



**C. U. SHAH MEDICAL COLLEGE,  
SURENDRANAGAR - GUJARAT - 363001, INDIA**

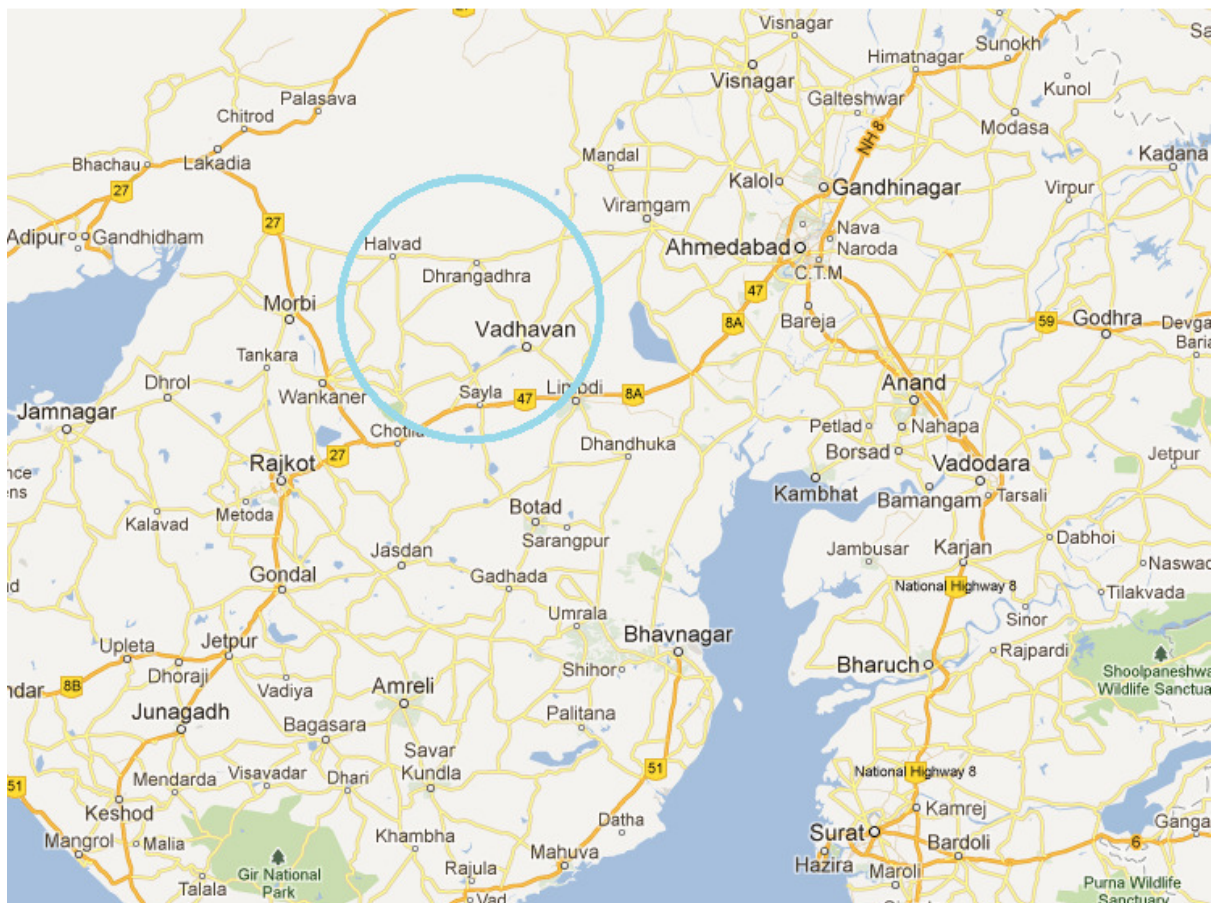
**NODAL OFFICERS WHO CAN BE CONTACTED 24/7 :**

- 1. DR ROOPAM GUPTA, Assistant Medical Superintendent : 090999 22480**
  - 2. MR R. L. BABLANI, Administrative officer : 090992 22266**
- EPBX: 02752-304000 to 304004. FAX: 02752-256006, email: [cushahmedical@gmail.com](mailto:cushahmedical@gmail.com)

One of the biggest concerns of any institution dedicated to public service, Government or Non-Government, is how to make the public service delivery system “Citizen-centric”. An essential pre-requisite for this is to have an efficient information system percolating to the public at large, and a robust grievance monitoring and redressal mechanism.

The *CITIZENS’ CHARTER* is envisaged as a tool to meet the above requirements and to enable the user to know:

- What services are available in this hospital;
- The quality of services they are entitled to;
- The means through which complaints regarding denial or poor quality of services will be monitored and redressed.





