



Citizens/Client Charter

Directorate of Medical Education,
Health Medical & Family Welfare Department,
Government of Andhra Pradesh
(Old Government General Hospital), Hanumanpeta, Amaravathi,
Vijayawada 520 003,
E-Mail dmegoap@gmail.com
Website: <http://dme.ap.nic.in/>

i. Vision

- To Deliver Quality and timely Dedicated, Emergency Tertiary and critical Medical Services (*including Diagnostics, Treatment and follow-up to the poor and needy*) and Medical Education.
- To bring cutting edge technology and setting standards in Medical Education.
- To see that the fruits of the High-end Technology and Training should reach to the poorest of the poor.
- The Tertiary health care services are accepted by the patients must be reaching to the patients in rural and tribal areas in addition to the urban areas.
- The Training in medical education must be useful to the common man in common areas.
- To equip the Young Doctors to face the Challenges in critical medical care.

ii. Mission

- To Provide Specialist Medical Care and Services to people through Hospitals
- To impart Quality Medical Education to under Graduates, Post Graduates and to the Super Specialty Students.
- To provide training in paramedical courses like Nursing , Medical and Laboratory Technology etc through Medical Colleges and Teaching Hospitals.
- To Promote Health Care Facilities through Teaching Hospitals and Specialist Hospitals.
- To develop Human Resources in Medical Science through different Institutions under it.

iii. Objectives

The main objectives of Directorate of Medical Education are,

- *To provide Specialist Medical Care and medical services to people through Teaching Hospitals*
- *To impart quality Medical Education to undergraduates, P. G. and Super Speciality post graduates through Medical Colleges and Teaching hospitals.*
- *To provide training in Nursing, Para-medical courses like, medical and laboratory technology, etc. through Medical Colleges and Teaching Hospitals.*
- *To perceive that the high end Technology in medical services reach to the rural and Tribal Areas.*
- *Research and Development.*

iv. Services:

- A. Providing Tertiary Health Care Services through teaching hospitals and specialist Hospitals.
- B. Imparting Quality Medical Education to under graduates, PG and Super Speciality students through Medical Colleges and attached Hospitals.
- C. Scrutinization of medical bills of government employees, retired employees for Medical Reimbursement.
- D. Nursing Education
- E. Arogyashri services through hospitals under the control of DME
- F. Organ Transplantation approvals
- G. Resident Specialist Services by the Post PG candidates.
- H. Internees Transfers
- I. NOC for Passport and Permission to travel abroad.

Services Details:

iv A). Medical Education to Under –Graduates, Post Graduates and Super Speciality PGs through Medical Colleges.

S.No.	Main service	Service Standard	Contact details of officer rendering the service	Name & Contact details of officer Responsible
1	Academics	9.00AM to 4 PM on all working days	Vice Principal	Principal
2	Teaching (Clinical & Non clinical)	Classes are organized as per the regulations of Dr. NTR UHS, Vijayawada	Professor & Head of the Dept., of the Concerned specialization.	Principal
3	Medical Education Unit	Faculty Development , Conducting workshops for Training Medical Teachers.CME's seminars Research Methodology	Co-ordinator Regional, Andhra Medical College Visakhapatnam	Principal
4	Undergraduate Teaching	Conducting Regular Theory and Practical Classes ICMR Projects, Seminars and Integrated Teaching as per Dr.NTR UHS. Conduction of Tests, internal Assessments and University Examinations as per the schedule given by Dr.NTR UHS	Head of the Dept. Of the concerned subject.	Principal

S.No.	Main service	Service Standard	Contact details of officer rendering the service	Name & Contact details of officer Responsible
5	Post Graduate Teaching	Post Graduate Teaching- Clinical Postings and Training , Dissertation work ,Theory and Practical's, Seminars and Journal Clubs	Head of the Department of the concerned subject.	Principal
6	Continuing Medical Education(CME)	Conducting regular CME for the Post Graduates and Faculty as per the schedule given by Dr.NTR UHS	Professor and Head of the Department.	Principal
7	Academic section(Administration)	10:30 AM to 5:00 P.M. on all working days	Vice Principal (Academic)	Vice Principal
	a) Bonafide certificate	2 weeks	Vice Principal	
	b) Issue of Transcription	2 weeks	Vice Principal	
	c)Return of Originals	2days	Vice Principal	
	d)Foreign Verification of Certificates	1 month	Vice Principal	
8	Hostel issues	10:30 AM to 5:00 PM	Chief Warden	Principal
9	Accounts section	10:30 AM to 5:00 PM	Asst. Director (Admn)	Principal
	i). Collection of fees	Same day	Asst. Director	
	ii). Claim and Disbursement of PG	Soon after the release of budget from government, AP	Asst. Director	
	iii. Disbursement of Scholarships	Three to Four months depending upon clearance of Social Welfare department, GoAP	Asst.Director	

iv C) Scrutinization of medical bills for Medical reimbursement of government employees, retired employees and their dependants, GoAP

