# Citizen Charter

<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 Responsible (In case of Escalation)</th>
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<tbody>
<tr>
<td>A</td>
<td>Clinical Services</td>
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<tr>
<td>1</td>
<td>Out Patient Services</td>
<td>Registration of Patient</td>
<td>Same Day</td>
<td>RMO</td>
<td>MS</td>
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<td>2</td>
<td>In Patient Services</td>
<td>Admission Paper</td>
<td>Same Day</td>
<td>RMO</td>
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<td>3</td>
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<td>B</td>
<td>Operation Services</td>
<td>Referral by Concerned Dept.</td>
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<td>C</td>
<td>Diagnostic Services</td>
<td>Advice of Concerned Doctor on Case Paper &amp; Payment Receipt of</td>
<td>Same Day</td>
<td>RMO</td>
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<td>Prescribed Fees as per Norms</td>
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<td>Same Day</td>
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<td>Prescribed Fees as per Norms</td>
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<td>E</td>
<td>DOTS Services</td>
<td>Advice of Concerned Doctor on Case Paper</td>
<td>Same Day</td>
<td>Doctor on Call</td>
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<td>F</td>
<td>ICTC Services</td>
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<td>Same Day</td>
<td>Doctor on Call</td>
<td>MS</td>
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<td>Radio-Diagnosis Services</td>
<td>Advice of Concerned Doctor on Case Paper &amp; Payment Receipt of</td>
<td>Emergency &amp; Elective</td>
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<td>Blood Bank Services</td>
<td>Advice of Concerned Doctor on Case Paper, Payment Receipt of</td>
<td>Same Day</td>
<td>BTO</td>
<td>In charge (Blood Bank)</td>
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<td>Inquest Panchnama</td>
<td>Same Day</td>
<td>Doctor on Call</td>
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<td>Casualty Services</td>
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<td>Same Day</td>
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<td>Central Pharmacy</td>
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<td>Hospital Kitchen</td>
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<td>L</td>
<td>Complaints And Grievances</td>
<td>Registered Complaint</td>
<td>Same Day</td>
<td>Grievance Redressal Officer</td>
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<td>Disability Certificate</td>
<td>Registration &amp; Aadhar Card</td>
<td>Within week</td>
<td>Committee</td>
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<td>Medico-Legal Certificate</td>
<td>Police Letter, Case Papers</td>
<td>Within 48 Hours</td>
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<td>Where to lodge a complaint</td>
<td>Inward Section</td>
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<td>Inward Clerk</td>
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<td>Time for resolution of complaint</td>
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<td>Escalation of complaints</td>
<td>Appropriate Action will be taken</td>
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<td>Depends on nature of Complaint</td>
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<td>6</td>
<td>Name &amp; Contact details of Grievance Redressal officer</td>
<td>Dr. M. M. Baig, Prof &amp; 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</td>
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