

KAKATIYA MEDICAL COLLEGE : WARANGAL : TELANGANA STATE

CITIZENS CHARTER

This charter seeks to provide a framework which enables our users to know about college and Standards of Service.

This is a Medical college for teaching of MBBS (Under Graduate), MD/MS/Diploma (Post Graduate), Allied Subjects including B.Sc (MLT), Nursing & other Paramedical Courses.

Location : It is located in Rangampet , SVP Road, Warangal .

ESTABLISHMENT SECTION

1) Sanction of Annual grade increments	:	6 days
2) Sanction of Leaves	:	5 days
3) Court cases	:	3 days
4) Sanction of LTC /	:	5 days
5) Forwarding of Pension papers to AG / G/ Local Fund	:	15 days
6) Sanction of SGP/SPP – I, II etc.	:	7 days
7) Forwarding of applications/ Proposal to DME / DH/RDM etc.	:	4 days
8) Response of D.O. Letters	:	2 days

ACCOUNTS SECTION

1. Preparation & Submission of Pay Bills	:	3 rd to 12 th and 20 th to 25 th
2. Preparation of Supplementary Bills	:	Daily
3. Submission of Supplementary Bills	:	3 rd to 12 th and 20 th to 25 th
4. Sanction of GPF Part Final & Temp. Advances	:	10 days
5. Submission of GPF Part Final & Temp. Advances	:	Every Day

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| 6. Sanction of Festival Advance & Submission of Bills occasion | : | Whole month during the of Festivals |
| 7. Submission of DOR's for Re-consiciation month | : | On or before 4 th every |
| 8. Attending Audit Paras | : | Within (7) days as well as Whenever necessary |
| 9. Submission of Number Statements | : | Before 31 st of May Every Year |
| 10.Submission of Budget estimates | : | Before 31 st September every year |
| 11.Submission of Revised estimates | : | Before 31 st October every year |
| 12.Submission of proposals for Further Continuation of Temp. Schemes | : | Before 31 st December Every year |
| 13. Disbursement of Cash / Cheques | : | 11 a.m. to 1 p.m. and 2 p.m. to 4 p.m. every working day |
| 14.Close of cash book | : | Every day |

ACADEMIC SECTION

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| 1. Issue of Bonafide, Conduct certificate for UG & PG | : | 2 – 3 days |
| 2. Issue of Identity cards for UG & PG | : | 5 – 6 days |
| 3. Return of original certificates for UG & PG | : | 2 – 3 days |
| 4. Issue of Attempt certificate consolidated Memo etc. for UG & PG | : | 2 – 3 days |
| 5. Issue of Marks memo for UG & PG | : | 5 – 6 days |
| 6.Scholarships for U.G. | : | As per the direction of concerned Higher Authorities. |
| 7. Stipend for P.G. | : | After receiving attendance from Head of the Depts. |

CENTRAL STORES SECTION

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| 1. Issue of Indents | : | Every day of Indents |
| 2. Issue of Emergency Indents | : | Every day of |
| 3. Issue of Surgical Indents | : | Next 45 days before of
the Indent Next Quarter |
| 4. Submission of Quarterly Indents, Chemicals : | | Chemical, Glass Ware,
Stationary Items
Consumables of the
TSMCID and etc., |
| 5. Stock Entry of Bills in the Medical Stores | : | Within Five (05) days on
receipt of the bills |
| 6. Maintenance of Clean and Green
Programme and observance | : | Every 3 rd Saturday Its |
| 7. Performance Indicators | | Last day of the Month |

MAHATMA GANDHI HOSPITAL:WARANGAL.

CITIZENS CHARTER

- Multispecialty patient care in all disciplines at Mahatma Gandhi 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.

LOCATION : It is located at M. G. Road , Warangal.

GENERAL INFORMATION - **Total number of beds : 1035**

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.

Casualty & Emergency Services:

All Casualty Services are available round the clock.

- Duty Doctor is 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.

- Operations are done in -

Major Operation Theatres - 16

Minor Operation Theatres - 03

Elective Surgeries in all specialties are performed throughout the week. 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.

In OPDs specialists are available for consultation. OPD services are available on all working days excluding Sundays and Gazetted Holidays from 9.00AM to 2.00 PM.

Laboratory Services:

Routine: Laboratory Services are provided in the field of (as available):

- Bio-chemistry
- Microbiology
- Haematology
- Serology
- Histopathology

There is a Central Collection Centre for receiving and collecting various specimens for testing. The timings for receiving specimens are at OPD- 9:00 AM to 12:00 PM & IPD round the clock. Emergency Laboratory Services are available 24 hours for limited tests relating to clinical pathology and bio-chemistry. Radio Diagnostic Services: Routine: These services include: X-Rays & Ultrasound Routine X-Rays are done OPD- 9:00 AM to 2:00 PM & IPD-Round the clock.

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.

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. On an average more than 7 lacs patients attend the OPD annually and more than 1.5 lacs patients are attended annually in the casualty and emergency wards. 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 favours 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