

## Citizen Charter

Sr. No.	Name of the Service	List of Documents Required	Timelines for Providing Service (in Days)	Officer Responsible	Supervisor Officer Responsible (In case of Escalation)
<b>A</b>	<b>Clinical Services</b>				
<b>1</b>	Out Patient Services	Registration of Patient	Same Day	RMO	MS
<b>2</b>	In Patient Services	Admission Paper	Same Day	RMO	MS
<b>3</b>	Emergency Services	Registration of Patient	Same Day	RMO	MS
<b>B</b>	Operation Services	Referral by Concerned Dept.	Emergency & Elective	HOD of Concerned Department	MS
<b>C</b>	Diagnostic Services	Advice of Concerned Doctor on Case Paper & Payment Receipt of Prescribed Fees as per Norms	Same Day	RMO	MS
<b>D</b>	Laboratory Services	Advice of Concerned Doctor on Case Paper & Payment Receipt of Prescribed Fees as per Norms	Same Day	RMO	MS
<b>E</b>	DOTS Services	Advice of Concerned Doctor on Case Paper	Same Day	Doctor on Call	MS
<b>F</b>	ICTC Services	Advice of Concerned Doctor on Case Paper	Same Day	Doctor on Call	MS
<b>G</b>	Radio-Diagnosis Services	Advice of Concerned Doctor on Case Paper & Payment Receipt of Prescribed Fees as per Norms	Emergency & Elective	Doctor on Call	HOD
<b>H</b>	Blood Bank Services	Advice of Concerned Doctor on Case Paper, Payment Receipt of Prescribed Fees as per Norms & Donor or Donor Card	Same day	BTO	In charge (Blood Bank)
<b>I</b>	Mortuary Services	Inquest Panchnama	Same Day	Doctor on Call	MS
<b>J</b>	Casualty Services	Registration of Patient	Same Day	CMO	RMO
<b>K</b>	<b>Supporting Services</b>				
<b>1</b>	Central Pharmacy	Advice of Concerned Doctor on Case Paper	Same Day	In Charge (Pharmacy)	MS
<b>2</b>	Hospital Kitchen	Admission Paper	Same Day	In Charge (Kitchen)	MS
<b>3</b>	Information For Patients	----	Same Day	RMO	MS
<b>4</b>	Enquiries And Information	----	Same Day	RMO	MS
<b>L</b>	Complaints And Grievances Reddresal	Registered Complaint	Same Day	Grievance Reddresal Officer	Dean
<b>M</b>	<b>Issue Of Certificate</b>				
<b>1</b>	Medical Certificate	Application & Opinion of Concerned Doctor on Case Paper	Same day	RMO	MS
<b>2</b>	Disability Certificate	Registration & Aadhar Card	Within week	Committee	MS
<b>3</b>	Medico-Legal Certificate	Police Letter, Case Papers	Within 48 Hours	CMO	RMO

4	Birth & Death Registration Certificate	Case Papers of Hospital	Same Day	In Charge	MS
<b>N</b>	<b>Academic Certificates</b>				
1	Bona fide Certificate	Student's application	within a week	Administrative officer	Dean
2	College Leaving Certificate	Internship Completion Certificate , Last leaving Certificate	within a week	Administrative officer	Dean
3	Attempt Certificate	All Concerned Mark lists	within a week	Administrative officer	Dean
4	Character Certificate	Student's application	within a week	Administrative officer	Dean
5	Hostel Living Certificate	Student's application and fee receipt	within a week	Administrative officer	Dean
6	Experience Certificate for Employee	Employee's Application	within a week	Administrative officer	Dean
7	No Objection Certificate for Employee	Employee's Application	within a week	Administrative officer	Dean
8	Relieving Certificate	Employee's Application	Same Day	Administrative officer	Dean/ Director
9	Medical Reimbursement	Application in Prescribed format	Within a Week	R.M.O.	Dean

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

Sr. No.	Particulars	Description
1.	Where to lodge a complaint	Inward Section
2.	Acknowledgement of complaints	Inward Clerk
3.	Time for resolution of complaint	Depends on nature of Complaint
4.	Escalation of complaints	Appropriate Action will be taken
5.	Time for resolution of complaint after escalation	Depends on nature of Complaint
6.	Name & Contact details of Grievance Redressal officer	Dr. M. M. Baig, Prof & Head, Dept. of Anatomy Dr. Suvarna Anandwadikar, Assist. Prof., Dept. of Anatomy Dr. Ganesh Pawar, Assist. Prof., Dept. of Pharmacology Mr. S. B. Kulkarni, Administrative Officer 02382-253017