

भारत सरकार / ळवअमतदउमदज of India
अखिल भारतीय भौतिक चिकित्सा एवं पुनर्वास संस्थान

ALL INDIA INSTITUTE OF PHYSICAL MEDICINE AND REHABILITATION

हाजी अली, केशवराव खाडये मार्ग, महालक्ष्मी, मुम्बई – 400 034.

Haji Ali, K.Khadye Marg, Mahalaxmi, Mumbai – 400 034.

CITIZENS CHARTER

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

What services are available in this hospital:

The quality of services they are entitled to:

That means through which complaints regarding denial or poor quality of services will be redressed

. Location - Citizens Charter

Enquiry Reception and Registration Services - Citizens Charter»

Casualty Emergency Services - Citizens Charter »

OPD Services - Citizens Charter»

Medical Facilities - Citizens Charter»

Laboratory Services - Citizens Charter»

Radio diagnosis Services - Citizens Charter»

Indoor Patient services - Citizens Charter»

Disability Certificates-Citizens Charter

Vocational Courses-Citizen Charter

Other Facilities - Citizens Charter»

Complaints and Grievances Redressal Cell - Citizens Charter»

Responsibilities of the users - Citizens Charter

LOCATION

The Institute is located at Haji Ali (Mahalaxmi) on K.Khadye Marg,(former Clerk road) , opposite the Willington Sports Club and overlooking the Haji Ali Durgah on Lala Lajpatrai Marg.

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

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

Address is

ALL INDIA INSTITUTE OF PHYSICAL MEDICINE AND REHABILITATION

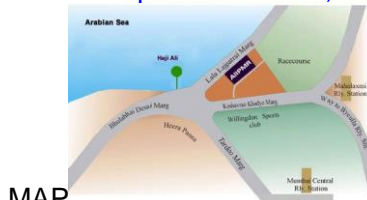
Haji Ali, K. Khadye Marg ,Mahalaxmi,Mumbai , Maharashtra ,India - 400034

For Enquiries please call

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Website www.aiipmr.gov.in

Email – aiipmr@vsnl.com, director@aiipmr.gov.in



ENQUIRY RECEPTION AND REGISTRATION SERVICES

Enquiry Reception is functioning from 9.00 am to 4 pm , Monday to Friday and from 9.00 am to 12.30 pm on Saturday.

New Registrations for treatment are done free of cost on OPD days which are Monday , Wednesday and Fridays from 9 am to 11 am at the Registration /Reception Counter located at the entrance of Block B of the Institute.

Patient's record files are issued that are to be submitted back in the Records section after the treatment/ consultation is received and cards are given to the patients to be produced to access the files on each visit to the Institute.

CASUALTY EMERGENCY SERVICES

As the Medical Services offered at the Institute are Rehabilitation therefore the Institute does not provide any casualty emergency /ICU facilities.

OPD SERVICES

OPD Registration time: Monday ,Wednesday , Friday - 9.00 AM – 11.00 am

OPD is located in The Ground Floor of the New A Block in Room No 22 (Four Cabin Complex) and Room No 24 (Two Cabin Complex)

Patients are examined in the [PMR](#) OPD for Diagnosis making and rehabilitation management prescription and sent to different departments for the needful ,if required..

MEDICAL FACILITIES

THE VARIOUS DEPARTMENTS IN THE INSTITUTE ARE

PHYSICAL MEDICINE AND REHABILITATION

ANAESTHESIA

RADIOLOGY

PATHOLOGY

ALLIED DEPARTMENTS

PHYSIOTHERAPY

OCCUPATIONAL THERAPY

PROSTHETICS AND ORTHOTICS

SPEECH AND AUDIOLOGY

MEDICAL SOCIAL WORK

VOCATIONAL GUIDANCE

VOCATIONAL TRAINING WORKSHOP

Pre-therapy evaluation of impairments and functions is done in the OPD and the Patient is then referred to various Departments.

Delivery of prescribed therapies is done in Physiotherapy/ occupational Therapy and/or Speech Therapy departments. Appointments are given based on availability of staff and no. of patients to be treated.

Measurement for prescribed orthosis/ prosthesis. Patient is assessed for fitment and quality of the appliance in P&O clinics and the appliance is then finalized. The process requires time varying from few hours to few weeks.

The services of medical Social Worker and Vocational Counselor are utilized whenever required .

