

PARADIP PORT TRUST CITIZEN/CLIENTS'S CHARTER MEDICAL DEPARTMENT

Sl. No.	Name of the Section/Wing	Basic Function	Service Standard	Process	Supporting Documents	Charges/ Fees	Responsible person	Overall Incharge		
	Medical Department	Providing Medical Services	Attending to critical outdoor patients by Doctor of Port Trust	Within 5 minutes		OPD Slips/ Medical Books	Sr. Dy.CMO/ Dy. CMO (According to the discipline)	Chief Medical Officer Paradip Port Trust. Tel. No.06722-222101 Fax. No.06722-222300		
			Average time taken to examine non-critical outdoor patients by doctor of Port Trust	10 minutes		OPD Slips/ Medical Books				
			Average time to attend critical indoor patients by doctor of Port Trust	Within 5 minutes	Criticality Of the case	Indoor Tickets				
			Average time to attend non-critical indoor patients by doctor of Port Trust	Within 10 minutes		Indoor Tickets				
			Radiological Investigation							
			X-ray	1hr for report after Radiography.	Routine (Except emergency)				Dr. B .B Das, Sr. Dy. CMO	
			Ultrasonography	1hr. 30min. for report after sonography.		Requisition (free for Employees of PPT) Payment for non-employees as in annexure -I				
			Pathological Investigation	4hrs (3 days for culture)						
			Biochemical Investigation	4hrs after collection of blood						In charge Pathology
			Cardio logical Investigation (ECG) (Electro Cardiography)	15 minutes	First come first serve basis (Except emergency)				In Charge OPD	
			Average time to dispense medicines to an employee of PPT as per the prescription of the Doctors of Port Trust.	5 minutes			Medical prescription slip		Store Medical Officer	
			Registration of non employee patients for availing treatment in the PPT, Hospital.	15 minutes			I.D. Card issue by Govt.		In charge OPD	
			Referral of Employees/ Retired Employees/ Non employees.							
			Outdoor after receipt in reception	1hr.	Criticality of the case/ non availability of medical service.				MO I/C Casualty	
			Indoor after receipt in reception	10 minutes		Referral slip				
	Ambulance service to PPT employees	15 minutes subject to availability								

As per Annexure- I (for non employee)

Sl. No.	Description	Amount	
01.	Outdoor treatment charges for non-employees:		
	MO (Consultation)	Rs.10/-	
	Dy. CMO(Consultation)	Rs.20/-	
	CMO(Consultation)	Rs.20/-	
	Subsequent visiting charges	Rs.10/-	Only in O & G cases.
02.	Indoor Treatment & Bed Charges per day for non-employees:		
	General Ward	Rs.50/-	
	Cabin charges	Rs.100/-	
	Spl. Cabin/ ICU	Rs.200/-	
	In case of PPT employees	Rs.75/-	For Spl. Cabin
03.	Delivery charges:		
	Normal delivery	Rs.2000/- +30/-	As registration charges.
	Delivery by caesarian section under local anesthesia	Rs.4000/- + 30/-/-	As registration charges.
	Delivery by caesarian section under General anesthesia	Rs.5000/- + 30/-	As registration charges.
04.	Pathological & Biological examination:		
	Routine	Rs.20/-	Each
	Special	Rs.50/-	Each
	Bio chemical examination	Rs.40/-	Each
	Culture & Sensitivity	Rs.90/-	Each
	Serological	Rs.150/-	Each
05.	Radiological Examination		
	X-ray	Rs.80/-	Per plate
		Rs.50/-	Per screening
	Dental X-ray	Rs.50/-	
	Spl. X-ray	Rs.250/-	
	USG (O & G General Abdomen)	Rs.400/-	All cases
06.	Ambulance charges for non employee		
	Local (from residence to PPT hospital)	Rs.50/-	
	Local (from PPT hospital to residence)	Rs.50/-	
	Referral of indoor patients to Cuttack	Rs.1,300/-	
	Referral of indoor patients to Bhubaneswar	Rs.1,600/-	
	Referral of indoor patients to Sishu Bhaban	Rs.1,100/-	
07.	Morgue charges for non-employees		
	For non-employees (other than crew members)	Rs.500/-	Per day
	For crew member	Rs.1,000/-	Per day