

## **Citizen Charter of FAAMC, Barpeta**

Dear citizen,

Welcome to FAAMC, the new born Medical College of Assam. FAAMC&H is committed to provide quality services and medical care to each and every citizen coming to us. In line with our mandate, we, at FAAMC, strive hard to provide comprehensive, high quality tertiary care services to our users. However, there may be some deficiencies inherent in a new Medical College and limited resources.

This charter seeks to provide a frame work, which enables our users to know:-

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

### **GENERAL INFORMATION**

#### **LOCATION**

Fakhruddin Ali Ahmed Medical College and Hospital (FAAMC) is located at Jatigaon, Barpeta, Assam.

#### **NUMBER OF BEDS, DOCTORS, NURSES ETC.**

The hospital has a total of 500+ beds.

There are 144 faculties in the college.

**ENQUIRY AND INFORMATION ABOUT FAAMC** Central Enquiry & Registration office is located just inside main entrance.

Registration Counters, Enquiry counters and help desk are available at the main entrance hall. Hospital phramacy is stationed at the same venue.

Website - [www.faamcassam.co.in](http://www.faamcassam.co.in)

### **INDOOR SERVICES**

Patients admitted to General Ward of FAAMC have to deposit bed charges at Rs. 10/- per day. This includes doctors consultations, medicines and surgical items, diet, linen, etc.

All in-patients receive treatment by team of Doctors and Nurses, available round the clock, under the supervision and guidance of Senior doctors.

Hospital Attendants are available in different wards to help in patient care and related activities.

Waste disposal is done as per the established rules (Biomedical waste management and handling rules, 1998) and utmost care is taken to keep the premises neat and clean.

Every inpatient is provided with one attendant passes. Visitors are allowed only during

notified visiting hours i.e. 12:00 Noon to 2:00 PM and 4:00 PM to 6:00 PM.

Investigations are charged as per the rates approved by Government of Assam excluding the BPL categories and AAA, and PMJAY beneficiaries.

Free meal include breakfast, lunch, evening tea and dinner.

Day care services are available for all the departments.

### **ICUs**

ICU facilities with all modern gadgets are also available, that includes General ICU, NICU and PICU.

### **Investigative Services**

Emergency Lab - 24 hours, throughout the year, for all emergency investigations.

### **Blood Centre:-**

FAAMCH has a licensed modern Blood Centre that functions 24 hours a day and provides facilities for blood donation, storage and issue of blood. Strict precautions are taken and testing is done to prevent any blood borne infection. If your patient requires blood transfusions, then you are requested to arrange healthy blood donors for donating blood in order to reduce shortage of blood. Blood donation camps are held from time to time with help from NGOs.

## **CASUALTY AND EMERGENCY SERVICES**

**Location:-** Ground floor, accessible from the right side gate of FAAMCH.

These services are available 24 hour a day, throughout the year.

Facility of Emergency Surgery is available.

### **Supportive Services**

Supportive Services like Laundry, CSSD, Pharmacy, Mechanized Cleaning, Diet Services etc. are available.

## **COMPLAINTS AND GRIEVANCES**

There will be occasions when our services will not be up to your expectations.

Please do not hesitate to register your complaints. It will only help us to serve you better.

You may lodge your complaints to the Hospital Superintendent. Every complaint will be duly acknowledged and sincere attempt will be made to solve your problem.

## **RESPONSIBILITIES OF USERS**

The success of this charter depends on the support we receive from our users.

- Please try to appreciate the various constraints under which the hospital is functioning. On an average, more than 700 patients attend the OPD daily.

- Please follow the rules and regulations of the hospital while inside the hospital campus.
- Please do not cause inconvenience to other patients by crowding or making noise unnecessarily.
- Please help us in keeping the hospital and its surroundings neat and clean.
- Please don't argue with security guards, show your passes when asked for & help maintain the order and peace inside the hospital premises.
- Please use the facilities of this hospital with care and do not damage/ spoil hospital property.
- Various messages as shown below are displayed in and around the hospital premise to help you. Kindly follow the messages.
- Beware of Touts & unauthorized persons. Don't indulge in any money transactions with them.
- The Hospital is a **No Smoking Zone**. Please don't use any tobacco product inside hospital.
- Please do not chew betel-nut and spit inside the hospital campus.
- Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.
- Suggestion boxes are placed in various locations. Please drop your complaints and suggestions in those boxes.
- For any complaint, please contact Principal / Superintendent during Office Hours.