

# **Government Medical College Hospital, Jalgaon**

## **Citizen's Charter**

At Government Medical College Hospital, Jalgaon, we're dedicated to providing **accessible, affordable, and high-quality healthcare services** for all citizens. This **Citizen's Charter** clearly outlines our services, standards of care, patient rights and responsibilities, and grievance redressal mechanisms—all in line with **Government of Maharashtra guidelines**.

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### **1 Introduction**

We are committed to delivering patient-centred healthcare that is equitable, efficient, and respectful. Our Charter reflects our promise of transparency, accountability, and continuous improvement.

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### **2 Our Vision**

To deliver **equitable, efficient, and patient-focused healthcare** while promoting **education, research, and community service**.

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### **3 Our Mission**

- Provide **comprehensive healthcare** to all, with special focus on the underprivileged.
  - Train **competent and compassionate** medical professionals.
  - Promote **preventive, promotive, and curative health programs**.
  - Ensure **transparency, accountability, and citizen participation** in service delivery.
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### **4 Services Offered**

- Outpatient clinics in all major specialties: Medicine, Surgery, Paediatrics, Obstetrics & Gynaecology, Orthopaedics, ENT, Ophthalmology, and more.
- **24/7 Emergency Services** and Trauma Care.
- Inpatient services with general and specialty wards.
- Fully equipped operation theatres for elective and emergency surgeries.
- **Intensive Care Units** (ICU, NICU, PICU).

- Maternity and child health services.
  - Comprehensive diagnostic services: Radiology, Pathology, Laboratory Testing.
  - Licensed **Blood Bank** services.
  - On-site **Pharmacy** with essential medicines at affordable rates.
  - Ambulance services for timely patient transport.
  - Health education and counselling services.
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## **5 Service Standards**

- Timely registration with **minimal waiting times** in OPD.
  - **Respectful, compassionate** behaviour from all staff members.
  - **24/7 availability** of emergency services.
  - Free or subsidized treatment under government health schemes for eligible patients.
  - Transparent billing with clear display of rates for paid services.
  - Strict infection control and hygiene protocols.
  - Safe, compliant **biomedical waste management** practices.
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## **6 Rights of Patients**

- Access to **affordable, quality healthcare**.
  - **Dignified, respectful** treatment without discrimination.
  - **Privacy and confidentiality** of medical information.
  - Clear information about diagnosis, treatment options, and expected outcomes.
  - Right to seek a **second opinion or referral** if desired.
  - Right to **complain and seek redressal**.
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## **7 Responsibilities of Patients and Attendants**

- Provide **accurate health information** to healthcare providers.
- Follow **hospital rules and procedures**.
- Treat staff and other patients with **courtesy and respect**.

- Adhere to **prescribed treatment plans**.
  - Help maintain **cleanliness and order** in the hospital.
  - Respect **visiting hours and hospital policies**.
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#### **Grievance Redressal Mechanism**

- **Help Desk:** Located at the main entrance for guidance and support.
  - **Complaint Boxes:** Placed at key locations for written feedback.
  - **Nodal Officer for Grievances:** Appointed to address and resolve patient complaints promptly.
  - **Contact Details:** Clearly displayed at the hospital reception and on our website.
  - Complaints are **acknowledged within 48 hours** and resolved as quickly as possible.
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#### **Public Information**

- Information about hospital services, timings, and charges is **prominently displayed**.
  - Details of **free services** under government health schemes (e.g., Mahatma Jyotirao Phule Jan Arogya Yojana) are clearly communicated to beneficiaries.
  - Updates and notices are regularly published on **hospital notice boards and our website**.
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#### **10. Commitment to Continuous Improvement**

We are dedicated to **regularly reviewing and enhancing** our services and systems based on patient feedback, staff input, and government policies to improve **quality, accessibility, and patient satisfaction**.

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Issued by:

**Dean**

**Government Medical College Hospital, Jalgaon  
Government of Maharashtra**

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