

CITIZEN'S CHARTER



Govt. Medical College and Associated Hospitals
Jammu

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This charter seeks to provide a frame work, which enable our users to know:-

- What services are available in the Medical College and its associated hospitals,
- the quality of services they are entitled to,
- the means through which complaints regarding denial or poor quality of services will be redressed.

Mission Statement:

The day will come when nations will be judged not by their military or economic strength nor by the splendor of their capital cities and public buildings but their people, by their levels of health and nutrition.

Standard of services:

- This Govt. Medical College has four associated hospitals including Govt. Medical College Hospital, SMGS Hospital, CD Hospital and Psychiatric disease Hospital.
- It provides medical care facilities to all patients who come to the hospitals.
- Standards of service are influenced by the patient load and availability of resources, the hospitals are generally over crowded and finance under strain, yet we insist that the users are provided courteous and prompt treatment.

General Information

- The Associated Hospitals of Govt. Medical College has approximately 1700 beds with facilities of different specialties and super-specialties.
- Doctors wear white aprons and nurses are in uniform.
- All Staff members wear identity cards.

Enquiries

- Reception is located at the entrance of the hospitals.
- Different sign boards, directional signs are fitted at the strategic points for guidance of the public.
- Illumination boards indicating different areas of hospital are on display.
- The telephonic enquiries can be made over the following telephone Nos.

Govt. Medical College Hospital:	0191-2584290-92, 2585542, 2584221
SMGS Hospital	0191-2547635-37
Chest Diseases Hospital	0191-2548012,
Psychiatric Disease Hospital	0191-2577444

- The list of faculty members of the college and hospital is displayed on boards at the entrance lobby of the institution and detailed information about the Govt. Medical College and its associated hospitals alongwith telephone numbers of the faculty members are also available on the website of the institution i.e www.gmcahjammu.org.
- The duty rosters for the faculty members & resident doctors is displayed on the notice boards of all the departments.
- Inquiry & Reception counter functions round the clock in the emergency of Govt. Medical College Hospital and SMGS Hospital. Whereas in other hospitals this counter work only during working hours.
- The staff members from Medical Record Section provide patient related information and also prepare the medical record (OPD cards/Admission case sheets).
- The location guide maps of different hospitals are displayed not only at the entry of the hospital but also at the different locations within the hospital.

Emergency services

Accident, Trauma, Medical and Surgical Emergencies
at Govt. Medical College Hospital

Round the clock, all days

Pediatric & Gynae Emergency at SMGS Hospital

Round the clock, all days

- Casualty Medical Officers Available round the clock, all days.
- Dy. Medical Superintendent I/C Casualty for supervision and coordination is available in hospital during working hours
- Sr. Residents/Registrar is available round the clock in major specialties like Medicine, Surgery, Orthopedics, Gynae & Pediatric department etc..
- Emergency cases are attended to promptly.
- In serious cases, treatment/ management gets priority over paper work like registration and medico legal requirement. The decision rests with the treating doctor.
- Emergency operation theatre is maintained on a regular basis to ensure that it is usable at all times.
- Free telephone is available at the entrance of the Casualty for patients and their attendants.

Out patient Departments

OPD Registration Timings

Winter 10:00 a.m. to 1:00 p.m.

Summer 08:00 a.m to 12:00 noon

Details of the OPD Days & Consultants of Associated Hospitals :

A. GOVT. MEDICAL COLLEGE HOSPITAL JAMMU

Medicine Department					
Monday Unit - I	Tuesday Unit - II	Wednesday Unit - III	Thursday Unit - IV	Friday Unit - V	Saturday Unit - VI
Dr. S.K. Gupta Dr. Anil Sharma Dr. Ajay Gupta	Dr. S.S. Sudan Dr. Vinay Rampal	Dr. B.B. Gupta Dr. Anil Dhar	Dr. Jatinder Singh Dr. Sunil Gupta	Dr. J.P. Singh Dr. R.K. Sharma	Dr. Anil Mahajan Dr. S.K. Bali
Follow-up					
Thursday	Friday	Saturday	Monday	Tuesday	Wednesday

Surgery Department					
Monday Unit - I	Tuesday Unit - II	Wednesday Unit - III	Thursday Unit - IV	Friday Unit - IA	Saturday Unit - V
Dr. Rakesh Saraf Dr. B.S Pathania	Dr. R.K. Charungo Dr. S.L. Kachroo	Dr. S.k. Razdan Dr. Sarabjit Singh	Dr. Sunil Gupta Dr. Suresh Saraf	Dr. Tariq Azad Dr. Suleman	Dr. Nasib Digra Dr. R.T. Kotwal
Follow-up					
Saturday	Monday	Tuesday	Wednesday	Thursday	Friday
Operation Day					
Thursday -2 Friday - 1	Friday - 2 Thursday - 1	Monday - 2 Tuesday - 1	Tuesday - 2 Monday - 1	Wednesday 2	Wednesday 2

