report	Same day	X-ray Tech I/c	Dr. Kachewar Sushil G., Professor & Head, Radiodiagnosis 9921160357
	2. C.T scan Report	By 24 hrs	C.T scan Tech. I/c	
	3. M.R.I Report	By 24 hrs	MRI Tech I/c	
3. Indoor Patient	1. Discharge Card	Same day	Sister I/c	Dr. Niranjan Dash, Medical Superintendent, 9765725890
	2. Death Certificate	Same day	Sister I/c	
	3. Any Complaint or Grievances	In 24 hrs after required enquiry	Matron	
4. Blood Bank	Issue of Blood	Immediate	Blood Transfusion Assistant I/c	
5. Emergency Services	Concern Unit	Immediate	Unit I/c	
6. Nursing Service	Patient care and Treatment	Immediate	Sister I/C	Mrs. Gaikwad J.Y, Matron 9860391662
7. Casualty	Patient Treatment, Life saving measures	Immediate	Doctor I/C, Sister I/c	Dr. Niranjan Dash, Medical Superintendent, 9765725890
8. Hospital Pharmacy	Supply of Drugs	10 minutes	Pharmacist	
9. Hospital Kitchen	Supply of Diet to patient (Breakfast, Lunch and Dinner)	At appointed time	Dietician	
10. Social Services	Social Service guidance about hospital service	After same time	Social Worker	