



CITIZEN CHARTER



Index Homoeopathic College, Hospital & Research Center

Index City, Near Khudel Village NH-59A, Nemawar Road, Dist. Indore (M.P.)-452016

Phone No.- 0731- 4013600, Mob. No. +917869962300

Website : www.indexgroup.co.in,

Email : homoeopathy@indexgroup.co.in

Medical Superintendent - Dr. C.L. Yadav- 9826079923



Vision-

To build the institute with excellence in Homoeopathic Education, Research, Service and to impart Quality Education with basic and advanced learning in Homoeopathy for a better tomorrow.

Mission-

- To create awareness about Classical Homoeopathy as a first choice of medical treatment in emergency, acute, sub- acute, chronic and curable life – threatening diseases.
- To strengthen relationships with Universities, other Hospital, and our Community.

Location:

It is located at Index City, Near Khudel, Nemawar Road, NH-59A, District: Indore, Madhya Pradesh- 452016 (India).

General Information:

Qualified Medical & Para Medical Staff -

Doctors: 15

Nurses: 12

IPD Beds: 50

OPD Services:

1. **OPD Block-** Ground floor.
2. **OPD Timings-**Monday- Saturday- 9am- 4pm.
3. **OPD Registration timings-** Monday- Saturday- 9:00 am- 4pm.

OPD SCHEDULE				
DAY'S	Obs & Gynae. OPD	Surgery OPD	Medicine OPD	Pediatric OPD
MONDAY	Dr. Neetu singh	Dr. Pragya Jain	Dr. Dolli Choudhary	Dr. Priyanka Raikwar
TUESDAY	Dr. Neetu singh	Dr. Pragya Jain	Dr. Dolli Choudhary	Dr. Priyanka Raikwar
WEDNESDAY	Dr. Neetu singh	Dr. Pragya Jain	Dr. Dolli Choudhary	Dr. Priyanka Raikwar
THURSDAY	Dr. Neetu singh	Dr. Pragya Jain	Dr. Dolli Choudhary	Dr. Priyanka Raikwar
FRIDAY	Dr. Neetu singh	Dr. Pragya Jain	Dr. Dolli Choudhary	Dr. Priyanka Raikwar
SATURDAY	Dr. Neetu singh	Dr. Pragya Jain	Dr. Dolli Choudhary	Dr. Priyanka Raikwar

Note : Doctors duty will change as per doctor's duty roster.

IPD Services:

In - Patient Department (IPD) - 50 Beds- Ground Floor,including (Male & Female Medicine ward, Male & Female Surgery ward, Obs & Gynae ward, Pediatric ward, Emergency/casualty ward).

Sr. No.	List of Doctors	Sr. No.	List of Doctors
1.	Dr. Usha Yadav	6.	Dr. Amar Pratap S. Kushwah
2.	Dr. Bhanu Pratap S. Ranawat	7.	Dr. Sanjay Singh
3.	Dr. Ambalika Patidar	8.	Dr. Ashwin Choudhary
4.	Dr. Dheeraj Choudhary	9.	Dr. Vishal Singh Thakur
5.	Dr. Priyanka Sijeriya	10.	Dr. Sanjay Choudhary

Investigations:

A. Pathology lab tests-

- a. Hematological test.
- b. Serology test (Malaria, RA Factor, UPT).
- c. Biochemistry tests - (Liver function test, Kidney function test, Lipid profile, Blood sugar test)
- d. Urine and stool examinations.

B. Radiological test :

- a. X-ray.
- b. USG.

Services:

- Reception & Registration Counter
- Seating arrangement for Doctors, waiting hall for patients and relatives
- Homoeopathic free dispensary.
- Pathology lab tests- free of charge.
- Radiology- X ray, and USG- free of charge.
- Indoor wards- well equipped and manned
- Free medicines to Indoor and OPD Patients.
- Transportation facilities available.
- Bank & ATM facilities are available.
- Kitchen - Quality food provided free (twice a day including breakfast).
- Laundry.
- Cafeteria – available 24 x 7 for staff, patients and their relatives.
- Bio- Medical waste management.

Indoor Patient Services:

- All wards provide free indoor patient care.
- Attention is paid to patients' diet in all wards.

Other Facilities

Other facilities available in the precinct include

- Drinking Water.
- Wheel chairs and trolleys are available.
- Public Telephone booths.
- Stand-by electricity generators.

- Canteens for patients and their attendants available.
- Washroom facilities.
- Suggestion boxes at various locations.

Complaints & Grievances:

Every grievance is duly acknowledged. We aim to settle genuine complaints within 10 working days of its receipt. Suggestions/Complaint boxes are provided at various locations.

Responsibilities of the users:

The success of this charter depends on the support of the users too. Users need to appreciate and understand the various constraints under which the OPD and IPD is functioning.

PLEASE....

- Do not inconvenience other patients.
- Help us in keeping the OPD, IPD and its surroundings neat and clean.
- Beware of touts.
- “No Smoking Zone” and “Silence Zone”.
- Visitors under the influence of alcohol will not be entertained.
- Refrain from demanding undue favors from the staff and officials.
- Provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.

Enquiry, Reception and Registration Services:

- Location guide maps have been put up at various places.
- For guidance, color coded guidelines and directional signboards have been put in strategic locations across the hospital.
- Telephone enquiries can be made over telephone numbers.