

GOVERNMENT OF KARNATAKA  
DEPARTMENT OF MEDICAL EDUCATION

# CITIZENS CHARTER

VIMS COMBINED HOSPITALS,  
BELLARY.

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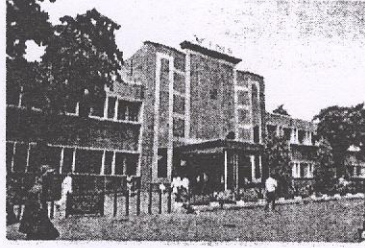


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## SUPERINTENDENTS

Director,  
VIMS, Bellary.

- Medical College Hospital,
- District Hospital
- T.B. Hospital
- Urban Health Training Centre

## • CITIZEN CHARTER

### *In This Hospital We Promise:*

1. To provide a clean and healthy environment in the hospital.
2. To provide Priority treatment to the acutely ill, women, children and aged.
3. To provide free medicines to the patients against the prescription of the hospital doctor, to the extent stocks are available in the hospital pharmacy.
4. To provide priority and round the clock treatment for emergency cases.
5. Not to show any favour or prejudice on any ground.
6. To notify for the information of the public, the charges payable for the services rendered in this hospital.
7. Not to collect any amounts from the patients, other than those notified in the hospital.
8. To issue official receipts for all amounts collected for services rendered in the hospital.
9. To work for the comfort of the patients and show due courtesies to all patients.
10. To notify for the information of the public, all free services rendered from this hospital.
11. To notify specific days, for certain special services like immunization, ANC etc. and follow these days scrupulously.
12. That suggestions / complaints received in the complaint box will be seen by the Superintendent / Administrative Medical Officer every Monday and every complaint will be enquired into.
13. To maintain a complaint register and up date the results of all enquiries and the same will be made available for inspection by any patient on request.
14. That the Superintendent / Administrative Medical Officer / Resident Medical Officer will receive urgent complaints directly and attempt to redress them immediately.
15. That if your urgent complaints are not redressed satisfactorily, you are encouraged to complain to the district Health & Family Welfare Officer / District Surgeon.

• *You can help us to fulfill the promise and serve you better :*

1. PLEASE DO NOT SMOKE AND DO NOT CONSUME ALCOHOL WITHIN THE HOSPITAL PREMISES.
2. THIS HOSPITAL IS FOR YOUR CARE, DO NOT SPOIL IT AND DO NOT LITTER THE PLACE.
3. PLEASE DO NOT INCONVENIENCE OTHER PATIENTS, AVOID MAKING NOISE.
4. PLEASE DO NOT TEMPT THE PERSONNEL OF THE HOSPITAL WITH PERSONAL REWARDS IN CASH OR KIND. GOVERNMENT PAYS THEM TO SERVE YOU.

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- SUGGESTION, COMPLAINTS AND GRIEVANCES

Help us to help you : Your views matter.

In the above pages we have stated the services available and the quality we commit ourselves to maintain. Whenever you notice any breach of the above or when you want to make suggestions please do not hesitate to let us know the same.

You can register the complaints with the Resident Medical Officer (RMO) whose office is situated in the main building of the hospital. All complaints will be duly acknowledged, attended to within 10 working days and action taken will be conveyed to the complainant.

The hospital grievances Committee meets on the last day of every month.

The Government has constituted the board of Visitors consisting of local MLA, MLC, MP officers of PWD, Horticulture, local leaders and the Medical Superintendents as member secretary. This body meets once in three months to discuss and take measures to solve the problems of the hospital.

- Responsibilities of the users of the Charter

The success of this charter depends on the support we receive from the users. Please try to appreciate the various constraints under which the hospital is functioning.

- On an average 1500 patients attend the regular OPD and a further 50-100 patients come to the casualty and burns departments every day.
- Please do not inconvenience the other patients.
- Please help us in keeping the hospital and its surroundings neat and clean.
- Beware of touts.
- The hospital is a No Smoking Zone.
- Please refrain from demanding undue favour from the staff and officials.
- Please provide useful feedback and constructive suggestions.
- We request your utmost understanding and co-operation in serving you – VIMS CARES FOR YOU.
- The General public is requested to cooperate to pay the prescribed user charges as per the Government Order.