S. No	Main Services	Process	Fee Required	Document Required	Time Frame	-	-
	C) a) Scrutiny of Medical Bills for AP State Govt. Employees, Retired Employees and their Dependents for the purpose of Medical Reimbursement	Scrutiny of Medical bills received from all over the state from Govt. Employees for Rs., 50000 and above as per the available rules and guidelines. The bills will be scrutinized and will be sent back to the respective departments for disbursement of amount.	No Fee Collected	<ol style="list-style-type: none"> 1. Appendix II 2. Non Drawal Certificate 3. Dependent Certificate(when ever Required) 4. Emergency Certificate 5. Essentiality Certificate 6. Total Bill in Original 7. Bill in detail 8. Discharge Summary 9. Pouch Covers in case of two or more Stents are implanted. 10. All the Documents related to Hospitals should be signed by treating Doctor 11. MOU Copy between DME and Management of Referral Hopital 	<p>85 to 90% of files will take 90 working days.</p> <p>10 to 15% for exceptional cases time duration may vary depending upon the cause of delay</p>		
	b) Recognition/Renewal of Private Hospitals as referral Hospitals for Medical Reimbursement.	As per G.O. 162 HM & FW (KI) Department dated 23-05-2005 a private hospital seeking recognition as referral hospital should apply for recognition as referral hospital for the	At the time of application the Management of the hospital has to send a Demand Draft for Rs. 30000/- towards inspection fees in favour of the	<ol style="list-style-type: none"> 1. Annexure as prescribed in G.O.162. 2. Checklist with details like bed strength, list of doctors, staff particulars, laboratory details, equipment details, specialties available, particulars of financial 	30 Working Days after the Receipt of inspection report from the Inspection Committee		

treatment to the State Govt. Employees both in-service, retired and their dependents for reimbursement purpose. If all the required documents are submitted with the application to DME for recognition, an inspection committee is constituted for inspecting the hospital as per the norms of G.O. 162. On the basis of the Inspection Committee's favorable report, recognition is accorded to the hospital. The recognition will be in force for three years from the date of recognition. After three years the Management of the hospital have again to submit an application to DME with all required documents and again an inspection committee will be constituted for inspecting the hospital for renewal of recognition. Based on the inspection report, renewal of recognition will be accorded.

Director of Medical Education, A.P., Hyderabad along with application. The Management of the hospital needs to pay annual inspection fee i.e. Rs. 30,000/- every year.

- statement of hospital for last three years, Infrastructure details.
3. Pharmacy drug license certificate.
 4. Copy of Ambulance Registration Certificate.
 5. Copy of registration certificate under AP allopathic private medical care establishment act.
 6. Copy of certificate issued by AP Pollution Control Board.\
 7. Authorization letter.
 8. Three photographs of authorized person.
 9. Copy of consent letter.
 10. Draft MOU.

iv D) Nursing Education

	a) Issue of Migration Certificate for the students who have passed General Nursing & Midwifery Training Course	The student who desires for obtaining the migration certificate has to submit the written request application for issue of migration certificate to Director of Medical Education, AP, Hyderabad.	Obtain Challan for Rs: 200/- from State Bank of Hyderabad Main Branch, opp: Cheramas , Abids, Hyderabad to the 0210-Medical & Public Health, 03 Medical Education Training & Research, MH 105- Allopathy, SH (81)- Others receipts Head of Account	<ol style="list-style-type: none"> 1. Copy of GNM Diploma Certificate 2. Copy of Registered Nurse and Registered Midwife Certificates issued by AP Nursing & Midwifery council. 3. Challan 	14 days		
	b) Issue of Duplicate Diploma certificate of General Nursing & Midwifery Training Course	The student who desires for obtaining the Duplicate diploma certificate has to submit the written request application through Principal, School of Nursing concerned to Director of Medical Education, AP, Hyderabad.	Obtain Challan for Rs: 5000/- from State Bank of Hyderabad Main Branch, opp: Cheramas , Abids, Hyderabad to 0210-Medical & Public Health, 03 Medical Education Training & Research, MH 105- Allopathy, SH (81)- Others receipts Head of Account.	<ol style="list-style-type: none"> 1. Police Verification Certificate from the police station authorities where the certificate was misplaced/lost. 2. Copies of diploma certificate. 3. Self affidavit on Rs.10/- non judicial stamp paper duly attested by the notary 4. Challan 	30 days		
	c) Issue of Duplicate	The student who desires for obtaining	Obtain Challan for	1. Police Verification	30 days		

