

# All India Institute of Physical Medicine and Rehabilitation

Mumbai – 400 034.

## CITIZEN CHARTER

### I Vision

- To be and remain a national and international leader in medical rehabilitation services, training and research and actualize the functional potential of every person with Locomotor Disability.

### I-A Mission of the institute

To optimally enable persons with locomotor disability with quality interventions, provide quality training to manpower and focus on the research that can help in better rehabilitation.

### II Details of business transacted by the organisations

#### (i) Functions of the Institute

- To provide preventive, therapeutic and rehabilitation Services to persons with locomotor problems
- Manpower development in the field of medical rehabilitation by conducting various long term and short term courses.
- Research in the field of Physical medicine and Rehabilitation and allied rehabilitation fields.
- Outreach activities in Mumbai and other districts of Maharashtra. Sometimes extended to other states as well
- Issue of disability certificate, railway concession, driving certificate and other certificates

### III Details of clients

- **Following are *some of the medical conditions* for which rehabilitation services are provided at the institute:**

#### 1. Paralytic conditions

- Stroke
- Spinal cord injuries
- Cerebral palsy
- Post-polio residual paralysis
- Traumatic Brain injuries
- Myelomeningocele etc.

#### 2. Deformities

- Amputations
- Congenital anomalies
- Arthogryphosis
- Rickets
- Post-fracture sequelae
- Chronic inflammatory disorders

#### 3. Painful conditions

- Neck, back, limbs, joints, muscle, nerve pains etc.
- Osteoporosis
- Osteoarthritis
- Rheumatoid arthritis
- Ankylosing spondylitis
- Perthe's disease etc.
- Sports injuries

#### 4. Geriatric (age related) problems

#### 5. Other disabling conditions

- Muscular dystrophy
- Peripheral nerve injuries
- Diabetic foot
- Hearing, speech & language disorders
- Dysarthria, Aphasia etc.
- Cancer
- Post-infection sequelae

#### **IV Details of service provided to each client group**

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- **The following departments in the institute are working for comprehensive Rehabilitation of persons with locomotor problems**

##### **Clinical**

- Physical Medicine & Rehabilitation
- Radiology
- Anesthesiology
- General medicine
- Pathology

##### **Allied rehabilitation departments**

- Nursing
- Physiotherapy
- Occupational therapy
- Speech Therapy
- Prosthetics& Orthotics
- Biomedical Engineer
- Medical social work
- Vocational guidance
- Vocational training

#### **OPD services**

The institute has only one OPD, which is Physical medicine and rehabilitation OPD. The OPD is located on ground floor of the '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 issued 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](http://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](http://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 railway concession certificates (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. Persons with Locomotor disabilities seeking appointment for Driving Motor Vehicle fitness are requested to apply by sending an e-mail on [adllectot@aiipmr.gov.in](mailto:adllectot@aiipmr.gov.in)
- 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 (Aadhar Card, 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.

## **V. Identification of levels in Services provided by the different departments of this Institute are as follows:**

### **Registration:**

Initially all patients coming to the Institute on Monday, Wednesday, Friday & exclusively for Handicapped patient only on Tuesdays & Thursdays between – 9 am to 11 am, have to get themselves registered at the registration counter, by filling the registration slips, free of Cost at present



Examination of the patients at the OPD level by PMR doctors for the diagnosis



if required, the patients are sent for Investigations. Investigations - Radiology / Pathology etc. if required (free of cost at the institute).



Prescription for medical surgical therapies and aids & appliances, surgical Opinions, scheduling for Surgeries, Follow- up advice and Team Consultations are also provided.



Detailed Evaluation of Impairments and functions in the various Departments (Physiotherapy, Occupational Therapy & Prosthetics & Orthotics, Speech & Audiology, Medical Social Work, Vocational Guidance etc.) which could take more than one working day depending on the condition and its severity.

