

CITIZEN CHARTER
OUR VISION – TO BE IN THE FOREFRONT OF HIGHER
EDUCATION AND TO GIVE THE COUNTRY THE HIGH CALIBRE
MANPOWER

CITIZENS CHARTER

This charter seeks to provide a framework which enables our users to know

Standards of Service:

- This is a Medical College and Hospital for teaching and education and multispecialty patient care hospital
- It provides medical care to all patients who come to the hospital;
- Standards are influenced by patients load and availability of resources;
- Yet we insist that all our patient/relative receive courteous and prompt attention.

Locations:

It is located at Pillaiyarkuppam, Pondicherry - 607 402.

Doctors wear white aprons and nurses are in uniform.

All Staff member wear identity cards.

General Information

Enquiry, Reception and Registration Services:

This counter is functioning round the clock.

Location guide maps have been put up at various places in this hospital.

Colour coded guidelines and directional signboards are fixed at strategic points for guidance.

Telephone enquiries can be made over telephone numbers:

0413-2615449 to 2615458, Fax : 0413-2615457

Email communication can be made through **info@mgmcri.ac.in**

Casualty & Emergency Services:

All Casualty Services are available round the clock.

- Duty Doctors are available round the clock.
- Specialist doctors are available on call from resident doctors.
- Emergency services are available for all specialties as listed in the OPD Services.
- Emergency Operations are done in OT located on 2nd floor of the Main Hospital building

Emergency Operation Theatre is functioned round the clock. In serious cases, treatment/management gets priority over paper work like registration and medico-legal requirements. The decision rests with the treating doctor.

OPD Services:

The following services are available at the hospital

Anaesthesiology
Dermatology, Venereology & Leprology
General Medicine
General Surgery
Obstetrics & Gynaecology
Ophthalmology
Orthopaedics
Oto-Rhinolaryngology
Paediatrics
Psychiatry
Pulmonary Medicine
Radiology & Imaging

Apart from these the following super specialty services are also available

Cardiology
Cardiothoracic Surgery
Nephrology
Neuro Surgery
Neurology
Paediatric Surgery
Plastic Surgery
Surgical Gastroenterology
Urology
oncology

OPD Place Time of Registration Time of OPD

In OPDs specialists are available for consultation.

OPD services are available on all working days excluding Sundays and Gazetted Holidays from 8.00AM to 4:30 PM.

Other Facilities:

Other facilities available include:

Purified drinking water, wheel chairs and trolleys are available in the OPD and casualty. Ambulances are available to pick up patients from their places (on payment of nominal charges) and also for discharged patients. Mortuary Van is available on payment, Round the clock. Public Telephone Booths are provided at various locations. Stand-by Electricity Generators have been provided. Chemist Shops are available at the hospital. Canteen for patients and their attendants is available. Lifts are available for access to

higher floors. Adequate toilet Facilities for use of patients and their attendants are available.

Complaints & Grievances:

There will be occasions when our services will not be up to your expectations.

Please do not hesitate to register your complaints. It will only help us serve you better. Every grievance will be duly acknowledged. We aim to settle your genuine complaints within 10 working days of its receipt.

Suggestions/Complaint boxes are also provided at various locations in the hospital. If we cannot, we will explain the reasons and the time we will take to resolve.

Name, designation and telephone number of the nodal officer concerned is duly displayed at the Reception.

Dr. Nirmal Coumare V.

Designation: Medical Superintendent.

Phone: 2615449-455

Responsibilities of the Users:

The success of this charter depends on the support we receive from our users.

Please try to appreciate the various constraints under which the hospital is functioning.

Please do not inconvenience other patients. Please help us in keeping the hospital and its surroundings neat and clean. Please use the facilities of this hospital with care.

Beware of Touts. The Hospital is a "No Smoking Zone" and smoking is a Punishable Offence. Please refrain from demanding undue favors from the staff and officials as it encourages corruption. Please provide useful feedback & constructed suggestions.

These may be addressed to the Medical Superintendent of the Hospital.

- No Smoking Please"
- Don't split here & there
- Use Dustbin
- Keep Hospital Clean
- Give regards to Ladies and Senior Citizens