

CITIZEN'S CHARTER FOR DIRECTORATE OF HOSPITAL & MEDICAL EDUCATION

VISION AND MISSION

VISION:

To provide comprehensive quality of health care which is affordable, accessible and attainable with minimal out of pocket expenditure to the people and to excel in the field of medical education and research?

MISSION:

- 1). To provide quality care and service through the various branches of medical speciality and super-speciality.
- 2). To provide leadership and managerial services in terms of hospital healthcare delivery.
- 3). Continuing medical education and research.
- 4). Development of inter-sectoral co-ordinator and partnership with various stakeholder of the department.
- 5). Upgradation and strengthening of district hospitals and tertiary care facilities.

CITIZEN'S CHARTER FOR DIRECTORATE OF HOSPITAL & MEDICAL EDUCATION

MAIN SERVICES

Sl. No.	Services delivered by the department/ office to citizens or other departments/ organisations including nongovernmental organisations	Responsible official with designation	Email and Phone Number	Process for delivery of service within the department/ office	Documents , if any, required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the servicesavailed
1.	a. Referral	Dr. Zonunsiana, Programme Officer (PC & PNDT) Hospital & Medical Education	dr.znsiama@gmail.com 9436151930	Screening Medical Refer Board and issue of Provisional / Final / Expost Facto Permission	<ul style="list-style-type: none"> OPD Card Screening Board Recommendation from the concerned department. Medical Board Recommendation and all relevant documents. 	OPD Card – Rs. 10 Medical Board-Rs. 50
		Dr. P.C. Lalramliana	dr.rama77@gmail.com 94361442154	<ul style="list-style-type: none"> Expost Facto Permission No Objection Certificate for Organ Transplant Credit Facilities 	<ul style="list-style-type: none"> Discharge Certificate Original All relevant documents 	
	b. Preventive / Promotive / Curative	Dr. K.K Chhetri, Medical Superintendent Civil Hospital, Aizawl	9436141568	1. OPD a) Consultation b) Investigations/ Procedure if needed 2. IPD Medical treatment and any other procedure as needed by the patient 3. Referral if needed	OPD/Emergency Card and other relevant documents	OPD Card - Rs. 10 IPD – Registration Fee-Rs. 50 Emergency Card - Rs. 10 and other charges depending on the case.
		Dr. S.R. Ngurchamlia, Medical Superintendent Civil Hospital, Lunglei	msofc.lli@gmail.com 9436147089			
		i/c Dr. John Zohmingthanga Medical Superintendent State Referral Hospital, Falkawn	srh.falkawn@gmail.com 7085846940			

CITIZEN'S CHARTER FOR DIRECTORATE OF HOSPITAL & MEDICAL EDUCATION

MAIN SERVICES

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1.	b. Preventive / Promotive / Curative	Dr. Zoramthanga, Director Mizoram State Cancer Institute	mscimizoram@gmail.com 9436153551	1. OPD a) Consultation b) Investigation/ Procedure if needed 2. IPD Medical treatment and any other procedure as needed by the patient 3. Referral if needed	OPD / Emergency Card and other relevant documents	OPD Card - Rs. 10 IPD – Registration Fee-Rs. 50 Emergency Card - Rs 10 and other charges depending on the case.
		Dr. P.C. Lallianghaka Dy. Medical Superintendent Kulikawn Hospital, Aizawl	kulikawnhospital19@gmail.com 9436147237			
		Dr. R. Zatluanga District Medical Superintendent, Champhai	medsupcp@gmail.com 9862613766			
		Dr. Doris Lalnunmawii Sailo District Medical Superintendent, Kolasib	doris.sailo@gmail.com 9436149107			

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MAIN SERVICES

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1.	b.	Dr. T. Lalrintluanga District Medical Superintendent, Mamit	dmsofficemamit@gmail.com 8730922620	1. OPD a) Consultation b) Investigation/ Procedure if needed 2. IPD Medical treatment and any other procedure as needed by the patient 3. Referral if needed	OPD / Emergency Card and other relevant documents	OPD Card - Rs. 10 IPD – Registration Fee-Rs. 50 Emergency Card - Rs 10 and other charges depending on the case.
		Dr. C. Lalrosanga District Medical Superintendent, Siaha	dmsofficesiaha@gmail.com 8794184809			
		Dr. Zothanpari Chhakchhuak District Medical Superintendent, Lawngtlai	dmslawngtlai@gmail.com 9436379301			
		Dr. Z.D. Lalmuanawma District Medical Superintendent, Serchhip	muantea.zd@gmail.com 9862294782			
		District Medical Superintendent, Khawzawl	khawzawlchc@gmail.com			

CITIZEN'S CHARTER FOR DIRECTORATE OF HOSPITAL & MEDICAL EDUCATION

MAIN SERVICES

Sl. No.	Services delivered by the department/ office to citizens or other departments/ organisations including nongovernmental organisations	Responsible official with designation	Email and Phone Number	Process for delivery of service within the department/ office	Documents , if any, required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount
2.	Emergency Services	Dr. K.K. Chhetri, Medical Superintendent Civil Hospital, Aizawl	civilhospital.iso@gmail.com 9436141568 0389-2322318 (Casualty)	24 x 7	N.A	Rs. 10/- plus fees applicable on the basis of the case.
		Dr. S.R. Ngurchamlia, Medical Superintendent Civil Hospital, Lunglei	msofc.lli@gmail.com 9436147089 0372-2324060 (Casualty)			
		i/c Dr. John Zohmingthanga, Medical Superintendent State Referral Hospital, Falkawn/Director, ZMC	srh.falkawn@gmail.com 7085846940 9436743459 (Casualty)			
		Dr. Zoramthanga, Director Mizoram State Cancer Institute	mscimizoram@gmail.com 9436153551 0389-2351887 (Casualty)			
		Dr. P.C. Lalliannghaka Dy. Medical Superintendent Kulikawn Hospital, Aizawl	kulikawnhospital19@gmail.com 9436147237 8131988699 (Casualty)			
		Dr. R. Zatluanga District Medical Superintendent, Champhai	medsupcp@gmail.com 9862613766 8413814357 (Casualty)			

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MAIN SERVICES

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2.	Emergency Services	Dr. T. Lalrintluanga District Medical Superintendent, Mamit	dmsofficemamit@gmail.com 8730922620 9612467068 (Casualty)	24x7	N.A	Rs. 10/- plus fees applicable on the basis of the case.
		Dr. C. Lalrosanga District Medical Superintendent, Siaha	dmsofficesiaha@gmail.com 8794184809 7630013763 (Casualty)			
		Dr. Z.D. Lalmuanawma District Medical Superintendent, Serchhip	muantea.zd@gmail.com 9862294782			
		Dr. Zothanpari Chhakchhuak District Medical Superintendent, Lawngtlai	dmslawngtlai@gmail.com 9436379301 Casualty 9774581861/ 8974926184/ 879477263			
		Dr. Doris Lalnunmawii Sailo District Medical Superintendent, Kolasib	dmskolasib@gmail.com 9612153660 9862266830(Casualty)			
		District Medical Superintendent, Khawzawl	khawzawlchc@gmail.com 8415968690 (Casualty)			

CITIZEN'S CHARTER FOR DIRECTORATE OF HOSPITAL & MEDICAL EDUCATION

MAIN SERVICES

Sl. No.	Services delivered by the department/ office to citizens or other departments/ organisations including nongovernmental organisations	Responsible official with designation	Email and Phone Number	Process for delivery of service within the department/ office	Documents , if any, required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount
3.	Training					
a.	Diplomate of National Board	Dr. Lalchhuankimi Course Coordinator Civil Hospital, Aizawl	dr.lalchhuakimi@gmail.com 9436147023	Training periodically under the guidance of senior doctors and also provide medical service.	<ul style="list-style-type: none"> • NEET certificate. • Opted DNB then counseling. • Allotment letter • MBBS + Internship Certificate + Marksheet. 	
b.	Housemanship	Dr. Lalmalsawmi Sailo Joint Director (E) Hospital & Medical Education	sawmteisailo31@gmail.com 9436141611	Recommendation and competent authority approval of DHME	MBBS completion Certificate and Provisional Medical Council of India Registration	DNA
c.	Internship			Recommendation and competent authority approval of DHME	MBBS completion certificate and Provisional Medical Council of India registration	DNA

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MAIN SERVICES

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4.	NURSING					
a.	Nursing Care Delivery	Lalrinthangi Pachuau Nursing Superintendent, C.H (A) K. Lalbiaknguri Nursing Superintendent, SHRF K. Lalbiakzami Nursing Superintendent, C.H (L) F. Lalthangkhumi Nursing Superintendent, C.H (L) H.Lalhlmpuii, N.S MSCI, Zemabawk Lalrinpari Nursing Superintendent District Hospital, Kolasib Lalrintluangi Nursing Superintendent District Hospital, Mamit H.Vanlalhluni Nursing Superintendent District Hospital, Champhai C. Rodingpuii Nursing Superintendent District Hospital, Serchhip	9862174508 9436144677 9862176829 7005803951 9862300151 9862308257 9436351183 9862316988 9862304516	Nursing care delivery at Emergency, OPD, IPD and OT.	OPD Card / Emergency Card	Rs. 10/- plus other charges on the basis of the case.

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4.	NURSING					
a.	Nursing Care Delivery	Lalengmuani Nursing Superintendent District Hospital, Lawngtlai	8794920043	Nursing care delivery at Emergency, OPD, IPD and OT.	OPD Card / Emergency Card	Rs. 10/- plus other charges on the basis of the case.
		C. Thanthiangi Nursing Superintendent District Hospital, Siaha	9612977947			
		Vanlalfeli Nursing Superintendent Kulikawn Hospital, Aizawl	9862364214			
		Lalkhumtiri Varte Nursing Superintendent District Hospital, Khawzawl	8730894366			
b.	Nursing Education (Mizoram College of Nursing)	Lalchhanhimi, Principal, Mizoram College of Nursing, Falkawn	mconfalkawn@gmail.com 9436152287 0389-2334367 (Office)	Selected/qualified candidate are given Nursing education/training by the faculties	State Technical Entrance Exam CI-XII Science, Residential Certificate, Birth Certificate and Tribal Certificate	As per the Govt. Notification issued from time to time

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4.	NURSING					
	c. Nursing School, Lunglei	F. Lalitangmawii, Principal Nursing School, Lunglei	nursingschoollunglei@gmail.com 9856283976 0372-2325073 (Office)	Selected/qualified candidate are given Nursing education/training by the faculties	Entrance Test, CI-XII, Residential Certificate, Birth Certificate and Tribal Certificate	As per the Govt. Notification issued from time to time
	d. School of Nursing, Thingdawl	Laltanpuui, Principal School of Nursing, Thingdawl	sontkolasib@gmail.com 8837259791 6009383837 (Office)		Entrance Test , CI-XII, Residential Certificate, Birth certificate and Tribal Certificate	
5.	NATIONAL PROGRAMME UNDER DIRECTORATE OF HOSPITAL & MEDICAL EDUCATION					
	a. National Tobacco Control Programme (NTCP)	Dr. H. Lianthangpuia State Nodal Officer	9436140679 drpuiazote@gmail.com			
	b. Clinical Establishment Act (CEA)	Dr. Lalhlengliani State Nodal Officer	9436142265 ceamizoram@gmail.com			

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MAIN SERVICES

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5.	c.	National Oral Health Programme (NOHP)	Dr. C. Lalrintluangi State Nodal Officer	9436374647	OPD, IPD, Outreach, IEC, Training, Drugs & Equipments		
	d.	Pre-Conception and Pre-Natal Diagnostic Techniques (PC & PNDT)	Dr.Zonunsiam State Nodal Officer	9436151903 dr.znsiam@gmail.com	OPD, IPD, Outreach, IEC, Training, Drugs & Equipments		
	e.	National Mental Health Programme (NHMP)	Dr. Robert L Khawlhring State Nodal Officer	9436151430 rlkhawlhring@gmail.com	OPD, IPD, Outreach, IEC, Training, Drugs & Equipments		
	f.	National Viral Hepatitis Control Programme (NVHCP)					
	g.	State Blood Cell (SBC)					
	h.	National Programme for Prevention & Control of Deafness (NPPCD)					

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5.	i. National Programme for Prevention and Control of Cancer, Diabetes, Cardiovascular Diseases and Stroke (NPCDCS)	Dr. Jeremy L Pautu State Nodal Officer	japautu@gmail.com 9436150301	OPD, IPD, Outreach, IEC, Training, Drugs & Equipments		
	j. National Programme for Health Care of the Elderly(NPHCE)					
	k. National Programme for Palliative care (NPPC)					
6.	Hospital Empanelment	Dr. T. Lalhmangaihi Director, Hospital & Medical Education	drthmai@rediffmail.com 9436140528	On the recommendation of empanelment committee, Hospital Empanelment is granted.	Relevant documents as prescribed by the empanelment guidelines, 2019	Application fee Rs. 1,000 Bank quarantine Rs. 1,00,000
7.	Aid and advise Administrative Department on Technical Matters.			As per need arises		

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8.	Implementation of Bio- Medical Waste Rules, 2014	Dr. PC Lalramliana, Joint Director (P) Hospital & Medical Education	dr.rama77@gmail.com 9436142154	Actual implementations of BMW rule have been carried out in all Govt. Hospital.		
9.	Citizen's Charter	Dr. Lalhlengliani, Deputy Director-cum- State Nodal Officer	drlliani@gmail.com 9436142265			
10.	Multidisciplinary Research Unit (MRU)			Assisting in the daily routine laboratory work at SRHF and doing research work		
11.	Trauma Care Facilities of District Hospitals, Mizoram			Infrastructure is ongoing.		
12.	Medico-Legal Care for Survivors / Victims of Sexual Violence			As per need arises work executed.		

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13.	Grand in Aid for Fell Disease	Dr. Robert L Khawlhiring State Nodal Officer	rlkhawlhiring@gmail.com 9436151430	Submit application in a prescribed form to DHME	<ul style="list-style-type: none"> • Income certificate • BPL certificate • Doctor Consultation 	DNA
14.	Person with Disability (PwD)			To certify and issue UDID Card	Disability Certificate	DNA
15.	Disaster Response			As per IRS incident Respond System.		

