

Citizen Charter

This charter intends to provide a framework which enables our users to know...

General information:

This is a Government Medical College and Hospital set up by the Government of Odisha under Health & Family Welfare Department for teaching and providing multi specialty patient care. This tertiary care hospital provides medical care to all patients who come to the hospital.

Location:

At present it has two campus

The **Hospital** is located in Balangir town, in the State of Odisha. It is situated about 2 km from Balangir Railway Station and situated in the heart of Balangir town. The previous District Head quarters Hospital has been converted to medical college hospital.

The **Medical College** is located about 5 km from the present co-located Hospital and is well communicated by town bus and auto rickshaw.

Enquiry, Reception and Registration Services:

A computerized counter is functioning round the clock. Location guide maps have been put up at various places in this hospital. In addition there is a help desk also functioning round the clock.

Casualty & Emergency Services:

All Casualty Services are available round the clock 24 x 7. Duty Doctors are available round the clock. Emergency services are available for all specialities.

OPD Services:

OPD services are available on all the days (including Sundays and Gazetted Holidays) from 9.00 AM to 5.00 PM. Various out-patient services available in the hospital are -General Medicine, Paediatrics, Tuberculosis & Respiratory Diseases, Dermatology, Venereology & Leprosy (Skin& V.D.), Psychiatry, General Surgery, Orthopaedics, Ophthalmology(Eye), Oto-rhino-laryngology (ENT), Obstetrics & Gynaecology, Dental Surgery, Community Medicine (Immunization, Anti-rabies Clinic), P.M.R.

Indoor Patient Services:

Indoor patient care is catering to the needs of this city, nearby villages and also patients of the adjacent State like Chhatish Garh. There is a well equipped Intensive Care Unit for taking care of seriously ill patients. There is a Labour Room for conducting deliveries round the clock. 24 x 7 Emergency O.T.facility is available. Free diet is provided to all the indoor patients as per Odisha Govt. rules. Every patient is provided pass for his/her attendant for security purpose. Visitors are allowed only during visiting hours i.e., from 12.30 PM to 1.30 PM and from 5:00 PM to 7:00 PM. 10 Dialysis Beds are functioning round the clock, Oxygen Supply System is provided to each individual bed.

Laboratory Services:

All routine and emergency laboratory services (Pathological and Biochemical) are available round the clock. Radio Diagnostic Services are available include X-Rays, Ultrasonography, CT Scan.

Other Facilities:

Wheel chair and patient Trolleys and battery operated vehicles are available for transportation of patients. Ambulance facility is available. Stand-by Electricity Generators have been provided at all locations of the Hospital.Lifts/ramps are available for access to higher floors in addition the Stair case. Adequate toilet facilities for use of patients and their attendants are available. Blood bank facility is available round the clock

Complaints & Grievances:

Please do not hesitate to register your complaints. It will only help us to serve you better. Every genuine grievance will be duly acknowledged and settled.