

# CITIZEN CHARTER FOR GOVT. GENERAL HOSPITAL, MAHE

<div><div>1) Access to services</div><div><div>• Medical care to all the patients who comes to hospital</div><div>• 24hrs × 7 days Emergency services</div></div></div> <div><div>2) Standards of services</div><div><div>• This hospital provides quality of service on the minimum assured services set by Indian Public Health Standards (IPHS).</div></div></div> <div><div>3) Your Rights in the hospital</div><div><div>• Right to access to all the services provided by the hospital.</div><div>• Right to information-including information relating to your treatment.</div><div>• Right for privacy and confidentiality.</div><div>• Right to religious and cultural freedom.</div><div>• Right for safe and secure treatment.</div><div>• Right for grievance redressal.</div><div>• Right to Emergency care</div></div></div> <div><div>4) General information</div><div><table><tr><td>Beds</td><td>171</td></tr><tr><td>Doctors (Including Specialist)</td><td>17</td></tr><tr><td>Head Nurses</td><td>7</td></tr><tr><td>Staff Nurses</td><td>64</td></tr><tr><td>Public Health Nurse</td><td>1</td></tr><tr><td>ANM</td><td>10</td></tr><tr><td>Ambulances</td><td>2</td></tr></table></div></div>	Beds	171	Doctors (Including Specialist)	17	Head Nurses	7	Staff Nurses	64	Public Health Nurse	1	ANM	10	Ambulances	2	<table><tr><td>Multi Specialty OPD</td><td>Indoor Treatment/ Wards</td><td>24 Hrs Emergency</td></tr><tr><td>Radiology (X-Ray, ECG, CT- Scan, Ultrasound)</td><td>MCH Services (Including High Risk Pregnancy)</td><td>Pharmacy (7.30- 12.00)</td></tr><tr><td>ICU (Intensive Care Unit)</td><td>Operation Theater</td><td>Blood Bank</td></tr><tr><td>Family Planning Services</td><td>Medico Legal and Post Mortem Services (Mortuary Services Available)</td><td>24 Hrs Ambulance</td></tr><tr><td>Immunization</td><td>Dentistry</td><td>Physiotherapy</td></tr><tr><td rowspan="2">AYUSH (Ayurvedic, Homeopathy, Sidha, Naturopathy and Yoga )</td><td rowspan="2">ICTC services</td><td>Counselling services</td></tr><tr><td>Special Clinic</td></tr></table> <div><div>Immunization Day:</div><table><tr><td>DAY</td><td>TIME</td><td>BUILDING</td><td>ROOM NO.</td></tr><tr><td>Thursday</td><td>11.30 am to 1.30 pm</td><td>1<sup>st</sup> floor</td><td>27</td></tr></table></div> <div><div>Visiting hours for patient:</div><div><div>Morning:</div><div>6.30am to 7.30am</div></div><div><div>Afternoon:</div><div>12.30pm to 1.30pm</div></div><div><div>Evening:</div><div>4.00pm to 6.00pm</div></div></div> <div><div>5) Enquiries and Information</div><div><div>• Enquiry counter is located at Casualty.</div><div>• Phone no. for telephone enquiry (24 hours service): 0490-2332243</div></div></div> <div><div>6) Emergency Services Facilities</div><div><div>• All emergency services are available round the clock</div><div>• Specialist doctors are available on call from resident doctors.</div></div></div>	Multi Specialty OPD	Indoor Treatment/ Wards	24 Hrs Emergency	Radiology (X-Ray, ECG, CT- Scan, Ultrasound)	MCH Services (Including High Risk Pregnancy)	Pharmacy (7.30- 12.00)	ICU (Intensive Care Unit)	Operation Theater	Blood Bank	Family Planning Services	Medico Legal and Post Mortem Services (Mortuary Services Available)	24 Hrs Ambulance	Immunization	Dentistry	Physiotherapy	AYUSH (Ayurvedic, Homeopathy, Sidha, Naturopathy and Yoga )	ICTC services	Counselling services	Special Clinic	DAY	TIME	BUILDING	ROOM NO.	Thursday	11.30 am to 1.30 pm	1 <sup>st</sup> floor	27	<div><div>• Medico legal services are available</div><div>• Referral services to higher center in case facilities for treatment are available in the hospital</div><div>• Round the clock ambulance services with basic life support</div><div>• In serious cases, Treatment/ Management get priority over paper work like registration and medico-legal requirements. The decision rests with the treating doctor.</div></div> <div><div>7) Indoor Patient Services</div><div><div>There are following wards in the hospital.</div><table><tr><td>General ward</td><td>Bed available</td></tr><tr><td>Male Medical Ward</td><td>15</td></tr><tr><td>Female Medical Ward</td><td>14</td></tr><tr><td>Ortho Ward</td><td>2</td></tr><tr><td>Male Surgical Ward</td><td>10</td></tr><tr><td>Female Surgical Ward</td><td>5</td></tr><tr><td>Post Operative Ward</td><td>21</td></tr><tr><td>Maternity Ward</td><td>34</td></tr><tr><td>Paediatric Ward</td><td>15</td></tr><tr><td>Infectious Disease Ward</td><td>12</td></tr><tr><td>Casualty</td><td>2</td></tr><tr><td>Specialities ward</td><td>20</td></tr><tr><td>Staff Sick Room</td><td>1</td></tr></table></div><div><div>General Special Ward</div><table><tr><td>Rs 90/-</td><td>Rs 60/-</td><td>Rs 24/-</td><td>Rs 16/-</td></tr><tr><td>2</td><td>2</td><td>2</td><td>6</td></tr></table></div></div>	General ward	Bed available	Male Medical Ward	15	Female Medical Ward	14	Ortho Ward	2	Male Surgical Ward	10	Female Surgical Ward	5	Post Operative Ward	21	Maternity Ward	34	Paediatric Ward	15	Infectious Disease Ward	12	Casualty	2	Specialities ward	20	Staff Sick Room	1	Rs 90/-	Rs 60/-	Rs 24/-	Rs 16/-	2	2	2	6
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### Maternity Special Ward

