GOVERNMENT OF PUDUCHERRY

INDIRA GANDHI GOVT. GENERAL HOSPITAL & POST GRADUATE INSTITUTE

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CITIZEN CHARTER 2018

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GOVERNMENT OF PUDUCHERRY
DIRECTORATE OF HEALTH AND FAMILY WELFARE SERVICES

INDIRA GANDHI GOVT. GENERAL HOSPITAL AND POST GRADUATE INSTITUTE PUDUCHERRY

ADDRESS : Victor Simonel Street
Puducherry – 605 001.

TELEPHONE NOS. :		
	Medical Superintendent (Telefax)	2337186
	Medical Supdt. (PA)	2337070
	Assistant Director (RMO)	2336138
	Casualty	2336050
	Surgical Ward	2337177
	Male Sur. Emergency Ward	2336971
	Post. Operative Ward	2336972
	Male Surgery Ward	2336973
	Medical Ward	2336974
	Urology Ward	2330442
	ICCU	2225708
	PMRC	2332213

1. PREAMBLE

This Charter seeks to provide a frame work which enables our users to know

i) Our absolute commitment to provide all information about the services that are available in this Hospital.
ii) Availability of Services which they are entitled to as patient's rights.
iii) Machinery and procedures available for redressal of the grievances

2. GENERAL INFORMATION

i) This is a Government General Hospital

ii) It provides medical care to all the patients irrespective of caste, creed and economic status.

iii) All efforts undertaken to provide the quantum of services as required by the patients with the available resources.

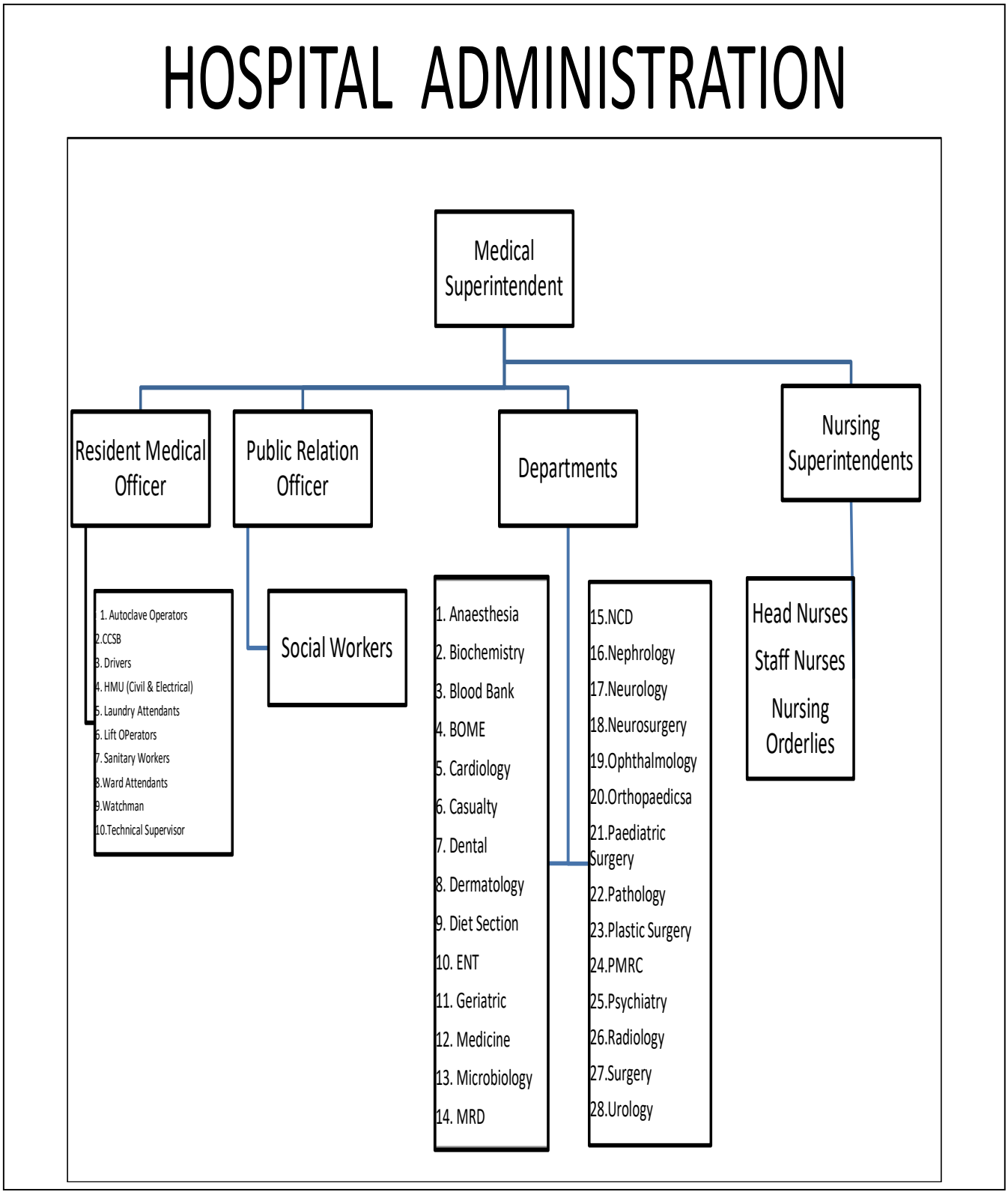
iv) State of Art Superspeciality services available.

