

CITIZEN'S CHARTER

This charter seeks to provide a framework which enables our users to know:

1. What services are available in the institute?
2. What quality of services they are entitled to?
3. How their complaints regarding denial of services or quality of services are addressed?

Citizen's Charter–

- Citizen's Charter » Enquiry Reception and Registration Services
- Citizen's Charter » Casualty Emergency Services
- Citizen's Charter » OPD Services
- Citizen's Charter » Medical Facilities
- Citizen's Charter » Laboratory Services
- Citizen's Charter » Radio diagnosis Services
- Citizen's Charter » Indoor Patient services
- Citizen's Charter » Disability Certificates
- Citizen's Charter » Vocational Courses
- Citizen's Charter Other Facilities
- Citizen's Charter » Complaints and Grievances Redressal Cell
- Citizen's Charter » Responsibilities of the users

Location of the institute

The Institute is located at Haji Ali (Mahalaxmi), near Haji Ali Park on K. Khadye Marg, opposite Willingdon Sports Club.

The nearest Railway Stations are Mahalaxmi and Mumbai Central on the Western Railway line, and Byculla on the Central Railway line.

BEST Buses are available from all these Stations as well as other routes that pass through the Haji Ali bus stop.

Address of the institute

All India Institute of Physical medicine and Rehabilitation, Haji Ali, K.Khadye Marg, Mahalaxmi, Mumbai, Maharashtra, India - 400034

For Enquiries please call Tel:+91-22-23544332, 91-22-23515765,91-22-23528824,

Enquiry, reception and registration services

Enquiry reception, located at the entrance of Block B of the Institute, functions from 9.00 am to 4:00 pm from Monday to Friday and 9.00 am to 1 pm on Saturdays.

Registration for treatment is done free of cost. On OPD days which are Monday, Wednesday and Fridays, the registrations are done from 9 am to 11 am. On Tuesdays and Thursdays registrations are done from 9 am to 10 am for some specific therapeutic purposes only.

Casualty/ emergency services

As the medical services offered at the Institute are Rehabilitation services only, the institute does not offer any casualty emergency /ICU services.

OPD services

The institute has only one OPD, which is Physical medicine and rehabilitation OPD. The OPD is located on ground floor of the New A Block in Hall No 22 (Four Cabin Complex) and Room No 24 (Two Cabin Complex)

The patients and persons with disabilities coming to the institute are first examined in the PMR OPD for Diagnosis making and rehabilitation management prescription and then sent to different clinical or allied rehabilitation departments, if required.

Medical departments of the institute

- ❖ Physical Medicine and Rehabilitation
- ❖ Anaesthesiology
- ❖ Radiology

- ❖ Pathology

Allied rehabilitation departments

- ❖ Physiotherapy
- ❖ Occupational therapy
- ❖ Prosthetics and orthotics
- ❖ Speech and Audiology
- ❖ Medical Social work
- ❖ Vocational guidance
- ❖ Vocational training workshop

Delivery of prescribed therapies is done in Physiotherapy/ occupational Therapy and/or Speech Therapy departments. Appointments are given based on patients clinical condition, availability of staff, and number of patients to be treated.

If a person is prescribed an orthosis or prosthesis, he or she is sent to prosthetics or orthotics department where measurement are taken for the prescribed orthosis/ prosthesis. Patient is assessed for fitment and quality of the appliance in P&O clinics and the appliance is then finalized. The time required for the appliance delivery varies from few hours to few weeks.

Cost of appliances: Nominal payment is charged for appliances made in the Institute. Payment can be made at the Cashier counter located in Accounts Department, on 1st floor Block B during the time periods : 9 am to 1 pm and 1.30 to 2.30 pm. on Monday to Friday and 9 am to 11:30 am on Saturdays.

The services of medical Social Worker and Vocational Counselor for providing social, psychological, and vocational support are utilized whenever required.

Laboratory services

Routine haematological and biochemical Investigations are done in the pathology laboratory of the institute. Collection of samples is done in room no.6,Ground Floor,Block B.