CITIZEN'S CHARTER FOR DIRECTORATE OF HOSPITAL & MEDICAL EDUCATION

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the department/office to citizens or other departments/ organisations including non-governmental organisations		Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1.	a.	Preventive / Promotive / Curative	9:00 am – 1:00 pm	OPD service only for card issuing.
	b.	Preventive / Promotive / Curative	24 x 7	
	c.	Emergency Services	24 x 7	
2.	Referral		3 Months	
3.	TRAINING		3 Years	Post MBBS (Broad Speciality)
	a.	Diplomatte of National Board		
	b.	Housemanship	1 Year	
	c.	Internship	1 Year	

CITIZEN'S CHARTER FOR DIRECTORATE OF HOSPITAL & MEDICAL EDUCATION

Sl. No.	Services delivered by the department/office to citizens or other departments/ organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
4.	NURSING		
	a.	Nursing Care Delivery	➤ 24 x 7
	b.	Nursing Education	➤ 4 YEARS
	c.	Nursing School, Lunglei	➤ 3 YEARS
	d.	School of Nursing, Thingdawl	➤ 3 YEARS
5.	Execution of National Programmes	➤ DNA	The stipulated time could not be mention since the programmes are introduced by the Central Government.
6.	Grand in Aid for Fell Disease	➤ 1 Year	
7.	Person with Disability (PwD)	➤ DNA	
8.	Hospital Empanelment	➤ 3 Years	As prescribed by the Guidelines.

CITIZEN'S CHARTER FOR DIRECTORATE OF HOSPITAL & MEDICAL EDUCATION

Sl. No.	Services delivered by the department/office to citizens or other departments/ organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
9.	Aid and advise Administrative Department on Technical Matters.	DNA	
10.	Implementation of Bio-medical Waste Rules, 2014	DNA	
11.	Multidisciplinary Research Unit (MRU)	DNA	
12.	Trauma Care Facilities of District Hospitals, Mizoram	DNA	
13	Medico-Legal Care for Survivors / Victims of Sexual Violence	DNA	
14.	Disaster Response	DNA	

CITIZEN'S CHARTER FOR DIRECTORATE OF HOSPITAL & MEDICAL EDUCATION

GRIEVANCE REDRESS MECHANISM

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact Number	Email	Time limit for redress of grievances
1.	Dr. PC Lalramliana, Joint Director (P) Hospital & Medical Education	9436142154	dr.rama77@gmail.com	30 Days
2.	Dr. Lalmalsawmi Sailo Joint Director (E) Hospital & Medical Education	9436141611	sawmteisailo31@gmail.com	

CITIZEN'S CHARTER FOR DIRECTORATE OF HOSPITAL & MEDICAL EDUCATION

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	WITHIN THE GOVERNMENT
1.	Social Welfare & Tribal Affairs Woman & Child Development
2.	School Education Department
3.	Higher & Technical Education Department.
4.	DP & AR
5.	Planning & Programme Implementation Department
6.	Finance Department
7.	Law and Judicial Department
8.	Land Revenue and Settlement
9.	Mizoram Pollution Control Board
10.	UD&PA
11.	Public Health Engineering
12.	Public Works Department

Sl. No.	OUTSIDE THE GOVERNMENT
1.	Private Hospitals
2.	NGOs and Charitable Hospitals
3.	Nursing Homes
4.	Various concerned Association

CITIZEN'S CHARTER FOR DIRECTORATE OF HOSPITAL & MEDICAL EDUCATION

EXPECTATIONS OF THE DEPARTMENT/ OFFICE FROM CITIZENS / SERVICE RECIPIENTS

Sl. No.	Expectations of the department/office from citizens/service recipients	
1.	Patient / Attendant	Information which is adequate and reliable
		Maintenance of cordial behavior
		Carry the responsibility of care taker of the patient.
		Follow the advice of the prescribing doctors.
		Respect the health care workers.
2.	Cooperation and active participation of the individual and the community to improve the quality of the service.	
	Willingness of the individuals (to contributes in terms of suggestion and effort)	
	Sense of ownership to the individual to create as their own	
	Send suggestion whenever required for improving and functioning.	
	Promoting accountability and transparency.	

CITIZEN'S CHARTER FOR DIRECTORATE OF HOSPITAL & MEDICAL EDUCATION

Sl. No.	Services delivered by the office of citizens or to other offices/organizations including non-governmental organizations	Responsible official with designation, email and phone number	Documents, is any, required for obtaining the service to be submitted by citizen / client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days /weeks/ months)
1.	RTI Programmes	Dr. P.C. Lalramliana Joint Director (P) Hospital & Medical Education 9436142154	Application		30 days
2.	Referral Training	Dr. Zonunsiana Programme Officer Hospital & Medical Education 9436151930			1-30 days
3.	Empanelment	Dr. T. Lalhmangaihi Director Hospital & Medical Education 9436140528			3 yrs

Name of Public Grievance Redress Officer (s) : Dr. T. Lalhmangaihi, Director, Hospital & Medical Education
Phone Number : 9436140528
Email ID : drthmai@rediffmail.com
Office Phone Number : 0389-2334511
Office Email ID : dhmemiz@gmail.com
Office Website : <https://dhme.mizoram.gov.in>

CITIZEN'S CHARTER FOR CIVIL HOSPITAL, AIZAWL

MAIN SERVICES

Sl. No.	Services delivered by the office to citizens or other offices/organizations including non governmental organisation	Responsible official with designation	Email & mobile (Phone No)	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
CORE SERVICES						
1	OPD	Medl. Supdt.	civilhospital.iso@gmail.com	9a.m.- 3p.m.	OPD Card	Rs. 10 per head
2	IPD	Medl. Supdt.	0389-2323236	24 x 7	OPD Card & Doctors consultation	OPD Card & Registration fee Rs. 50
3	ICU	HOD, Anaes	0389-2318231	24 x 7	OPD Card & Doctors consultation	OPD Card & Rs. 600 per night + User charges
4	Emergency	SMO	0389-2322318	24 x 7	OPD Card & Doctors consultation	OPD Card & Registration fee Rs. 50

CITIZEN'S CHARTER FOR CIVIL HOSPITAL, AIZAWL

SUPPORT SERVICES

1	RD&I	HOD, RD&I	9436142951	24 x 7	OPD Card & Doctors consultation	Enclosed
2	Laboratory	HOD-Biochem, Patho, Micro	9436154738 9436148650 9436140396	9am - 3pm	OPD Card & Doctors consultation	Enclosed
3	Blood Bank	HOD	9436147067	24 x 7	OPD Card & requisition slip	Rs. 550/- (Processing fees)
4	PMR	HOD	9436151799	9am - 3pm	OPD Card & Doctors consultation	Physio-Rs. 500/- Others - Rs. 100-5000/-
5	Ambulance	Vehicle Supervisor	7005337472	24 x 7	Casualty i/c	Rs.800/-
6	JSY/JSSK	i/c Ward Supdt.	8731090769	9am - 3pm	Sub Centre requisition	Free
7	NAS	Vehicle Supervisor	7005337472	24 x 7	Pregnant & newborn baby only	Free
8	MRD	Sr. MRO	8014445562	9am - 3pm	Discharged Card, Investigation report etc. if required	Free
9	Dialysis	i/c M.O	8974243097	9am - 5pm	OPD Card & requisition slip	Rs. 4500/- per sitting
10	Eye Bank	HOD, Eye	9436156668	9am - 5pm	Details of patient in writing	free
11	Tobacco Cessation	i/c Counsellor	9856878771	9am - 3pm	NA	free
12	AB-PMJAY	i/c Pharmacist	9862306104	9am - 5pm	Aadhaar, Ration Card, finger print	free
13	NACO, ART, OST, Counselling	i/c M.O's	8837377002	9am - 3pm	Aadhaar/ Voters ID	free

CITIZEN'S CHARTER FOR CIVIL HOSPITAL, AIZAWL

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/organizations including non governmental organisation	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1	OPD	1 -2 hours	
2	IPD	5 - 7 days	
3	ICU	Does not arise	
4	Emergency	Immediate	
5	RD & I	2 - 3 hours	
6	Laboratory	2 - 3 hours	
7	Blood Bank	within 1 hour	
8	Ambulance	30 mins - 1 hour	
9	MRD	1 - 2 days	
10	Dialysis	2 - 3 hours	
11	Eye Bank	1 - 2 hours	
12	Tobacco Cessation	1 - 2 hours	
13	AB-PMJAY	1 - 3 hours	
14	NACO, ART, OST, Counselling	1 - 3 hours	

CITIZEN'S CHARTER FOR CIVIL HOSPITAL, AIZAWL

GRIEVANCE REDRESS MACHANISM

Website address to lodge grievance pgportal.gov.in

SI. No.	Name of the responsible officer to handle public grievance in the office	Contact Number	Email	Time limit for redress of grievances
1	Dy. Medical Superintendent Civil Hospital, Aizawl	0389 - 2323236	civilhospital.iso@gmail.com	within 48 hours

LIST OF STAKEHOLDERS/CLIENTS

SI. No.	STAKEHOLDERS/CLIENTS
1	District Commissioner, Aizawl District, Aizawl
2	Director, Hospital & Medical Education, Mizoram, 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

EXPECTATION OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS

SI. No.	EXPECTATION OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS
1	Patients/Clients must obey the rights & responsibilities of hospital rules & regulations
2	To produce required documents ID, Medical Record etc.

CITIZEN'S CHARTER FOR CIVIL HOSPITAL, AIZAWL

Sl. No.	Services delivered by the office to citizens or other offices/organizations including non-governmental organisation	Responsible official with designation, email & phone number	Email & mobile (Phone No)	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service(days/ weeks/ months)
Core services						
1	OPD	Medl. Supdt.	civilhospital.iso@gmail.com 0389-2323236	OPD Card	Rs. 10 per head	9am - 3pm
2	IPD	Medl. Supdt.		OPD Card & Doctors consultation	OPD Card & Registration fee Rs. 50	24 x 7
3	ICU	HOD, Anaes	0389-2318231	OPD Card & Doctors consultation	OPD Card & Rs. 600 per night + User charges	24 x 7
4	Emergency	SMO	0389-2322318	OPD Card & Doctors consultation	OPD Card & Registration fee Rs. 50	24 x 7

Name of Public Grievance Redress Officer(s) : Dr. John Zohmingthanga,
Deputy Medical Superintendent : 0389 2323281
Email ID : civilhospital.iso@gmail.com

CITIZEN CHARTER OF CIVIL HOSPITAL, LUNGLEI**MAIN SERVICE**

Sl. No.	Services delivered by the Office to citizens or others Offices/ Organisations including Non - Governmental Organisation	Responsible Official with Designation	E.Mail & Mobile Phone No	Process for delivery of service within the office	Documents if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1	Emergency Services	Dr.Zonunmawii Pachuau Consultant (Psychiatry)	elpeemanuni30@gmail.com , 9615330920	Attending Emergency and registration	Emergency Card	Rs.10
2	OPD Services	Dr.Isak Lallawmkima, Medical Officer (Medicine)	isak_llk@yahoo.com , 9774949031	All available services of OPD and registration	OPD Card	Rs.10
3	Indoor Service (Admission)	Dr.Joseph L. Chongthu, Senior Specialist (Orthopaedics)	jlchongthu@gmail.com , 9436157728	Through OPD and AED	Emergency/ OPD Card	Rs.50
4	Laboratory Services	Dr.Lucy Ramhmingliani, Specialist (Pathology)	lucyrenth80@gmail.com , 9336078576	Through OPD and AED	Doctor's order for investigation	User Charge laid down by Hospital
5	Operation Theatre	Dr.Lalbiakmawia Kiangte, Consultant (Anaesthesiology)	drbma_painclinic@yahoo.co.in , 9436147128	Through OPD and AED	Doctor's order and Relevant Document	Free
6	Ante Natal Care & Delivery service (Laqshya) 24 *7	Dr.LV.VL Chhanhimi, Consultant, Gynaecology)	dr.chhani@gmail.com , 9436142635	Through OPD and AED	Registration card, Doctor's order and Relevant Document	Free
7	AYUSH OPD	Dr. Rochansangi, M.O. (AYUSH)	ralterochansangi@gmail.com 9856889304	Through OPD and registration	OPD Card	Rs. 10

CITIZEN CHARTER OF CIVIL HOSPITAL, LUNGLEI

MAIN SERVICE

Sl. No.	Services delivered by the Office to citizens or others Offices/ Organisations including Non - Governmental Organisation	Responsible Official with Designation	E.Mail & Mobile Phone No	Process for delivery of service within the office	Documents if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
8	Dental OPD	Dr.Zoramthangi, Consultant (Dental)	nuteirenthlei10@gmail.com 9436147566	Through OPD and registration	OPD Card	Rs. 10
9	Ambulance Service	J.Thanghmingliana, H.A.	sentea6@gmail.com 9436147109	Through OPD, AED, IPD	Doctor's referral card and Relevant Document	Rs. 25 per km, Garage to Garage
10	National Ambulance Service	J.Thanghmingliana, H.A.	sentea6@gmail.com 9436147109	Through OPD, AED, IPD	Doctor's referral card and Relevant Document	Free
11	Public Health Care Scheme-AB-PMJAY & MSHCS	F.Lalngaihzuai, District Co-ordinator	jhuali04@gmail.com 825883517	Through IPD	Enrollment Form admission card	Free
12	Blood Bank Services 24*7	Dr.Lucy Ramhmingliani, Specialist (Pathology)	lucyrenth80@gmail.com , 9336078576	Through OPD, AED, IPD	Doctor's Order for Blood transfusion requisition	Free
13	JSSK & JSY	R.Tlangkhumi, Staff Nurse	khumteiralte@gmail.com 9774998382	Through IPD (Labour room)	Discharge Certificate & JSY Card	Free
14	ART	Dr.PC.Zonunmawii, M.O (ART)	apple.ambie@icloud.com 8794253546	Through OPD, AED, IPD	ICTC result & Relevant Document	Free
15	ICTC	Dr.RSC Vanlalruati, M.O. (Microbiology)	maruatirsc@gmail.com 8258017797	Through OPD, AED, IPD	Registration card and Relevant Document	Free

