



GOVERNMENT MEDICAL COLLEGE JAYASHANKAR BHUPALPALLY

OFFICE OF THE PRINCIPAL GMC, JAYASHANKAR BHUPALPALLY

CITIZEN'S CHARTER

Sr No	Name of the Services	List of Documents Required	Timelines for Providing Service (in days)	Officer Responsible	Supervisor Officer Responsible (In Case of Escalation)
A	Clinical Services				
1	Out Patient Services	Registration of Patient	Same Day	RMO	MS
2	In Patient Services	Admission Paper	Same Day	RMO	MS
3	Emergency Services	Registration of Patient	Emergency & Elective	HOD of Concerned Department	MS
4	Operation Services	Referral by Concerned Dept.	Same Day	RMO	MS
5	Diagnostic Services	Advice of Concerned Doctor on Case Paper	Same Day	RMO	MS



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6	Laboratory Services	Advice of Concerned Doctor on Case Paper	Same Day	RMO	MS
7	DOTS Services	Advice of Concerned Doctor on Case Paper	Same Day	Doctor on Call	MS
8	ICTC Services	Advice of Concerned Doctor on Case Paper	Emergency & Elective	Doctor on Call	MS
9	Radio-Diagnosis Services	Advice of Concerned Doctor on Case Paper	Same Day	Doctor on Call	HOD
10	Blood Bank Services	Advice of Concerned Doctor on Case Paper	Same Day	BTO	In charge (Blood Bank)



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11	Mortuary Services	Inquest Panchnama	Same Day	Doctor on Call	MS
12	Casualty Services	Registration of Patient	Same Day	CMO	RMO
B	Supporting Services				
1	Central Pharmacy	Advice of Concerned Doctor on Case Paper	Same Day	In Charge (Pharmacy)	MS
2	Hospital Kitchen	Admission Paper	Same Day	In Charge (Kitchen)	MS



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3	Information For Patients	-----	Same Day	RMO	MS
4	Enquiries And Information	-----	Same Day	RMO	MS
5	Complaints And Grievances Redressal	Registered Complaint	Same Day	Grievance Redressal Officer	Principal
C Issue Of Certificate					
1	Medical Certificate	Application & Opinion of Concerned Doctor on Case Paper	Same Day	RMO	MS



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2	Disability Certificate	Registration & Aadhar Card	Within a Week	Committee	MS
3	Medico-Legal Certificate	Police Letter, Case Papers	Within 48 Hours	CMO	RMO
4	Birth & Death Registration Certificate	Case Papers of Hospital	Same Day	In Charge	MS
D	Academic Certificates				
1	Bona fide Certificate	Student's application	Within a Week	Administrative officer	Principal



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Sr No	Name of the Services	List of Documents Required	Timelines for Providing Service(in days)	Officer Responsible	Supervisor Officer Responsible (In Case of Escalation)
2	College Leaving Certificate	Internship Completion Certificate, Last leaving Certificate	Within a Week	Administrative officer	Principal
3	Attempt Certificate	All Concerned Mark lists	Within a Week	Administrative officer	Principal
4	Character Certificate	Student's application	Within a Week	Administrative officer	Principal
5	Hostel Leaving Certificate	Student's application and fee receipt	Within a Week	Administrative officer	Principal
6	Experience Certificate for Employee	Employee's Application	Within a Week	Administrative officer	Principal



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Timelines for

Providing
Service (in
days)

Officer Responsible

Supervisor Officer
Responsible (In Case of
Escalation)

Sr No	Name of the Services	List of Documents Required	Providing Service (in days)	Officer Responsible	Supervisor Officer Responsible (In Case of Escalation)
7	No Objection Certificate for Employee	Employee's Application	Within a Week	Administrative officer	Principal
8	Relieving Certificate	Employee's Application	Same Day	Administrative officer	Principal
9	Medical Reimbursement	Application in Prescribed format	Within a Week	RMO	Principal/DIRECTOR

COMPLAINT HANDLING MECHANISM (CHM)

GOVERNMENT MEDICAL COLLEGE JAYASHANKAR BHUPALPALLY

Sr No	Particulars	Description
1	Where to lodge a complaint	Inward Section
2	Acknowledgement of complaints	Inward Clerk
3	Time for resolution of complaint	Depends on nature of Complaint
4	Escalation of complaints	Appropriate Action will be taken
5	Time for resolution of complaint after escalation	Depends on nature of Complaint
6	Name of Grievance Redressal officers	Dr.K. Rajesh, Vice Principal (Admin), Assistant Prof Dept of Ortho. Dr. CH.Venkataratnam, Deputy Superintendent, Associate Prof Dept of ENT. Dr.K.Praveen Kumar, RMO (DAS)