

# **CITIZEN CHARTER**

## Overview

This document is an expression of the commitments of S.R Medical College & Research Centre to the Citizens and its expectations from citizens to fulfil the commitments. The term “Citizen” implies the users and beneficiaries, different category of staff involved in various activities of the institute to fulfil its commitments, various departments of the State and Central Government which are associated with the working of the institution and Administration of Government of Kerala and Government of India.

## About the institution

S.R Medical College & Research Centre was established in the year 2013 by S.R Educational & Charitable Trust at a serene and lush green village, away from the bristles of urban life, near the State Capital – Thiruvananthapuram. The Campus provides the peace and tranquillity needed for the healthy living and education. This institution has all modern infrastructure required to train health care professionals and to provide speciality treatment to the ailing general public.

## Location

The SR Medical College is located in a sprawling 40 Acres of land facing Akathumuri Railway station, Varkala. The college is secluded by the banks of Ashtamudi Lake. The place is a natural paradise for tourists. It is an attraction for its unlimited potential and infinite charm where tourists enjoy a wide range of pursuits like boat riding, sun bath and ayurveda. The serene surroundings are conducive to the pursuit of academics without hindrance of noise and pollution. Akathumuri is around four Kilometres from Varkala and less than 35 Kilometres from Trivandrum. It is a short while away from the middle of Trivandrum – Kollam stretch and is well connected by rail and roads.

## Objectives of this institution

This institution aims at love and care to humanity by way of production of medical professionals for health care to the society. This Citizen’s chart aims to bring to the knowledge of the Citizen’s the commitments of this institution and get the expectations from them to full-fill the commitments.

## Contact address

S.R Medical College & Research Centre

Akathumuri, Vennicode P.O

Varkala, Thiruvananthapuram – 695 318

Email:[srmcrc@gmail.com](mailto:srmcrc@gmail.com), [principalsrmcrc2016@gmail.com](mailto:principalsrmcrc2016@gmail.com)

Website:[www.srmedicalcollege.com](http://www.srmedicalcollege.com)

## Important phone numbers

Help Desk	:	0470-2611176
Medical Superintendent	:	9447520585

## Departments

1	Anatomy
2	Physiology
3	Biochemistry
4	Pharmacology
5	Forensic Medicine
6	Community Medicine
7	Pathology
8	Microbiology
9	General Medicine
10	Dermatology
11	Psychiatry
12	TB & Chest
13	General Surgery
14	Paediatrics
15	OBG

16	Orthopaedics
17	Ophthalmology
18	ENT
19	Anaesthesiology
20	Radiology
21	Dental

## Medical College

The college is established in the year 2016 with an annual intake of 100 Students for MBBS course. The institution is provisionally affiliated to Kerala University of Health Science.

## Eligibility for MBBS admission

1. **Nationality:** Candidates must be Citizens of India/children or dependants of Non Resident Indians.
2. **Qualification:** As per MCI Regulations on Graduate Medical Education, 1997, section 4 (2) the applicant should have passed the qualifying examinations as under:
  1. (a) The higher secondary examination or the Indian School Certificate Examination which is equivalent to 10 + 2 Higher Secondary Examination after a period of 12 years study, the last two years of study comprising of Physics, Chemistry, Biology and Mathematics or any other elective subjects with English at a level not less than the core course for English as prescribed by the National Council for Educational Research and Training after the introduction of the 10+2+3 years educational structure as recommended by the National Committee on education. Note: Where the course content is not as prescribed for 10 + 2 education structure of the National Committee, the candidates will have to undergo a period of one year pre-professional training before admission to the Medical colleges.
  2. (b) The Intermediate examination in science of an Indian University / Board or other recognized examining body with Physics, Chemistry and Biology which shall include a practical test in these subjects and also English as compulsory subject. Or
  3. (c) The pre – professional/pre-medical examination with Physics, Chemistry and Biology, after passing either the higher secondary school examination, or the pre – university or an equivalent examination. The pre- professional/ premedical examination shall include a practical test in Physics, Chemistry & Biology and also English as a compulsory subject. Or
  4. (d) The first year of the three years degree course of a recognised university, with Physics, chemistry and Biology including a practical test in these subjects provided the examination is a

