

# **CIVIL HOSPITAL AIZAWL CITIZEN CHARTER**

## **PATIENTS RESPONSIBILITY(Damlothe mawhphurhna)**

1. A natna/nat dan chungchang kimchang takin Doctor te a hriattir.
2. Enkawltute thu a zawm/awih tur a ni.
3. Damdawi in dan leh dun tha takin a zawm tur a ni.
4. A damlo puite hawihhawm takin a hmachhawm thin tur a ni.
5. A bungrua/thuamhnaw thatakin aveng/vawng tur a ni.
6. Damlothe dikna/chanvo a tarlante hria in a zawtfiah thin tur a ni.
7. Mahnidamdawiinchawh lovin Doctorte thurawn angaichang tur a ni.
8. Damdawi in enkawlna chungchang hriatchian atum tura ni.

## **C. OTHER FACILITIES :**

1. Ambulance himan chawiahmang duh tan Casualty Medical Officer biak tur a ni.
2. Nau nei & Naupiang tan man chawilo a kalna siamsak an ni
3. Damdawi dawr hi Block A- in hnuai berah (gatepui luhna bul) ah nitin darkar 24 a in hawng,
4. Generic Drug (JanAushadi)
5. AB-PMJAY
6. Tui in tur hi OPD block C, Block H luhna bulah a awm
7. Canteen (Food & Snacks) damlo leh awmpuitute tan Basement of Block H (compound chhung) ah a awm.
8. Cabin hibook theih a ni. Contact : Medical Superintendent
9. Chaw hi man chawilo in general ward-a damlo awmte tan pek an ni.
10. BPL Card neite tan in entir leh investigation a thlawna tih theih a ni. BPL card ngeingei a ngai thung.
11. Damdawi Inah hian AB-PMJAY, JSY(Gol), State Health Care Scheme (GoM)-te a hman theih

#### **D. SUPPORT SERVICES :**

1. Radio Diagnostic & Imaging, X Ray, CT Scanning, Ultrasound  
Mammography, Emergency CT Block F, i/c HOD
2. Laboratory Services  
Central Collective Centre Block C, 9-1 pm  
Pathology  
FNAC Block B  
Biopsy Block B  
Emergency Lab. Block B  
Microbiology / ICTC Block B  
Biochemistry Block B
3. Blood Bank Block B
4. PMR/Physiotherapy Block B
5. MRD Block A
6. Dialysis Block C
7. AB-PMJAY Block G
8. ART Block C
9. OST Block C
10. Eye Bank Block C
11. JSY / JSSK Block J
12. Ambulance/NAS Block J

#### **LIST OF STAKEHOLDERS / CLIENTS**

2. District Commissioner, Aizawl District, Aizawl
3. Chief Medical Officer, Aizawl East District
4. Mission Director, National Health Mission, Aizawl, Mizoram
5. Aizawl Municipal Corporation (AMC)
6. President, YMA, Dawrpui
7. Chairman, Local Council, Dawrpui
8. Association for Voluntary Blood Donation

## **COMPLAINT AND GRIEVANCES:**

Harsatna thlenna tur a hnuai a mihi a ni e:

Dy. Medical Superintendent-cum-Grievances and Redressal Officer

Civil Hospital, Aizawl Phone : 0389-2323281 (O) Intercom : 209

Meeting Hours : Office Hours, Everyday

## **GENERAL INFORMATION :**

Year of establishment : 1894

Ph. No : Medical Superintendent : 0389-2323239 &  
207 / Fax : 2310715

Dy. Medical Superintendent : 0389-2323281 (O) & 209

Nursing Superintendent : 0389-2318684 & 204

Emergency Department : 0389-2322318 & 102 /  
8731044158

Total Staff : 559

Nos of doctors : 88

Nos. of paramedical/technical : 135

No. of Nurses : 194

Group D Staff : 93

Nos. of other staff : 40

Total Beds : 280

## **AVAILABLE SERVICES :**

A. OUT-PATIENT SERVICE (OPD) BLOCK TIMING

I. Registration : OPD Card, etc. OPD Block 9 am – 1 pm  
(Week day) 9 am – 11 am (Sat)

II. OPD Services (available on all working days except Sunday /  
Holidays)

1. General Medicine (MOPD) C (2<sup>nd</sup> Floor) 9 am – 3 pm

2. General Surgery (SCOPD) C (1<sup>st</sup> Floor) -do-

3. Orthopaedics C (Ground Floor) -do-

4.	Obstetric & Gynaecology	C (Ground Floor)	-do-
5.	Paediatric & Neonatology	C (2 <sup>nd</sup> Floor)	-do-
6.	Ear, Nose & Throat (ENT)	C (1 <sup>st</sup> Floor)	-do-
7.	Ophthalmology	C (1 <sup>st</sup> Floor)	-do-
8.	Dermatology & Venereology	C (2 <sup>nd</sup> Floor)	-do-
9.	Pre Anaes Check (PAC)	C (2 <sup>nd</sup> Floor)	-do-
10.	Cardiology	F (1 <sup>st</sup> Floor)	-do-
11.	Dentistry	C (Top Floor)	-do-
12.	Psychiatry	G (2 <sup>nd</sup> Floor)	-do-
13.	Endo, Bronchos & Lithotripsy	C (1 <sup>st</sup> Floor)	-do-
14.	AYUSH OPD	D (1 <sup>st</sup> & 2 <sup>nd</sup> Floor)	-do-
15.	PMR	B (Ground Floor)	-do-
16.	NCD clinic	C (Ground Floor)	-do-
17.	OST clinic	C (Basement)	-do-
18.	Dietician	C (2 <sup>nd</sup> Floor)	-do-
19.	Dressing & Injection Clinic	C (Ground Floor)	-do-
20.	Tobacco Cessation Clinic	C (2 <sup>nd</sup> Floor)	-do-

## **B. INPATIENTSERVICES (IPD)**

### **I. Visiting hours :**

II.	In Patient Service	Block	Floor
1.	Female Medical (FMW)	H	Ground Floor
2.	Orthopaedic Ward (Male & Female)	H	Ground Floor
3.	ENT Ward	H	Ground Floor
4.	Surgery (Male & Female)	H	1 <sup>st</sup> Floor
5.	Ophthalmology (Mit) ward	H	1 <sup>st</sup> Floor
6.	Operation Theatre Complex	H	1 <sup>st</sup> Floor
7.	Medicine male (MMW)	H	2 <sup>nd</sup> Floor
8.	Paediatric Ward	H	2 <sup>nd</sup> Floor

9. Doctors' Sick Room (IMA)	H	2 <sup>nd</sup> Floor
10. Cabin (Old Cabin)	E	Ground to 4 <sup>th</sup> Floor
11. Cardiac Care Unit	F	1 <sup>st</sup> Floor
12. Cabin (New Cabin)	F	2 <sup>nd</sup> Floor
13. Labour Room (Maternity)	J	Ground Floor
14. Gynea & Obstetric	J	1 <sup>st</sup> Floor