

**CITIZENS CHARTER
CHANDIGARH ADMINISTRATION
CHANDIGARH**

PREMABLE: This document is an expression of commitment and resolve of this institute to provide information about the services that are available, the quality and standards of service that you may expect, the facilities, procedures available and also the costs wherever they are. A guide map of the Institution is also affixed at the entrance of the complex and also at the entrance of various blocks.

About the College

Government Medical College, Sector 32, Chandigarh is affiliated to the Panjab University Chandigarh and is recognized by Medical Council of India. The college is having an intake of 50 students per year for MBBS course.

The admission for MBBS course are finalized in the last week of June. The academic session begins from first working day of July every year. The distribution of seats for various categories for admission to MBBS course and Postgraduate (MD/MS) courses is as under:-

			No. of Seats
1.	UT Chandigarh Pool(85% seats)		39
	• General	31	
	• Scheduled Caste	07	
	• Physical Handicapped	01	
2.	NRI Quota		03
3.	Central Pool		01
4.	All India Quota(15% Seats)		07
TOTAL			50

The Admission for the 39 seats belonging to UT Chandigarh pool are made on merit basis which is determined through an entrance test conducted by Panjab University, Chandigarh. The admission for 08 seats belonging to Central Pool and all India quota is made on the basis of recommendation of Govt. of India which is again basis of merit.

The Post Graduate Courses in the following specialties are being run in the Institute:

S. No.	Name of the Deptt Clinical Specialties	No. of Seats
1.	Anesthesiology	05

2.	Ophthalmology	03
3.	Pathology	06
4.	Orthopaedics	01
5.	Community Medicine	01
6.	Obstt. & Gynae.	03
7.	Forensic Medicine	03
8.	TB & respiratory Diseases	02
9.	MD Anatomy	03
10	Psychiatry	02
11	Transfusion Medicine	03
12	Surgery	03
13	Microbiology	04
14	ENT	01
	TOTAL	40

Additionally, the following Degrees & Fellowships are available in GMCH:

- M. Phil (Psychiatry) - 08
- M. Phil (Social Work) - 08
- IAP Fellowship in Peads - 02

The Admission for the post graduate courses are made on merit basis through an entrance test conducted by the Panjab University, Chandigarh.

Non Clinical Specialties:

1.	B. Optom (4 years)
2.	B.Sc. (X-Ray, Anesthesia + OT Tech) & MLT

In addition to the above, DNB started in following departments:

Sr. No.	Name of Department	No. of Seats
1	Anaesthesia	01
2	General Surgery	02
3	Obstt. & Gynae.	04
4	Orthopedic	01
5	Hospital Administration	03
6	Dermatology	01
7	Pediatrics	04 (Primary – 02 (Secondary – 02)

General Information about Attached Hospital:

The patients seeking services in the hospital are registered and issued a card for recording various details of the symptoms, diagnosis and treatment provided. The hospital is having facilities for almost all the investigation/ procedures, which includes CT Scan, Endoscopy and others as detailed below. The charges payable for all these investigation are based on the income of the patient. Every indoor patient is entitled to avail the facility of pass for the convenience of their attendants. A 500 bedded hospital is attached with the institute. The information about timings and various charges as payable is as under:

Timing for emergency and OPD		
<ul style="list-style-type: none"> Casualty , Emergency and ambulance services 		Round the clock
<ul style="list-style-type: none"> Registration of OPD Patients 		08:00 AM to 11:00 AM (Monday to Saturday) 07:00 AM to 09:00 AM (During Summer Vacations i.e. from 14 th May to 15 th July)
<ul style="list-style-type: none"> OPD Timings 		09: 00 AM to 02:00 PM (Monday to Saturday) 08:00 PM to 01:00 PM (During Summer Vacations i.e. from 14 th May to 15 th July)
<ul style="list-style-type: none"> Special Clinics 		02:00 PM to 04:00 PM
<ul style="list-style-type: none"> Timings for visitors for meeting indoor patients 	Summer	06:00 AM to 07:00 AM 05:00 PM to 07:00 PM
	Winter	06:00 AM to 07:00 AM 04:00 PM to 06:00 PM
Hospital Charges		
<ul style="list-style-type: none"> OPD Card charges in a calendar year 		Rs. 20/-
<ul style="list-style-type: none"> Revisit within one year of making OPD card 		Free
<ul style="list-style-type: none"> Charges of issue of duplicate card in case of loss 		Rs.30/-
<ul style="list-style-type: none"> OPD Card charges for UT employee/ UT Pensioners, Ex Servicemen pensioners & Freedom Fighters only 		Nil
Admission Charges: General Ward		
<ul style="list-style-type: none"> Security (Adjustable/Refundable) 		Rs. 200/- (Rs. 500/- per week)

