

**GOVERNMENT OF ANDHRA PRADESH
GOVERNMENT MEDICAL COLLEGE, PIDUGURALLA
PALNADU DISTRICT, ANDHRA PRADESH**

CITIZEN CHARTER

*Quality Healthcare, Medical Education and Public Service with
Compassion, Equity and Accountability*

1. About the Citizen Charter

The Citizen Charter of Government Medical College, Piduguralla is a commitment to provide accessible, equitable, patient-centred, ethical and quality healthcare services to all citizens. It describes services available, patient rights and responsibilities, expected service standards, feedback and grievance-redressal mechanisms, and institutional responsibilities.

2. Vision

To develop Government Medical College, Piduguralla as a centre of excellence in medical education, healthcare, public health, research and community service, providing equitable and compassionate healthcare to all sections of society.

3. Mission

- Provide accessible, affordable and quality healthcare services.
- Promote patient safety, dignity and satisfaction.
- Provide competency-based undergraduate medical education in accordance with National Medical Commission requirements.
- Promote preventive, promotive, curative, rehabilitative and palliative healthcare.
- Strengthen community-oriented medical education and public health services.
- Encourage ethical medical practice, research and innovation.

4. Commitment to Citizens

The College and its associated teaching hospital are committed to treating every patient with dignity, courtesy and respect; providing healthcare without discrimination; providing appropriate assessment, diagnosis and treatment; maintaining confidentiality and privacy; promoting patient safety and infection prevention; facilitating access to available government health schemes; and providing accessible feedback and grievance-redressal mechanisms.

5. Healthcare Services Available

Outpatient, emergency and inpatient services are provided through the established clinical departments and units, subject to availability of facilities and manpower. Diagnostic services may include laboratory investigations, pathology, biochemistry, microbiology, radiology, X-ray, ultrasonography and other approved services. Pharmacy, maternal and child health, preventive and public-health services are provided according to institutional arrangements and applicable government rules.

6. Emergency Services

Emergency patients receive appropriate immediate assessment, triage, stabilisation and life-saving care according to clinical priority. Patients may be referred or transferred when clinically indicated and in accordance with hospital protocols.

7. OPD Registration and Consultation

Patients should register at the designated registration counter, obtain the appropriate token/registration number and proceed to the concerned OPD. Patients are advised to bring previous medical records and investigation reports whenever available. Emergency and clinically urgent cases shall receive priority according to clinical assessment.

8. Admission, Inpatient Care and Discharge

Admission is based on medical necessity and the decision of the authorised treating team. Inpatients receive appropriate medical, nursing, diagnostic and supportive care. At discharge, patients shall receive appropriate advice regarding diagnosis, treatment, medicines, warning signs, follow-up and referral wherever applicable.

9. Feedback and Suggestions

Citizens are encouraged to provide constructive feedback on patient care, cleanliness, accessibility, staff behaviour, waiting time, diagnostic services, pharmacy services, infrastructure, patient safety and overall quality of services. Feedback may be submitted through the designated institutional feedback mechanism.

10. Patient Safety and Infection Prevention

The institution is committed to patient identification, medication safety, infection prevention and control, safe surgical practices, clinical communication, emergency preparedness, biomedical-waste management, fire and disaster preparedness and continuous quality improvement. Patients and attendants are expected to cooperate with hand hygiene, PPE/mask instructions, isolation precautions and biomedical-waste segregation.

11. Accessibility and Vulnerable Groups

The institution is committed to facilitating access for persons with disabilities and vulnerable groups, including children, pregnant women, elderly persons, critically ill patients and economically vulnerable persons, subject to available infrastructure and applicable government provisions.

12. Anti-Ragging and Student Safety

Ragging in any form is strictly prohibited. Incidents may be reported to the designated Anti-Ragging Committee, Anti-Ragging Squad or institutional grievance mechanism. Appropriate action shall be taken in accordance with applicable NMC regulations and Government rules.

13. Medical Education and Student Services

Government Medical College, Piduguralla is committed to quality undergraduate medical education in accordance with applicable NMC regulations and curriculum. The institution shall endeavour to provide structured teaching, competency-based medical education, clinical and practical training, community-based learning, skills training, library and learning resources, academic mentoring, student support and a safe learning environment.

14. Student Grievance Redressal

Students may submit grievances relating to academic matters, teaching, clinical training, infrastructure, hostel, library, examinations, student welfare, ragging, discrimination, harassment, safety and other legitimate concerns through designated institutional committees and authorities.

15. Confidentiality and Personal Information

The institution shall take appropriate measures to protect confidential patient, student and institutional information. Information shall be shared only with authorised persons or authorities and as required by law, regulations or legitimate clinical/administrative requirements.

16. Citizen-Centred Service Standards

Emergency care: immediate attention according to clinical priority.

OPD registration: through the designated registration facility.

Medical consultation: according to OPD schedule and clinical priority.

Inpatient care: appropriate care according to clinical condition.

Diagnostic services: according to availability and clinical indication.

Pharmacy: dispensing according to prescription, availability and applicable rules.

Cleanliness: regular cleaning and infection-control measures.

Patient safety: continuous monitoring and improvement.

Important Contact Information

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“Serving the Community through Quality Medical Education, Healthcare and Public Health.”