CITIZEN CHARTER OF CIVIL HOSPITAL, LUNGLEI

MAIN SERVICE

Sl. No.	Services delivered by the Office to citizens or others Offices/ Organisations including Non - Governmental Organisation	Responsible Official with Designation	E.Mail & Mobile Phone No	Process for delivery of service within the office	Documents if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
16	STI	Dr.Vanlalhriatpuii Hmar, M.O. (Dermatology)	mapuিতে@gmail.com 9436376650	Through OPD, AED, IPD	Registration card and Relevant Document	Free
17	Mental Health Services	Dr.Zonunmawii Pachuau Consultant (Psychiatry)	elpeemanuni30@gmail.com , 9615330920	Through OPD, AED, IPD	OPD Card	Free
18	OST	Dr.C.Vanlalvenhimi, M.O.	mavenichawngthu30@gmail.com 7642818042	Through OPD and registration	OPD Card	Free
19	NCD/NPHCE	Dr.Isak Lallawmkima,M.D(Medicine) M.O	isak.llk@yahoo.com , 9774949031	Through OPD and registration	OPD Card	Free
20	NPPCD	Dr.Lalhmachhuana Hmar, Specialist (ENT)	lalhmachhuanahmar@gmail.com 9612160811	Through OPD, AED, IPD	Doctor's order and Relevant Document	User Charge laid down by Hospital
21	Tobacco Cessation Clinic	Dr.Lalnunsiam Renthlei, District Consultant	siamarenthlei@gmail.com 8974551852	Through OPD, IPD	OPD Card	Free
22	Registration of Birth & Death	Zohmingliani, Inspector of Statistics	hmingteikhawhring83@gmail.com 9612766885	Through IPD & Labour Room	Relevant Document	Free
23	Medical Reimbursement Bill/Medical Certificate	Dr.S.R.Ngurchamliana, Medical Superintendent,	drchama.lli@gmail.com 9436147089	Through OPD, IPD	Relevant Document	Rs. 10
24	UDID (Medical board for disability certificate)	Dr.S.R.Ngurchamliana, Medical Superintendent,	drchama.lli@gmail.com 9436147089	Through Medical Board	Relevant Document	Rs. 20
25	Adolescent Friendly Health Clinic	Dr.Lalfakzuala Renthlei, M.O. (Chest Medicine)	zrenthlei@gmail.com 9862816040	Through OPD and registration	OPD Card	Free

CITIZEN CHARTER OF CIVIL HOSPITAL, LUNGLEI

MAIN SERVICE

Sl. No.	Services delivered by the Office to citizens or others Offices/ Organisations including Non - Governmental Organisation	Responsible Official with Designation	E.Mail & Mobile Phone No	Process for delivery of service within the office	Documents if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
26	NPPC (Palliative)	Dr.Catherine Lalmuanawmi, Senior Specialist	drcatherine9@gmail.com 9436352497	Through OPD, AED, IPD	Doctor's Order for investigation	Free
27	NVHCP	Dr.Isak Lallawmkima, Medical Officer (Medicine)	isak_llk@gmail.com , 9774949031	Through OPD, IPD	Doctor's Order for investigation	Free
28	NPCB	Dr. Laldinmawii, Specialist (EYE)	drldinmawii@gmail.com 9436147033	Through OPD and registration	OPD Card	Free

CITIZEN CHARTER OF CIVIL HOSPITAL, LUNGLEI

SERVICE DELIVERY STANDARD

Sl No.	Services delivered by the Office to citizens or others Offices/ Organisations including Non - Governmental Organisation	Stipulated time limit for delivery of service (Days/ weeks / months)⁴	Remarks if any
1	Emergency Services	24 hours	
2	OPD Services	9:00am to 3:00pm	
3	Indoor Services	24 hours	
4	Laboratory Services	Routine - 9:00am-3:00pm, Emergency - 24 hours	
5	Operation Theatre	Routine - 9:00am-3:00pm, Emergency - 24 hours	
6	Delivery Service (IaQshya)	24*7	
7	Ambulance service including National Ambulance Service	24*7	
8	Health Care Services ABPMJAY & MSHCS	Routine - 9:00am-3:00pm, Emergency - 24 hours	
9	Blood Bank Services	24*7	

CITIZEN CHARTER OF CIVIL HOSPITAL, LUNGLEI

GRIEVANCE REDRESS MECHANISM

Sl. No.	Name of the Responsible Officer to handle Public Grievance in the Office	Contact Number	Email	Time limit for redress of grievances
1	Dr.S.R.Ngurchamlia,	9436147089	drchama.lli@gmail.com	1 (One) week
2	Dr.Lalnunpuii	9612299245	dr.manuni@gmail.com	1 (One) Week

LIST OF STAKEHOLDERS / CLIENTS

Sl. No.	Stakeholders / Clients
1	All Citizens requiring Healthcare and allied services
2	All Patients attending OPD/ IPD/ Casualty
3	Persons with disability

EXPECTATIONS OF THE OFFICE FROM CITIZEN / SERVICE RECIPIENT

Sl. No.	Expectation of the Office from Citizens . Service recipient
1	Exemplary conduct
2	Transparent and honest dealings
3	Health promotion and practice
4	Honesty in disclosure of information
5	To show genuine efforts for treatment compliance

CITIZEN CHARTER OF CIVIL HOSPITAL, LUNGLEI

SI No	Services delivered by the Office to citizens or others Offices/ Organisations including Non - Governmental Organisation	Responsible Official with Designation Email & Phone Number		Documents if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (Days/ weeks / months) ⁴
1	Emergency Services including Disaster management	Dr.Zonunmawii Pachuau Consultant	elpeemanuni30@gmail.com , 9615330920	Registration Card	Rs.10	24 hrs
2	OPD Services including Ayush & Dental	Dr.Isak Lallawmkima, M.D(Medicine) M.O		Registration Card	Rs.10	9:00am-3:00pm
3	In-Patient Service (Admission)	Dr.Joseph L. Chongthu, Senior Specialist	jlchongthu@gmail.com , 9436157728	Registration Card		24 hrs
4	Laboratory Services	Dr.Lucy Ramhmingliani, Specialist	lucyrenth80@gmail.com , 9336078576	Registration Card	User Charge laid down by Hospital	Routine - 9:00am-3:00pm, Emergency - 24 hrs

Name of Public Grievance Redress Officer (s) : Dr. SR Ngurchamliaana
Phone Number : 9436147089
Email : drchama.lli@gmail.com

CITIZEN'S CHARTER FOR STATE REFERRAL HOSPITAL, FALKAWN

MAIN SERVICES

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1.	OPDS (9:00 AM to 3:00 PM)					
	a) Geriatric	Dr. Esther Vanlalrinnungi	7085843387	OPD Registration	OPD registration card	OPD registration Fee Rs.10
	b) Obst & Gynae	Dr. Lalrinfela, Associate Professor	9436153900	OPD Registration	OPD registration card	OPD registration Fee ₹.10/-
	c) Dental	Dr. Lalrintluangi Ralte	9862331571	OPD Registration	OPD registration card	OPD registration Fee ₹.10/
	d) Psychiatry	Dr. Rajesh Rongpi, Assistant Professor	9854040320	OPD Registration	OPD registration card	OPD registration Fee ₹.10/
	e) Dermatology	Dr. C. Laldinthari, Assistant Professor	8119029677	OPD Registration	OPD registration card	OPD registration Fee ₹.10/
	f) AYUSH	B. Hmingthansanga, M.O (AYUSH)	9612574342	OPD Registration	OPD registration card	OPD registration Fee ₹.10/
	g) Respiratory Medicine	Dr. Lalnuntluanga Sailo, Assistant Professor	7895086705	OPD Registration	OPD registration card	OPD registration Fee ₹.10/
	h) Tobacco Cessation Clinic	Lalnunpuii Varte, Counsellor	9862131442 np0128@gmail.com	OPD Registration	OPD registration card	OPD registration Fee ₹.10/
	i) NCD	Dr. Cindy Lalmuanawmi	7085932313 drcindypc@gmail.com	OPD Registration	OPD registration card	OPD registration Fee ₹.10/

CITIZEN'S CHARTER FOR STATE REFERRAL HOSPITAL, FALKAWN

MAIN SERVICES

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1.	OPDS (9:00 AM to 3:00 PM)					
	j) ICTC	Rebecca Lalbiakzami, Counsellor	9862107089 rebeccaralte@gmail.com	OPD Registration	OPD registration card	OPD registration Fee ₹.10/
	k) STD	Zothanmawii, STI Counsellor	8974434902	OPD Registration	OPD registration card	OPD registration Fee ₹.10/
2.	INVESTIGATIONS					
	a) Endoscopy (9:00 AM to 2:00 PM)	Dr. Rachel Lalramlawmi, Demonstrator	9862853220 rachelkhangte@gmail.com	Requisition from concerned Doctor		As per rate
	b) Ultrasound (9:00 AM to 2:00 PM)	Dr. Wendy L. Ralte, Assistant Professor	9774255657 wendyralte@yahoo.com	Requisition from concerned Doctor		
	c) Blood Bank (24x7)	Dr. S.T Lalhriatpuii, Blood Bank Officer	9436148136 dr.sathing@gmail.com	Requisition from concerned Doctor		
	d) Colonoscopy (9:00 AM to 2:00 PM)	Dr. Rachel Lalramlawmi, Demonstrator	9862853220 rachelkhangte@gmail.com	Requisition from concerned Doctor		
	e) CT Scan (9:00 AM to 2:00 PM)	Dr. Wendy L. Ralte, Assistant Professor	9774255657 wendyralte@yahoo.com	Requisition from concerned Doctor		
	f) Dialysis (9:00 AM to 2:00 PM)	Dr. P. C. Lalramenga, Associate Professor	9774255657 wendyralte@yahoo.com	Requisition from concerned Doctor		
	g) X-Ray (24x7)	Dr. Wendy L. Ralte, Assistant Professor	9774255657 wendyralte@yahoo.com	Requisition from concerned Doctor		
	h) Laboratory (24x7)	Dr. A. Meina Singh, Professor	9831380767 dean@zmc.edu.in	Requisition from concerned Doctor		

CITIZEN'S CHARTER FOR STATE REFERRAL HOSPITAL, FALKAWN

MAIN SERVICES

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including nonaovernmental organisations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
3.	WARDS					
	a) Maternity Ward	Dr. Vanremmawii, Associate Professor	9436151135	Admission by the concerned Doctor	MRD Registration	
	b) Gynae Ward	Dr. Vanremmawii, Associate Professor	9436151135	Admission by the concerned Doctor	MRD Registration	
	c) Orthopedic Ward	Dr. Joseph C. Vanlalsanga, Assistant Professor	9436157614	Admission by the concerned Doctor	MRD Registration	
	d) Pediatric Ward	Dr. F. Elizabeth Lahmangaihzuai Associate Professor	9436153120	Admission by the concerned Doctor	MRD Registration	
	e) Male Medical Ward	Dr. P. C. Lalramenga, Associate Professor	9436141777	Admission by the concerned Doctor	MRD Registration	
	f) Female Medical Ward	Dr. P. C. Lalramenga, Associate Professor	9436141777	Admission by the concerned Doctor	MRD Registration	
	g) Male Surgical Ward	Dr. Haobam Manihar Singh, Professor	9436027263	Admission by the concerned Doctor	MRD Registration	
	h) Female Surgical Ward	Dr. Haobam Manihar Singh, Professor	9436027263	Admission by the concerned Doctor	MRD Registration	
	i) ICU	Dr. Lalnunmawii Sailo, Associate Professor	9436362848 manunisailo@yahoo.in	Admission by the concerned Doctor	MRD Registration	
	j) SICU	Dr. Lalnunmawii Sailo, Associate Professor	9436362848 manunisailo@yahoo.in	Admission by the concerned Doctor	MRD Registration	
	k) NICU	Dr. F. Elizabeth Lahmangaihzuai Associate Professor	9436153120 bettyfanai@gamil.com	Admission by the concerned Doctor	MRD Registration	

CITIZEN'S CHARTER FOR STATE REFERRAL HOSPITAL, FALKAWN

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No.)	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
4.	O.T SERVICES					
	a) Main OT (9:00 AM till operations end)	Dr. Lalnunmawii Sailo, Associate professor	9436362848 manunisailo@yahoo.in	By concerned Doctor	MRD Registration	As per rate
	b) Minor OT (9:00 AM till operations end)	Dr. Lalnunmawii Sailo, Associate Professor	9436362848 manunisailo@yahoo.in	By concerned Doctor	MRD/OPD Registration	As per rate
5.	OTHER SERVICES					
	a) Casualty	Dr. Esther Syuhlo, SMO	9436158295 eimuther@gmail.com	By concerned Doctor	EMR Registration	As per rate
	b) Pharmacy Canteen (24X7)	Lalrozara, Proprietor	9862365305 lalrozara@gmail.com			
	c) Indoor Pharmacy (9:00Am to 5:00PM)	Sapramthanga, Head Pharmacist	8787491881			
	d) Generic Drug Store (9:00 AM to 3:00 PM)	B.Hmangaihkima, Proprietor, Hruazel Pharmacy	9615293067			
	e) Physiotherapy (9:00 AM to 3:00 PM)	Freddy Lalngaihawma Renthlei, Physiotherapist	9612215458 kaisaratupa27@gmail.com			
	f) JSY & JSSK	Biakthuami, Ward Superintendent	8974682077			
	g) AB-PMJAY & Health Care Services	F.Lallawmkima, Pharmacist	9862932120 lfanai146@gmail.com		Enrolment card, Golden Card etc.	
	h) RKS	K. Lalremmawia, Head Pharmacist	9436159716 remakhawhring123@gmail.com			
	i) i) CSSD (9:00 AM to 3:00PM)	Dr. Gracy Laldinmawii, Assistant Professor	8257040578			

CITIZEN'S CHARTER FOR STATE REFERRAL HOSPITAL, FALKAWN

MAIN SERVICE

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
5.	OTHER SERVICES					
	j) Laundry Services (9:00 AM to 3:00PM)	Teresa Lalnithang	9862655461			
	k) Kitchen (9:00 AM to 3:00PM)	H.V.Lalnunpuii, W/S Angie Vanlalawmpuii Paite, W/S	8130787832 7005406126			
	l) Ambulance (24x7)	Dr. Esther Syuhlo, SMO	9436158295 eimuther@gmail.com	Instant Booking as per availability		As per rate

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1.	OPD Services	9:00 AM to 3:00 PM (Working Days)	
2.	Casualty	24 Hrs	
3.	Laboratory	9:00 AM to 1:00 PM (Working Days) + 24 Hrs Emergency Service	
4.	X-Ray	9:00 AM to 1:00 PM (Working Days) + 24 Hrs Emergency Service	
5.	Endoscopy	9:00 Am to 3:00 Pm (on Working Days)	
6.	Colonoscopy	9:00 Am to 3:00 Pm (on Working Days)	
7.	Ultrasound	9:00 Am to 3:00 Pm (on Working Days)	
8.	Blood Bank	24 Hrs	
9.	CT Scan	9:00 Am to 3:00 Pm (on Working Days)	
10.	Dialysis	9:00 Am to 3:00 Pm (on Working Days)	
11.	Labour Room	24 Hrs	

CITIZEN'S CHARTER FOR STATE REFERRAL HOSPITAL, FALKAWN**GRIEVANCE REDRESS MECHANISM**

Sl. No.	Name of the responsible officer to handle public grievance in the office	Contact number	Email	Time limit for redress of grievances
1.	Dr. C. Vanlalhlua	9862558726	drchlua@gmail.com	9:00 AM to 3:00 PM

EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS

SI No	Expectations of the Office from the Citizens/Service Recipients
1.	All the Out Patients and In-Patients are expected to follow the Rules and Regulations of the Hospital and to maintain cleanliness

