



Citizens/Client Charter

Andhra Medical College,
Medical Education Department,
Government of Andhra Pradesh
Maharanipeta, Visakhapatnama.

Ph: 0891-2561157

MAIL ID: amc_vsp@ap.nic.in

Website: <http://www.andhramedicalcollegevizag.com>

22nd July 2013

i. Vision

- To Deliver Quality and timely Dedicated, Emergency Tertiary and critical Medical Services (*including Diagnostics, Treatment and follow-up to the poor and needy*) and Medical Education.
- To bring cutting edge technology and setting standards in Medical Education.
- To see that the fruits of the High-end Technology and Training should reach to the poorest of the poor.
- The Tertiary health care services are accepted by the patients must be reaching to the patients in rural and tribal areas in addition to the urban areas.
- The Training in medical education must be useful to the common man in common areas.
- To equip the Young Doctors to face the Challenges in critical medical care.

ii. Mission

- To Provide Specialist Medical Care and Services to people through Hospitals
- To impart Quality Medical Education to under Graduates, Post Graduates and to the Super Specialty Students.
- To provide training in paramedical courses like Nursing , Medical and Laboratory Technology etc through Medical Colleges and Teaching Hospitals.
- To Promote Health Care Facilities through Teaching Hospitals and Specialist Hospitals.
- To develop Human Resources in Medical Science through different Institutions under it.

iii. Objectives

The main objectives of Andhra Medical College are,

- *To provide Specialist Medical Care and medical services to people*
- *To impart quality Medical Education to undergraduates, P. G. and Super Speciality post graduates*
- *To provide training in Nursing, Para-medical courses like, medical and laboratory technology, etc.*
- *To perceive that the high end Technology in medical services reach to the rural and Tribal Areas.*
- *Research and Development.*

iv. Services:

- A. Providing Tertiary Health Care Services
- B. Imparting Quality Medical Education to under graduates, PG and Super Speciality students
- C. Nursing Education
- D. Arogyashri services through hospitals under the control of DME
- E. Resident Specialist Services by the Post PG candidates.

Services Details:

iv A) Tertiary HealthCare services through tertiary hospitals and teaching hospitals and Specialist Hospitals.

A. Citizen charter for Andhra Medical College, Visakhapatnam.

S.No	Type of Service	Service Standard	Timings	Officer rendering the service	Officer to be contacted for delay/default in service delivery
1	OP registration	Registration of patients(other than emergencies)and issue of OP slips	8.30 am to 11.30 am	Duty RMO of the concerned Hospital	Superintendent of the Hospital. 9849903060
	In patient services	Admission in case of emergencies, Regular admissions from O.P., Emergency admission, Referral admission and Non emergencies.	Round the clock	Asst./Associate Professor	Superintendent of the Hospital. 9849903060
2	Causality Services	Admission in case of emergencies. Minor emergencies will be treated under OP basis.	Round the clock	Causality Medical Officer	Superintendent of the Hospital. 9849903060
4	Elective Services	Treatment in case of elective patient health conditions which are non emergencies.	Two days from date of admission	Duty Medical Officer	Superintendent of the Hospital. 9849903060
5	Diagnostic service (CT scan, MRI, Ultrasound, X- ray and laboratory service)	In case of emergencies the reports will be given immediately. In case of Non emergencies details are as follows i. CT scan -24hrs		Lab Incharge	Superintendent of the Hospital. 9849903060

S.No	Type of Service	Service Standard	Timings	Officer rendering the service	Officer to be contacted for delay/default in service delivery
		ii. MRI-24hrs iii. Ultrasound- 1hr iv. X-ray-24hrs v. Laboratory tests- 24hrs			
6	Central Sterilization services	Sterilization of surgical instruments and consumables		Professor - Microbiology	Superintendent of the Hospital. 9849903060
7	Blood Bank	Collection and supply of blood on availability to the needy patients.	Round the clock	Medical Officer- Blood Bank	Superintendent of the Hospital. 9849903060
8	Pharmacy stores	Drug dispensing to the patients	Round the clock	Grade-I, Pharmacist	Superintendent of the Hospital. 9849903060
9	Ambulance Services	Providing transport services to the needy patient services in case of referrals.	Round the clock	RMO	Superintendent of the Hospital. 9849903060
10	Mortuary Services	Post Mortem and Autopsy and storage of dead bodies	9 AM to 4 PM	Professor-Forensic Medicine	Superintendent of the Hospital. 9849903060
11	Medical Record Department	Record keeping in case of births, deaths and illnesses	10 am to 5pm	Medical Record Officer	Superintendent of the Hospital. 9849903060

iv B). Medical Education to Under –Graduates, Post Graduates and Super Speciality PGs through Medical Colleges.

S.No.	Main service	Service Standard	Contact details of officer rendering the service	Name & Contact details of officer Responsible
1	Academics	9.00AM to 4 PM on all working days	Vice Principal	Principal
2	Teaching (Clinical & Non clinical)	Classes are organized as per the regulations of Dr. NTR UHS, Vijayawada	Professor & Head of the Dept., of the Concerned specialization.	Principal
3	Medical Education Unit	Faculty Development , Conducting workshops for Training Medical Teachers.CME's seminars Research Methodology	Regional Co-ordinator, Andhra Medical College, Visakhapatnam.	Dr. NTR University of Health Sciences
4	Undergraduate Teaching	Conducting Regular Theory and Practical Classes ICMR Projects, Seminars and Integrated Teaching as per Dr.NTR UHS. Conduction of Tests, internal Assessments and University Examinations as per the schedule given by Dr.NTR UHS	Head of the Dept. Of the concerned subject.	Principal

S.No.	Main service	Service Standard	Contact details of officer rendering the service	Name & Contact details of officer Responsible
5	Post Graduate Teaching	Post Graduate Teaching- Clinical Postings and Training , Dissertation work ,Theory and Practical"s, Seminars and Journal Clubs	Head of the Department of the concerned subject.	Principal
6	Continuing Medical Education(CME)	Conducting regular CME for the Post Graduates and Faculty as per the schedule given by Dr.NTR UHS	Professor and Head of the Department.	Principal
7	Academic section(Administration)	10:30 AM to 5:00 P.M. on all working days	Vice Principal (Academic)	Vice Principal
	a) Bonafide certificate	2 weeks	Vice Principal	
	b) Issue of Transcription	2 weeks	Vice Principal	
	c)Return of Originals	2days	Vice Principal	
	d)Foreign Verification of Certificates	1 month	Vice Principal	
8	Hostel issues	10:30 AM to 5:00 PM	Chief Warden	Principal
9	Accounts section	10:30 AM to 5:00 PM	Asst. Director (Admn)	Principal
	i). Collection of fees	Same day	Asst. Director	
	ii). Claim and Disbursement of PG	Soon after the release of budget from government, AP	Asst. Director	
	iii. Disbursement of Scholarships	Three to Four months depending upon clearance of Social Welfare department, GoAP	Asst.Director	