



*IIT Guwahati Hospital*  
*Indian Institute of Technology Guwahati*  
*Guwahati-781039 Assam India*

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## **Citizen's Charter**

### **Mission Statement:**

To meet with the objective of providing minimum health care standards of a primary health centre, good governance, information, transparency, public accountability and redressal of public grievance.

### **Access to services**

This Hospital provides medical care to all bonafide patients that include employees, their eligible dependants, students, and Project staff without any discrimination of gender/cast/religion/status within its scope of services. Emergency services are available 24 x 7.

The management of this hospital is responsible for ensuring the delivery of services.

The non-dependent patients are eligible for Emergency medical treatment inside the hospital with a charge of Rs150.00 as per the Institute Medical Rule.

### **Standards of Services**

This hospital endeavour provides quality minimum assured services set by Indian Public Health Standards (IPHS).

### **Your Rights in the Hospital**

1. Right to access to all the services provided by the Hospital.
2. Right to Information - including information relating to your treatment.
3. Right of making decision regarding treatment.
4. Right for privacy and confidentiality.
5. Right to religious and cultural freedom.

6. Right for Safe and Secure Treatment.

7. Right for grievance redressal.

### General Information

No. of Beds: 17

No. and specialization of Doctors: 09

No. of Nurses: 11

No. of Ambulances: 2

### Services Available

<b>OPD</b>	<b>Indoor Treatment</b>	<b>24 hrs Emergency</b>	<b>Pharmacy</b>
<b>Laboratory</b>	<b>Dentistry</b>	<b>24 Hrs Ambulance</b>	<b>AYUSH</b>
<b>MCH Services</b>	<b>ECG</b>	<b>Minor Operation Theatre</b>	<b>Family Planning</b>
<b>Immunization</b>	<b>Physiotherapy</b>		

### Enquiries and Information

Enquiry counter is located at Hospital Registration cum Help Desk

Timings for Help Desk counter are 8 AM to 8 PM

Phone no. for telephonic enquiry (24 x7 hours service) 2099 (Registration cum help desk).

Directional signage has been put up at strategic points in the hospital.

### Emergency Services

#### Facilities

(1) Emergency Services are available round the clock.

(2) Referral Services to higher medical centre in case of facilities for treatment are not available in our hospital.

(3) Round the clock ambulance services.

(4) In serious cases, treatment/management gets priority over paper work like registration and medico legal requirements. The decision rests with the treating doctor.

## OPD Services

OPD services are available as follows:

Monday to Saturday: 8 AM to 1 PM and 2 PM to 8 PM

Sunday & other holidays: 9 AM to 1 PM

No OPDs on National Holidays

(26<sup>th</sup> January, 15<sup>th</sup> August and 2<sup>nd</sup> October)

Various outpatient services available in the Hospital are as given below:

## Department

General Medicine

General Surgery

Obstetrics & Gynaecology

Paediatrics

Eye

Dentistry

Psychiatry

Physiotherapy

## AYUSH Services

Homeopathy

Ayurveda

## Diagnostic Services

**Timings: 8.30 AM to 1.00 PM**

Lists of tests

(a) Please refer to the Medical Section Website of the Institute for detailed list of diagnostic tests. You can find the details under the Link "Facilities"

(Please click: <http://www.iitg.ernet.in/medical/BriefIntroduction.html>)

(b) ECG

## Complaints & Grievances

Every complaint will be duly acknowledged.

Suggestions/Complaint boxes are also provided at Registration Counter in the hospital.

You can address your complaints to

Name: Mr. Gunamani Das.

Designation: Assistant Registrar, Medical Section

Tele (O): 2582104

Meeting Hours: During office hours on all working days.

### Your responsibilities

- (1) Please do not cause inconvenience to other patients.
- (2) Please help us in keeping the hospital and its surroundings neat and clean.
- (3) The Hospital is a “**No Smoking Zone**” and smoking is a Punishable Offence.
- (4) Please refrain from demanding undue favours from the staff and officials as it encourages corruption.
- (5) Please provide useful feedback and constructive suggestions. These may be addressed to the *HOS Medical Section through Superintendent of the Medical Section.*

<b>Postal Address</b>	IIT Guwahati Hospital, IIT Guwahati, Guwahati PIN: 781039 ASSAM INDIA
<b>Telephone</b>	0361-2582100/2097/2099
<b>E-mail</b>	medsec@iitg.ernet.in
<b>Website</b>	<a href="http://www.iitg.ernet.in/medical/">http://www.iitg.ernet.in/medical/</a>