ANNEXURE-III

CITIZEN'S CHARTER FOR STATE REFERRAL HOSPITAL, FALKAWN

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation, email and phone number	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the Service with amount	Stipulated time limit for delivery of service (days/weeks /months)
1	Emergency Department	Dr. Esther Syuhlo, SMO 9436152895 eimuther@gmail.com	EMR registration form	₹ 10/-	24 hrs
2	OPD	Dr. C. Vanlalhlua	OPD Registration form	₹ 10/-	9:00 AM to 3:00 PM (Working Days)
3	IPD		MRD registration form	₹ 50/-	24 Hrs
4	Laboratory Services	Dr. A. Meina Singh, Professor 9831380767 dean@zmc.edu.in	Requisition form issued by concerned doctors	User Charge laid down by the hospital	9:00 AM to 1:00 PM (Working Days) + 24 Hrs Emergency Service
5	O. T	Dr. Lalnunmawii Sailo, Associate Professor 9436362848 manunsailo@yahoo.in		User Charge laid down by the hospital	(9:00 AM till operations end)

Name of Public Grievance Redress Officer (s) : Dr. C. Vanlalhlua
Phone Number : 9862558726
Email : drchlua@gmail.com

Annexure - II

CITIZEN'S CHARTER FOR KULIKAWN HOSPITAL

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No.	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1.	OPD SERVICE					
	GENERAL	Dr. Daniel Zomawia	soulbl4de@yahoo.com 9612599591	OPD Registration	OPD registration Card	OPD registration Fee, Rs-10
	PAEDIATRIC	Dr. Lalduhawmi Pachuau	daduhi50@yahoo.com 9862311243	OPD Registration	OPD registration Card	OPD registration Fee, Rs-10
	DENTAL	Dr. Vanlalfaka Tochhawng	drfaka@gmail.com 946157885	OPD Registration	OPD registration Card	OPD registration Fee, Rs-10
	NCD	Dr. K. Lallawmzuali	elzeekhiangte@gmail.com 9862013826	OPD Registration	OPD registration Card	OPD registration Fee, Rs-10
	STD	Lalhmingchhuani (STI Counsellor)	8414900206	OPD Registration	OPD registration Card	OPD registration Fee, Rs-10
	ICTC	Dr. Dinai Lalnghhinglovi Solo		OPD Registration	OPD registration Card	OPD registration Fee, Rs-10
	ART	Dr. Dinai Lalnghhinglovi Solo		OPD Registration	OPD registration Card	OPD registration Fee, Rs-10
	Tuberculosis Unit, Kulikawn	Wilfred Lalruatfela S.T.S (NTEP)	wilfred.a22@gmail.com 8575330488	OPD Registration	OPD registration Card	OPD registration Fee, Rs-10
	EYE	Vanlalpari (O.A)	V.L.Pari.T.T.V.@gmail.com	OPD Registration	OPD registration Card	OPD registration Fee, Rs-10
	OBST & GYNAE (Mon,Wed,Fri,Sat)	Dr. James R.E. Mawia	drjrema@gmail.com 9862883439	OPD Registration	OPD registration Card	OPD registration Fee, Rs-10

CITIZEN'S CHARTER FOR KULIKAWN HOSPITAL

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No.	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
2	Emergency Service 24x7	Dr. Daniel Zomawia	soulbl4de@yahoo.com 9612599591	OPD Registration	Casualty registration	Casualty fee Rs 10
3	Labour Room Service 24x7	Dr. James R.E. Mawia	drjrema@gmail.com 9862883439			
4.	Laboratory Service Daily 9-3pm	H. Lalengmawii (Technician)	maengihauzel42@gmail.com 8731875902	Requisition From Doctor		As per rate
5.	X-Ray Service Daily 9-3 pm	C. Lalngaihawma (X-Ray Tech)	maawmachhangte@gmal.com 9436392845	Requisition From Doctor		As per rate
6.	Indoor Pharmacy Daily 9-3 pm	H. Vanlalruatthanga (Pharmacist)	ruatachhakchhuak63@gmail.com 9436392845			
7.	ABPMJAY & Health Care Service Daily 9-3 pm	Angeline Biakhluni Ralte	ageline.ralte@gmail.com 8974843130		Enrolment card, Golden Card	
8.	Pharmacy Canteen	Lalnunmawii	9862354368			
9.	IPD Service	Dr. P.C. Lalliannghaka	kulikawnhospital19@gmail.com 9436147237			
	General Ward	Dr. Daniel Zomawia	soulbl4de@yahoo.com 9612599591	Admission by Doctor in charge	MRD Registration	MRD Fee Rs-50
	Paediatric Ward	Dr. Lalduhawmi Pachuau	daduhi50@yahoo.com 9862311243	Admission by Doctor in charge	MRD Registration	MRD Fee Rs-50
	Maternity Ward	Dr. James R.E. Mawia	drjrema@gmail.com 9862883439	Admission by Doctor in charge	MRD Registration	MRD Fee Rs-50
	Psychiatric Ward	Dr. C. Lalhrekima	drhrex@yahoo.in 9436142747	Admission by Doctor in charge	MRD Registration	MRD Fee Rs-50
10.	Operation Theatre Service	Dr. James R.E. Mawia	drjrema@gmail.com 9862883439	Admission by Doctor in charge	MRD Registration	MRD Fee Rs-50

CITIZEN'S CHARTER FOR KULIKAWN HOSPITAL

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/week/month)⁴	Remarks, if any
1.	OPD Service	Same day	
2.	Laboratory	Before 1:00 pm - sameday After 1:00 pm-next day	
3.	X-Ray	Same day	
4.	Labour room	24 hrs	
5.	Emergency	24 hrs	

EXPECTATION OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl. No.	Expectations of the office from citizens/service recipients
1.	Prompt and quality health care with dedication irrespective of socio-economic

CITIZEN'S CHARTER FOR KULIKAWN HOSPITAL

GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

Sl. No.	Name of the responsible officer to handle public grievance in the office	Contact number	Email	Time limit for redress of grievances
1.	Dr. Vanlalfaka Tochwawng (Dental Surgeon)	946157885	drfaka@gmail.com	2 weeks
2.	Lalengzami Ralte (U.D.C)	9862859962		2 weeks

LIST OF STAKEHOLDER/CLIENTS

Sl. No.	Stakeholder/Clients
1.	Patients/Clients

Sl. No.	Services delivered by the office to citizen or other office/ organisations including nongovernmental organisations	Responsible official with designation, Email and Mobile (Phone No.)	Document, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days/week/month) ⁶
1.	OPD SERVICE	Dr. Daniel Zomawia soulbl4de@yahoo.com 9612599591	OPD registration Card	OPD registration Fee, Rs-10	Same Day
2.	Emergency Service 24x7		Casualty registration	Casualty fee Rs 10	24 hrs
3.	Labour Room Service 24x7	Dr. James R.E. Mawia drjrema@gmail.com 9862883439			24 hrs
4.	ABPMJAY & Health Care Service Daily 9: 00 am -3:00 pm	Ageline Biakhluni Ralte ageline.ralte@gmail.com 8974843130	Enrolment Card, Golden Card		Same Day
5.	IPD Service	Dr. P.C. Lalliannghaka kulikawnhospital19@gmail.com 9436147237			
6.	Operation Theatre Service	Dr. James R.E. Mawia drhrex@yahoo.in 9436142747	MRD Registration	MRD Fee Rs-50	Tuesday & Friday

Name of Public Grievance Redress Officer (s) : Dr. P.C. Lalliannghaka
Phone Number : 9436147237
Email : kulikawnhospital19@gmail.com

Annexure - II

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1.	OPD	Dr. Jeremy L. Pautu	9436150301 jlpautu@gmail.com	Timing from 9AM - 3PM. Saturday 9AM – 12 PM Available on all working days except Sundays, second Saturdays and gazetted holidays. All new patients are registered prior to consultation. OPD card generated at the Reception. Patient are allotted to their respective doctors and wait for their turn. For old registered patient, after taking appointment at reception they wait for their turn. Walk-in patient in the OPD were seen by the doctors accordingly.	Histopathological test results, Imaging test results, Immunohistochemistry test results, referral form/slip from doctor, discharge card/slip with chemotherapy protocol, scopy, viral markers and other test reports	Registration Fee - Rs.10/-
	Dr. Saichhingpuii Sailo	9436159197 eschopysailo@gmail.com				
	Dr. B. Zothankima	9436142185 drzothana@rediffmail.com				
	Dr. Lalhlupuii	9436140491 drmahlui@gmail.com				
	Dr. K. Lalfakzuala	9436151971 valteakl@gmail.com				
	Dr. Cindy Lalthanpuii	8731004964 drcindysena@gmail.com				
	Dr. Zoremawia	9863305518 mawiatochhawng1@gmail.com				
	Dr. R. Vanneihsang	9436354640 vanieralte@gmail.com				
	Dr. Jacob KT Laibu	8415854570 kt.jayjay09@gmail.com				
	Dr. Vanlalchhuanga	8399944648 vanlalchhuangavaltea65@gmail.com				

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
2.	IPD	Dr. Saichhingpui Sailo	9436159197 eschopysailo@gmail.com	Admission slip with treatment chart is handed over by the doctor to the nurse on duty who allot the bed based on availability. Cashless services, Insurance Medical records and requisite formalities are processed. The discharge process may take up to 2 hours for the completing of all the formalities. A discharge slip indicating medications to continue and advice is given.		NIL
3.	Emergency	Dr. Lalhlupuii	9436140491 drmahlui@gmail.com	Medical Officer attend emergency cases 24x7. Specialist doctors are available on call	Relevant documents	NIL

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
4.	Pathology	1.Dr. Doris Lallawmzuali, HOD	9862500617 doriszteil@yahoo.com	Blood and sample collected from 9AM - 12PM. Results are generated after 2-3 hours. First come first serve basis except for emergency cases. Fees for blood test are paid at the cash counter.	Requisition slip Payment slip/Cash memo	1.Hemogram(CBC)- Rs.40/- 2.Hb,TLC,ANC,Platelet Count- Rs.40/- 3. Peripheral Smear- Rs.50/- 4.Bone Marrow aspiration- Rs100/- 5.ESR Test- Rs.20/- 7.FNAC- Rs.100/- 8.Malignant Cytology- Rs.80/- 9.Blood MP- Rs.50/- 10.Pap Smear-Free 11.Immunohistochemistry- Rs.500/- per test 12.FISH Rs.4000/- per test BPL-Free
	2.K. Lalsangmawia, Senior Research Fellow	8794554410 teteakhawlhiring@rocketmail.com				
	3.Kawramthanpuii, Lab Technician	9862372054				
	4.H. Lalthianghlimi, Lab Technician	9612461228				
	5.H. Lalbiakdiki, Lab Assistant	8787597025				
	6.Ruth VL Hruaitluangi, Lab Assistant	9612463213				

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
5.	Biochemistry	1.Dr. Zolianthanga HOD	9436144385 zovajongte@gmail.com	Blood and sample collected from 9AM - 12PM. Results are generated after 2-3 hours. First come first serve basis except for emergency cases. Fees for blood test are paid at the cash counter	Requisition slip Payment slip/Cash memo	1.Blood Sugar-single test-Rs.30/- 2.Blood urea-Rs.30/- 3.S.Creatinine-Rs.30/- 4.Uric acid-Rs.30/- 5.Total protein-Rs.30/- 6.Albumin-Rs. 30/- 7. Bilirubin Total-Rs.30/- 8.Bilirubin Direct-Rs.30/- 9.SGOT-Rs.30/- 10.SGPT-Rs.30/- 11.Alkaline Phosphatase-Rs.30/- 12.Electrolyte-Rs.50/- 13.Calcium-Rs.50/- BPL-Free
	2.Zonunpari, Lab Technician	9862306318				
	3.Lalmuanpuii, Lab Technician	9862451733				

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
6.	Radio-Diagnosis	1.Dr. Lianhnuna HOD	9856568521 rotlingpa@gmail.com	Timing from 9AM - 3PM. Saturday 9AM – 12 PM Available on all working days except Sundays, second Saturdays and gazetted holidays. Booking done beforehand, imaging done accordingly results generated after 3 hours. Fees for imaging are paid at the cash counter.	Requisition slip Payment slip/Cash memo	1.X-Ray-Rs. 50 2.NCCT Head-Rs.1000 3.CECT Head-Rs.1000+contrast 4.CECT Neck-Rs.1000+contrast 5.CECT Chest-Rs.1000+contrast 6.CECT Pelvis-Rs.1000+contrast 7.CECT Abdomen and Pelvis-Rs.1000+contrast 8.CECT Chest and Abdomen-Rs.1500+contrast 9.CECT Neck Chest and Abdomen-Rs.1500+contrast 10.KUB-Rs.1000+contrast 11.BPL-Free
	2.C.Lalthakima, X-Ray Technician	8794403880				
	3.R.Vanlallawma, X-Ray Technician	8575894880				
	4.Biakhmingliana, X-Ray Technician	98625311558				
	5.Lalbiaktluanga, X-Ray Technician	9436784346				

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
7.	Day Care	Dr. B. Zothankima	9436142185 drzothana@rediffmail.com	Timing 9AM-3PM Chemotherapy given as per protocol at day care centre daily except on Sundays.	Patient's file with chemotherapy protocol	NIL
8.	Blood Storage	Dr. Saichhingpui Sailo Grace Nemting Jeff Lalremtluanga	9436159197 eschopysailo@gmail.com 9862231112 8575845159	Cross matching done. Blood issued on the same day. Take 1 hour to process. Investigation fees are paid at the cash counter.	Blood requisition slip	1.Malaria(ICT)-Rs.100/- 2.Blood Grouping and Rh-Rs.50/- 3.Urine-Rs. 20/- 4.Hepatitis B-Rs.50/- 5.Hepatitis C-Rs.100/- 6.VDRL/RPR-Rs.50/- 7.HIV-Rs.50/- BPL-Free

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
9.	Palliative Care and Pain Relief	1. Dr. R. Vanneihsang 2. Dr. Jacob KT Laibu 3. Bethsy Lalhlmpuii 4. Marilyn Lalrinchani 5. Lalsangpuii	7085500421 vanieralte@gmail.com 8415854570 kt.jayjay09@gmail.com 9402395920 9862282214 8257905921	Timing from 9AM - 3PM. Saturday 9AM – 12 PM. Available on all working days except Sundays, second Saturdays and gazetted holidays. New patient are registered at Palliative care. Old registered patient are seen according to appointment except emergency.	Relevant documents	NIL
10.	Home Visit	Palliative care home visit team	7085500421	Carried out according to triage. Home visiting done once every week on Thursday.		NIL
11.	Tobacco Cessation Clinic	Remruatpuii Lalhriatpua Royte	9862530721 rrpihrangchal@gmail.com 8974688783	Timing from 9AM - 3PM. Saturday 9AM – 12 PM. Available on all working days except Sundays, second Saturdays and gazetted holidays. After taking appointment at reception, counselling with therapy.		NIL