• Admission Fee		Rs. 25/-
• Bed Charges		Rs. 15/- Per day
• Diet Charges		Rs. 50/- per day
Admission Charges: Private Ward		
• Security (Adjustable/Refundable)		Rs. 5000/- at the time of admission and Rs. 5000/- per week for Pvt and employees of other state govt. and centre govt.
• Admission Fee • Bed/ Room Charges	Rs. 100/- Rs. 600/- per Day	Rs. 1000/- at the time of admission & Rs. 1000/- per week in case of employee/ pensioners of UT Govt. & Ex Servicemen
• AC Charges	Rs. 100/- Per day	
• Diet Charges	Rs. 85/-	
Pvt. Ward room (VIP Category 'A')		Rs. 1500/- per day: Including AC Charges & Diet
Pvt. ward room (ordinary category 'B')		Rs. 785/- per day : including Ac and Diet
Entitlement for Private Ward		
Category 'A' (Pvt VIP Ward)		Rs. 15000/-(basic for Govt. Employees)
• Admission fee	Rs. 100/-	Rs. 15000/- (gross for Pvt. Businessman)
• Bed/ Room Charges	Rs. 1400/- Per day	
• AC Charges	Rs. 100/- per day	
• Diet Charges	Rs. 85/- per day	
Category 'B' (Pvt .Ordinary Ward)		Rs. 10000/-(minimum basic for Govt. Employees)

• Admission fee	Rs. 100/-	Rs. 10000/- (gross for Pvt./ Businessman)
• Bed/ Room Charges	Rs. 600/- Per day	
• AC Charges	Rs. 100/- per day	
• Diet Charges	Rs. 85/- per day	

Laboratory investigations/ procedures available with charges as per income slabs. Police post is available within the Hospital premises

Causality and Emergency Services:

- Emergency Medical Officer and Senior Residents are available for 24 hrs
- Specialists Doctors are available round the clock in major Specialties viz. General Medicine, General Surgery, Orthopedics, Obstetrics & Gynecology and Paediatrics
- Duty doctor is available on call basis for other departments /specialties

Blood Bank: The services of Licensed blood bank is available round the clock in the Hospital

- All mandatory tests are carried out for screening of the blood
- Blood is made available for private Hospitals subject to the availability against fixed payment

Equipment & Special Facilities available:

Sr. No.	Facilities	Rs.0-3500/-	Rs. 3501-7000/-	Rs. 7001-above
1.	CCU	125	250	500
2.	ICU	250	500	1000
3.	Dialysis Unit	100	200	400
4.	Endoscopy	100	150	350

5.	Colonoscopy	100	200	300
6.	TMT	150	250	500
7.	ECG	25	50	75
	EEG	100	150	200
	ERCP	100	200	400
	EMG	100	150	250
	NCV	100	150	250
8.	Blood Gas Electrolyte Machine	50	75	100
9.	Intubating Bronchoscope	100	200	300
10	Laparoscopic Surgical Procedure(Gall Bladder (III rd Category), Appendix, Hernia	400	1500	3000
11.	Trans Urethral Resection Prostrate & Bladder Tumor (TUR)	400	1500	3000
12.	Uretro Renoscopy (Uretric Stones)	400	1500	3000
13.	Ultrasound	50	100	200
14.	ND Yag Laser(Full Course)	100	200	400
15.	Bone Marrow Investigations: Bone Marrow Aspiration Bone marrow Trepvivex	50 100	75 150	100 200
16.	Audiometry	20	50	100
17	Physiotherapy	Free		
18	CT Scans (Plain)	Private		
	Head	550		

