

Citizen Charter
Dhubri Medical College & Hospital (DMCH)
Government of Assam

1. Introduction

Dhubri Medical College and Hospital (DMCH) stands as a beacon of progress in Assam's healthcare and education landscape. Established to elevate medical education and provide exceptional healthcare services, DMCH serves as a vital institution for the people of the region. The institution operates under the Government of Assam and follows the guidelines of the National Medical Commission (NMC).

2. Mission & Vision

- **Vision:** To achieve excellence in medical education, healthcare, and research.
 - **Mission:**
 1. Provide high-quality medical education and training.
 2. Deliver patient-centered, affordable, and advanced medical services.
 3. Promote research and innovation in healthcare.
 4. Engage in community outreach programs to enhance public health awareness.
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3. Services Offered

A. Medical Education

- **Undergraduate Programs:** MBBS with an annual intake of 100 students.
- **Medical Education Unit (MEU):** Focused on faculty development and curriculum enhancement.
- **Library Facilities:** A well-stocked library for students and faculty members.
- **Student Union & Activities:** Encouraging co-curricular and extracurricular development.

B. Hospital & Clinical Services

- **Outpatient Department (OPD):** Various specialty clinics available.
- **Inpatient Department (IPD):** Well-equipped wards and patient care services.
- **Emergency & Trauma Services:** 24/7 emergency response with critical care facilities.
- **Diagnostic & Laboratory Services:** Advanced imaging and pathology services.
- **Specialized Medical Departments:**
 - General Medicine

- General Surgery
- Pediatrics
- Orthopedics
- Obstetrics & Gynecology
- Ophthalmology
- ENT (Ear, Nose, Throat)
- Dermatology
- Psychiatry
- Anesthesiology
- Radio-Diagnosis
- Dentistry
- Emergency Medicine

C. Special Services & Health Schemes

- **Ayushman Bharat Yojana** – Free healthcare for eligible beneficiaries.
 - **Congenital Heart Disease (CHD) Program** – Specialized pediatric cardiac care.
 - **Rashtriya Bal Swasthya Karyakram (RBSK)** – Child health screening services.
 - **MMLSAY** – Maternal health support initiatives.
 - **Assam Arogya Nidhi** – Financial assistance for critical illnesses.
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4. Patient Rights & Responsibilities

A. Patient Rights

- Right to respectful, dignified, and ethical medical treatment.
- Right to access information regarding diagnosis, treatment, and expected costs.
- Right to confidentiality and privacy in medical care.
- Right to informed consent before any major procedures.
- Right to seek a second opinion or referral to another medical institution.
- Right to emergency medical care without discrimination.

B. Patient Responsibilities

- Provide accurate medical history and personal information.
 - Follow prescribed treatment and medications as directed.
 - Respect hospital rules and staff members.
 - Maintain cleanliness and hygiene within hospital premises.
 - Cooperate with hospital policies for the benefit of all patients.
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5. Quality Standards & Ethical Practices

- Commitment to patient safety and infection control measures.
 - Ethical treatment and medical research compliance as per regulatory standards.
 - Transparent admission process for medical education.
 - Strict anti-ragging policies for student safety and well-being.
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6. Grievance Redressal Mechanism

- **Contact Person:** Prof. (Dr.) Gunajit Das, MD (Superintendent)
 - **Email:** dhubrimch@gmail.com
 - **Official Website:** [Dhubri Medical College & Hospital](#)
 - **Complaint Process:**
 - Patients and students can file grievances online or in person.
 - A dedicated grievance cell ensures timely resolution of complaints.
 - Emergency helpline for urgent matters.
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7. Contact Information

- **Principal cum Chief Superintendent:** Prof. (Dr.) Anku Moni Saikia, MD
 - **Address:** Dhubri Medical College & Hospital, Jhagarpar, Dhubri, Assam
 - **Phone:** +91 9435159159
 - **Email:** dhubrimch@gmail.com
 - **Website:** [Dhubri Medical College & Hospital](#)
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This **Citizen Charter** is a declaration of commitment by Dhubri Medical College & Hospital to uphold transparency, quality, and patient-centered care in both education and healthcare services. For further details, visit the official website or contact the administration.