	Marks memos of General Nursing & Midwifery Training Course	the Duplicate marks memo has to submit the written request application through Principal, School of Nursing concerned to Director of Medical Education, AP, Hyderabad.	Rs: 1000/- for each year and for Internship memo for Rs. 500/- from State Bank of Hyderabad Main Branch, opp: Chermas , Abids, Hyderabad to 0210-Medical & Public Health, 03 Medical Education Training & Research, MH 105- Allopathy, SH (81)- Others receipts Head of Account.	Certificate from the police station authorities where the certificate was misplaced. 2. Xerox copies of marks memo if any 3. Self affidavit on Rs.10/- non judicial stamp paper duty attested by Notary. 4. Challan			
	d) Issue of Verification Certificate of the students who have passed General Nursing & Midwifery Training Course	i) Government organizations / Government organizations / Embassies of the Foreign Countries/other state nursing councils/ Private organizations addressed directly to the Director of Medical Education, Andhra Pradesh, Hyderabad for issue of verification of the General Nursing and Midwifery Certificate ii) Individuals: Submit application to DME, Hyderabad and write the postal address of the applicant in capital	i. Government organizations / Government organizations / Government organizations / Embassies of the Foreign Countries/other state nursing councils/ Private organizations – Free of cost. ii. Obtain Challan for Rs: 200/- for each verification from State Bank of Hyderabad	1. Copy of GNM Diploma certificate. 2. Copy of registered nurse and registered midwifery issued by registrar AP Nursing Council, Hyderabad	10 days		

		letters.	Main Branch, opp: Chermas , Abids, Hyderabad to 0210-Medical & Public Health, 03 Medical Education Training & Research, MH 105- Allopathy, SH (81)- Others receipts Head of Account.				
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iv E) Arogyashri services through hospitals under DME control

a)	Arogyashri services through hospitals under DME controll	Providing the Arogyashri Health care services for BPL families in Andhra Pradesh through DME hospitals	Cashless facility	<ol style="list-style-type: none"> 1. White ration card/Arogyashri card./Certificate by Collector in case of an infant. 2. 		RAMCO of Concerned Hospital.	Superintendent of the concerned Hospital
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iv F) Organ Transplantation Approvals:

a)	Organ transplantation approvals	Patient and donor together submit application to DME for permission to undergo the transplantation in the prescribed format through the concerned hospital. The application submitted will be scrutinized by the authorization committee at office of DME. After committee's scrutinization and if found satisfactory, permission will be granted for transplantation.	No fee is collected	I.Prescribed proforma for transplantation is available at http://dme.ap.nic.in	21 Days		
iv G) Resident Specialist Services by the Post PG Diploma/Degree candidates.							
a)	Resident Specialist Services by the Post PG Diploma/Degree	All the PG degree/diploma candidates in Andhra Pradesh from both private and government medical colleges after completion of their course shall work in Secondary and Tertiary care government hospitals of AP for a period of one year.	No fee		One year		

iv H) Internees Transfers							
a)	Internees Transfers	<p>The MBBS/BDS student of AP and other states of India have to submit their applications in the month of March and October of every year.</p> <p>The MBBS/BDS students from other countries like China, Ukraine, Russia have to submit their applications in the month of May and December of every year.</p>	DD for Rs.500 in favour of DME, AP, Hyderabad.	<ol style="list-style-type: none"> 1. Written application. 2. Provisional pass certificate. 3. NOC from relieving college and hospital. 4. NOC from relieving university. 5. Registration certificate from Medical council, AP. 6. MCI recognition certificate. 7. Copy of passport. 8. Copy of screening test certificate. 9. Certificate of eligibility issued by MCI. 10. Self-declaration on Rs.10 Non-Judicial Stamp Papers. 	Seven days for issuing final order after submission of all NOC original to office DME.		
iv I) NOC for passport & Permission to travel abroad							
a)	Issuing NOC for passport	The applicant has to furnish the application along with required documents to the Director Medical Education. After scrutiny by the office of DME, the NOC is issued	No fee	<ol style="list-style-type: none"> 1. Individual Application 2. Three Photographs 3. Annexure 'M' 	Three weeks		