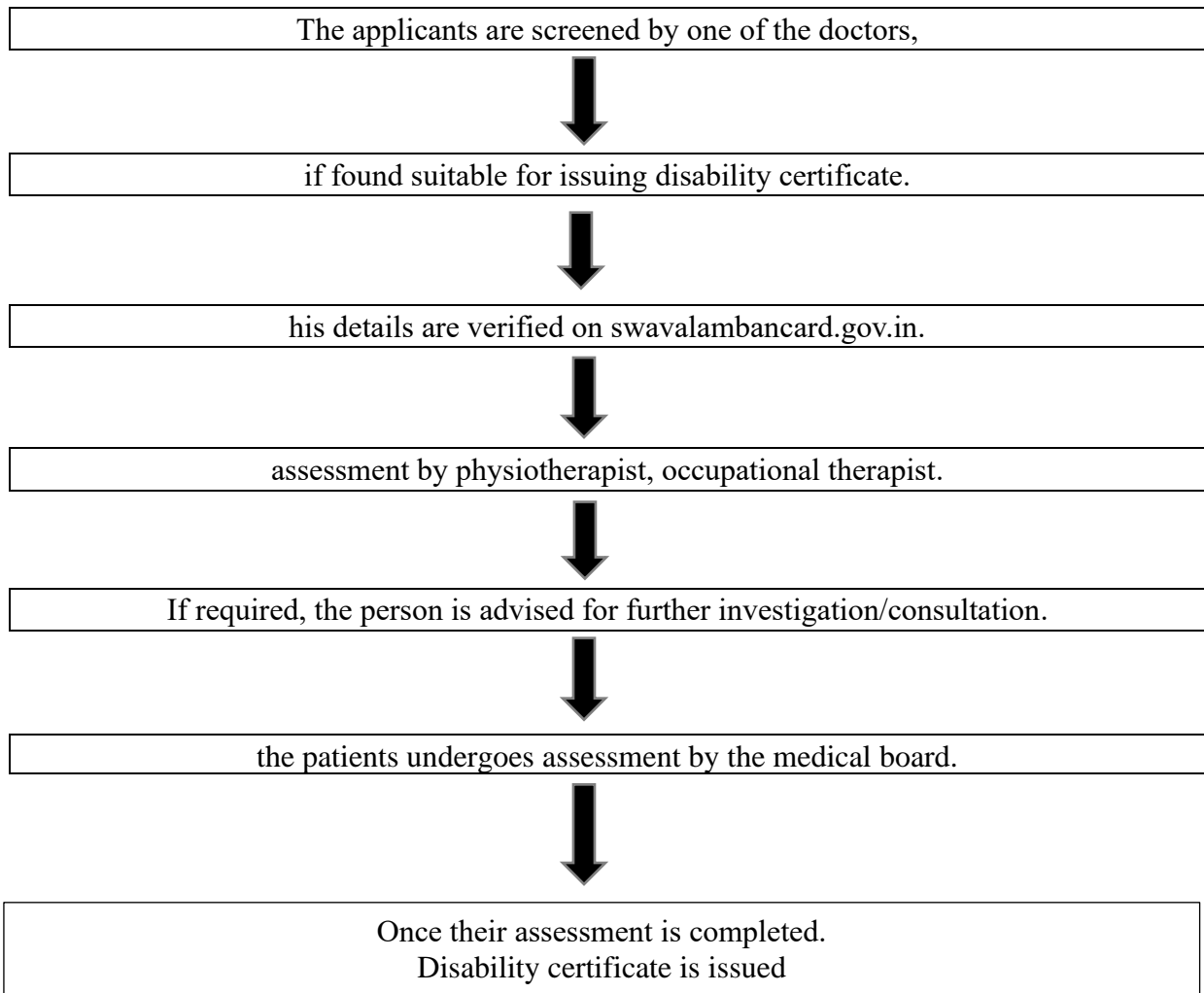


Interventions in the respective departments and the duration and frequency are decided by the rehabilitation doctors. Discussion about the patient's rehabilitation in special clinics



Various departments deliver the prescribed therapies and aids & appliances after relevant through clinical examination.

## Identification of Levels for issuing disability certificate



### VI. Time frames of services provided at the institute

#### OUT PATIENT DEPARTMENT

Type of disability/ illness to be rehabilitated	Waiting Time	Examination	Therapy in other departments
Musculoskeletal	10 Minute	10 Minute	30 Minutes
Cerebral Palsy	10 Minute	20 Minute	90 Minutes
Stroke	10 Minute	20 Minute	90 Minutes
Spinal Cord Injury	10 Minute	20 Minute	90 Minutes
<b>Inpatient Department Timeline:</b>			
Type of Treatment	Time for Admission process	Duration of Rehabilitation / treatment after admission	
Musculoskeletal	10 Minutes	10 Days	
Cerebral Palsy	10 Minutes	15 Days	
Stroke	10 Minutes	45 Days	
Spinal Cord Injury	10 Minutes	60 Days	

<b>Surgical Procedure Timeline:</b>				
<b>OPD Assessment</b>	<b>Follow-up with Investigation</b>	<b>Anesthesia Fitness</b>	<b>Date of Admission</b>	<b>Discharge</b>
1 Day	2 to 5 Days	1 Day	1 to 8 Weeks Depends on; - Patients Feasibility - Anaesthesia Fitness - Availability of Surgeon	3 to 5 Days after date of procedure (If complication occurs, not discharged till complications are settled)

### **Timeframe for issuing disability certificate**

If application along with relevant documents including medical records is found in order, disability certificate is likely to be processed **the same day**.