v) Suitable advice and referral services in the event of non availability of services

3. HOURS OF WORK

A. OUTPATIENT DEPARTMENT	**:**	8.00 A.M. to 10.30 A.M.
B. EMERGENCY DEPARTMENT	**:**	Functional 24x7 on all days
C. ADMINISTRATIVE OFFICE	**:**	8.45 A.M. TO 1 P.M 2.00 P.M. TO 5.45 P.M.
D. OUTPATIENT SPECIAL CLINICS	**:**	12.00 TO 1.30 P.M.

HOSPITAL ADMINISTRATION CHART



4. HOSPITAL SERVICES

4. A. EMERGENCY SERVICES

The hospital is equipped with emergency services round the clock and is functional at the Casualty block near the main gate for ease of accessibility. Trained Medical Officers, Nursing Staffs are engaged in Casualty to deliver state of Art Emergency care.

Emergency Wards, Intensive Coronary Care Unit and Intensive Medical Care Unit, Burns & Trauma wards are available to receive and treat patients who are critically ill warranting emergency admissions.

Patients attending Casualty who do not require Emergency Care are administered drugs for one day and suitably advised to attend OPD on the following day.

The casualty is headed by one Medical Officer in Charge. The Casualty is functional 24 x 7 in three shifts by a team of doctors, Nursing Personnel & Ward Attendants. Cases are being received from adjoining TamilNadu areas which envisages around 50 – 75 km from the Puducherry border. In addition, a team of doctors are available for each department round the clock inside the hospital to deliver Emergency Care to Inpatients as and when required. A specialist is on call for each Speciality on a particular day round the clock.

4. B. OUTPATIENT DEPARTMENT

On an average 3,500 patients attends to the outpatients services while 650 inpatients are attended in the wards besides 150 inpatients are admitted every day on an average.

A Registration Department with six counters is functional from 7.30 A.M. to 10.30 A.M. on all working days and between 7.30 A.M. to 9.00 A.M. on holidays. Separate counters are exclusively reserved for Senior Citizens, physically handicapped and for Government servants.

Special clinics Registration from 11.30 am to 1.00 pm

A team of Social Workers are permanently placed at this section for guiding the patients to the respective Outpatient Department and to provide wheel chairs, stretchers and trolleys for transportation of very sick patients.

Names of the Outpatient Departments are written in English and Tamil along with numbers for easy identification by the patients and they are displayed near the respective departments. Plan of OPD is kept in each floor to aid the patient.

Facilities for ECG, Minor Surgery, Physiotherapy, X-Ray facilities and Ultrasound are available in the outpatient block.

Recommended investigations are done in the Outpatient Department itself, where a Common Blood Collection Centre is available for Department of Biochemistry and Pathology.

Drugs are dispensed from three Pharmacy Counters for the convenience of patients and to avoid any undue delay in dispensing of drugs. Later this counters serve for Special Clinics.

ADMISSION COUNTER

Adjoining the Casualty there is a computerized admission counter The Admission counter is available round the clock & it is manned by Statistical Officer with a team of Medical Record Clerks.

OUTPATIENT SERVICES :

The following Outpatient Clinics are functional in the OPD premises from 8 a.m to 10.30 a.m.