Orthopedics Department

Monday & Alt Sat. Unit 1-A	Friday Unit 1- B	Tuesday & Alt Sat. Unit II	Wednesday Unit III-A	Thursday Unit III-B
Dr. Dara Singh Dr. Nirmolak Singh Dr. Rajesh Gupta Dr. Rajesh	Dr. Pareamjeet Singh Dr. Ajay Krishan	Dr. Sudesh Sharma Dr. Anil Gupta Dr. Vikrant Sharma	Dr. Harish Dang Dr. Rajinder Singh Dr. Tahir Afzal	Dr. Qayoom Salaria Dr. Som Chadgal
Operation Days				
Thursday	Wednesday	Friday	Monday	Tuesday

Ophthalmology Department

Monday & 1st Sat Unit – 1	Tuesday & 2nd Sat Unit IIA	Wednesday & 3rd Sat Unit II B	Thursday 4th Sat Unit IIIA	Friday & 5th Sat Unit III B
Dr. P. Sadotra Dr. Satish Gupta Dr. Rajinder	Dr. Suraj Prakash Dr. Dinesh Gupta Dr. Archana Gupta	Dr. R.k. Mengi Dr. Shekhar	Dr. Sudhir Bhagotra Dr. Ashok Sharma	Dr. S.k. Kailwoo Dr. Sushil Sharma
Operation Days				
Tuesday	Wednesday	Thursday	Friday	Saturday
Follow up				
Thursday	Friday	Saturday	Monday	Tuesday
Emergency				
1 st Sunday	2 nd Sunday	3 rd Sunday	4 th Sunday	5 th Sunday

Super specialty Clinics

Consultant	Sections	OPD/Follow up days
Dr. B.B. Gupta	Gasterontology	Monday
Dr. S.K. Gupta	Neurology	Thursday
Dr. Mohan Lal	Cardiology	Monday, Thursday
Dr. Anil Mahajan	Rheumatology	Wednesday
Dr. J.P Singh	Mind/body medicine	Saturday
Dr. Gurjit Singh	CTVS	Tuesday, Friday
Dr. S.K. Bali	Nephrology	Friday
Dr. Anil Sharma	Endocrinology	Thursday
Dr. S.K. Gupta	Epilepsy Clinic	Tuesday
Dr. Jatinder Singh	Diabetes	Wednesday

Others Special Clinics

- Anti Rabic Clinic
- HIV Clinic
- Oncology
- Pain Clinic
- Drug-Addiction

B. SHRI MAHARAJA GULAB SINGH HOSPITAL

Gynae & Obst Department

Monday Unit - I	Tuesday Unit - II	Wednesday Unit - III	Thursday Unit - IV	Friday Unit - V	Saturday Emerg. Day
Dr. Shashi Gupta	Dr. Sadhna Sharma	Dr. Anita Sharma	Dr. Indu Koul	Dr. Rajni Razdan	1 st , 3 rd and 5 th unit 1
Dr. Surinder Kr. Dr. Jyoti Hak Dr. Babu Ram	Dr. Narinder Mohan Dr. Sawaran Kanta Dr. Rubina Mirza	Dr. Sudha Sharma Dr. Reema Khajuria	Dr. Ajay Wakhlo	Dr. Amita Gupta	2 nd & 4 th Unit II Sunday by rotation
Operation Day					
Thursday	Friday	Monday	Tuesday	Wednesday	

* Dr. Swarn Gupta will give cover on all Tuesdays

Pediatrics Department

Monday Unit - I	Tuesday Unit - II	Wednesday Unit - I	Thursday Unit - II	Friday Unit - I	Saturday Unit - II
Dr. Ashok Gupta Dr. Sanjeev Digra	Dr. Rekha Harish Dr. S.S Salathia	Dr. G.S Saini Dr. Sanjeev Digra	Dr. S.S. Salathia Dr. Ashu Jamwal	Dr. Ashok Gupta Dr. G.S. Saini	Dr. Rekha Harish Dr. Ashu Jamwal

Dermatology Department

Monday Unit - I	Tuesday Unit - II	Wednesday Unit - I	Thursday Unit - II	Friday Unit - I	Saturday Unit - II
DR. Sanjay Gupta Dr. H.S.Soodan	Dr. Vipin Gupta Dr. Dev Raj Dogra	DR. Sanjay Gupta Dr. H.S.Soodan	Dr. Vipin Gupta Dr. Dev Raj Dogra	DR. Sanjay Gupta Dr. H.S.Soodan	Dr. Vipin Gupta Dr. D.R. Dogra