Once UDID card is issued the patient can approach MSW Section for Railway concession process.

### **Timeframe for issuing Driving Certification:**

If found fit to drive, (with or without modifications) the certificate will be issued approximately one week after the assessment

### **Timeframe for Railway concession Certification**

Usually, Railway concession certificate is issued on the **same day within 2 hours**

<b>Time-Frame / Waiting Period for Delivery of Orthotic Appliances:</b>			
<b>Sr. No</b>	<b>Description of Appliance</b>	<b>Trial Period</b>	<b>Final Period</b>
1	Ankle Foot Orthosis with Boots	6 Weeks	6 Weeks
2	Ankle Foot Orthosis with Supplied Boots 2 Weeks Boots	2 Weeks	2 Weeks
3	HKAFO / KAFO with Boots	6 Weeks	6 Weeks
4	HKAFO / KAFO /AFO with Footplate 3 Weeks or P.S.I	3 Weeks	2 Weeks
5	Knee Cage/Knee Orthosis	2 Weeks	2 Weeks
6	TLSO/LSO/Body Jackets	2 Weeks	1 Weeks
7	Milwaukee Brace	4 Weeks	2 Weeks
8	Cervical Collars/ Belts	3 Weeks	3 Weeks
9	Specialized Appliances	6 Weeks	6 Weeks



<b>Time-Frame / Waiting Period for Delivery of prosthesis :</b>			
<b>Sr. No.</b>	<b>Description of Appliance</b>	<b>Trial Period</b>	<b>Final Period</b>
1	Below/Knee Conventional with Foot Piece	6 Weeks	2 Weeks
2	PTB/PTB-SC-SP – Endo Skeletal Assembly	2 Weeks	1 Week
3	PTB/PTB-SC-SP – Wooden Type	4 Weeks	2 Weeks
4	Above-Knee/ Knee Desertic with Total Contact Plastic Socket – Exoskeletal	6 Weeks	3 Weeks
5	Symes / Extension Prosthesis	6 Weeks	2 Weeks
6	Below – Elbow Prosthesis (ALIMCO)	3 Weeks	2 Weeks
7	Above – Elbow Prosthesis (ALIMCO)	4 Weeks	2 Weeks

## **VII 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]

### **The Mechanism for monitoring the service delivery and Public Grievance Resolution:**

At local level the concerned HOD monitors the work of the specific table/department, which in turn are subjected to the monitoring by the Director of the Institute. The Grievance related the Institute can be address to the grievance officer of this Institute in person/by writing and dropping the grievance in the grievance box, kept near the entrance gate of the ‘B’ block of this Institute.

DGHS monitors and controls Administration of the Institute and the Public can approach the Grievance Committee whenever necessary.

The Nodal Officers/Chairpersons for different Grievance Redressal forums are as below: -

1. Centralised Public Grievance Redress & Monitoring System) - Dr. Yuvraj Deepak Kumar (Nodal Officer) [Ext. 259]
2. Sexual Harassment Committee – Mrs. Anita Gupta (Chairperson) [Ext. 231]
3. Grievance committee for students – Dr. Yuvraj Deepak Kumar (Chairperson) [Ext. 259]
4. Students Hostel Grievances Committee- Academic In –charge (AIIPMR) [Ext. 208]

Anti- Ragging Committee – Director Phone No.- 02223528834 [Ext 204]

**Details of the Information related to the various schemes which are available in the Electronic format:**

- Information may be obtained from the Web Site regarding Advertisement of, Courses and Tenders which are regularly updated.
- **Means, Methods or Facilitation Available to the Public which are adopted by the Department for Dissemination of Information** are as follows : Through notice board, web site and Print Media as well as verbally through Patients and their Families.

**The Particulars of Facilities available to Citizens for obtaining information, including the Working Hours of a Library or Reading Room, if maintained for public use:**

- Information about Procedure & Facilities at this Institute can be availed from the registration counter, located on the ground floor of the Institute, on any working days, from 9.00 am to 4.00 pm (Monday to Friday) and 9.00 am to 12.30 pm on Saturday.

### **VIII 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](mailto:director@aiipmr.gov.in) or [cmo.nfsg@aiipmr.gov.in](mailto:cmo.nfsg@aiipmr.gov.in)