

1.4 Norms for discharge of functions

Sr. No	Nature of functions/ services offered	Time-limit for achieving the targets	Norms/ standards for functions/ service delivery	Process by which these services can be accessed	Process of redress of grievances		Remarks, if any
1	Patient Care	As per details uploaded on GMCH Website	As per Standard Operating Procedure	Patient care through Paediatrics OPD and Paediatric Emergency	HOD	Director Principal	
2	Medical Education	As per teaching schedule	As per NMC Guidelines	Through Class rooms/ Clinical bed side	HOD	Director Principal	
3	Medical Reimbursement bills	7 working days	As per guidelines issued by Hospital Administration	On request by patients	HOD	Medical Superintendent	
4	Chronic Disease Certificate	7 working days	As per guidelines issued by Hospital Administration	On request by patients	HOD	Medical Superintendent	
5	RTI	30 days	As per guidelines issued by RTI Cell	RTI Cell	DP	CIC, New Delhi	
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