

**INDIRA GANDHI GOVERNMENT MEDICAL COLLEGE AND
HOSPITAL, NAGPUR.**

CITIZENS CHARTER/UAAXAfjdkaph lun

For college and employees

s.no.	Name of the service	Documents required	Time required	Officer responsible	Supervisor officer responsible
1	Bonafide certificate	Application with academic details	7 days	AO	Dean,(UG&PG), Vice Dean
2	Leaving certificate	As per rules	7 days	AO	Dean, Vice Dean
3	Attempt certificate	As per rules	7days	AO	Dean, Vice Dean
4	Character certificate	As per rules	7days	AO	Dean, Vice Dean
5	Internship completion certificate	As per rules	7days	AO	Dean, Vice Dean
6	Hostel living/ Accommodation certificate	Application and allotment letter	7days	Hostel warden	Dean, Vice Dean
7	No dues certificate	Application to all the departments	7days	Through all concerned departments	Dean, Vice Dean
8	Experience certificate	Application and all the work orders	7days	AO	Dean/MS
9	No objection certificate	After collection of no dues certificate from all the departments	7days	AO	Dean/MS
10	Relieving order	Order from the authorities	7days	AO	Dean/MS

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HOSPITAL, NAGUR.**

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jQX.kky;hu dkedkt\$Hospital work**

s. no.	Name of the service/ lsosps uko	Documents required/ dkxni _k	Time required (in days)/ oS (fnol kr)	Officer responsible/ tckcnkj vf/kdkjh	Supervisor officer responsible / i;Zo s{kh vf/k dkjh
1	Medical certificate (sickness & fitness)/ jQX.kri kl.kh o LokLF; izek.ki _k	OPD paper, discharge card with sign. and stamp of the treating doctor./	1day/ 1fnol	Medical superintendent(MS)/ oS/kdh; vf/k{k d, Dy. Medical superintendent(Dy. MS)/ mi oS/kdh; vf/k{k d-	Dean/ vf/k "Bkr k
2	Birth record/ tUekpk vfHkys[k	Application with available documents/ vtZ o lkscr miyC/ k vlysy s dkxni _k	3days/ 3fnol	Medical officer(record room) (oS/kdh; vfHkys[k k foHkkx) /MS /Dy.MS	Dean

3	Death record/ e=R; qpk vfHkys [k	Application with available documents/ vtZ o lkscr miyC/ k vlysy s dkxni _k	3days/ 3fnol	Medical officer(record room)/oS/kd h; vfHkys[k k fOHkkx/MS/D y.MS	Dean
4	Age certificate/ o;kpk nk[kyk	Adhar card, voter ID. Other documents required for the purpose/ vk/kk j dkMZ] ernku dkMZ o T;k ;kstu slkBh nk[ky k ykxr vkgs rs dkxni _k	1day/ 1fnol	Medical officer\$ oS/kdh; vf/kdkjh	MS
5	Injury certificate	Casualty	1day/	Casualty medical	Dean/MS/

		paper/bed head ticket/indoor papers	1fnol	officer (vi?kkr foHkkx oS/kdh; vf/kdkjh) / lecturer medical jurisprudence(LMJ)	Dy.MS
6	RTI/ ekfgrhp k vf/kdkj	Application in correct format with necessary documents if available/ vtZ o lkscr miyC/ k vlysy s dkxni _k	As per RTI rule/ ekfgr h vf/kd kj izek. ks	Office of the MS/Dy.MS/Dean	Dean/MS
7	Complaints/ Grievance redressal/ xk`gk.k h nwj dj.ks	Application/ vtZ	Depends on the nature of the complaint/ rdzkj izek. ks	MS/Dy.MS	Dean/MS
8	Medical Reimbursement/ oS/kdh; [kpkZph izfriwr hZ	Application with all documents and treatment record of this hospital only.	10days/ 10fno l	Through concerned department and unit in-charge./ foHkkxk ekiQZr	Dean/MS/ Dy.MS

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lsok-

&% xjksnj ekrkauk ekxiQr pkp.kh o
vkS"k/kksipkj lsok-

&% jkT; 'kkldh; deZpk;kZauk
ekxiQr pkp.kh o vkS"k/kksipkj
lsok-

- Patients under national programme(jk"V!h; dk;Zdek
varxZr ;s.kkjk jQX.k)-Revised national
tuberculosis programme, JSSK, National programme for control of
blindness(NPCB), Sickle Cell Disease programme(SCD), National rural
health mission, Cancer patients - ekxiQr uksan.kh]
pkp.kh] o vkS"k/kksipkj lsok-

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fu.kZ;k izek.ks - (displayed in OPD/MMK/Casualty.)

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xzkeh.klkBh) % viaxRo oS/kdh;
eaMGk ekiQZr-

- Physical fitness certificate- Through medical board (OS/kdh; eaMGk ekiQZr) & office of the medical superintendent.
- Patient enrolled under Rajeev Gandhi Jeevandayi Arogya Yojna are treated free of cost.
- Speciality clinics- everyday of different speciality.
- Hemodialysis- in collaboration with German renal care.

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