1.	Cardiology
2.	Dental
3.	Dermatology
4.	ENT
5.	Medicine
6.	Nephrology (Wed & Saturday)
7.	Neurology
8.	Neurosurgery
9.	Non Communicable disease Clinic
10.	Ophthalmology
11.	Paediatric Surgery (Mon,Wed,Thu,Sat)
12.	Orthopaedics
13.	Physical Medicine & Rehabilitation Centre
14.	Physiotherapy (Mon /Wed / Fri)
15.	Occupational Therapy (Mon /Wed / Fri)
16.	Plastic Surgery (Tues, Fri)
17.	Psychiatry
18.	Surgery
19.	Urology (All days except on Wed & Saturday)

OUTPATIENT FOLLOW UP CLINICS :

The Outpatient follow up Clinics for the following Specialities are functioning from 12.00 Noon to 1.30 PM at the Agathiar Block**.**

Department	Services	Room	Day
CARDIOLOGY	1. Valvular Disease 2. C.A.D 3. C.A.D. 4. Hypertension 5. Hypertension 6. Assessment Clinic for Cardiac Surgery	25	Monday Tuesday Wednesday Thursday Friday 2 times / month
DENTISTRY	1. Conservative 2. Endodontic 3. Post Operative 4. Preventive Dentistry 5. HB_sA_g Surgical Work 6. Post Op Follow up & Oral Hygiene index awareness 7. HBsAg Surgical Work Up 8. HIV Surgical Work Up	34	Tuesday Wednesday Thursday Friday Tuesday All days Saturday Tuesday
MEDICINE	1. Gastroenterology 2. Respiratory 3. Geriatric 4. Diabetes 5. Endocrinology (NCD)	32	Monday Tueday Wednesday Thursday Friday
NEUROLOGY	1. Epilepsy 2. Strokes Movement disorder	31	Mon & Fri Wednesday
OPHTHALMOLOGY	1. Glaucoma,Cornea, Retina clinic-I unit 2. Glaucoma,Cornea, Retina clinic-II unit 3. Glaucoma,Cornea, Retina clinic-III unit	39	Sat, Mon Wed, Thurs Tues, Friday
OTO-RHINO-LARY	1. Audiology 2. Vertigo 3. Speech Therapy	38	Tuesday Friday All days
ORTHOPAEDICS	1. Fracture follow up – I	29	All working days
	2.CTEV Follow up clinics		All Mondays & all Thursdays [except Public holiday
	3. Geriatric Follow up Clinics	:	All working days
	4. Paediatric Follow up Clinics	:	All working days
	5. Spine Injury Follow up Clinics	:	All working days
SURGERY	1. Cancer Clinic	22	Monthly first Tuesday

Special Clinics under the Department of Dermatology and Department of Psychiatry is functional at the Indira Gandhi Medical College and Research Institute.

The Department of Paediatrics is functional in Rajiv Gandhi Government Women and Children Hospital.

The outpatient and special clinics of the following Departments are functional at their respective hospital as elaborated below :

IGMC&RI

DEPARTMENT OF DERMATOLOGY

Hansen's Clinic	(8.30 A.M -12.30 P.M.)	Wed, Thurs
Psoriasis Clinic	(2.00 – 4.00 P.M.)	Friday
Vitiligo Clinic	(2.00 – 4.00 P.M.)	Friday

DEPARTMENT OF PSYCHIATRY

OPD SERVICES : 8 a.m. to 11 a.m.

1.	Schizophrenia – Psychotic Disorders	Monday
2.	Neurotic Disorders	Tuesday
3.	De-Addiction Substance Related Disorders	Wednesday
4.	Bipolar Disorders	Thursday
5.	Organic Psychiatric Disorders	Friday
6.	Premarital and Genetic Counselling	Monday
7.	Child Guidance Clinics	Tuesday
8.	De-Addiction Clinics	Wednesday
9.	Psychotherapy – Cognitive Behavioral Therapy	Thursday
10.	Suicide Prevention / Intervention Clinic	Friday

4. C IN PATIENT SERVICE

The hospital is equipped with 626 beds, distributed over various Specialities. The Specialities are manned by a team of Specialists and Medical Officers. The available Specialities are enlisted below :

1.	Anaesthesiology
2.	Dentistry
3.	ENT
4.	Geriatric Medicine
5.	Medicine
6.	Ophthalmology
7.	Orthopaedics
8.	Palliative Care
9.	Radiology
10.	Surgery
11.	Spinal Injury Centre

SUPER SPECIALITIES	
1.	Cardiology
2.	Cardiothoracic Surgery (in collaboration with Frontier Lifeline Pvt. Ltd. Chennai)
3.	Gastroenterology
4.	Urology
5.	Neurology
6.	Paediatric Surgery
7.	Plastic Surgery
8.	Neuro Surgery
9.	Palliative care

The hospital has two theatre complexes with 10 OT tables and a separate minor Operation Theatre near the casualty.

Separate Wards for Intensive Coronary Care, Intensive Medical Care, Post Operative care, Burns care, Dialysis ward, Cardiac Cath Care and Cardiac Post-Op Surgery are available.