“University Examination” and candidate has passed 10 + 2 with English at a level not less than a core course. Or

5. (e) B.Sc. Examination of an Indian University, provided that he/she has passed the B.Sc examination with not less than two of the following subjects – Physics, Chemistry, Biology (Botany, Zoology) and further that he/she has passed the earlier qualifying examination with the following subjects – Physics, Chemistry, Biology and English. Or
  6. (f) Any other examination which, in scope and standard is found to be equivalent to the intermediate science examination of an Indian University/ Board, taking Physics, Chemistry and Biology including practical test in each of these subjects and English. Marks obtained in mathematics are not to be considered for admission to MBBS course.
3. **Rounding off** the percentage of marks to the nearest whole number is not permitted
1. Candidates who have not passed their qualifying exam from the Kerala Higher Secondary Board, the CBSE or ICSE shall provide an equivalency certificate obtained from the Kerala University of Health Sciences.
  2. As per order of Hon: Apex Court, only those candidates who qualified in the Medical Entrance Examination of NEET (UG)-2016 conducted by the CBSE will only be considered for admission to MBBS Course. Candidates belonging to SC/ST/OBC/ Candidates with Locomotive disability will be eligible for relaxation of qualification as per MCI norms.
4. **Age:** As per the MCI Regulations on Graduate Medical Education, 1997, section 4 (1) applicants “shall complete the age of 17 year on or before 31st December of the year of admission to the Course”.

## Selection of students

The Selection of students to medical college shall be based solely on merit of the candidate and for determination of the merit, the following criteria be adopted uniformly throughout the country.

- In states, having only one Medical College and one university board/examining body conducting the qualifying examination, the marks obtained at such qualifying examination may be taken into consideration.
- In states, having more than one university/board/examining body conducting the qualifying examination (or where there is more than one medical college under the administrative control of one authority) a competitive entrance examination should be held so as to achieve a uniform evaluation as there may be variation of standards at qualifying examinations conducted by different agencies.
- Where there are more than one college in a state and only one university / board conducting the qualifying examination, then a joint selection board be constitutes for all the colleges.
- A competitive entrance examination is absolutely necessary in the cases of Institution of All India character.
- Procedure for selection to MBBS course shall be as follows
- In case of admission on the basis of qualifying examination under clause(1) based on merit, candidate for admission to MBBS course must have passed in the subjects of Physics, Chemistry, Biology & English individually and must have obtained a minimum of 50% marks taken together in Physics, Chemistry and Biology at the qualifying examination as mentioned in the clause (2) of regulation.

- In respect of candidates belonging to Scheduled Castes, Schedules Tribes or Other Backward classes. The marks obtained in Physics, Chemistry and Biology taken together in qualifying examination be 40% instead of 50% as above.
- In case of admission of the basis of Competitive entrance examination under clause (2) to (4) of this regulation, a candidate must have passed in the subjects of Physics, Chemistry , Biology and English individually and must have obtained a minimum of 50% of marks taken together in Physics, Chemistry and Biology at the qualifying examination as mentioned in clause (2) of regulation 4 and in addition must have come in the merit list prepared as a result of such competitive entrance examination by securing not less than 50% marks in Physics, Chemistry and Biology competitive examination. In respect of candidates belonging to Schedule Caste, Schedule Tribes or other Backward Class the marks obtained in Physics, Chemistry and Biology taken together in qualifying examination and competitive entrance examination be 40% instead of 50% as stated above.

## The Hospital

SRMC & RC is a 300 bedded multispecialty hospital situated in **Akathumuri** Trivandrum and has an atmosphere of quiet and unpolluted air. The hospital is renowned for its excellent medical expertise, nursing care and quality of diagnostic services. The hospital has earned a very good recognition as a leader in providing world-class healthcare services to the common man at an affordable cost. The hospital is continuously in tune with the latest technology that promotes the healthcare and well-being of the patient.

### Important Telephone Numbers

Help Desk	0470 -2611176
Medical Superintendent	9447520585
PRO	7034032099

Help Desk Service: - Located at the entry of Out Patient Block.

