<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of the Service</th>
<th>List of Documents Required</th>
<th>Timelines for Providing Service (in Days)</th>
<th>Officer Responsible</th>
<th>Supervisor Officer (In case of Escalation)</th>
</tr>
</thead>
</table>
| 1       | Issue of Medical Certificate | - For general patients  
- 1) Out Patient Department (OPD) Case Paper  
- 2) In Patient Department (IPD) Case Paper (For admitted patients)  
- 3) Discharge Card (For admitted patients)  
- 4) Duly filled Application Format for Medical Certificate signed by the Unit Incharge  
In addition to above documents-  
- For Maharashtra Government Servants  
  Government Servant Identity Card  
- For Senior Citizens  
  Senior Citizen Identity card  
- For students of Government Ayurvedic /Medical/ Dental/Nursing College  
  College Identity Card                  | 15 days                                           | Residential Medical Officer                      | Dean, Government Ayurved Hospital Nagpur                 |
| 2       | Certificate of Minor Wound | - For general patients  
- 1) Out Patient Department (OPD) Case Paper  
- 2) In Patient Department (IPD) Case Paper (For admitted patients)  
- 3) Discharge Card                   | 5 days                                                   | Residential Medical Officer                      | Dean, Government Ayurved Hospital Nagpur |
3. Discharge Certificate
   - Application Form Format
     1. OPD Case Paper
     2. IPD Case Paper
   - 2 days
   - Residential Medical Officer
   - Dean, Government Ayurved Hospital, Nagpur

4. In Patient Department
   - OPD Case Paper
   - Unit Incharge/ HOD’S endorsement
   - RMO’S Order
   - 24 HOURS
   - Residential Medical Officer
   - Dean, Government Ayurved Hospital, Nagpur

5. Out Patient Department
   - OPD Case Paper
   - 8.30 to 12.30 pm every day except Sunday
   - Concerned Unit Incharge Or HOD
   - Dean, Government Ayurved Hospital, Nagpur

6. Casualty
   - OPD Case Paper
   - 24 hours
   - Casualty Medical Officer/ Residential Medical Officer
   - Dean, Government Ayurved Hospital, Nagpur

7. Medical Reimbursement
   - Application Form in
   - Administrative
   - Dean, Government Ayurved Hospital, Nagpur
<table>
<thead>
<tr>
<th>Certificate (For Hospital employee)</th>
<th>prescribed format (Form No. C And D)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Emergency Care Certificate of hospital</td>
<td></td>
</tr>
<tr>
<td>3. Hospital stay Certificate</td>
<td></td>
</tr>
<tr>
<td>4. Discharge Card</td>
<td></td>
</tr>
<tr>
<td>5. Hospital bill and Receipt</td>
<td></td>
</tr>
<tr>
<td>6. List of Medicines</td>
<td></td>
</tr>
<tr>
<td>7. Certificate stating medicine list is devoid of food, alcohol, tonics and blood components</td>
<td></td>
</tr>
<tr>
<td>8. Certificate stating the instruments, IV sets, Medicines etc are used for claimant only and not being reused</td>
<td></td>
</tr>
<tr>
<td>9. Nursing Cert</td>
<td></td>
</tr>
<tr>
<td>10. Special Nursing Cert</td>
<td></td>
</tr>
<tr>
<td>11. Dependant not in Govt. service Cert</td>
<td></td>
</tr>
<tr>
<td>12. Expenditure Cert</td>
<td></td>
</tr>
<tr>
<td>13. Undertaking</td>
<td></td>
</tr>
<tr>
<td>14. Small Family Cert</td>
<td></td>
</tr>
<tr>
<td>15. Family Details</td>
<td></td>
</tr>
<tr>
<td>16. Certificate regarding Medical Reimbursement not been sought from other insurance schemes</td>
<td></td>
</tr>
<tr>
<td>17. Certificate stating the</td>
<td></td>
</tr>
</tbody>
</table>
| **Computer Purchase** | advance for medical expenses had not been taken  
18. Doctor Certificate  
19. Medical store Bill  
20. Pathology/X Ray Reports  
21. Pay- Slip |  |  
| --- | --- | --- | --- 
| **Building Advance** | 1. Application Form in prescribed format  
2. Quotation  
4. MS-CIT Cert  
5. Undertaking  
6. Bond  
7. Certificate stating the advance had not been taken from G.P.F.  
8. Spouse is not in Govt service neither sought for advance  
9. Pay slip | Administrativ e Officer/Resid ential Medical Officer  
Dean, Government Ayurved Hospital, Nagpur |  
| | **Building Advance** | 1. Application Form in prescribed format  
2. Agreement to Sale Or Sale-deed  
3. No Objection Certificate from Municipal Co-Operation  
4. Tax Receipt  
5. Building Plan (Aakheev Patrika)  
6. Budget Estimate  
7. Sanctioned Map  
8. Salary Cert  
9. Small Family | Administrativ e Officer/Resid ential Medical Officer  
Dean, Government Ayurved Hospital, Nagpur |
<table>
<thead>
<tr>
<th>Service</th>
<th>Requirements</th>
<th>Time Available</th>
<th>Approving Officer</th>
</tr>
</thead>
</table>
| Motor vehicle advance                       | 1. Application Form in prescribed format  
2. Quotation  
4. Undertaking  
5. Bond  
6. Certificate stating the advance had not been taken from G.P.F.  
7. Spouse is not in Govt service neither sought for advance  
8. Pay slip                                     |                                            | Administrative Officer/Residential Medical Officer/Dean, Government Ayurved Hospital, Nagpur |
| Death Certificate (Cause of Death)          | 1. OPD Case Paper  
2. IPD Case Paper                                                | 8.30 A.M. To 12.30 P.M. Except Sunday and Government Holidays | Unit Incharge/Resident Medical Officer/Dean, Government Ayurved Hospital, Nagpur |
| Pathological Tests                           | 1. OPD Case Paper  
2. Unit Incharge endorsement                                         | 8.30 A.M. To 12.30 P.M. Except Sunday and Government Holidays | Unit Incharge of Rognidan department/Resident Medical Officer/Dean, Government Ayurved Hospital, Nagpur |
| Delivery                                     | 1. OPD Case Paper  
2. IPD Case Paper                                                | 24 hour                                    | Unit Incharge of Prasutitantra and Stree Rog department/Resident Medical Officer/Dean, Government Ayurved Hospital, Nagpur |
| Surgery- a) Small Surgeries without anesthesia  
b) Major Surgeries with anesthesia          | 1. OPD Case Paper  
2. IPD Case Paper  
Consent Letter                                     | 8.30 A.M. To 12.30 P.M. Except Sunday and Government Holidays | Unit Incharge of Shalyatantra Department/Dean, Government Ayurved Hospital, Nagpur |
| PANCHAKARMA                                  | 1. OPD Case Paper  
2. IPD Case Paper                                                | 8.30 A.M. To 12.30 P.M. Except Sunday       | Unit Incharge of Panchakarma/Dean, Government Ayurved Hospital, Nagpur |
<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
</table>
| 15 | KSHARSUTRA | 1. OPD Case Paper  
2. IPD Case Paper | 8.30 A.M. To 12.30 P.M.  
Except Sunday and Government Holidays | Unit Incharge of Shalyatantra Department |
|   |   |   | Dean, Government Ayurved Hospital Nagpur |