Patients right for privacy, dignity, religious and cultural beliefs are respected and safeguarded.

Visitors are allowed from 6.00 A.M. to 7.00 A.M. , Noon 1 p.m. to 1.30 p.m. and from 4.30 P.M. to 6.30 p.m.

ENQUIRY & INFORMATION COUNTER

An Information counter is available from 8.00 am to 8.00 pm in the casualty premises where all the inpatients details are available to public. This Section is fully computerized. Computerized Hospital Information system is available.

4.D SPECIAL WARD SERVICES

The hospital is equipped with Special wards comprising of “A”, “B”, “C” and “D” type as enlisted below.

Affordable patients who request Special wards are allotted wards as per their income as detailed below. The charges for treatment, Investigations, consumables and medicines are charged according to the type of ward

The Special ward services including Bed charges, diet charges for Government servants and freedom fighters are given free of cost.

FOR NON GOVERNMENT PATIENTS

Sl.No.	Type of Bed	Monthly Income	Advance
1.	A-Type	Rs.5000 & above	Rs.1000/-
2.	B-Type	Rs.3000 to 4000	Rs.500/-
3.	C-Type	Rs.2500 to 2999	Rs.400/-
4.	D-Type	Rs.1500 to 2499	Rs.300/-

FOR GOVERNMENT SERVANTS

Sl.No.	Type of Bed	New Basic Pay
1.	A-Type	49369 & above
2.	B-Type	Rs. 28938 to 38239
3.	C-Type	Rs.24517 to 28937
4.	D-Type	Rs.24516 & below

The details of charges according to the income are given below:

Income above 2999	- Full Charge
Income 1500-2999	- Half Charge
Income 1000-1499	- Quarter Charge

4. E LABORATORY FACILITIES

The hospital has a well equipped Laboratory facility. All investigations are bar coded for easy identification and to avoid any discrepancy. The Services are functional offering OPD, In Patient and emergency services. The available Laboratory services in the following Specialities are equipped with a team of Specialists and Laboratory Technicians

a) Biochemistry

b) Microbiology

c) Pathology

4. F SPECIAL FACILITIES

The hospital has the following State of Art equipments to deliver quality care to the patients.

LIST OF SPECIAL FACILITIES

1. CR PACS (Radio-diagnosis)
2. Cardiac Cath Lab
3. C-Arm
4. Colonoscopy
5. Computerized Audiometry
6. CT Scanner
7. Cystoscope
8. Dialysis Machines
9. Digital Radiograph
10. E.E.G.

11. ESWL (Lithotripsy)
12. Fundus Camera
13. Harmonic Scalpel
14. Intraluminal Laparoscope & Skin Stapler
15. Laser Photocoagulation
16. Mamotome Breast Biopsy System.
17. Operating Microscope
18. Optical Tomography
19. Perimeter Automated
20. Phaco machine
21. Rotatory Microtome
22. Therapeutic Video Endoscope
23. Tread Mill
24. Ultra sound
25. Echo Cardiogram

In addition to the above facilities, the hospital has a licensed Blood Bank Unit dispensing Blood and is functional 24 x 7.

EXTERNAL SERVICES

First and third week of every month a Specialist Visit is arranged to Karaikal to cater specialist treatment to the patients at Karaikal.as detailed below :

Cardiology	:	Every Friday
Paediatrics	:	Every Fortnight on Friday
Surgery	:	Every Fortnight on Friday
Neurology	:	Every Fortnight on Friday

MANPOWER

Sl.No	Designation	Sanctioned Strength
1	Assistant	21
2	Assistant Cook	21
3	Assistant Line Inspector	5
4	Autoclave Operator	7
5	Bacteriologist	1
6	Barber	6
7	Bio-Chemist	1
8	Boiler Attendant	2
9	Boiler Attendant (MSL)	1
10	Carpenter	1
11	Chief Pharmacist	2
12	Cleaner	7
13	Cleaner Cum Stretch Bearer	11
14	Cook	25
15	Dark Room Assistant	7
16	Dental	3
17	DEO	3
18	Dialysis Operator	6
19	Dietician	3
20	DPA	1
21	Driver	12
22	ECG Technician	7
23	ECG Technician (Senior)	1
24	Fitter	1
25	Foreman	1
26	Gardener	1
27	GDMO	78
28	Head Nurse	32
29	Helper	8
30	Housekeeper	2
31	Ice Machine Attendant	1
32	JAO	1
33	Junior Engineer (Civil 2+ Elec.1)	3
34	Lab Attendant	11
35	Laundry Attendant	16
36	LDC	11