Sample Collection timings: Collection of samples is done from 9.00 am to 10.00 am from Monday to Saturday.

Investigations are done on an appointment basis. Appointments are to be taken from Room No 6,Block B. All investigations are done free of cost.

Hindlab pathology collection facility is also available in the institute on first floor block B in Room No 108B. The lab provides investigation at CGHS rates.

Radio-diagnosis facilities

The services include

1. Digital X-rays
2. Specialised ortho-scannograms
3. Ultrasound and doppler

X Rays are done in Room no 3, Radiology Department, Ground Floor , Block B daily; from 9.00 am to 1.00 p m on Monday to Friday and 9.00 am to 11.00am on Saturdays. Registration for X-Rays is done from 9.00 am to 11.30 am on OPD days. All the procedures are done free of cost. Appointments are given for ultrasound and Doppler investigations.

Indoor patient services

Patients requiring reconstructive Surgeries are given a date for admission for the surgery (normally not exceeding 3 months) which is coordinated with the trial date of the appliances and the entire procedure is completed within the shortest possible time. There are 55 beds in the Ward and 8 beds in the recovery room

All indoor patients receive treatment under the guidance and supervision of specialists during office hours i.e. 09.00 a.m. to 04.00 p.m. Indoor treatment including surgeries, is free. Outside Institute hours indoor patient care is provided by resident doctors on duty and specialists are available on call. Free diet is provided to all admitted patients. Every patient is given one attendant pass.

Visitors are allowed only between 05.00 p.m. - 07.00 p.m.

Certificates issues to persons with disabilities

The various certificates issued by the Institute are:

- Disability Certificates for Locomotor disability
- Railway Concession Certificates
- Special certificates for School Students
- Job related certificates
- Driving Fitness Certificates.

Disability assessment is done on every Tuesday and Thursday.in Room No 9, Block B from 9.00 AM.

Issuance of Disability Certificate

This Institute certifies Locomotor/Orthopedic disability only for persons who are enrolled through UDID process of Govt. of India, and are allotted AIIPMR as the centre for issuance of the certificate.

The certificates issued by all other hospital of MCGM namely KEM, SION, NAIR, COOPER, RAJAWADI, JJ group of hospitals through UDID process of GOI carry the same weightage and the certificate holder gets all benefits as per the disability guidelines. Certificates issued by any hospital in India through UDID process of GOI are valid throughout India.

For issuance of disability certificate, please follow the following steps:

1. Log in to www.swavlambancard.gov.in (all details available on this website)
2. Fill up the application form completely and accurately and upload the necessary documents.
3. Once registered, a receipt is generated indicating the hospital/ Authority/ allotted center where you can approach for evaluation of your disability. To avoid inconvenience of travelling you can select a center close to your residence.
4. If you approach AIIPMR for certification, please contact room no.9,disability certification cell on ground floor of B building, with original copies of the documents which you have uploaded while filling up the form.
5. Bring the necessary/ available medical record/ reports at the time of assessment with you.
6. You can report on any Wednesday / Friday except on Govt. holidays at 9.00 am to Room no.9, ground floor for assessment with the computer generated receipt.
7. The applicants are screened by one of the doctors and if found suitable for issuing disability certificate, his details are verified on swavalambancard.gov.in. After that the person undergoes assessment by physiotherapist, occupational therapist as required. If required, the person is advised for further investigation/consultation. Once their assessments are completed, the patients undergo assessment by the medical board.
8. If application along with relevant documents including medical records is found in order, disability certificate is likely to be processed the same day.

9. Once UDID card is issued the patient can approach MSW department of the institute for Railway concession process.

For getting railway concession certificate, following documents are required:

1. Disability certificate from AIIPMR or any civil Hospital (if issued)
2. Original address proof and one self-attested photocopy
3. Original ID proof and one self-attested photocopy
4. Four passport sized recent photographs.
5. Past medical reports if available.