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
12.	Integrated Counselling and Testing	Grace Nemting T. Lalthanpuii	9862223112 9862451733	As per guidelines.	Viral marker test result	
13.	Hospital Based Cancer Registry	1.Gospel Laldinpuii 2.Lalmalsawmi Hnamte 3.PC Lalbiakkimi 4.Rebecca VL Renthlei 5.Robert Rokhamliana 6.Lalrindika 7.Lalhmingangi 8.Lalhruaitluanga	03892352033 03892352675 hbcrmizoram@gmail.com	Timing from 9AM - 3PM. Saturday 9AM – 12 PM. Available on all working days except Sundays, second Saturdays and gazetted holidays. According to appointment, all relevant test and information are documented	Histopathologic al test results, Imaging test results, Immunohistochemistry test results, referral form/slip from doctor, discharge card/slip with chemotherapy protocol, scopy, viral markers and other test reports	

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
14.	Pharmacy	Zoramthanga, Pharmacist	8414961961 zualicloud@gmail.com sonsetm@gmail.com	Open for 24x7		
15.	Ambulance	C. Lalsiama Driver	9366612820	Available for MSCI in-patient within the city. It is equipped with basic life support.	Bill payment slip	`.800/- per trip
16.	Insurance and Billing	1.PC. Lallawmzuali 2.C. Lalhriatpuia 3.John Lawmsangzuala	8257977242 pmjaymsci@gmail.com	Timing from 9AM - 5PM. Saturday 9AM – 12 PM. Available on all working days except Sundays, second Saturdays and gazetted holidays. PMJAY uploaded on the same day of treatment given. Health Care bills took 1-5 days for processing.	Health care card with payment slip, Voters ID, Ration card, Bank passbook first page, cancer diagnosis test result	NIL

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
17.	Medical Records	1.Melody VLMS Dawngliani 2.Rebecca Lalremruati	9862334400 msdawngliani@gmail.com 9862229290	Timing from 9AM - 3PM. Saturday 9AM – 12 PM. Available on all working days except Sundays, second Saturdays and gazetted holidays. MRD number given to all in-patient admission. Files and case sheet are maintained.	Patient's file with admission slip	NIL
18.	MSCI Administrative Office	1.Dr. Zoramthanga, Director 2.PC Lalsangzuala, UDC 3.V. Vanlalruati, LDC 4.Lalngkhazuala, LDC 5.PC Lalthanmawiii, DEO 6.Lalmangaihzuai, LDC 7.R. Lalmalsawma, Despatch Rider 8.Tuahmawii, Group D	9436153551 valte39@gmail.com 9436360904 lalsangzuala24@gmail.com 9612163465 v.vanlalruati2018@gmail.com 9862820013 sathingzuala@gmail.com 9862373201 sentei.pachuu12@gmail.com 9862598841 hmangaihzuai81@gmail.com 9862913815 sralte75@gmail.com 8119869081	Timing 9AM - 5PM during summer and 9AM– 4PM during winter. Available on all working days except Sundays, Saturdays and gazetted holidays. All administration, Supervision of works, Biomedical waste, Maintenance of service book, GIA AERB, Projects and programmes Cashier and Bills	Relevant documents	NIL

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
19.	MSCI Driver	1.C. Lalsiama 2.T. Lalhmingthanga 3.Lalropuia 4.Lalramchuana	9366612820 9862841622 9862647885 9774130954	Timing 9AM-5PM. Attend emergency and on- calls.		
20.	Department of Medical Physics and Radiation Therapy Unit	1.Dr. Khamsuanpau, Senior Medical Physicist cum RSO, Head RSA 2.Lallawmzuala, Senior Medical Physicist cum Inspector RSA 3.Micky Lalnuntluanga, Medical Physicist 4.Malsawmkima Pachuau, Chief Radiotherapy Technologist cum Assistant RSA	9436159630 kspau@rediffmail.com 9615492867 lawnmtearalte@gmail.com 8974054476 986238613	Timing 9AM-5PM. Available on all working days except Sundays, Saturdays and gazetted holidays. Computed treatment planning, calibration of treatment machine and radiation safety monitoring from radiation hazard and delivery of radiation therapy to patients	Treatment plan	1.RT-Rs.1500/- 2.RT Card-Rs.20/- BPL-Free

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
20.	Department of Medical Physics and Radiation Therapy Unit	5.Marilyn Lalzirpuii, Radiotherapy Technologist 6.Lalnuntluangi, Radiotherapy Technologist 7.Melody Rokhumi, Radiotherapy Technologist 8.Ruth Lalfakawmi, Radiotherapy Technologist 9.V.Lalmangaiha, Radiotherapy Technologist 10.Debbie Hmingthanpari, Radiotherapy Technologist 11.B.Laltleipuii, Radiotherapy Technologist	9862382689 9862961727 9089195212 9089736610 8413060549 8014031291 7085188723	Timing 9AM-5PM. Available on all working days except Sundays, Saturdays and gazetted holidays. Computed treatment planning, calibration of treatment machine and radiation safety monitoring from radiation hazard and delivery of radiation therapy to patients	Treatment plan	1.RT-Rs.1500/- 2.RT Card-Rs.20/- BPL-Free

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
21.	Reception and Cash Counter	1. Zonunpuia 2. Ramengmawii Pachuau, DEO	8575563061 zonunpuiar@gmail.com 9774834072 maengdingdiveng55@gmail.com	Timing from 9AM - 3PM. Saturday 9AM – 12 PM Available on all working days except Sundays, second Saturdays and gazetted holidays. Took 5-10 min to process. In charge of appointments of patient, OPD card issue, billing, fitness and medical leave form issue		1. OPD card- ` .10/- 2. Health care bill form- ` .10/- 3. MR Bill form- ` .10/- 4. Fitness/Medical leave form- ` .10/-
22.	Pharmacy Department	1. Vanthuama, Head Pharmacist 2. Zoramthanga, Pharmacist 3. Lalmangaiha, Group D	8014245027 8414961961 maramazralte2@gmail.com	Timing 9AM-5PM. Available on all working days except Sundays, Saturdays and gazetted holidays. Storage, Issue, Documentation of drugs, equipments, materials, etc needed in the hospital		NIL

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
23.	Nursing Office	1.H.Lahlimpuii Nursing Superintendent 2.R.Lawmsangi Ward Superintendent 3. C.Lalduhzuali Ward Superintendent 4. Lalthangpuii Pautu Ward Superintendent 5.JR Mankungi Ward Superintendent	9862300151 hlahlimpuii64@gmail.com 9436152020 lawmsangi63@gmail.com 8731066772 duhzualicc@gmail.com 9436366560 lalthangpuii1234@gmail.com 9436196183 hankungijr@gmail.com	Timing 9AM-3PM. Available on all working days except Sundays and gazetted holidays. Administrative function of nursing and group D staffs, record of reports, kitchen functioning, ward and day care, hygiene and health education. Care of physical and psychological aspect of patient.		NIL
24.	Chaplain	Rev.Rammawipuia Pachuau	9862149325 revmawipuia@gmail.com	Timing Monday to Friday except gazetted holidays, Saturdays and Sunday. Emotional and spiritual aspect of care.		NIL
25	Security	1.Lalthantluanga Ralte 2. Lalawmpuia 3. K.Lalnunzira	9774352755 9774136328 9612229073	Timing Day 9:00 AM – 5:00PM Night 5:00 PM – 5:00 AM		NIL

SERVICE DELIVERY STANDARD

Sl. No	Service delivered by the department/office to citizens or other departments/ organisations including non-governmental organisations	Stipulated time limit for delivery of service (days, weeks, months)	Remarks, if any
1.	OPD	Same Day	
2.	IPD	Same Day	
3.	Emergency	Immediate	
4.	Diagnostic Services	Same Day	
5.	Blood Storage Center	Same Day	
6.	Home Visit	As per triage	
7.	Morphine Disbursement	Same Day	
8.	TCC	Same Day	
9.	ICTC	Same Day	
10.	HBCR	Same Day	
11.	Pharmacy	Same Day	
12.	Ambulance	Immediate	
13.	Insurance and Billing	Same Day	
14.	Medical Records	Same Day	
15.	Pharmacy	Same Day	
16.	Ambulance	Same Day	
17.	Day Care and Chemotherapy Services	As per protocol	
18.	Radiation Therapy Services	As per protocol	

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

GRIEVANCE REDRESS MECHANISM

Website www.mscaizawl.org

Sl.No	Name of the Responsible Officer to handle public grievance in the department/office	Contact No	Email	Time limit for redress of grievances
1.	Dr. Saichhingpuii Sailo	9436159197	eschopysailo@gmail.com	2 weeks

Suggestions/Complaint boxes are also provided at the hospital. Every grievance will be duly acknowledged.

LIST OF STAKEHOLDERS/ CLIENTS

Sl. No	Stakeholders/ Clients
1.	Lalmalsawmi, Zemabawk Local Council, Treasurer
2.	Zorammuana, Zemabawk YMA Secretary

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/ SERVICE RECIPIENTS

Sl. No	Expectations of the department/office from citizens/service recipients
1.	Upgradation of hospital by increase in number of beds at wards with various oncology specialisation departments
2.	Upgradation of radiology imaging, linear accelerator, diagnostic, haematological, immunological and scopy test
3.	A wide variety of opioids available for patient on palliative care
4.	Full fledged blood bank

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

VISITOR'S INFORMATION

VISITING NORMS	MORNING	EVENING
General Ward	6:00 AM-9:00 AM	3:00 PM – 5:00 PM
Hematology	6:00 AM-9:00 AM	3:00 PM – 5:00 PM

The nursing staff will attend to you after admission to the ward. She/He will familiarize you with the room. He/She will also inform you about the rules regarding the meal and doctor rounds and treatments. In case, you have specific nursing needs please inform the nurse in-charge of the floor. In the rooms/wards, only one attendant may stay with the patient. A pass for this has to be obtained from the nurse on duty. The security staff will ask to see this pass. Therefore, you are requested to please keep the pass ready for checking. These passes are to be returned to the hospital after the transfer or discharge of the patient. Visitors are not permitted at any other time. Nurse may ask visitors to leave the room if the patient's condition so warrants or if hospital policies are not being followed. Your co-operation is solicited.

FOOD & CANTEEN SERVICES

Meals and snacks for patient and care taker are provided by the hospital. Canteen for patients and their relatives are also available.

PERSONAL BELONGINGS

Pack light when you come to the hospital for admission. You will be provided with hospital linen. Please ensure that all your jewellery & valuables items are removed and kept at home or in the safe custody of your relatives.

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

IMPLEMENTED SCHEMES

1. Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY)	It covers families enrolled under Socio Economic Caste Census (SECC) 2100 'Deprived List' and should have Rastriya Swasthya Bima Yojana (RSBY) and smart card issued in 2018. It covers Rs. 5 lakhs per family per year for medical treatment.
2. Mizoram State Health Care Scheme (MSHCS)	It covers BPL and APL families not covered under AB-PMJAY and family members of a government servant, who are not entitled to medical assistance. Beneficiaries are provided health insurance of upto Rs. 2 lakhs cover in a year.
3. Dr. Ambedkar Foundation	It is under by Ministry of Social Justice and Empowerment, Government of India. Maximum ceiling limit for cancer patient is Rs. 1.75 lakhs.
4. Health Minister Cancer Patient Fund	It is under umbrella scheme of RAN, Ministry of Health and Family Welfare, New Delhi.
5. Hospital Poor Fund	Donated by well wishers. MSCI provide free treatment to the poor and needy

FEEDBACK AND REDRESSAL

We are interested in knowing about your experience as a patient at Mizoram State Cancer Institute. Please send your feedback on www.mscaizawl.org

Annexure - III

CITIZEN'S CHARTER FOR MIZORAM STATE CANCER INSTITUTE

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Responsible official with designation, Email and Mobile Phone No	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days/weeks/months)
1	OPD	Dr. Jeremy L Pautu 9436150301 jlpautu@gmail.com	OPD registration Card	Registration Fee - Rs.10/-	Same Day
2	IPD	Dr. Saichhingpuii Sailo 9436159197 eschopysailo@gmail.com		NIL	Same Day
3	Day Care	Dr. B. Zothankima 9436142185 drzothana@rediffmail.com	Patient's file with chemotherapy protocol	NIL	Same Day

Name of Public Grievance Redress Officer : Dr. Zoramthanga
Phone No. : 9436153551
Email ID : mscimizoram@gmail.com

Annexure - II

CITIZEN'S CHARTER FORDISTRICT HOSPITAL, SERCHHIP

MAIN SERVICE

Sl. No.	Services delivered by the Office to citizens or others Offices/ Organisations including Non - Governmental Organisation	Responsible Official with Designation	E. Mail & Mobile Phone No.	Process for delivery of service within the office	Documents if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1.	Emergency Services	Dr.Christopher L Hmar Medical Officer Gr-II	banmyreligion@gmail.com , 9436196249	Attending Emergency and registration		Rs.10
2.	OPD Services	Dr.Joseph Lalmuanpuia Hauzel, Medical Officer	josephauzel85@gmail.com , 8414007498	Attending OPD and registration		Rs.10
3.	Indoor Service (Admission)	Dr.K.Lallawmzuala, Specialist Gr-II	kllawmzuala@gmail.com , 8974160202	Through OPD and Casualty		
4.	Laboratory Services	Dr.K.Lallawmzuala, Specialist Gr-II	kllawmzuala@gmail.com , 8974160202	Through OPD and Casualty		User Charge laid down by Hospital
5.	Operation Theatre	Dr.Maria V.L Rosangi, Specialist Gr-II	drmariavlrs@yahoo.com 9862300952	Through OPD and Casualty		User Charge laid down by Hospital

CITIZEN'S CHARTER FORDISTRICT HOSPITAL, SERCHHIP**SERVICE DELIVERY STANDARD**

Sl. No.	Services delivered by the Office to citizens or others Offices/ Organisations including Non - Governmental Organisation	Stipulated time limit for delivery of service (Days/ weeks / months) ⁴	Remarks if any
1.	Emergency Service	24 hrs	
2.	OPD Service	9:00am to 3:00pm	
3.	Indoor Service	24 hrs	
4.	Laboratory Services	Routine - 9:00am-3:00pm, Emergency - 24 hrs	
5.	Operation Theatre	Routine - 9:00am-3:00pm, Emergency - 24 hrs	

GRIEVANCE REDRESS MECHANISMWebsite Address to lodge grievance pgportal.gov.in

Sl. No.	Name of the Responsible Officer to handle Public Grievance in the Office	Contact Number	E. Mail	Time limit for redress of grievances
1	Dr.Lahlunpuii, Medical Officer	9436361253	drhlunpuii@gmail.com	1 (One) week
2	Dr.Vanlalchhuanga , Medical Officer	9612489523	machhuanga80@gmail.com	1 (One) Week

