

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 | Pathology- Dr. Ms Khaparde S. H., 9881573633 Microbiology-Dr. Awari A. K., 7057027826 Biochemistry- Dr. Andure D. V. 9420629180 |
| | 2. Culture Report | By 72 hrs | | |
| 2.Radiodiagnosiss | 1. X-ray Report | Same day | X-ray Tech I/c | Dr. Lakhkar D.L, 9822261059 |
| | 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. Samir Chattopadhyay, Medical Superintendent, 8554990223 |
| | 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 | Dietecian | |
| 10. Social Services | Social Service guidance about hospital service | After same time | Social Worker | |