***Location:***

The gateway to Saurashtra, midway between Ahmedabad and Rajkot via road or rail (About 120 Km from each). The google map location is as shown above. Nearest airport is equidistant at Rajkot or Ahmedabad

***General Information***

- This Institution is run and maintained by a reputed Charitable Trust, SAURASTRA MEDICAL CENTRE headed by the Great philanthropist Sri C. U. Shah
- This is a Teaching, tertiary care Hospital.
- Provides medical care to all patients who come to the hospital irrespective caste & creed.
- Diagnostic as well as therapeutic camps are held frequently in the rural out reach areas
- Free medical & surgical camps are held periodically in the campus.
- Participate in Community health, National and State health programs.
- The Urban Health Training centre works like a peripheral centre for community health, emergency care, vaccination & RCH programmes etc during working hours.
- The Rural Health Training Centre at Sayla is a state of art centre for community health activities and rural healthcare where frequent awareness camps are also held.
- A licensed blood bank with component facilities runs round the clock, in the hospital.

***Enquiry, Reception and Registration Services:***

- This counter is functioning round the clock.
  - Location guide maps have been put up at various places in this hospital.
  - Directional signboards are fixed at strategic points for guidance.
  - Telephone enquiries can be made over telephone numbers: 02752-304000
- Fax: 02752-256006. email: [cushahmedical@gmail.com](mailto:cushahmedical@gmail.com)

***Casualty & Emergency Services:***

- All Casualty Services are available round the clock.
- Specialist doctors are available on call, round the clock.
- Emergency services are available for all specialities as listed in the OPD Services.
- Emergency Operations are done in OT located in the Casualty area.
- Emergency Operation Theatre is functioning round the clock.
- Gynecology OT, Maternity OT, Orthopaedic OT, General Surgery OT, ENT OT & Eye OT etc are also available in the Hospital for emergency treatment of casualty patients, if required.
- In serious cases, treatment/management gets priority over paper work like registration and medico-legal requirements. The decision rests with the treating doctor.

***OPD Services:***

- Various outpatient services available in the hospital are detailed below :

<b>Departments</b>	<b>OPD &amp; Place</b>	<b>Timings</b>
<b>General Medicine</b>	<b>General medicine block, ground floor</b>	09:00 AM to 1:00 PM (except Sunday) and 04:00 PM to 06:00 (except Saturdays & Sundays) or till last registered patient is examined/treated
<b>General surgery</b>	<b>In the OPD block, ground floor</b>	~~~~~ do ~~~~~
<b>Pediatrics</b>	<b>In pediatrics block</b>	~~~~~ do ~~~~~
<b>Orthopedics</b>	<b>Ground floor, OPD block</b>	~~~~~ do ~~~~~
<b>Obstetrics &amp; Gynecology</b>	<b>Ground floor, OBG block</b>	~~~~~ do ~~~~~
<b>E N T</b>	<b>OPD block, First floor</b>	~~~~~ do ~~~~~
<b>Ophthalmology</b>	<b>OPD block, First floor</b>	~~~~~ do ~~~~~
<b>Skin VD &amp; Psychiatry</b>	<b>First floor, OPD block</b>	~~~~~ do ~~~~~
<b>Pulmonary medicine</b>	<b>OPD block, ground floor</b>	~~~~~ do ~~~~~
<b>Dentistry</b>	<b>OPD block, First floor</b>	~~~~~ do ~~~~~

***Laboratory Services : in the Central laboratory***

- Bio-chemistry
- Microbiology
- Haematology
- Cytology
- Histopathology including FNAC
- Clinical Pathology
- There is a Central Collection Centre for receiving and collecting various specimens for testing. The timings for receiving specimens are 09:00 AM to 05:00 PM for OPD & indoor patients.
- Emergency Laboratory Services are available 24 hours for limited tests relating to clinical pathology, Microbiology and bio-chemistry. Culture study facilities are also available.

***Radio Diagnostic Services include:***

- Routine X-Rays (Digital images)
- Ultrasound
- Special x-rays, mammography, OPG
- CT Scan
- M R I
- Emergency radiological services are also available round the clock.

***Indoor Patient Services:***

- There are total of 570 teaching beds available without indoor admission charges
- Special room (deluxe) ward services are also available.
- Various ICUs are available for looking after patients in need of intensive care.
- Emergency ward admits emergency cases for medical problems & surgical problems.
- Visitors are allowed only between 5:00 PM to 7:00 PM.
- Nursing and other ward staff are available round the clock in all wards.
- Staff Nurse is on duty round the clock in the ward.

***Other Facilities:***

Other facilities available which include:

- Potable Drinking Water
- Wheel chairs and stretchers
- Three Ambulances are available for use of the needy. Ambulance facility can be availed by dialling and registering your request on any of the EPBX numbers
- Public Telephone Booths are provided in the Hospital.
- Stand-by Electricity Generators have been provided.
- Pharmacy run by the institution provides medicine at highly discounted rates
- Canteen for patients and their attendants is available.

***Complaints & Grievances:***

- Suggestions/Complaint boxes are also provided at various locations in the hospital.
- Please do not hesitate to register your complaints. It will only help us to serve you better.
- Every grievance will be duly acknowledged and remedial measures taken.

The nodal persons are available round the clock on telephone. The meeting Hours are 4:00 PM to 6:00 on prior telephonic appointment.

***Responsibilities of the Users:***

***This Institution is functioning for your health care and benefit and it is your duty to:***

- ***1. Maintain cleanliness of the hospital and premises***
- ***2. To prevent damage to the infrastructure***
- ***3. To maintain general discipline***
- ***4. To Co-operate in our efforts to improve the quality of our services.***