Renewal of railwayconcessioncertificates (RC)

Renewal or issue of new railway concession certificates is done from Monday to Friday. The person seeking the certificate needs to produce the original disability certificate from the institute and an identity proof issued by Government of India along with old railway concession certificate, if the case is for renewal. The certificate is issued as per the Indian railway's guidelines (available on Indian railways website). There is no charge for issuance of RC.

Special certificates to school and college students

The certificates for different requirements of school and college students are issued only on the days as mentioned for disability certification. For issuance of the certificate, presence of the student with his/her disability certificate is required. The students are required to bring the prescribed proforma for the certificate. It is advisable to bring old treatment records. Three passport size good quality photographs showing face with shoulders are also required. Letter of reference is required from head of school/college for evaluation of student for writing assessment and filling of Form III for X and XII students.

Certificates for job related purposes

These certificates are issued only on request from the office of the person where he or she is employed or has applied for the job.

Driving Fitness certificates

The person requiring the driving fitness certificate needs to fix an appointment with the occupational therapy department and complete the required formalities

Procedure for Driving Certification

Only persons with Locomotor Disabilities are assessed for this purpose with prior appointment.

- 1) Certificate is issued to persons residing in Maharashtra only.
- 2) Driving Assessments are conducted on every Tuesday and Thursday.
- 3) Appointments are given and assessments are done in department of Occupational Therapy, Room No. 110 on the 1st Floor.
- 4) Documents required are:
 - I) 5 passport size photographs 1.5” x 2”
 - II) Proof of residence (AadharCard, Election Card, Recent Electricity or Telephone Bill)
 - III) Rs.50/- as procedure fees.
 - IV) Medical Reports / disability certificate if any, relating to the disability.
 - V) R.T.O referral letter for PWD, residing outside Mumbai city limits.
5. After Clinical Assessment a driving test on road may be given if necessary, with prior intimation to the patient. Patient should arrange for his own vehicle for the test.
6. If performance is not up to the mark but there is scope for improvement, a learning certificate may be issued temporarily.
7. If found fit to drive, (with or without modifications) the certificate will be issued approximately one week after the assessment.

Vocational Training

The institute provides vocational training to the patients admitted for rehabilitation during their stay in the institute and as a follow up patient as well. The training is given in the following areas:

1. Computer Operating
2. Drawing & Painting / Handicraft with Computer Graphic and Designing.

3. Tailoring & Cutting.
4. Photography (still & Movie).
5. Carpentry & Interior Decoration.

Locomotor disabled persons are assessed and admitted for the courses.

Other facilities

The institute is well accessible to persons with disabilities. Adequate no. of wheel chairs and trolleys are available in OPD. Canteen services and tiffin room services for patients and attendants are available. Adequate toilet facilities for the physically disabled are present.

Complaints and Grievance redressal

A Public Grievance Committee is present in AIIPMR. Currently, works under the chairmanship of Dr Y D Kumar. The complaint/ suggestion boxes are installed on the strategic public locations in the hospital. The Complaint/Suggestion Boxes are opened once a month. The complaints or suggestions received in the boxes are registered and acknowledged to the applicant, if the complete address is available. Even if no addresses given, these complaints / suggestions are examined in the monthly meetings. The follow-up actions on the pending complaints / suggestions are also discussed. If required, the recommendations of the Committee are subsequently sent to the administration / concerned section for action. The action taken on the Complaint/Suggestions are informed to the applicant.
Contact No. 022 23544341 / 32 ext - 259

Responsibilities of the service 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 Institute is functioning.
- Please do not cause inconvenience to other patients.
- Please help us in keeping the Institute and its surroundings neat and clean.
- Please use the facilities of this Institute with care.
- Beware of touts.

- The Institute is a “No Smoking Zone” and smoking here is a punishable offence.
- Please refrain from demanding undue favors from the staff and officials as it encourages corruption.
- Please provide useful feedback and constructive suggestions. These may be addressed to the Director of the Institute at director@aiipmr.gov.in or cmo.nfsg@aiipmr.gov.in