CITIZEN'S CHARTER FORDISTRICT HOSPITAL, SERCHHIP

LIST OF STAKEHOLDERS / CLIENTS

Sl. No.	Stakeholders / Clients
1	Doctors
2	Nursing Staffs
3	Technicians
4	Office Staffs
5	Hospital Workers

EXPECTATIONS OF THE OFFICE FROM CITIZEN / SERVICE RECIPIENT

Sl. No.	Expectation of the Office from Citizens. Service recipient
1	Good and obedient behavior
2	Willingness and acceptance to take treatment as prescribe by attending Doctor, Nurses and other staffs
3	Maintaining cleanliness of Hospital and Office
4	To follow Kayakalp rules
5	To follow rules and regulations laid down by the Hospital

CITIZEN'S CHARTER FORDISTRICT HOSPITAL, SERCHHIP

Sl. No.	Services delivered by the Office to citizens or others Offices/ Organisations including Non - Governmental Organisation	Responsible Official with Designation Email & Phone Number		Documents if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (Days/ weeks / months) ⁴
1	Emergency Services	Dr.Christopher L Hmar Medical Officer Gr-II	banmyreligion@gmail.com , 9436196249	Registration Slip	Rs.10	24 hrs
2	OPD Services	Dr.Joseph Lalmuanpuia Hauzel, Medical Officer	josephauzel85@gmail.com , 8414007498	Registration Slip	Rs.10	9:00am-3:00pm
3	Indoor Service (Admission)	Dr.K.Lallawmzuala, Specialist Gr-II	klawmzuala@gmail.com , 8974160202	Registration Slip		24 hrs
4	Laboratory Services	Dr.K.Lallawmzuala, Specialist Gr-II	klawmzuala@gmail.com , 8974160202	Registration Slip	User Charge laid down by Hospital	Routine - 9:00am-3:00pm, Emergency - 24 hrs
5	Operation Theatre	Dr.Maria V.L Rosangi, Specialist Gr-II	drmariavlrs@yahoo.com 9862300952	Registration Slip	User Charge laid down by Hospital	Routine - 9:00am-3:00pm, Emergency - 24 hrs

Name of Public Grievance Redress Officer : Dr. Z.D. Lalmuanawma
Phone No. : 9862294782
Email ID : muantea.zd@gmail.com

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, CHAMPHAI**MAIN SERVICE**

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1	Oversees the overall process and progress of the Office	Dr. Zatluanga, Dist. Medical Superintendent	drztluanga@gmail.com 9862613766	Supervision of timely process of requirements of clients		Nil
3	Multi Speciality OPD Services	Dr. J. Lalramchuanga, Consultant (NF)	jchhuanga@gmail.com 9612894678	Attending OPD & Registration	OPD card	Rs. 10/-
3	Casualty and Emergency Services	Dr. Vanlalremsiama Medical Officer	rexrenthlei@gmail.com 9862013763	Attending emergency & registration		Rs. 10/-
4	Radiology & Laboratory Services	Dr. R. Vanlalchhuangi, Medical Officer	drchhuangi@gmail.com 7005198236	Attending OPD & Registration	OPD Card and requisition form	User charge laid down by Hospital
5	Indoor treatment/ Wards Services	H. Vanlahluni, Nursing Superintendent	mahlunihmar9@gmail.com 9862316988	Attending Wards and perform emotional labor	Registration Card	Nil
6	Operation Theatre	Dr. Vanlalmangaihi Hmar, Specialist	vhmarsamuel@gmail.com 9612194846	Attend to patients and perform operation	Registration Card	User charge laid down by Hospital

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, CHAMPHAI

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)⁴	Remarks, if any
1	Multi Speciality OPD Services	All working days excluding holidays and 2 nd Saturday of every month	
2	Casualty & Emergency Services	24X7	
3	Indoor treatment/ Wards Services	24X7	
4	Radiology & Laboratory Services	24X7	
5	Operation Theatre	24X7	
6	Free distribution of stock medicines to patients	Till stock last	
7	Issue of Birth and Death Certificates	21 days	
8	Issue of Golden Card for 2018 RSBY Enrolment & PM letter	All working days excluding holidays and 2 nd Saturday of every month	

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, CHAMPHAI

GRIEVANCE REDRESSMECHANISM

Sl. No.	Name of the responsible officer to handle public grievance in the office	Contact number	Email	Time limit for redress of grievances
1	Dr. R. Vanlalchhuangi, Medical Officer	7005198236	drchhuangi@gmail.com	2 weeks
2	H. Vanlalhluni, Nursing Superintendent	9862316988	mahlunihmar9@gmail.com	2 weeks

LIST OF STAKEHOLDERS/CLIENTS

Sl.No.	Stakeholders/Clients
1	All Doctors
2	All Nursing Staff
3	All Paramedical Staff
4	All Office Staff
5	All Hospital Workers

EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl.No.	Expectations of the office from citizens/service recipients
1	Act in good and respectful manner towards Hospital Staff and Office Staff
2	To co-operate with Hospital administration for smooth functioning of the Hospital
3	To refrain from behavior that can disrupts Hospital function or generates complaints
4	To follow rules and regulations laid down by the Hospital
5	To take good care all the facilities provided to them by the Hospital
6	To keep Hospital and its surrounding neat and clean

CITIZEN' S CHARTER FOR DISTRICT HOSPITAL, CHAMPHAI

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation, email and mobile (Phone No.)	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days/weeks/months) ⁶
1	Multi Speciality OPD Services	Dr. J. Lalramchhuanga, Consultant (NF) jchhuanga@gmail.com 9612894678	OPD card	Rs. 10/-	All working days excluding holidays and 2 nd Saturday of every month
2	Casualty and Emergency Services	Dr. Vanlalremsiama, Medical Officer rexrenthlei@gmail.com 9862013763		Rs. 10/-	24X7
3	Radiology & Laboratory Services	Dr. R. Vanlalchhuangi, Medical Officer drchhuangi@gmail.com 7005198236	OPD Card and requisition form	User charge laid down by Hospital	24X7
4	Operation Theatre	Dr. Vanlalmangaihi Hmar, Specialist vhmarsamuel@gmail.com 9612194846	Registration Card	User charge laid down by Hospital	24X7
5	Indoor treatment/ Wards Services	H. Vanlalhluni, Nursing Superintendent mahlunihmar9@gmail.com 9862316988	Registration Card	Nil	24X7

Name of Public Grievance Redress Officer : Dr. R. Vanlalchhuangi, Medical Officer
Phone number : 7005198236
Email : drchhuangi@gmail.com

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, LAWNGTLAI

MAIN SERVICES

SI No.	Services delivered by the office to citizens or other offices/organizations including non-governmental organizations	Responsible official with designation	Email and Mobile Phone No.	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen /client	Fees, if any, for the service with amount
1	Daily out patient service including Doctors consultation and diagnostic procedures	Dr. R.Vanlalrengpuii	apuiiralte467@gmail.com 9790849319	1.Registration at reception counter 2.Seggregation of patients 3.Fees for investigative procedure at common cash counter 4.Doctor consultation as necessary	OPD card – new and old	As prescribed by hospital committee
2	24x7 emergency services including casualty/ NAS/Blood Bank/Laboratory/ Ultrasound/Endoscopy/X-ray/Labour and delivery /ABPMJAY/JSY/JSSK	Dr. Andrew Khawlthangpuia	8415807058	Patients report to the emergency department and necessary action carried out as routine	Emergency registration card Requisition form Referral slip	
3	In patient service including SNCU	Lalrintluangi	rtralte77@gmail.com 9436351183	Admitted as per Doctor's decision. Daily monitoring	Bed head ticket.	
4	Post Partum IUCD/interval IUCD/Sterilization	Dr. B.Lalduhawma	8731873483	Following delivery Multiparty		
5	Various health services: DMHP/NCD/AFYHC/STD/TCC/OST/ ART/PMSMA/EYE Clinic	Dr. R.Vanlalrengpuii	apuiiralte467@gmail.com 9790849319	To attend OPD. Patient directed as per necessary	OPD card	

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, LAWNGTLAI

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/organizations including non-governmental organization	Stipulated time limit for delivery of service Days/weeks/months	Remark if any
1	Daily out patient service including Doctors consultation and diagnostic procedures	Daily 9-3pm	
2	24x7 emergency services including casualty/NAS/Blood Bank/Laboratory/Ultrasound/Endoscopy/ X-Ray/Labour and delivery/ABPMJAY/JSY/JSSK.	Daily 24x7	
3	In patient service including SNCU	Daily 24x7	
4	Post Partum IUCD/interval IUCD/Sterilization	For Post partum within 24 hours. For others within 1 week	
5	Various health services: DMHP/NCD/AFYHC/STD/TCC	Daily 24x7	

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, LAWNGTLAI

GRIEVANCE REDRESS MECHANISM

Sl. No.	Name of the responsible officer to handle public grievance in the office	Contact number	Email	Time limit for redress of grievances
1	Dr. Zothanpari Chhakchhuak	9436379301	rrzothanpari@yahoo.com	2 weeks
2	Lalrintluangi N/S	9436351183	rtralte77@gmail.com	2 weeks

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	STAKEHOLDERS/ CLIENTS
1	Central YLA
2	Joint VC
3	Members from MCS/MIS/MPS/MJA
4	Local NGO-YLA

EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS

Sl.No.	EXPECTATIONS OF THE OFFICE FROM CITIZENS/SERVICE RECIPIENTS
1	To abide strictly to the rules and regulations of the hospital
2	To adhere to the timing laid down by Hospital Committee – OPD/visiting etc
3	Follow instructions given by treating doctor'
4	To help maintain a clean and hygienic hospital environment
5	To establish good social relationship with hospital staffs.

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, LAWNGTLAI

Sl. No.	Services delivered by the office to citizens or other offices/organizations including non-governmental organizations	Responsible official with designation, email phone no.	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for service with amount	Stipulated time limit for delivery of service [days/weeks/months]
1	Daily out patient service including Doctors consultation and diagnostic procedures	Dr R Vanlalrengpuii apuiiralte467@gmail.com 9790849319	OPD Card	As prescribed by hospital committee	Daily
2	24x7 emergency services including casualty/NAS/Blood Bank/Laboratory/Ultrasound/Endoscopy/X-ray/Labour and delivery/ABPMJAY/JSY/JSSK	Dr. Andrew Khawltlangpuia 8415807058	Emergency Dept. Card	As prescribed by hospital committee	Daily
3	In patient service including SNCU	Lalrintluangi rtralte77@gmail.com 9436351183	Inpatient Ticket	As prescribed by hospital committee	Daily
4	Post Partum IUCD/interval IUCD/Sterilization	Dr Lalzikpuii Tochhawng 8014497067	OPD Card/ Inpatient Ticket	As prescribed by hospital committee	For Post partum within 24 hours. For others within 1 week
5	Various health services: DMHP/NCD/AFYHC/STD/TCC	Dr. R.Vanlalrengpuii apuiiralte467@gmail.com 9790849319	OPD Card	As prescribed by hospital committee	Daily

Name of Public Grievance Redress Officer : Dr Zothanpari Chhakchhuak
Phone no. : 9436379301
Email : dr.zothanpari@gmail.com

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, SIAHA

MAIN SERVICE

Sl. No.	Services delivered by the Office to citizens or others Offices/ Organisations including Non - Governmental Organisation	Responsible Official with Designation	E. Mail & Mobile Phone No	Process for delivery of service within the office	Documents if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1	Emergency Services	Dr.Lalnuntluanga Ralte, Medical Officer	tluanga85@gmail.com 8974459831	Attending Emergency and registration	Emergency Card	Free
2	OPD Services	Dr.Rosine Hezi, Medical Officer	rosinehezi@gmail.com 9436148175	Attending OPD and registration	OPD Card	Rs.10
3	Indoor Service (Admission)	Dr.S. Beihrokhu, Medical Officer	dr.pakhai@gmail.com 9402537081	Through OPD and Casualty	Emergency / OPD Card	Free
4	Laboratory Services	Dr.V. Dochai, Medical Officer	vdochai23091990@gmail.com 9862919871	Through OPD and Casualty	Relevant Document	User Charge laid down by Hospital
5	Operation Theatre	Dr.Abraham L.Khiangte, Specialist Gr-II	ab4sonya@gmail.com 9774896376	Through OPD and Casualty	Relevant Document	Free
6	Delivery Service	Dr.Lahlimpuii Murray, Specialist.	drtluanga15@gmail.com 8974459831	Through OPD, Casualty or Labour Room	Relevant Document	Free

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, SIAHA

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the Office to citizens or others Offices/ Organisations including Non - Governmental Organisation	Stipulated time limit for delivery of service (Days/ weeks / months)	Remarks if any
1	Emergency Service	24 x 7	
2	OPD Service	9:00am to 3:00pm	
3	Indoor Service	24 x 7	
4	Laboratory Services	Routine - 9:00am-3:00pm, Emergency - 24 x 7	
5	Operation Theatre	Routine - 9:00am-3:00pm, Emergency - 24x7	
6	Delivery Service	24x7	
7	Ambulance Service	24x7	
8	Health Care Services	Routine - 9:00Am - 5:00Pm	
9	Blood Bank Service	24x7	
10	JSSK/JSY	Routine - 9:00Am - 5:00Pm	
11	ART, ICTC, STI	Routine - 9:00Am - 5:00Pm	
12	Mental Health Services	Routine - 9:00Am - 5:00Pm	
13	NTCP, NCD, Yoga	Routine - 9:00Am - 5:00Pm	
14	OST	Routine - 9:00Am - 5:00Pm	

GRIEVANCE REDRESS MECHANISM

Website Address to lodge grievance pgportal.gov.in

Sl. No.	Name of the Responsible Officer to handle Public Grievance in the Office	Contact Number	E. Mail	Time limit for redress of grievances
1	Dr.C. Lalrosanga, DMS	9436151752	drilalrosanga08@gmail.com	1 (One) week
2	F. Lalthangkumi, Nursing Superintendent	9436375446	tkifanai2019@gmail.com	1 (One) Week

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, SIAHA

LIST OF STAKEHOLDERS / CLIENTS

Sl. No.	Stakeholders / Clients
1	Doctors
2	Nursing Staffs
3	Technicians
4	Office Staffs
5	Group D Staffs
6	Other Hospital Workers

EXPECTATIONS OF THE OFFICE FROM CITIZEN / SERVICE RECIPIENT

Sl. No.	Expectation of the Office from Citizens . Service recipient
1	Good and obedient behavior
2	Willingness and acceptance to take treatment as prescribe by attending Medical Officers
3	Maintaining cleanliness of Hospital, Office and Compound
4	To follow Kayakalp and Quality Assurance Guidelines
5	To follow rules and regulations laid down by the Hospital

