

CITIZEN CHARTER

of

R.D.J.M. MEDICAL COLLEGE & HOSPITAL

Turki, Muzaffarpur, Bihar, India



Proposed by:

J.M. INSTITUTE OF SPEECH & HEARING

H.O.: 4/5, Indrapuri, Patna-800 024, Bihar, India

Mission statement & the Society:



The above shloka from Bhagwat addressed to the God states that “O,lord what ever we do or perform.

“Using our body, speech, mind, all sensory and mortar organs, conscience & our natural instinct, is dedicated to you.”

With the above quotes into soul and mind; J.M. Institute of Speech & Hearing was conceived in the year 1982 by few young professionals and social activists at Patna, the capital city of Bihar in India. Later on, it was registered under Indian Societies Registration Act of 1860 on 18th December 1984. The aim for establishment of this Institute was to create model health care facilities for the underprivileged class and to create a strong advanced academic & research environment for medical as well as allied health science students.

The major campus being established at Muzaffarpur which is the gate way of Northern-Eastern states of India and also Nepal and Bhutan. The foundation of the campus at Muzaffarpur was laid by Dr. A.P.J. Abdul Kalam, former President of India on 16th July 2009. The services of this Institute was recognized by Govt. of India who honoured this Institute by conferring national award by the President of India under best Institution category in 2004. This Institution thrives for extending quality services delivery in health and education. The human resource development is the key objective of this institute and has excelled at national level specially in special education and rehabilitation.

The primary function for which this Institute has been engaged is in the area of health services. After gaining considerable experience in health sector, this Institute is successfully running a 350 bedded hospital and is on way to start degree courses in medical education (MBBS), certificate/Diploma courses in Para Medical. As the Institute has considerable experience of more than 30 years in human resource development and patient care with the proposed new venture to establish state of art 350 bedded hospital and Medical College will be certainly a successful preposition.

The target group for the proposed hospital is a huge population, which is under served in terms of health services and is quite below the national and state health index. The motive and philosophy of hospital is innovative and client centric, that the patient will be considered as human being without discrimination on any grounds. The socio-economic status should not come under way to receive quality health services. For the patients below poverty line, the state sponsored schemes will be pruned in to the system; for example, The Nation Rural Health Insurance Scheme of Govt. of India will form an integral part of health services. At the same time the middle and higher income group cases will be given due importance and consideration in terms of availability of services suited to their socio economic status. There will be no discrimination in terms of service delivery related to health issues.

Quality and specialized health services form a major foundation for medical education. Therefore ethical and high standard practice will be the core principle of hospital services. The very dual purpose of the above is to bring health confidence among the population to be served at the same time our medical students get to learn the best clinical practices. This will help in creating high quality medical graduates who inturn will be able to serve the various population at various location in the country. There is a dearth of good hospitals in North of Bihar and the location of the hospital is connected to various districts of North and East Bihar through various intersecting national highways and rail route.

Most important strengths and core competencies:

J.M. Institute itself is a brand in health and rehab care services;

- (i) Dedicated and committed workers
- (ii) Vast experience and trust among the beneficiaries.
- (iii) Sincere and honest services delivery.
- (iv) The benefit from the business does not form part of any of board members asset which is known to one of all.
- (v) The community has closely observed the growth of this institute from day one and many more relevant strength which contributed this institution to succeed in it's socially beneficial venture.

Virtually there is negligible competition from the market as this institute has innovative kind of activities and ventures. There is no major hospital of such magnitude which can create challenges at this point of time. Rather this institute has been considered as a resource

institution for other professionals and institutions. These strengths extend and edge to the proposed project of this institute. The board members of this institute are known & reputed persons in the community and society of Bihar for their contribution and strength since generation. Therefore the personal strength of reputation of the office bearers of this institute will bring extra strength for development and success to the proposed hospital and other projects.

Student's Charter

We strongly believe in creating a strong advanced academic & research environment for medical as well as allied health science students.

We are responsible for

- a. Developing excellent infrastructure, faculty base & teaching- learning environment for the comprehensive training of students.
- b. Imparting transparent information about the admission procedures, fee structures, refund policies & student support services for all academic programs.
- c. Empowering students with deep & contemporary knowledge and proficiency in skills for them to be confident & competent doctors.
- d. Utilisation of hospital facilities & clinical material as learning resources for training of undergraduates.
- e. Reliable and valid student assessment mechanism.
- f. Instilling the spirit of enquiry & research culture amongst students.
- g. Promotion of innovative and need based student-centric best practices to meet tomorrow's challenges.
- h. Creation of competent physicians and future health professionals out of novice aspirants.

Statement of services

Hospital services:

1. Provision of top standard quality care of patients by qualified doctors, nurses and paramedical and auxiliary staff
2. Continuous upgradation of patient care facilities with State of the Art Equipment and diagnostics
3. Highest value for patients' safety and rights as under:
 - a. Provision of full information to patients as regards their diagnosis, treatment and investigations including day to day progress.

- b. Information to patients about safety of procedures performed on them followed by obtaining consent for the same
 - c. Facilitation to obtain a second opinion when a stakeholder is desirous of the same
 - d. To permit access to own records as and when requested as well as provision of discharge summary
 - e. Provision of documents pertaining to disease, disability and death occurring while in hospital to the patient or next of kin
4. To ensure a responsible functioning of the health care team in terms of reflections on ethics, communication and attitudinal functions and ensuring patient confidentiality at all times.
4. To participate in all National and World Health Programs for the benefit of our clientele.

Grievance mechanisms:

Different college and hospital committees are functioning to look into grievances of our clientele as under. Contact information is provided in the annex to this Charter

- 1. Counseling committee for stress related problems
- 2. Grievance redressal committee in medical college and hospital
- 3. Anti-ragging committee
- 4. Gender discrimination committee
- 5. Student council
- 5. Hostel welfare committees

Expectations from Stakeholders

1. Students:

- a. To ensure participation in all college matters pertaining to their education actively and timely provision of feedback to the authorities.
- b. To contribute positively for the betterment of the college by way of suggestions and achievements and as responsible alumni, when they pass out
- c. To follow religiously the rules and regulations of the institution and university during their stay with us
- d. To contribute to health care of the community in hospital and in rural and urban health care centers

2. Guardians:

- a. To cooperate with college authorities in ensure smooth college education for their wards

- b. To offer positive and creative suggestions for improvement in functioning and services in the feedback mechanisms provided
- c. To ensure timely payment of college dues as and when required

3. Management :

- a. To participate in the growth and development of the institution and hospital by means of timely planning and creation of infrastructure, recruitment of faculty and provisioning of funds and meeting the requirements as laid down by various regulatory councils.
- b. To actively participate in the management of the institutions as laid down by accrediting bodies such as NAAC, NABH and NMC.
- c. To lay down policy such as to enable smooth operation of various functions.

COLLEGE REPRESENTATIVES FOR SUPPORT

Principal : Dr. Manoj Kumar

Medical Superintendent : Dr. Naveen Kumar Bariar