

Citizen Charter

Secondary level health care services in Punjab have been completely revamped/ upgraded with the help of World Bank assistance to the tune of 450 crore. In all Secondary level health institutions i.e. **District Hospitals, Sub-Divisional Hospitals, Area hospitals and Block level Community Health Centers** have been revamped. Civil Infrastructure have been added in majority of these hospitals in the form of OPD block, Indoor block, Operation Theatre complexes, diagnostic blocks & administrative blocks. The old buildings have been repaired and connected with each other to form one complete hospital. Various modern, medical, surgical & diagnostic equipment in the form of X-ray machines, Ultrasound Scanner, cardiac Monitors, Defibrillators, Eye & ENT Equipment, Laparoscopes, Operation tables, Operation lights, Autoclaves, Lab. Equipment, Laundry Units, Mortuary Refrigerators, Blood Bank Refrigerators have been provided as requirement of the facility as per world Bank norms, In addition 3 memo graphic TMT machines, Operating laparoscopes and operating microscopes have also been provided in selected few hospital. In addition to 17 offices of DMCs & HMIS system has been made functional. 133 new additional ambulances and 17 surveillance vehicles have been added. Extensive training has been given to the service providers to enhance their clinical skills.

Kind of Service

Preventive, Promotive and curative health care services are being provided in the State through a good network of Public Sector Medical Institutions. There are 41 Sub-Divisional Hospitals, 150 Community Health centers (each for a population of 1.00 lakh), 424 Primary Health centers (each for population 30000) 1186 subsidiary Health Centers/Dispensaries (each for population of 10000), 2951 sub centers (each for population of 5000 manned by one Male and one Female Health Worker). All the Public Sector health Institutions are quite accessible through metalled roads. In addition, six Rajiv Gandhi Mobile Hospitals are operating in far flung rural areas of six districts i.e. **Bathinda, Jalandhar, Hoshiarpur, Ferozepur, Gurdaspur and Patiala**. The State Govt. has planned to raise the strength of such Mobile Hospitals to 20 by the end of this financial year. The state Govt. is also in the process of setting up of four advanced Regional Diagnostic centers at **Amritsar, Patiala, Faridkot and Ferozepur**.

Emergency Services

- Emergency services are available round the clock
- Casualty Medical Officer available 24 hours, all days.
- Emergency services are available for all specialties as listed in the OPD services. Specialist will be available on call.
- The decision to call a specialist is that of the treating doctor.
- Emergency cases are attended to promptly.
- In serious cases, treatment/management gets priority over paper work like registration and medico legal requirements.
- Emergency Operation Theater is maintained on a regular basis to ensure that it is

usable at all the times.

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Immunization

Immunization as MCP sessions and Family Planning counseling under National Health Programme

Other Services

ECG

ICU X-ray

Special X-rays (Barium Meal, IVP, Barium enema and all other special investigations excluding dye)

Ultrasound

Laboratory testing equipment

Physiotherapy equipment

i. Traction

ii. Diathermy

Lab Tests

Foetal Hemoglobin

Blood testing charges for determining Malaria under national Programme is free of cost.

Examination of Urine

Examination of Stools

Examination of Cerebrospinal and pathological fluids

Hospital charges for special operative and non-operative procedures/Investigation are always available at the reception counter/OPD window.

Department of Anti Rabies

S/c Injection

I/M Injection

Free categories

These charges can be waived fully for yellow card holders or on recommendation of the hospital-in-charge.

For every payment properly authenticated official receipt is given at the cash collection.

- Holders of Yellow Card and their dependent family members.
- Punjab Govt. Employees and their dependent family members.
- Punjab Govt. Pensioners and their dependent family members.
- Past & present member of legislative assembly legislative council and parliament and their dependent family members.
- Hon'ble Judges and staff member of Punjab & Haryana High Court and their dependent family members.
- Staff members of Punjab Vidhan Sabha and their dependent family members.
- Freedom Fighters and their dependent family members.
- Under trial prisoner and convicts.
- Ex-Servicemen.

Also treatment is free for all emergencies arising out of roadside accident, man-made or natural disaster like; floods earthquake, building collapse drowning poisoning burns shootouts and unknown and unaccompanied cases. Free treatment is being provided for services under the ongoing national programs.

Miscellaneous Facilities

- Adequate Toilet Facilities for use of patients and their attendants are available.
- Wheel Chairs and stretchers are available on request at the main reception on the Hospital for the facility of patients who are not in a position to walk.
- Lifts are available.
- Ambulances are available for use, round the clock for transfer of patients to other hospital on payment of nominal charges. Ambulance rates are displayed.
- Mortuary van available.
- There is standby generator to cater to emergency services in case of breakdown of electricity.
- Dharamshala is available for patients.
- Public Telephone Booths are available.
- Adequate drinking water facilities are available.
- Canteen for visitors and out patients is open. Rates are reasonable.
- Time-bound notification of all births and deaths to Registrar's Office is done by the Medical Record Department.
- Medico Legal Post-Mortem work for the designated police stations are handled in the hospital.

Grievances/Redressal

- There will be occasions when our services may not be up to your expectations.
- Please do not hesitate to register your complaint.
- It will only help us to serve you better.
- There is a designated medical officer whose name and location is displayed in the hospital for attending to all grievances.
- Every grievance will be duly acknowledged.
- We aim to settle your genuine complaints within 15 working days of its receipts.
- If we cannot, we will explain the reasons and the time we will take to resolve.
- Suggestions/Complaints boxes are also provided at various locations in the hospital.
- A public grievance committed exists in civil surgeon office on issues which are not resolved within the hospital.
- Name, designation and telephone number of the Grievance Officer is displayed at the Reception.

Citizen Obligations

- The success of this charter depends on the support we receive from our users.
- Please appreciate the constraints under which the Hospital functions.
- Please help us in keeping the hospital and its surroundings neat and clean.
- Please do not inconvenience other patients.
- Please use the facilities of this hospital with care.
- The Hospital is a NO SMOKING ZONE.
- Beware of Touts.
- Please refrain from demanding undue favors from staff and officials.
- Please provide useful feedback and constructive suggestions.
- These may be addressed to the Medical Supdt./SMO of the hospital.

Policy Reforms