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the Office to citizens or others Offices/ Organisations including Non - Governmental Organisation	Stipulated time limit for delivery of service (Days/ weeks / months)	Remarks, If any
1	Preventive / Promotive / Curative	9:00Am - 1:00Pm	OPD service only for card issuing
2	Preventive / Promotive / Curative	24x7	
3	Emergency Service	24x7	

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, SIAHA

Sl. No.	Services delivered by the office to citizens or other offices/ organizations including non-governmental organisation	Responsible official with designation, email and phone number	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days/weeks / months)
1	Daily outpatient service	Dr.Rosine Hezi		Rs.10/-	9:00am to 3:00pm
2	Inpatient Service	Dr. S.BeiHrokhu			24 x 7
3	Emergency Service	Dr.Lalnuntluanga Ralte		Rs.10/-	24 x 7
4	Ambulance Service	Dr.C.Lalrosanga			24 x 7
5	Health Care Service	Lalnunsanga Bawitlung			24 x 7
6	Laboratory Service	Dr.V.Dochai		As per user Charge	24 x 7
7	Blood Bank Service				24 x 7
8	OST				9:00Am - 5:00Pm
9	ART Centre Service				9:00Am - 5:00Pm
10	ICTC / STI				9:00Am - 5:00Pm
11	Operation Service	Dr.Abraham L. Kiangte			24 x 7

Name of Public Grievance Redress Officer(s) : Dr. C. Lalrosanga
Phone number : 9436151752
Email : drlalrosanga08@gmail.com

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, KOLASIB**MAIN SERVICES**

Sl. No.	Services delivered by the department/ office to citizens or other departments/ organisations including non-governmental organisations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/ office	Documents, if any, required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount
1.	Preventive/ Promotive/ Curative	Dr. Doris Lalnunmawii Sailo, District Medical Superintendent, Kolasib	9436149107 dmskolasib@gmail.com	1. OPD 2. IPD 3. OT 5. Awareness Campaign 6. Observing Health Day	Relevant Documents	As applicable Depending on the case
2.	Emergency Services	Dr. Ramdinthari	9612938363 abigailbiate@gmail.com	24 X 7 services	Relevant Documents	As applicable Depending on the case
3.	Disaster Response	Dr. C. Vanlahlimpuia, Nodal Officer	9436155353 hlimpuia8778@gmail.com	1. Awareness / Sensitization among staff 2. Awareness / sensitization among public especially during OPD 3. Action taken as per needed.		

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, KOLASIB

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the department/ office to citizens or other departments/ organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months) ²	Remarks, if any
1	a) Preventive/Promotive/Curative	9:00 a.m. to 3:00 p.m.	OPD Service only for card issuing
	b) Emergency Services	24 X 7	

GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact number	Time limit for redress of grievances	Time limit for redress of grievances
1	Dr. Ramdinthari	9612938363	abigailbiate@gmail.com	Cautious and helpful service will be extended by the all staff. If any complaints will be made and they are welcome to register their complaints with the responsible Medical Officers as well as to the District Medical Superintendent. All complaints will be acknowledged by us within two weeks and action will be taken within 30 (thirty) days`
2	Dr. HC Lalnunhlua	9436354185	hchlua@gmail.com	
3	Dr. Zochampuia	9862555056	zochampuia@gmail.com	
4	Dr. Janet Zoremnghaki	9862478410	janetjr@gmail.com	
5	Dr. Lalmuankimi Hmar	9871156903	emkaye2003@gmail.com	
6	Lalrinpari, NS	9862308257	rinpari07@gmail.com	

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, KOLASIB

LIST OF STAKEHOLDERS / CLIENTS

Sl. No.	Stakeholders / Clients
1	Social Welfare Department
2	School Education Department
3	Higher and Technical Education Department
4	District Jail, Kolasib
5	Public Works Department
6	Power & Electricity Department
7	Village Council, Young Mizo Association, Mizo Hmeichhe Insuihkawm Pawl
8	Mizoram Police
9	Private Hospital / Nursing Home within the district.

EXPECTATIONS OF THE DEPARTMENT / OFFICE FROM CITIZENS / SERVICE RECIPIENTS

Sl. No.	Expectations of the department/office from citizens/service recipients
1	We welcome suggestion from our service recipients
2	We seek cooperation of our service recipients

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, KOLASIB

SI No	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation, email and phone number		Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days/weeks/ months) ²
1	Emergency Services	Dr. Ramdinthari	9612938363 abigailbiate@gmail.com	Relevant documents	Rs. 20	24 x 7
2	OPD Services	Dr. HC Lalnunhlua	9436354185 hchlua@gmail.com	Relevant documents	Rs. 10	9:00 a.m. - 3:00 p.m.
3	Indoor Service (Admission)	Dr. Zochampaia	98625505056 zochampaia@gmail.com	Relevant documents	As applicable depending on the case	24 x 7
4	Laboratory Services	Dr. Janet Zoremnghaki	986247410 janetzr@gmail.com	Relevant documents	As applicable depending on the case	24 x 7
5	Operation Theatre	Dr. Lalmuankimi Hmar	9871156903 emkaye2003@gmail.com	Relevant documents	As applicable depending on the case	24 x 7

Name of Public Grievance Redress Officer(s) : Dr.Doris Lalnunmawii Sailo
Phone number : 9436149107
Email : doris.sailo@gmail.com

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, MAMIT

Annexure - II

MAIN SERVICES

SI. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No.	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1	Emergency Services 24*7	Dr.Lalsangzuala Tochhawng, Senior Medical Officer(NF)	9615820275, hnap81docs@gmail.com	Attending Casualty Room and registration	Emergency Card	Rs.10/-
2	OPD Services (except on 2 nd Saturday and National Holidays)	Dr Lalzuatlina, Senior Medical Officer(NF)	9436374357, drelzet273@gmail.com	Attending OPD and registration	OPD Card	Rs.10/-
3	Indoor Service (Admission) 24*7	Dr.Lalsangzuala Tochhawng, Senior Medical Officer(NF)	9615820275, hnap81docs@gmail.com	Through OPD and Casualty	Emergency / OPD Card	BPL- Free Others-Rs.50/-
4	Laboratory Services 24*7	Dr.Lalrinfela H, Senior Medical Officer(NF)	7005411683 lalrinfela@gmail.com	Through IPD, OPD and Casualty	Doctor's Order for Investigation	User Charge laid down by RKS
5	Upper GI Endoscopy	Dr.C. Hrangkapzawna, Medical Officer	9862494533, drkzawna35@gmail.com	Through IPD, OPD and Casualty	Registration Card, Doctor's order & Relevant Document	Rs.250/-
6	Ultrasonography	Dr.Lalropuii, Specialist(O&G)	9496320549, puitei06@gmail.com	Through OPD, Casualty or IPD/Labour Room	Registration Card, Doctor's order & Relevant Document	Rs.200/-
7	Operation Theatre	Dr.Lalsangzuala Tochhawng, Senior Medical Officer(NF)	9615820275, hnap81docs@gmail.com	Through IPD, OPD and Casualty	Doctor's Order & Relevant Document	Free

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CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, MAMIT

MAIN SERVICES

SI. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No.	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
8	Ante Natal Care & Delivery Service (LaQshya) 24*7	Dr.Lalropuii, Specialist(O&G)	9496320549, puitei06@gmail.com	Through OPD, Casualty or IPD/Labour Room	Registration Card, Doctor's order & Relevant Document	Free
9.	AYUSH OPD	Dr.Vanlalruati, Medical Officer (Ayush)	9805098518 isabella.renthlei9@gmail.com	Through OPD Registration	OPD Card	Rs.10/-
10	Dental OPD	Dr Zonuntluangi, Consultant Dental Surgeon(NF)	9436140618, drzonuntluangiralte@gmail.com	Through OPD Registration	OPD Card	Rs.10/-
11	Ambulance Service 24*7	Niangrawnthangi, Nursing Superintendent	8132843915, dmsofficemamit@gmail.com	Through IPD/Casualty/OPD	Doctor's Referral Card & Relevant Document	RS.25/kms garage to garage
12	National Ambulance Service (NAS)	Niangrawnthangi, Nursing Superintendent	8132843915, dmsofficemamit@gmail.com	dmsofficemamir@gmail.com	Doctor's Referral Card & Relevant Document	Free
13	Health Care Schemes – AB- PMJAY & MSHCS	Dr Zonuntluangi, Consultant Dental Surgeon(NF)	9436140618, drzonuntluangiralte@gmail.com	IPD Admission by Doctor	Enrolment form, Admission Card	Free
14	Blood Bank Service, 24*7	Dr.Lalrinfela H, Senior Medical Officer(NF)	7005411683 lalrinfela@gmail.com	Through IPD, OPD and Casualty	Doctor's Order for Blood Transfusion Requisition	Free
15	JSSK/JSY	Pi Zarzokimi, Staff Nurse	9612609033, zarzokimi@gmail.com	Through Labour Room admission	Discharge Certificate & JSY Card	Free

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, MAMIT

MAIN SERVICES

SI. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation	Email and Mobile Phone No.	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
16	ART	Dr.C. Hrangkapzawna, Medical Officer	9862494533, drkzawna35@gmail.com	Through IPD, OPD and Casualty	ICTC Result & relevant document	Free
17	ICTC	Dr.Lalropuii, Specialist(O&G)	9496320549, puitei06@gmail.com	Through OPD, Casualty or IPD/Labour Room	Registration Card, & Relevant Document	Free
18	STI	Dr.Lalropuii, Specialist(O&G)	9496320549, puitei06@gmail.com	Through OPD, Casualty or IPD/Labour Room	Registration Card, & Relevant Document	Free
19	Mental Health Services	Dr Lalsiama Tualzik, Specialist	9791415722, lalsiamatualzik@gmail.com	Through IPD, OPD and Casualty	OPD Card	Free
20	OST	Dr.Vanlalruati, Medical Officer (Ayush)	9805098518 isabella.renthlei9@gmail.com	Through OPD Registration	OPD Card	Free
21	NCD/ NPHCE(Elderly), Physiotherapy	Dr Lalfakzuala, Medical Officer	9436961244, jrhrasel301@gmail.com	Through OPD Registration	OPD Card	Free
22	NPPCD(Deafness)	Dr.Lalsangzuala Tochhawng, Senior Medical Officer(NF)	9615820275, hnap81docs@gmail.com	Through IPD, OPD and Casualty	Doctor's Order & Relevant Document	User Charge laid down by Hospital
23	Tobacco Cessation Clinic	Dr Nancy Lalnumawii, Consultant NTCP	8974809365, nvceecce4@gmail.com	Through IPD, OPD	OPD Card	Free

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, MAMIT

MAIN SERVICES

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non- governmental organisations	Responsible official with designation	Email and Mobile Phone No.	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
24	Registration of birth & Death	T. Malsawmi, LDC/Registrar,	9436956908 t.malsawmi73@gmail.com	Through IPD & Labour Room	Relevant Documents	Free
25	Medical Reimbursement Bill/ Medical certificates	Zoramthangi, DEO	9612376862, dmsofficemamit@gmail.com	Through OPD/IPD	Relevant Document	Rs.20 per form
26	UDID(Medical board for Disability Certification)	Lalmuanpuii Ralte, LDC/ i/c UDIS	9774573542, mpralte8@gmail.com	Through Medical Board Certification	Relevant Documents	Free
27	Adolescent Friendly Health Clinic	Dr.Vanlalruati, Medical Officer (Ayush)	9805098518 isabella.renthlei9@gmail.com	Through OPD Registration	OPD Card	Free
28	NPPC (Palliative)	Dr.Lalrinfela H, Senior Medical Officer(NF)	7005411683 lalrinfela@gmail.com	Through IPD, OPD and Casualty	Doctor's Order for Investigation	Free
28	NVHCP(Hepatitis)	Dr.Lalrinfela H, Senior Medical Officer(NF)	7005411683 lalrinfela@gmail.com	Through IPD, OPD	Doctor's Order for Investigation	Free
29	NPCB (Blindness)	Dr Lalzuatlana, Eye Surgeon, Senior Medical Officer(NF)	9436374357, drelzet273@gmail.com	Attending OPD and registration	OPD Card	Free
30	Mortuary Service and Post Mortem Examination	Dr. T Lalrintluanga, Medical Superintendent	8730922620, mdrtlalrintluanga54@gmail.com	Through Casualty/IPD	Requisition from Police	Free

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, MAMIT

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)⁴	Remarks, if any
1	Emergency Service	24 x 7	
2	OPD Service including AYUSH & Dental	Monday- Friday- 09:00AM-03:00PM Saturday -09:00AM-01:00 PM	
3	Indoor Service	24 x 7	
4	Upper GI Endoscopy	Every Friday	
5	Ultrasonography	Every Thursday	
6	Laboratory Services	Routine - 9:00am-3:00pm, Emergency - 24 x 7	
7	Operation Theatre	Routine - 9:00am-3:00pm, Emergency - 24x7	
8	Delivery Service - LaQshya	24x7	
9	Ambulance Service including National Ambulance Service	24x7	
10	Health Care Services –AB-PMJAY & MSHCS	Routine - 9:00Am - 5:00Pm, Emergency – 24*7	
11	Blood Bank Service	24x7	
12	JSSK/JSY	Routine - 9:00Am - 5:00Pm	
13	ART, ICTC, STI, OST	Routine - 9:00Am - 3:00Pm	
14	NTCP, NCD, Yoga, NPHCE, NPPCD, Physiotherapy, Mental Health Clinic, NVHCP, NPPC, AFHC, NPCB	Routine - 9:00Am - 3:00Pm	
15	Registration of birth & Death	Routine - 9:00Am - 5:00Pm	
16	Medical Reimbursement Bill/ Medical certificates	Routine - 9:00Am - 5:00Pm	
17	UDID(Medical board for Disability Certification)	Routine - 9:00Am - 5:00Pm	

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, MAMIT

GRIEVANCE REDRESS MECHANISM

Sl. No.	Name of the responsible officer to handle public grievance in the office	Contact number	Email	Time limit for redress of grievances
1	Dr. T Lalrintluanga, Medical Superintendent	8730922620	mdrtlalrintluanga54@gmail.com	1 (One) week subject to conditions
2	Niangrawnthangi, Nursing Superintendent	8132843915	dmsofficemamir@gmail.com	1 (One) Week, subject to conditions

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1	Any Citizens requiring Healthcare & allied Services
2	All patients attending OPD/IPD/Casualty
3	Persons with disability

EXPECTATIONS OF THE OFFICE FROM CITIZENS / SERVICE RECIPIENTS

Sl. No.	Expectations of the office from citizens/service recipients
1	Good and obedient behavior. Please cooperate with the hospital administration for normalizing the situation in case of an emergency.
2	Willingness and acceptance to take treatment as prescribe by attending Healthcare providers
3	Maintaining cleanliness of Hospital, Office and Compound
4	To follow Kayakalp and Quality Assurance Guidelines
5	To follow rules and regulations laid down by the Hospital
6	The Hospital is a "No Smoking Zone" and smoking is a Punishable Offence
7	Please provide useful feedback & constructed suggestions. These may be addressed to the Medical Superintendent of the Hospital.