37	Lift Operator	11
38	LS	1
39	Medical Record Technician	4
40	MTS(Gen)	21
41	MTS(Security)	23
42	Nursing Orderly	35
43	Nursing Superintendent- Gr-I	2
44	Nursing Superintendent- Gr-II	4
45	Occupational Therapist	1
46	Opthalmic Technician	3
47	Orthotic Technician	2
48	Orthotist	1
49	Painter	1
50	Pharmacist	27
51	Photographer	1
52	Physiotherapist	4
53	Plaster Technician	1
54	Plumber	6
55	Private Secretary	1
56	Project Operator	1
57	Prosthetic Technician	2
58	Psychiatry Nurse	1
59	Public Health Nurse	2
60	Radiogrrapher	11
61	Record Clerk	1
62	Refrigeration Mechanic	2
63	Sanitary Worker(Health)	96
64	Senior Dietician	1
65	Senior Lab Technician	31
66	Sergeant	6
67	Sewer man	1
68	Shoemaker	1
69	Social Worker	9
70	Specialist	45
71	Staff Nurses	304
72	Statistical Inspector	2
73	Statistical Officer	1
74	Steno Gr-I	2
75	Steno Gr-II	2
76	Stock Verifier	1
77	Store Keeper Gr-I	3
78	Store Keeper Gr-II	2
79	Store Keeper Gr-III	1
80	Superintendent	3
81	Surgical shoe Maker	1

82	Table Matti Servant	6
83	Tailor	2
84	Techinical Supervisor	1
85	Technical Assistant	8
86	Technician Laundry	1
87	Technician O.T.	2
88	Technician(CT/MRI/SCAN)	2
89	Telephone Operator	6
90	Telephone Supervisor	1
91	Theatre Assistant	15
92	Theatre Attendant	22
93	UDC	32
94	Ultrosonic Technician	2
95	Ward Attendant(includes 1 PMRC)	181
96	Warden	1
97	Wireman	6
98	X-ray Technician	2
	Total	**1291**

IDENTITY

Doctors wear white aprons with badges showing Name and Designation.

Nurses are in uniform with badges.

All staff members wear identity card in English showing Name and Designation.

5. AUXILIARY SERVICES

5. A. LAUNDRY

The Hospital has a Modern Steam Laundry at Gorimedu. The Laundry has modern equipments. The Laundry has 28 members headed by a Technical Supervisor(Laundry), and comprises of Technician (Laundry), Boiler Attendants, Store Keeper and Laundry Attendants. The Total No. of Linens washed per month are 17,000 to 19,000 pieces. Linens from various Hospitals are washed in the Laundry which includes IGGGH&PGI, Puducherry, IGGMC&H, Puducherry, GHCD, Gorimedu, ESI Hospital, Gorimedu, CHC, PHC & Sub Centres.

5. B. DIET

Diet Section functions from 6.30 A.M. to 6.30 p.m. daily.

Our Aim is to provide safe and nutritious food through careful planning, procurement and proper preparation and distribution of balanced diet to the inpatients.

Nearly 500 inpatients are supplied with 19 different types of food daily according to their disease.

Food is prepared hygienically in the Steam cooking range avoiding wastage and preserving the Nutrient contents of food materials with due care.

Diabetic patients, Cardiac patients, Geriatric patients and Renal disease patients are given advice regarding diet in the clinics and in the old age homes.

We supply Non-vegetarian Diet for all the inpatients for 3 days in a week and on other four days with vegetarian diet only.

5. C. HOSPITAL MAINTENANCE UNIT

A Electrical wing and a civil wing is functional in the Hospital premises to undertake Electrical & civil maintenance works. Each wing is headed by a Junior Engineer.

The Electrical wing comprises of a team of workers which include Foreman, Assistant Line Inspector, Wiremen and helper. The Civil Wing comprises of Fitter, Plumber, Painter, Workshop Attender and Carpenter.

The hospital has a power Back Up System in the event of Electrical failure. Four Generators give back up services to critical points which includes CT Scan, Operation Theatres, Intensive Medical Care Units, Intensive Coronary Care Units, Cath Lab, hemodialysis Unit, Post Operative Wards and Critical Care equipments.

Adequate water supply with three sumps and over head tanks is maintained. Periodic water samples are taken and sent for analysis and received reports are analysed and remedial measures taken. Periodic Chlorination and cleaning of tanks done. In addition, nearly 21 R.O. units are installed in various places inside hospital for safe water to all in the hospital.