LABORATORY SERVICES

Routine Haematological and Biochemical Investigations are done .

Collection of samples done in Pathology Department Room No 6 ,Ground Floor ,Block B of the

Institute.

Sample Collection timings:

Collections are done at 9.00 am to 10.00 am Monday to Saturday. .

Investigations are done on an appointment basis. Appointments to be taken from Room No 6 ,Block B.

All investigations are done free of cost.

Hindlab pathology collection facility has been started in Institute premises for staff and patients at subsidized rates (CGHS) on third floor block B in ward

RADIODIAGNOSIS SERVICES

Services include

1. Digital Xrays
2. Specialised Orthoscannograms
3. Ultrasounds
4. Color Doppler

X Rays are done daily from 9.00 am to 1.00 pm , 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 in Room no 3 , Radiology Department , Ground Floor , Block B .

Ultrasound and Color Doppler are done in Room No 1 /Ultrasound Room , Ground Floor ,Block B.

Appointment for the same are given in Room No 1 and Room No 3 in Radiology Department.
All procedures are free of cost.

INDOOR PATIENT SERVICES

Patients requiring Reconstructive Surgeries are given a date of admission for 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 47 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.

Surgeries and Indoor treatment is free.

Outside Institute hours treatment is given by doctor on duty and specialists are available on call.

Free diet is provided to all patients in General Wards.

Every patient is given one attendant pass.

Visitors are allowed only **between 05.00 p.m. to 07.00 p.m.**

COST OF APPLIANCES

Nominal payment is charged in lieu of appliances made in the Institute.

Payment can be made at the Cashier counter located in Accounts Department ,on 1st floor Block B ,

Timings

9 am to 1 pm

1.30 to 2.30 pm.

DISABILITY CERTIFICATES

- 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 Monday ,Wednesday and Friday.in Room No 9, Block B from 9.00 AM .

DISABILITY ASSESSMENT:

The institute issues the disability certificates to persons with locomotor handicap. Disability assessment & Certification is done through SADM software issued by government of Maharashtra.

Disability assessment is done on every Monday, Wednesday and Friday.

On all the above days, the person with disability has to apply in the morning at 9:00 am.

The applicant has to fill an application form and submit proof of identity and residence issued by Government of India and three passport size good quality photographs showing face with shoulders.

All the old relevant treatment record along with investigation reports- blood tests reports, X-rays, MRI etc should be available at the time of application.

The applicants are screened by one of the doctors and if found suitable for issuing a disability certificate his information is collected and entered in the proforma of SADM on the computer. After that the person is referred for required assessment in physiotherapy, occupational and/or speech therapy departments or advised further investigations or consultations, if required. Once these assessments are completed, the person is kept for assessment by the board and issue of the Disability Certificate.

The board issues the disability certificates from 2:00 pm on the above mentioned days.

If a certificate is lost, a photocopy of the lost certificate is desirable along with proof of identity, age and address.

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 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 issue of RC. Three passport size good quality photographs showing face with shoulders are required.

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 issue of the certificates 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 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 is working 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

1. Only persons with Locomotor Disability are assessed for this purpose with prior appointment.
2. Driving Assessments are conducted on every Tuesday.
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 (Adhar Card, Election Card, Recent Electricity or Telephone Bill)
 - III) Rs.50/- as procedure fees.
 - IV) Medical Reports if any, relating to the disability.
 - V) R.T.O referral letter for PWD, residing outside Mumbai city limits.
 - VI) Certificate is issued to persons residing in Maharashtra only.
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, with 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.

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

VOCATIONAL COURSES –CITIZENS CHARTER

THE INSTITUTE RUNS CERTIFICATE COURSES FOR THE PHYSICALLY DISABLED IN VOCATIONAL TRAINING WORKSHOP FOR THE FOLLOWING

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

Wheel chairs and trolleys are available in OPD.

Tiffin room for patients and attendants is available.

Adequate toilets facilities for the physically disabled are present.

Transport –limited transport is available for the severely disabled persons registered with the Medical Social Work Department.

Complaints and Grievances Redressal Cell

A Public Grievance Committee is present in AIIPMR. Currently, it is working under the chairmanship of Dr Y D Kumar. The Complaint/Suggestion Boxes are also 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 - 246

Responsibilities of the 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 feed back or query may also be addressed to cmo.nfsg@aiipmr.gov.in
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