ENT Department

Monday Unit - I	Tuesday Unit II	Wednesday Unit - I	Thursday Unit - III	Friday Unit II	Saturday Unit - III
Dr. A. Chowdhary Dr. Parmod Kalsotra Dr. K.P.Singh Dr. Rajesh	Dr. Dinesh Luthra Dr. Padam Singh Dr. Mohan Lal Dr. Des Raj Dogra	Dr. A. Chowdhary Dr. Parmod Kalsotra Dr. K.P.Singh Dr. Rajesh	Dr. Sunil Kotwal Dr. Anil Suri Dr. Sonika Dr. Des Raj	Dr. Dinesh Luthra Dr. Padam Singh Dr. Mohan Lal Dr. S. Parihar	Dr. Sunil Kotwal Dr. Anil Suri Dr. Sonika Dr. S. Parihar
Operation Days					
Unit - III	Unit-I	Unit-II	Unit- I	Unit-III (Alt.) L/A	Unit-II

Specialty Clinics

DAY	GYNAE & OBST.	PAEDIATRICS	ENT
Monday	Post Partum	----	----
Tuesday	Oncology	----	----
Wednesday	Infertility	Child Guidance Clinic	----
Thursday	High Risk	Neonatology Follow Up Clinic	----
Friday	Menopause	----	TUMOUR CLINIC
Saturday	High Risk	----	----

Others Special Clinics

- Immunization Clinic
- Thallesemia Clinic

Daily
Last Thursday of the month

C. PSYCHIATRIC DISEASES HOSPITAL

- The Psychiatric Diseases Hospital has 75 beds in addition to 25 beds for de-addiction centre. This hospital has given modern outlook with creation of female wards and EEG facilities. In Psychiatric Diseases Hospital on an average 30 patients per day attend the OPD, 2 patients per day are admitted, about 15 EEGs, 02 ECT, 02 X-Rays per day and about 15 tests(pathology/bio/micro) are conducted in various labs.

Details of the OPD Days & Consultants

Dr. Chander Mohan, Prof. & Head

Dr. Jagdish Thappa, Asstt. Professor

Dr. Shabnum Rivees, Lecturer

Dr. Rita Ladwal, Registrar

Dr. Yaqoob Ali, Asst. Surgeon

Dr. Vinod Dhar, De-Addiction Medical Officer

Dr. S.K. Gupta, Asstt. Surgeon

- All Consultants and Residents Doctor attend daily OPD (Week days)

SPECIALIZED CLINICS

- De-Addiction clinic
- Psychosomatic clinic
- Child Guidance clinic

D. CHEST DISEASE HOSPITAL

- The Chest Disease Hospital has 250 beds and house Chest Diseases and tuberculosis department. It has been upgraded and the facilities for OPD, Indoor, X-ray, Ultrasound, C-Arm Fibroctic Bronchoscopy, Pulmonary Function Testing Lab, Sleep lab, Blood Gas Analyzer, Elisa testing and Laboratories are also available. In C.D. Hospital on an average 85 patients per day attend the OPD, 03 major/minor operations are performed per day, about 6 ECGs, 50 ultrasounds/X-Rays per day and about 130 tests(pathology/bio/micro) are conducted in various labs.

Details of the OPD Days & Consultants

Dr. Rajinder Singh, Prof. & Head

* All Consultants and Residents Doctor attend daily OPD (Week days)

Details of other Diagnostic & Support Services in the Associated Hospitals

Pathology, Biochemistry, Microbiology, Transfusion Medicine, Forensic medicine, Hospital stores, CSSD, Laundry, Dietary Services, Medical Record Department, Engineering section, Bioler, AC Plant, DG sets etc., Maintenance cell

Indoor Treatment

VISITING HOURS IN ASSOCIATED HOSPITALS OF GMC.

MORNING	NOON	EVENING	
Winter	8 AM To 9 AM	1:30 PM to 2:30 PM	5 PM to 8 PM
Summer:	6 AM to 7:00 AM	1:30 PM to 2:30 PM	5 PM to 8 PM

- All patients admitted in General Wards of the Hospital are treated free of cost.
- Free diet is provided to all patients in the General Wards.
- Two attendant pass is given to every admitted patient.
- Visitors are allowed only during notified visiting hours with visitor pass @ Rs. 5/- each.
- The diagnostic facilities like MRI, Spiral CT and Cardiac Cath Lab., Echo, TMT etc are charged as per Govt. approved rates.
- For poor patients, these charges can be waived on the recommendation of the treating doctors by the Medical Superintendent.
- Staff nurses are on duty round the clock in the wards.
- Admitted patients should contact the staff nurse for any medical assistance they need.