6. SPECIAL SCHEMES & PROGRAMS

6. 1 MASTER HEALTH CHECKUP SCHEME

A Special Master Health Checkup Scheme is in operation in this Hospital. Willing people can approach the Resident Medical Officer, for undergoing a complete checkup of their body by paying a nominal fee of Rs.250/-. The investigations will be decided by a Specialist. The person will be examined on all working days except on Fridays and Public Holidays.

6.2 EYE DONATION CENTRE:

This Institution has become a Life Member of the "Eye Bank Association of India", Hyderabad from February, 2010 attached to the Ophthalmology Department. So far **743** pairs of Eyes from dead persons have been taken and handed over to various Eye Banks in Puducherry.

6.3 SPECIAL COMMITTEES

For effective functioning of the Hospital, the following Committees have been formed with some elite group of Specialists.

a) Hospital Infection Committee
b) Blood Transfusion Committee
c) DNB Protocol Ethical Committee
d) Academic Council
e) Renal Transplant Ethics Committee.
f) Bio Medical Waste Management Committee

Ethical Committee is for clearance of research work projects in the Hospital.

Academic Council is for monitoring the Post Graduate students undergoing DNB training in this Institution.

6.4 CENTRAL SECTOR SCHEME – SPINAL INJURY CENTRE

The Central Sector Scheme of the Ministry of Social Justice and Empowerment, Dept. of Empowerment of Persons with Disabilities, Government of India has paved a way for setting up a Spinal Care Centre in the Union Territory of Puducherry with a grant of Rs. 2,43,00,000/-. The process of setting up and commissioning of the “Spinal Care Centre “ is in the process. Setting up of Renal transplant and corneal transplant is also in the pipeline.

7. MEDICAL EDUCATION

BOME :

(BOARD OF MEDICAL EDUCATION, GOVERNMENT GENERAL HOSPITAL, PUDUCHERRY)

Board of Medical Education was founded in 1991. The Medical Superintendent of IGGGH&PGI is the controller of Examination for the Board. All the paramedical Institutions of Karaikal, Mahe, Yanam region which includes also Auxillary Nursing & Midwifery and General Nursing courses are affliated to the Board.

Board of Examination for Nursing was separatel formed in 2002, all Nursing courses has been assigned for Board of Examination for Nurse which follows the norms laid down by the Indian Nursing Council and Tamil Nadu Nursing and Midwives Council.

Courses conducted under BOME:

1.	Diploma in Medical Lab Technology	2 years	Karaikal, Mahe	Mother Theresa Post graduate and Research Institute of Health Sciences
2.	Diploma in Optometry	2 years	Puducherry	Aravind Eye Hospital and Post Graduate Institute of Ophthalmology
3.	Diploma in Ophthalmic techniques	2 years		
4.	Diploma in Health Inspector	1 year	Puducherry	Vinayaga Mission College of Paramedical Sciences, Puducherry
5.	Diploma in Clinical Radiological Assistance	2 years	Puducherry	Mother Theresa Post graduate and Research Institute of Health Sciences
6.	Diploma in Clinical Echocardiography			
7.	Diploma in Dialysis Technology			
8.	Diploma in Ayurveda Pharmacy			
9.	Diploma in Siddha Pharmacy			
10.	Diploma in Homeopathy Pharmacy			
11	Diploma in Clinical Microbiology			
12.	Diploma in Ayurveda Panchakarma Therapist	2 years	Mahe	Rajiv Gandhi Ayurveda College

(BOEN) : BOARD OF EXAMINATION FOR NURSE :

ANM, GNM	-	MTPG&RIHS	Puducherry
GNM	-	MTPG&RIHS	Karaikal
ANM	-	MTPG&RIHS	Mahe
GNM	-	MTPG&RIHS	Yanam
ANM,GNM	-	Vinayaga Mission College of Paramedical Sciences	Puducherry
ANM,GNM	-	Sri Venkateswara College of Paramedical Sciences,	Puducherry
ANM, GNM	-	East Coast Institute of Health Sciences	Puducherry
ANM, GNM	-	AG Padmavathy Institute of Paramedical Sciences	Puducherry
GNM	-	Vinayaga Mission College of Nursing	Karaikal
GNM	-	Immaculate Institute of health Sciences	Karaikal

7.1 ACADEMIC PROGRAMS :

Periodic Continuing Medical Education Program are conducted for all classes of staffs and doctors using both internal and external resource persons.

Discourses in various Specialities conducted periodically to Medical Officers in co-ordination with various Premier Private Institutions like Global Hospital Pvt. Ltd., Chennai, SIMS Hospital, Chennai, Apollo Hospital, Chennai involving external resource persons for the benefit of DNB teaching programme.

