

1.4    Norms for discharge of functions

1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	(i) Nature of functions/ services offered	To Provide Medical Educaiton and Training to the sudents of MD/MBBS/MS/M. Phil/DM/B.Sc Paramedical Courses  Patient Care Services are provided in the Hospital Right to Service Act (GMCH32) <a href="http://gmch.gov.in/node/6635">http://gmch.gov.in/node/6635</a>
		(ii) Norms/ standards for functions/ service delivery	Rules and Regulations of National Medical Commission and Panjab University and Indian Nursing council issued and amended from time to time.
		(iii) Process by which these services can be accessed	Analysis of inpatient Feed Back Form and Patient facilitation services and through gmch website(gmch.gov.in)
		(iv) Time-limit for achieving the targets	Right to Service Act (GMCH32) <a href="http://gmch.gov.in/node/6635">http://gmch.gov.in/node/6635</a>
		(v) Process of redress of grievances	Different Committees are constituted to remove grievances of students and patients.

Link for Citizen Charter    <http://gmch.gov.in/public-forum/citizen-charter>