CITIZEN'S CHARTER FOR DISTRICT HOSPITAL, MAMIT

Sl. No.	Services delivered by the office to citizens or other offices/ organisations including non-governmental organisations	Responsible official with designation, email and phone number	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days/weeks /months) ⁶
1	EMERGENCY SERVICES 24*7 INCLUDING DISASTER MANAGEMENT	Dr. Lalsangzuala Tochwawng, Senior Medical Officer(NF) 9615820275, hnap81docs@gmail.com	Registration Card	Rs.10/-	24*7
2.	OPD SERVICES INCLUDING AYUSH & DENTAL	Dr Lalzuatlina, Senior Medical Officer(NF), 9436374357, drelzet273@gmail.com	Registration Card	Rs.10/-	9 AM – 3PM
3	IN-PATIENT SERVICES	Dr. Lalsangzuala Tochwawng, Senior Medical Officer(NF), 9615820275, hnap81docs@gmail.com	Registration Card	Rs.10/-	24*7
4	LABORATORY SERVICES	Dr. Lalrinfela H, Senior Medical Officer(NF), 7005411683 lalrinfela@gmail.com	Registration Card	Rs.10/-	Routine- 9AM- 3PM Emergency- 24*7
5	AMBULANCE SERVICE INCLUDING NATIONAL AMBULANCE SERVICE(NAS)	Niangrawnthangi, Nursing Superintendent, 8132843915, dmsofficemamir@gmail.com	Registration Card, Referral Certificate	NAS- Free, Ambulance- Rs.25/km, garage to garage	24*7

Name of Public Grievance Redress Officer(s) : Dr. T Lalrintluanga , Medical Superintendent
Phon number : 8730922620,
Email : drtlalrintluanga54@gmail.com

CITIZEN'S CHARTER FOR MIZORAM COLLEGE OF NURSING, FALKAWN

Annexure - II

MAIN SERVICES

Sl. No	Services delivered by the office to citizens or other offices/organizations including non-governmental organizations	Responsible official with designation	Email and Mobile Phone No.	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1.	Provides 4 Years B.Sc Nursing Course Yearly intake- 30 Students	Lalchhanhimi Principal, Mizoram College of Nursing, Falkawn	9436152287	1) Admission of selected candidates through SMATEE. 2) Conducting Annual Examination under MZU.	1) HSLC & HSSLC Mark sheets & Certificates of candidates 2) Tribal Certificate 3) Residential Certificates	
2.	Serves as learning Centre for Certificate in Community Health (6 Months)	Helen Lalthianghlimi Sailo, Sr. Lecturer, Mizoram College of Nursing	8414896639	1) Selection of the Candidates through Exam conducted by NHM 2) Conducting IGNOU Examination at the end of the course.	1) HSLC & HSSLC Mark sheets & Certificates of candidates 2) Tribal Certificate 3) Residential Certificates 4) B.Sc Nursing Certificate 5) Valid MNC Registration 6) Two Years experience after B.Sc Nursing preferable.	

CITIZEN'S CHARTER FOR MIZORAM COLLEGE OF NURSING, FALKAWN

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/organizations including non-governmental organizations	Stipulated time limit for delivery of services (days / week / months)	Remarks, if any
1.	1 st Year theory & practical classes on Anatomy & Physiology, Nutrition & Biochemistry, Nursing Foundation, Psychology, Microbiology, English, Introduction to Computer.	12 months (1 year)	4 (Four) Years in total
2.	2 nd Year- theory & practical classes on Sociology, Medical-Surgical Nursing-I, Pharmacology, Pathology & Genetics, Community Health Nursing-I, Communication & Educational Technology.	12 months (1 year)	
3.	3 rd Year- theory & practical classes on Medical Surgical Nursing-II, Child Health Nursing, Mental Health Nursing	12 months (1 year)	
4.	4 th Year- theory & practical classes on Midwifery & Obstetrical Nursing, Community Health Nursing- II, Nursing Research & Statistics, Management of Nursing Services & Education.	12 months (1 year)	

CITIZEN'S CHARTER FOR MIZORAM COLLEGE OF NURSING, FALKAWN

GRIEVANCE REDRESS MECHANISM

Sl. No	Responsible official with designation	Contact No.	Email	Time limit for redress of grievances
1.	R. Lalruatkimi, Lecturer, Mizoram College of Nursing	7005433591	lrknow@gmail.com	1 Month

LIST OF STAKEHOLDERS/CLIENTS

Sl. No	Stakeholders / Clients
1.	Ministry of Health & Family Welfare, Government of Mizoram
2.	Parents.

EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS.

Sl. No	Expectations of the Department/office from citizens / service recipients
1.	Timely Admission along with necessary documents.
2.	Abiding by the rules and regulations of the Institution.
3.	Completing the INC Syllabus for B.Sc Nursing course by attending stipulated theory classes and clinical duties.
4.	Passing the terminal and University Examinations for promotion and Completion of the course.

CITIZEN'S CHARTER FOR MIZORAM COLLEGE OF NURSING, FALKAWN

Sl. No.	Services delivered by the office to citizens or other offices/ organizations including non-governmental organizations	Responsible official with designation, email and phone number	Documents, if any, required for obtaining the service to be submitted by citizen/ client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days/ weeks/ months)
1.	Provides B.Sc (Nursing) course	Lalchhanhimi Principal, Mizoram College of Nursing, Falkawn chhanifanai72@gmail.com Phone: 9436152287	1) HSLC & HSSLC Mark sheets & Certificates of candidates 2) Tribal Certificate 3) Residential Certificates	1. Admission fee: Rs. 5,000/- per student 2. Monthly fees: 2,500/- per student	4 (four) years
2.	Serves as learning Centre for Certificate in Community Health	Helen Lalthianghlimi Sailo, Sr. Lecturer, Mizoram College of Nursing 8414896639	1) HSLC & HSSLC Mark sheets & Certificates of candidates 2) Tribal Certificate 3) Residential Certificates 4) B.Sc Nursing Certificate 5) Valid MNC Registration 6) Two Years experience after B.Sc Nursing preferable.	1. Rs. 15,000/- per student for the course which is reimbursed by NHM.	6 Months

Name of Public GrievanceRedressOfficer(s) : Lalchhanhimi, Principal
Phonenumber : 9436152287
Email : mconfalkawn@gmail.com

CITIZEN'S CHARTER FOR NURSING SCHOOL, LUNGLEI**MAIN SERVICES**

Sl. No.	Services delivered by the office to citizens or other offices/organizations including non-governmental organizations	Responsible official with designation	Email and Mobile Phone No.	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Remarks
1.	Provides Diploma Course in Nursing (General Nursing & Midwifery)	F. Laltlangmawii Principal, Nursing School Lunglei	9856283976	1) Processing & Conducting Entrance Exam and Admission of 20 (Twenty) Students Annually 2) Conducting Annual Examination under Mizoram Nursing Council	1) HSLC & HSSLC Marksheets & Certificates of candidates 2) Tribal Certificate 3) Residential Certificates		
2.	Provides in-service training for Staff Nurses	F. Laltlangmawii Principal, Nursing School Lunglei	9856283976	Conducting Workshops, giving theoretical & Practical Classes on selected topics.	Trained Nurses Association of India Registration No. 2) Mizoram Nursing Council Registration number		

CITIZEN'S CHARTER FOR NURSING SCHOOL, LUNGLEI

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the office to citizens or other offices/organizations including non-governmental organizations	Stipulated time limit for delivery of services (days / week / months)	Remarks, if any
1.	1 st Year-Giving theory & practical classes on Anatomy & Physiology, Community Health Nursing, Psychology & Sociology, Fundamentals of Nursing	12 months (1 year)	3 (Three) Years in total
2.	2 nd Year- Classes on Mental Health Nursing, Medical-Surgical Nursing, Child Health Nursing	12 months (1 year)	
3.	3 rd Year-Classes on Nursing Research & Education, Professional Trends & Administration, Midwifery and Community Health Services	12 months (1 year)	

GRIEVANCE REDRESS MECHANISM

Sl. No.	Responsible official with designation	Contact No.	Email	Time limit for redress of grievances
1.	F. Lalitlangmawii, Principal. Nursing School Lunglei	9856283976 nursingschoollunglei@gmail.com		Not specified

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders / Clients
1.	<i>Trained Medical Staff, MMS, Medical Superintendent of Civil Hospital, Lunglei, Nursing Superintendent of Civil Hospital Lunglei etc.</i>

CITIZEN'S CHARTER FOR NURSING SCHOOL, LUNGLEI

EXPECTATIONS OF THE OFFICE FROM CITIZEN/CLIENTS

Sl. No.	Expectations of the office from citizens / service recipients
1.	Timely submission of Application Forms along with necessary documents.
2.	Sitting for Entrance Examinations and qualifying for personal interviews
3.	Completing the INC syllabus for GNM Training by attending stipulated theory classes, clinical duties and practical experiences.
4.	Completing the passing the 1 st , 2 nd , & 3 rd terminal examinations and final common examination conducted by Mizoram Nursing Council annually
5.	Observing and abiding by the Rules & Regulations of the institution.

CITIZEN'S CHARTER FOR NURSING SCHOOL, LUNGLEI

Sl. No	Services delivered by the office to citizens or other offices/organizations including non-governmental organizations	Responsible official with designation Email and phone number	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days/weeks/months) ⁶
1.	Provides Diploma Course in Nursing (General Nursing & Midwifery)	F. Laltlangmawii Principal, Nursing School Lunglei 9856283976	1) HSLC & HSSLC Marksheets & Certificates of candidates 2) Tribal Certificate 3) Residential Certificates	1) Admission Fee – Rs. 2950/- per student. 2) Monthly Fee – Rs.2000/- per student	3 (Three) Years in total
2.	Provides in-service training for Staff Nurses	F. Laltlangmawii Principal, Nursing School Lunglei	1) Trained Nurses Association of India Registration No. 2) Mizoram Nursing Council Registration number	Nil	\ 1 (One) Week (approx.)

Name of Grievances officer : F. Laltlangmawii, Principal, Nursing School Lunglei
Phone No. : 9856283976
Email ID : nursingschoollunglei@gmail.com

CITIZEN'S CHARTER FOR SCHOOL OF NURSING, THINGDAWL

Annexure - II

MAIN SERVICES

Sl. No	Services delivered by the office to citizens or other offices/organizations including non-governmental organizations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Remarks
1.	Provides Diploma Course in Nursing (General Nursing & Midwifery)	Laltanpuii Principal, School of Nursing Thingdawl, Kolasib	8837259791	1) Processing & Conducting Entrance Exam and Admission of 20 (Twenty) Students Annually 2) Conducting Annual Examination under Mizoram Nursing Council	1) HSLC & HSSLC Marksheets & Certificates of candidates 2) Birth Certificate 3) Residential Certificates 4) Adhaar card or Voters ID (ONLY IF ISSUED)	Rs 4600 per student for 1 session	
2.	Conducts National Health Programmes like Mental Health awareness, tuberculosis etc. Organised by the NCD Prog., Aizawl	Laltanpuii Principal, School of Nursing Thingdawl, Kolasib	8837259791	Conducting Lectures and practical classes using Audio visual aids and group discussions at the end of the Programme.	No necessary documents required.	NIL	

SERVICE DELIVERY STANDARD

Sl. No	Services delivered by the office to citizens or other offices/organizations including non-governmental organizations	Stipulated time limit for delivery of services (days / week / months)	Remarks, if any
1.	1 st Year-Giving theory & practical classes on Anatomy & Physiology, Community Health Nursing, Psychology & Sociology, Fundamentals of Nursing	12 months (1 year)	3 (Three) Years in total
2.	2 nd Year- Classes on Mental Health Nursing, Medical-Surgical Nursing, Child Health Nursing	12 months (1 year)	
3.	3 rd Year-Classes on Nursing Research & Education, Professional Trends & Administration, Midwifery and Community Health Services	12 months (1 year)	

CITIZEN'S CHARTER FOR SCHOOL OF NURSING, THINGDAWL

GRIEVANCE REDRESS MECHANISM

Sl. No	Responsible official with designation	Contact No.	Email	Time limit for redress of grievances
1.	Laltanpuii, Principal. School of Nursing Thingdawl	+918837259791	laltanpuiifanai16@gmail.com	Not specified

LIST OF STAKEHOLDERS/CLIENTS

Sl. No	Stakeholders / Clients
1.	Trained Medical Staff, MMS, Medical Superintendent of District Hospital Kolasib, Nursing Superintendent of District Hospital Kolasib etc.

EXPECTATIONS OF THE OFFICE FROM CITIZEN/CLIENTS

Sl. No	Expectations of the office from citizens / service recipients
1.	Timely submission of Application Forms along with necessary documents.
2.	Sitting for Entrance Examinations and qualifying for personal interviews
3.	Completing the INC syllabus for GNM Training by attending stipulated theory classes, clinical duties and practical experiences.
4.	Completing the passing the 1 st , 2 nd , & 3 rd terminal examinations and final common examination conducted by Mizoram Nursing Council annually
	Observing and abiding by the Rules & Regulations of the institution.

CITIZEN'S CHARTER FOR SCHOOL OF NURSING, THINGDAWL

Annexure - III

Sl. No	Services delivered by the office to citizens or other offices/organizations including non-governmental organizations	Responsible official with designation Email and phone number	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount	Stipulated time limit for delivery of service (days/weeks/months) ⁶
1.	Provides Diploma Course in Nursing (General Nursing & Midwifery)	Laltanpuii, Principal, School of Nursing, Thingdawl, Kolasib laltanpuiifanai16@gmail.com +918837259791	1) HSLC & HSSLC Marksheets & Certificates of candidates 2) Birth Certificate 3) Residential Certificates 4) Adhaar card or Voters ID (ONLY IF ISSUED)	Rs 4600 per student for 1 session	3 years course
2.	Conducts National Health Programmes like Mental Health awareness, tuberculosis etc. to NGOs such as YMA, MUP, MHIP, Church leaders and students. Organised by the NCD Prog., Aizawl		No documents required	NIL	1 day

Name of Grievances Officer : Laltanpuii, Principal, School of Nursing, Thingdawl, Kolasib
Phone No. : +918837259791
Email ID : laltanpuiifanai16@gmail.com