				<p>4. No Due Certificate from concerned unit officer</p> <p>5. No Vigilance / Court Certificate from the concerned unit officer</p> <p>6. Regularization and Probation declaration certificates</p>			
	b) Permission to travel abroad.	The applicant has to furnish the application along with required documents to the Director Medical Education. After scrutiny by the office of DME, the same will be forwarded to government. Government after scrutinization issues permission to travel abroad	No fee	<p>1) Covering letter addressed to DME</p> <p>2) No dues/ no charges pending certificate.</p> <p>3) "18" columns proforma.</p> <p>4) Prescribed format with Rs. 100 bond paper along with tow surities.</p> <p>5) Regularization and Probation declaration certificate.</p> <p>6) Passport Xerox copies.</p>	45 days		

V). Grievance Redressel Mechanism

S.No.	Name and contact details of Grievance Officer	Helpline number to lodge grievance	Timeframe for response	Timeframe for redress
1	Addl. Director Admin, O/o Director of Medical Education Sultan Bazar, Koti, Hyderabad	9618888242	Immediate	Depending up on the complaint

Vi) Stakeholders.

Following is the list of stakeholders, who have been consulted for setting service standards,

S.No	Stakeholder
1.	Citizens using the tertiary care services from DME hospitals
2.	Employees of government departments using Medical Reimbursement.
3.	DME employees

vii) **Responsibility Centres and Subordinate Organizations** The details of responsibility centres under DME are as follows,

S.No.	Institution	Contact Person	Place	Phone Number
1	Guntur Medical College	Principal	Guntur	95863-2234625, 9849903084
2	Govt.General Hospital	RMO /Superintendent	Guntur	95863-2220161/ 2220035, RMO: 9849903088, Supdt: 9849903089
3	Fever Hospital	Superintendent	Guntur	95863-2244026
4	Rangaraya Medical College	Principal	Kakinada	95884-2376206/ 2364884 , 9849903099
5	Govt. General Hospital	RMO/ Superintendent	Kakinada	95884-2375831/2362842 RMO: 9849903871, Supdt: 9849903870
6	Kurnool Medical College	Principal	Kurnool	9849903108
7	Govt. General Hospital	RMO/ Superintendent	Kurnool	958518-255422 RMO: 984990110, Supdt: 9849903109
8	Regional Eye Hospital	Superintendent	Kurnool	958518-255707
9	RIMS, Rajiv Inst of Med. Sciences	Principal	Kadapa	958562-200038, 9866996465
10	RIMS General Hospital	Superintendent	Kadapa	958562-250351
11	S.V. Medical College	Principal	Tirupathi	95877-2287368/2286803, 9849903117
12	SVRR GG Hospital	RMO/ Superintendent	Tirupathi	95877-2286845/2286666, RMO:9849903121, Supdt: 9849903120
13	Govt. Maternity Hospital,	RMO/ Superintendent	Tirupathi	95877-2230367, RMO:9849903125 Supdt: 9849903124
14	Siddartha Medical College	Principal	Vijayawada	95866-2450390, 9849903130
15	Govt. General Hospital	RMO/AD/ Superintendent	Vijayawada	95866-2576027 Supdt:9849903131,RMO/AD: 9849903132

S.No.	Institution	Contact Person	Place	Phone Number
16	Govt. Dental College	Principal	Vijayawada	95866-2572012/2572857 9849903136
17	Govt. Dental College	Superintendent	Kadapa	
18	Andhra Medical College, Visakapatnam	Principal	Visakhapatnam	9849903050
19	Rajiv Gandhi Institute of Medical Sciences,Srikakulam	Principal	Srikakulam	9849113035
20	Rajiv Gandhi Institute of Medical Sciences,Ongole	Principal	Ongole	9985137576