

1.4 Norms for discharge of functions

1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	(i) Nature of functions/ services offered	To Provide Medical Educaiton and Training to the sudents of MD/MBBS/MS/M. Phil /DM/B.Sc Paramedical Courses. Patient Care Services are provided in the Hospital : Right to Service Act GMCH-32 http://gmch.gov.in/node/6635
		(ii) Norms/ standards for functions/ service delivery	Rules and Regulations of Medical Council of India and Panjab University and Indian Nursing council issued and amended from time to time. Right to Service Act.
		(iii) Process by which these services can be accessed	Analysis of inpatient Feed Back Form and Patient facilitation services and through gmch website(gmch.gov.in)
		(iv) Time-limit for achieving the targets	http://gmch.gov.in/node/6635
		(v) Process of redress of grievances	Different Committees are constituted to remove grievances of students and patients.

Link for Citizens Charter (GMCH) <http://gmch.gov.in/public-forum/citizen-charter>