Laboratory

- About 2000 tests (pathology/Bio-Chemistry/Micro-Biology) are conducted in various labs.
- Central Collection Lab. has been established to provide facilities for collection of various samples at a single point in the hospitals.
- The various samples are collected in Central Collection lab from 08.00 a.m. to 11.00 a.m. and 10.00 a.m. to 1.00 p.m. during summer and winter respectively.
- The samples are then sent to respective labs for testing and the reports are also issued from the report issuing window of the central collection lab in the next morning.
- The quality control of the various laboratory tests is also ensured and various automatic and semi-automatic analyzers are used in the various laboratories.
- Reports are made available within the shortest possible time.
- Emergency lab. : Round the clock, all days.

Blood Banks

- Two licensed Blood Banks are available.
- It caters to the requirements of our patients.
- The blood banks are also a zonal testing centre for HIV.

Equipments and facilities Available

- The department of Medicine has come up with super specialty care in Cardiology, Nephrology, Neurology, Gastroenterology and Endocrinology, the Department of Surgery is providing super speciality care in Urology, Cardio Thoracic Vascular Surgery, Neuro-Surgery, Plastic Surgery and Paediatric Surgery. Over the period, Govt. Medical College Jammu. has established a coronary care unit with Echocardiography, Holter, TMT, Image Intensifier and facilities for regular implantation of temporary and permanent Pace makers. A Dialysis unit with latest Haemodialysis machines; EEG machines for Neurology patients; An air-conditioned ward for critically burnt patients; A Neurosurgery unit with back up of Spiral CT Scan and ICU for Head injury cases; A Urodynamic Lab and instruments with Image Intensifier for Endourological operations; A spinal ward for spinal injury cases and facilities for Arthroscopy in Orthopaedics Department; An Endoscopy section with facilities for upper and lower G.I. Endoscopy for the Gastroenterology Department; An Endocrinological Lab for Hormonal study; Nd/Yag Laser facilities for Ophthalmology Department and a Disaster ward and ICU facility in the upgraded Emergency wing of Govt. Medical College Hospital.
- The hospitals have the support of Civil (R&B), its own Electrical & Mechanical Engineering wings for ensuring proper maintenance and working of its various equipments.
- If any major/essential equipment is out of order, information regarding the same is displayed.
- Indications of alternate arrangements are given wherever possible.
- The likely date of recommissioning of the equipment will also be displayed.

Miscellaneous services

- Having fully mechanized kitchen from where diet of patients is prepared, fully mechanized laundry with modern equipments and gadgets.
- The Central Sterile Supply Department for providing sterilized supplies to various sections and operation theatres of the hospital is also available.
- The full fledged engineering wing also available for running the various hospital services round the clock. The DG sets, AC plant, Incinerator, Fire Hydrant System on all the floors, Sewerage Treatment Plant, Boilers, Manifold services, lifts, etc. are some of the important services under their control.
- A electric sub-station for uninterrupted power supply. All the hospitals are connected to stand by generators in case of electricity break down. Adequate water and toilet facilities are available. Separate canteen facilities for staff and the attendants of the patients are available at various points.
- Wheel Chairs and stretchers are available on request at the main reception of the hospital for the facility of patients who are not in position to walk.
- Lifts are available for access to higher floors.
- Ramp is available near ICU/Surgical wards.
- Ambulances are available for use, round the clock for transfer of patients to other

hospital.

- Canteen for visitors and out patients is open round the clock.
- A chemist shop is located in the SMGS Hospital premises which are open 24 hrs on all days.
- The facilities for public telephone booths are also provided. A faculty guest house within the Medical College premises is also ready for use. The hospital does not have any sarai for the attendants of the patients.

Grievance Redressal /complaints

- There will be occasions when you will not be satisfied by our services and please do not hesitate to register your complaint. It will help us to come to your expectation and serve you better.
- The letters are processed, the complaints are attended and feed back is given to the persons who have given their addresses.
- Grievances Redressal Committees are constituted by Principal Govt. Medical College for every hospital with Medical Superintendent as chairman and representatives of various clinical specialities/Matron etc. as members.
- The members maintain a log book and attended to referred complaints within period of one week with specific recommendations/suggestion and action report in particular case.
- The name and address of committee members is displayed in OPD block indoor and emergency of every hospital.

Responsibility of users

- The success of this citizen charter depends upon the support, we will receive from our users.
- The hospitals are working under various constraints and are over crowded most of the times.
- The OPDs, indoors and the emergencies of the associated hospitals attend and admit and number of people.
- It is not possible to cater the individual needs of all the patients, so some of the patients always go unsatisfied. Please do not hasitate in conveying us the shortcomings of the hospitals.
- Help us to keep the hospitals and its sorroundings neat and clean by using different coloured bins placed at various points in the hospital.
- The hospitals are no smoking zones, please do not smoke or chew pan or tobocco in the hospital and avoid spitting on the walls of the hospital. Please refrain from demanding undue favours from hospital staff and officials. These hospitals belong to you.
- Please provide feedback of the services by putting your constructive suggestions in the suggestion/complaint boxes or directly approaching the Medical Superintendent of the hospital.