| 16 | NATIONAL PROGRAMMES  
A) National Leprosy Eradication Programme  
B) National Blindness Control Programme  
C) National Tuberculosis Eradication Programme  
D) National AIDS Control Programme  
E) Universal Immunization Programme  
F) National AIDS Control Programme  
G) Maternal Child Health Care Programme  
H) National Family Welfare Programme | OPD Case Paper | 8.30 A.M. To 12.30 P.M.  
Except Sunday and Government Holidays | Resident Medical Officer |
|   |   |   | Dean, Government Ayurved Hospital Nagpur |

| 17 | Suvarnaprashan | OPD Case Paper | 8.30 A.M. To 12.30 P.M.  
Except Sunday and Government Holidays | Unit Incharge of (Kaumarbhirya) Barog Department |
|   |   |   | Dean, Government Ayurved Hospital Nagpur |

| 18 | Swasthyarakshan | OPD Case Paper | 8.30 A.M. To 12.30 P.M.  
Except Sunday and Government Holidays | Unit Incharge of Swasthavrita Department |
|   |   |   | Dean, Government Ayurved Hospital Nagpur |
### Complaint Handling Mechanism (CHM)

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Particulars</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Where to lodge a complaint</td>
<td>Dean Office, Government Ayurved Hospital, Nagpur</td>
</tr>
<tr>
<td>2.</td>
<td>Acknowledgement of complaints</td>
<td>Inward Section of Dean Office, Government Ayurved Hospital, Nagpur</td>
</tr>
<tr>
<td>3.</td>
<td>Time for resolution of complaint</td>
<td>Depends upon nature of complaint.</td>
</tr>
<tr>
<td>4.</td>
<td>Escalation of complaints</td>
<td>Depends upon nature of complaint.</td>
</tr>
<tr>
<td>5.</td>
<td>Time for resolution of complaint after escalation</td>
<td>Depends upon nature of complaint.</td>
</tr>
<tr>
<td>6.</td>
<td>Name &amp; Contact details of Grievance Redressal officer</td>
<td>Vd. G.J. Mukkawar, Dean, Government Ayurved College &amp; Hospital, Nagpur, (Mo.) 9527940969, Landline 0712-2749198 (O), Email : <a href="mailto:ganeshmukkawar@gmail.com">ganeshmukkawar@gmail.com</a>; <a href="mailto:govtayurvedichospital@gmail.com">govtayurvedichospital@gmail.com</a></td>
</tr>
</tbody>
</table>