Website: - [www.srmedicalcollege.com](http://www.srmedicalcollege.com)

## Casualty

1. Located in the Out Patient Block accessible through main gate
2. Contact Number – 0470 2611176
3. Functions 24 x 7 throughout the year
4. RMO, Other Speciality Doctors , Nurses & Attenders function on shift
5. Emergency cases, trauma, medico legal cases are dealt with CMO, after seeing the patient refer the patient to concerned specialist on duty.

6. The consultant after examining treat the patient as outpatient or admit the patient requiring inpatient treatment.
7. The specialist doctors in medicine, surgery, orthopaedics, ophthalmology, ENT nurses & paramedics are available in the Out Patient block of SR Hospital
8. The hospital provides emergency medical care 24hours a day.
9. The casualty OT is located in the same building and has facility to undertake all emergency and surgical procedures.
10. Casualty is equipped with monitors, Nebuliser, central oxygen & suction facilities & defibrillators.
11. Emergency investigation like blood biochemistry, urine, ECG, USG & X-ray, Ultra sound are available round the clock. Wheel chair & stretcher trolley facilities available at the entrance of casualty. Ambulance services are available 24 x 7

## **Out Patient Services**

1. Out Patient services for majority of the specialities are at Out Patient building.
2. Timing of OPD is from 8:00 Am to 4:00 PM except Sunday.
3. Patient seeking out patient consultation has to register his name & the details at the registration counter located at the entry of out at patient buildings. Then the patient can go to the respective speciality room for consultation.
4. Patient are seen on first come first service basis.
5. Emergency cases & senior citizens are seen out of turn on priority.

## **Complaints & Grievances**

1. If you are not happy with the services &, services are not to your expectation, don't hesitate to register your complaints. It only helps us to serve better.
2. You may lodge a complaint with Casualty Medical Officer, RMO, and Medical Superintendent or at control room.
3. Every Complaint will be acknowledged, sincere attempt will be made to solve your problem.
4. Don't argue with security personal when you visit the hospital during visiting hour.
5. Visiting Hours:
  1. 7:00 AM to 8:30 PM
  2. 1:00 PM to 2:00 PM
  3. 4:30 PM to 7:00 PM
6. Beware of touts & unauthorised persons avoid middle man. Take care of your valuable.
7. Don't indulge in demanding under favours from staff and officials.
8. Help us to make this institute corruption free.

9. Your feedback, constructive suggestions are welcome. This may be addressed to the Medical Superintendent of the Hospitals.
10. Investigation: - After consultation the treating doctor writes for the required investigation in the outpatient slip. Patients in BPL category will be issued with privilege card and they are given concession for investigations.
11. Blood Bio chemical, Pathology & Microbiology examination are done at central lab located in the First Floor main building.
12. X-ray and Ultrasound are done at the X-ray dept. located behind the Casualty Block.
13. The decision to admit the patient rests with the treating doctors. The patient will be admitted only if there are vacant beds however emergency cases are admitted on priority.
14. Inpatient and discharge certificates and wound certificates are issued by the casualty medical officer. Medical fitness, medical certificate for medical leave are issued by the casualty medical officer, RMO & treating doctors on paying the prescribed fees after obtaining the receipt at cash counter.
15. Wheel chairs & stretcher trolley are available at free of cost at the entrance of OPD.
16. Sitting arrangements chair are available for the waiting patients.

## Responsibilities of users

### **Your support is solicited**

1. Please bring brief medical summary of previous treatment along with all investigation reports.
2. You can see the respective consultant on their OPD day.
3. Be courteous to the staff of the hospital.
4. Try to appreciate the good work done in spite of the various constraints, heavy rush, bare minimal man power.
5. Follow the Rules & Regulations of the hospital.
6. Do not make noise & avoid crowding. Don't Cause inconvenience to other patients.
7. Don't destroy or damage the hospital property.
8. Use Water & Electricity stringently.
9. Don't smoke in the premises. Hospital is a no smoking zone.
10. Help us to keep this Hospital & its premises clean.
11. In case you experience any difficulty please contact the PRO mobile no: 7034032099