	Upper/Lower Abdomen	900		
	Pelvis	900		
	Cervical /Dorsal Spine	900		
	Lumber / Sacral Spine	900		
	Thorax	900		
	Orbit/Ear/Neck	900		
	Extremities	900		
	2D Study/ Angiography contrast other consumable Extra	2200		
	3D Study/ Angiography contrast other consumable Extra	3000		
	CT Scan (Contrast)			
	Ionic Contrast	145 (Per 20 ml)		
	Non-Ionic contrast	320 (Per 20 ml)		
	Syringe 50 ml + scalp vein set	25		
	Syringe 20 ml + scalp vein set	15		

On the recommendation of treating doctors i.e. Senior Residents/Consultants and approval of concerned HOD/ Medical Superintendent, the poor patients can avail the said facilities free of cost . Apart from above these facilities are available free of cost to the UT employees/ Pensioners, Freedom Fighters & Ex Servicemen.

Ambulance : Round the Clock ambulances are available on payment basis for the convenience of patients within UT, Chandigarh.

The Procedure for Doctors attending Conference/Training/Workshop in India & Abroad.

The procedure for attending the conference of Doctor is as under:-

A regular faculty allowed to attend Conference / Seminar / Workshop at International Level once in a span of 4 years and at National Level once in a financial year on government expenses as per schedule given below:-

(I) For International Conference:-

1. Approval of D.P. through A.D.A. within one week.
2. Then approval of HE' through SMER including vigilance clearance within 1 $\frac{1}{2}$ month.

(II) For National Level Conference:-

1. Approval of D.P. through A.D.A. within one week.
2. Approval of SMER within 10-15 days.

- (1) Anesthesia and Intensive Care
- (2) Anatomy
- (3) Biochemistry
- (4) Community Medicine
- (5) Dentistry
- (6) Dermatology(Skin & Venereology Diseases)
- (7) ENT(Otorhinolaryngology)- Head & Neck Surgery
- (8) Forensic Medicine
- (9) General Medicine
- (10) General Surgery
- (11) Immuno Haematology and Blood Transfusion
- (12) Microbiology
- (13) Obstetrics & Gynaecology
- (14) Ophthalmology
- (15) Orthopaedics
- (16) Pathology
- (17) Pharmacology

- (18) Physiology
- (19) Paediatrics
- (20) Psychiatry
- (21) Radiodiagnosis
- (22) Radiotherapy
- (23) Tuberculosis & Respiratory Diseases

Referral Services:

- (a) The Hospital Provides referral services for the neighboring states like Punjab, Haryana & Himachal Pradesh. Patients are referred from the primary & secondary level health centres of the neighboring states are received in this hospital.
- (b) The hospital tries to give best available treatment to the patient visiting this hospital. But in case of some specialized treatments and investigations which are not available in this hospital, the patients are referred to the Postgraduate Institute of Medical Education & Research, Chandigarh.

Grievances/complaints/redressal

Name, location and telephone number of Director-Principal & Medical Superintendent have been displayed at the reception and elsewhere in the hospital for receiving the grievances and complaints. Every grievance/complaint is dealt quickly. Every patient/visitor has the right to be heard.

ADMINISTRATION

Office	Location	Level/Block	Phone/ FAX No.
Director	Hospital Building	Level-II, Block-D	2676037, 2665253- 60,2665545-49 Ext.4321 FAX : (0172)2609360
Medical Superintendent	Hospital Building	Level-II, Block-D	2676021, 2665253- 60,2665545-49 Ext.4202 FAX : (0172) 2608488

Additional Director(Admn.)	Hospital Building	Level-II, Block-D	2676023, 2665253-60 & 2665545-49 Ext.4231 FAX : (0172) 2669974
Deputy Medical Superintendent	Hospital Building	Level-II, Block-D	2665253-60 & 2665545-49, Ext.4212

The other direct telephone attached with EPABX exchanges are as under: 2601023-24, 2665253-60, 2665545-49, 2669180, 2669182, 2669569, 2662201-2663301, 2663303.