7.2 DNB PROGRAMME

Our Institution is recognized for Post Graduate training (DNB – Diplomate of National Board) in various Specialities and Super Specialities by National Board of Examination (NBE), New Delhi since 2001. Candidate selected based on All India Entrance Examination join these courses.

Various Specialities and Super Specialities include Anaesthesiology, General Medicine, Family medicine, Ophthalmology, Orthopaedic Surgery, ENT, Paediatrics, Obstetrics & Gynaecology, Surgery, Radiology and Urology.

This Institution has been accorded with accreditation for imparting Post Graduate Training to Doctors in the following Specialities which has turned this General Hospital into a Post Graduate Teaching Institution. The present admission strength is as follows :

		POST MBBS	POST DIPLOMA
1)	Anaesthesiology	2	2
2)	General Medicine	3	-
3)	Family Medicine	4	4
4)	Ophthalmology	2	2
5)	Orthopaedic Surgery	2	2
6)	ENT	1	1
7)	Paediatrics	2	2
8)	Obst & Gynaecology	5	5
9)	Surgery	3	-
10	Radiology		
11)	Urology (Super Speciality)	1	-
		25	**18**

7.3 SENIOR RESIDENTS:

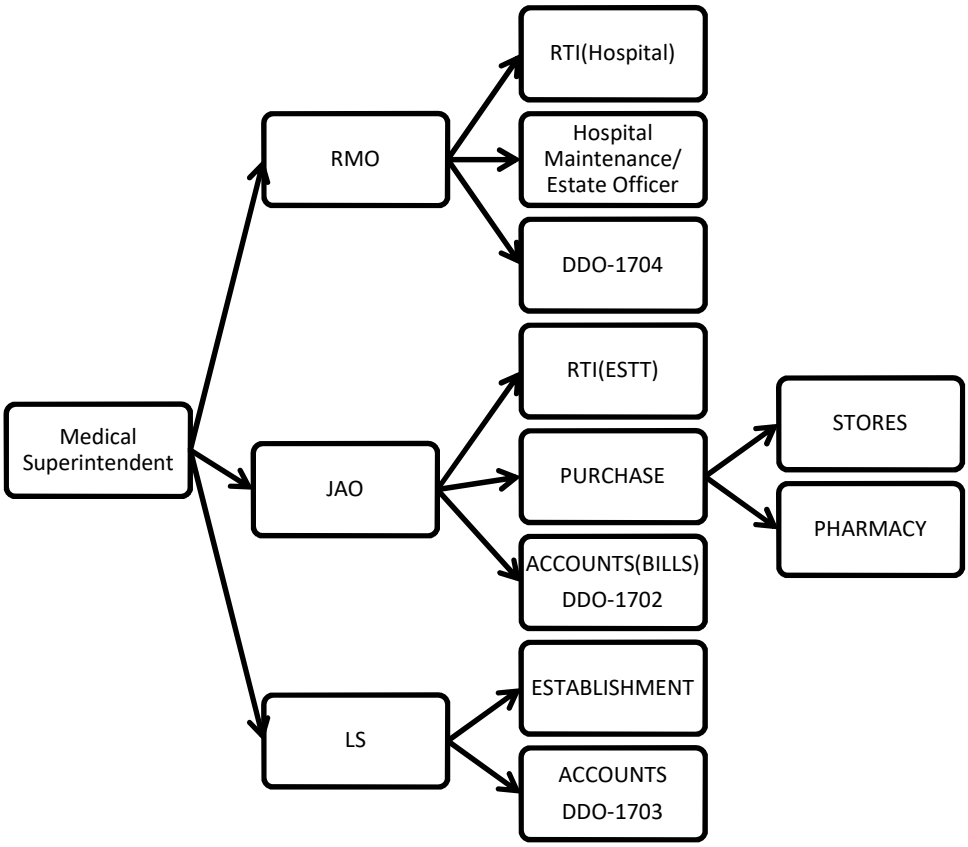
This Institution has been accorded for Intake of 66 Senior Residents in various disciplines for a period of 3 years as detailed below:

1.	Medicine	-	6 Nos.
2.	Surgery	-	6 Nos.
3.	Anaesthesiology	-	6 Nos.
4.	Paediatric	-	6 Nos.
5.	Urology	-	2 Nos.
6.	Paediatric Surgery	-	2 Nos.
7.	Obstetrics & Gynaecology	-	6 Nos.
8.	Cardiology	-	2 Nos.
9.	ENT	-	2 Nos.
10.	Forensic Medicine	-	2 Nos.
11.	Microbiology	-	2 Nos.
12.	Nephrology	-	2 Nos.
13.	Neurology	-	2 Nos.
14.	Neurosurgery	-	2 Nos.
15.	Nuclear Medicine	-	2 Nos.
16.	Orthopaedics	-	2 Nos.
17.	Ophthalmology	-	2 Nos.
18.	Pathology	-	2 Nos.
19.	Physical Medicine & Rehabilitation	-	2 Nos.
20.	Psychiatry	-	2 Nos.
21.	Radio Diagnosis	-	2 Nos.
22.	Skin & V.D	-	2 Nos.
23.	T.B	-	2 Nos.