Rs	Rs	Rs
60/-	24/-	16/-
1	4	2

### Intensive Care Ward

ICU	3 bed
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### Facilities for IPD patients

- All patients admitted in wards of the hospital are treated free of cost.
- Free diet 3 times a day as per requirements of the patient.
- 24 hours nursing services.
- 24 hours availability of duty doctor.

### 8) OPD Services

OPD services are available on all working days excluding Sundays and Gazetted holidays.

#### Timing

Monday to Saturday: 8am – 11am

Department	Name of Doctor	Room No
General Medicine	Dr.Pushpa Dinraj	20, 21
General Surgery	Dr. Muhammed Seimen (In charge)	25
Obstetrics & Gynaecology	Dr.Radhika (NRHM) Dr. BalaN(On contract)	27
Paediatrics	Dr. Muralidharan	23
Eye	Dr.Sajitha (In charge)	18
ENT	Dr. E. Pathmanaban	22
Skin	Dr. K.E.Pavithran	28
Orthopaedics	Dr.C. Udhaya Kumar. (On Contract)	19
Dental	Dr. B. Satheesh (Dental Surgeon)	24
Homeopathy	Dr. G.R.Rajesh	26
Yoga & Naturopathy	Dr.Roshitha (NRHM)	101
RD	Vaccant	

### 9) Diagnostic Services

- Tests are free for all patients.
- **Laboratory Services**

Department	Day	Timing
Laboratory	On all working days excluding Sunday and Holiday	Monday to Friday: 8am to 8pm

Routine tests are done in following specialities:

- Bio-Chemistry
- Microbiology
- Pathology

### ➤ Radio Diagnostic Services

Department	Day	Timing
X- Rays	On all working days excluding Sunday and Holiday	Monday to Friday: 8.00am to 2.00pm Saturday: on call
Ultrasound		
CT-Scan		

### ➤ Cardiology Diagnostic Services

- ECG

### 10) Complaints and Grievances

- Every grievance will be duly acknowledged.
- We aim to settle your genuine complaints within 7 days of its receipt.
- Suggestions/ Complaint Boxes are also provided at office 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.

#### **Dr. Premkumar**

Deputy Director

Telephone Number: 9400117182

#### **Dr. Rajeevan C.H**

Assistant Director

Telephone Number: 9446344148

### 11) Your Responsibilities

- Please do not cause inconvenience to other patients
- Please help us in keeping the hospital and its surrounding neat and clean.
- Beware of Touts, if you find any such person in premises tell the hospital authorities.
- The hospital is a “No Smoking Zone” and Smoking is a punishable offence.
- Please cooperate with the hospital administration for normalizing the situation in case of an emergency.
- Please provide useful feedback and constructed suggestions. These may be addressed to the Head of the Office of the hospital.
- Try to avoid bringing plastic items to the hospital.

**Following services/scheme are implemented in this hospital for the benefits of the people**

<b>Name of the schemes/ services</b>	<b>Broad objective of scheme</b>	<b>Eligibility criteria</b>	<b>Amount of financial assistance (If any)</b>	<b>No. of days required to deliver</b>
Compensation for family planning (Female)	To promote family planning	Family planning operation (Tubectomy) at Govt. Hospital, Mahe.	Cash assistance of Rs. 600/- to SC/ST/BPL and other category Rs. 250/- to the acceptor.	Directly distributed through Bank.
Compensation for family planning (Male)	To promote family planning	Family planning operation (Vasectomy) at Govt. Hospital, Mahe.	Cash assistance of Rs. 1100/- to the acceptor.	Directly distributed through Bank
Pondicherry Medical Relief Society Scheme for poor	To help poor people	The person should be residence of UT of Mahe. Income below 75,000	Cash assistance of Rs. 2, 00,000 per year. Free treatment for the patient who referred from Mahe GH to Other hospital ( <b>Baby memorial</b> ,Kozhikode, <b>MCC</b> ,Kodiyery, <b>Com Trust</b> ,Kozhikode <b>Indiragandhi Co.op Hsptl</b> , Thalassery.	Directly distributed through Bank ( who is taking treatment in other hospiatals) For patient referred from mahe hospital (Direct payment to the hospiatal)
Janani Suraksha Yojana	To promote Institutional delivery and reduction of MMR & IMR	Either parent should be residence of UT of Mahe. Delivery taken place at Govt. Hospital, Mahe. For SC/ST/BPL	Cash assistance of Rs. 600/- to the delivered mother	Directly distributed through Bank
Janani Shishu Suraksha Karyakram	To promote Institutional delivery and reduction of MMR & IMR	Delivery taken place at Govt. Hospital, Mahe.	Free and Zero expense Delivery and Caesarean Section. Free and zero expense treatment for sick newborn till 30 days after birth Cash assistance of Rs. 500/- to the delivered mother	Directly distributed through Bank
Issue of Fitness Certificate/ Medical Certificate	-	Taking treatment from this health institution	-	Within one day
Issue of Handicapped Certificate	-	-	-	Within one day