7.4 COMPULSORY ROTATORY INTERNSHIP TRAINING

This Institution is recognized by the Medical Council of India for imparting Compulsory Rotatory Internship Training (House Surgeons) for 70 students per year.

OFFICE ADMINISTRATION



8. ADMINISTRATIVE OFFICE

Week Days : 8.45 A.M. to 1.00 P.M
2.00 P.M. to 5.45 P.M.

Closed on Saturdays, Sundays and Holidays

Medical Superintendent, Assistant Director and Public Relation Officer are available during working hours on all working days.

The administration is under direct control of Medical Superintendent supported by Junior Accounts Officer and Lay Secretary in all 3 Sections deals with Establishment / Purchase / Accounts matters supervised by 3 Superintendents respectively.

The establishment sections deals with Service matter like Promotions, Transfer, MACP, Leave, Disciplinary Proceedings, Court matters, Insurance, TA, Training, Deputation, Pension, Increments, N.O.C etc.,

The Purchase section deals with procurement of Medicines including Life Saving Medicines, Injection etc., Moreover this section also procures medicines for the CTVS as per MOU. In addition, it also deals with AG(Audit), preparation of budget etc.

The Accounts Sections deals with preparation of Pay Bills and settlement of all other bills like Pensionary Claims, LTC, CEA, DA, Medical claims, Subsistence allowance, GPF, Leave Encashment, etc.

9. COMPLAINTS AND GRIEVANCES

Though the Hospital is fully equipped and managed by a team of dedicated Specialists and General Duty Medical Officers with single objective to provide best free professional medical care for all patients at the earliest without causing any inconvenience, there will be occasions when our services may not be upto the expectations of the user. In such events, complaints and suggestions are welcome to maintain and improve the services.

The complaints and suggestions boxes are available one at Medical Superintendent Office and at critical points.

There is a designated Assistant Director / Public Relation Officer who will acknowledge and attend all Grievances.

Besides under the guidance of Medical Superintendent, a team of Officers supervise and implement various sections. Any grievance, the public may contact the concerned Officer who will always be ready to assist.

Nature of Problem	***Overall Administration***	***Sanitation, Security***	***Hospital Maintenance Unit (PWD & Electricity)***	***Nursing Care***	***Food***	***Accounts***
Officer to be contacted	Medical Supdt. Phone: 2337070	Assistant Director Phone: 2336138	Assistant Director Phone 2336138	Nursing Supdt. PBX 236	Senior Dietician PBX 221	Junior Accounts Officer PBX 202

10. IMPLEMENTATION OF RIGHT TO INFORMATION ACT

The Government of Puducherry has designated the following Public Authorities in this Institution as Public Information Officer with respect to IGGGH&PGI, Puducherry.

Sl.No.	*Name of the Public Information Officer*	*Name of the first Appellate Authority*
1.	Dr.K.G. Ravi (Hospital Administration) Resident Medical Officer Public Information Officer	Dr. S. Mohankumar Medical Superintendent
2.	G. Diagou Soupramanien (Office Administration) Junior Accounts Officer, Public Information Officer	
3.	K. Candane @ Sivaradjane, Lay Secretary, Asst. Public Information Officer	

11. RESPONSIBILITIES OF THE USER

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

REQUEST TO THE USER

- Please do not cause any inconvenience to other patients.
- Please help us in keeping the hospital and its surrounding neat and clean.
- Please use the facilities of this hospital with care.
- Beware of touts.
- This hospital is a non smoking zone.
- Please refrain from demanding undue favours from staffs and officials.
- Please provide useful feedback and constructive suggestions.

12. SUGGESTION FOR IMPROVEMENT

Please do not hesitate to register your complaints. It will only help us to serve you better.

Any suggestion for improvement of this charter document will be most welcome and may be addressed to:

Medical Superintendent,
Indira Gandhi Government General Hospital and
Post Graduate Institute,
No.1, Victor Simonel Street,
Puducherry 605 001.

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