



CITIZEN CHARTER



Index Homoeopathic College, Hospital and Research Center

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

Phone No.- 0731- 4013600, Mob. No. +919630098978

Website : www.indexgroup.co.in,

Email : homoeopathy@indexgroup.co.in

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



Vision-

Comprehensive Homoeopathic therapeutic services, teaching- learning, environment, opportunities for clinical research.

Mission-

1. To provide exemplary homoeopathic for patients and their families.
2. To achieve excellence in health services education.
3. To strengthen relationships with universities, colleges, other hospital, agencies and our community.

Location:

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

General Information:

Faculty, Nursing staff and Beds-

Doctors : 09

Nurses : 09

Beds : 25 Beds.

OPD Services:

1. OPD Block- Ground floor.
2. OPD Timings-Monday- Saturday- 9am- 4pm.
-Sunday- 9am-1:30 pm.
3. OPD registration timings- Monday- Saturday- 9:00 am- 4pm.
-Sunday- 9am-1:30 pm.

OPD SCHEDULE (Lunch Time-1:30 pm - 2 pm)				
DAY'S	OPD-1	OPD-2	OPD-3	OPD-4
MONDAY	Dr. Usha Katare/ Dr. Pragya Jain	Dr. Bhanu Pratap	Dr. Usha Katare/ Dr. Pragya Jain	Dr. Priyanka Raikwar
TUESDAY	Dr. Usha Katare	Dr. Bhanu Pratap	Dr. Pragya Jain	Dr. Priyanka Raikwar
WEDNESDAY	Dr. Usha Katare	Dr. Bhanu Pratap	Dr. Pragya Jain	Dr. Priyanka Raikwar
THURSDAY	Dr. Usha Katare	Dr. Bhanu Pratap	Dr. Pragya Jain	Dr. Priyanka Raikwar
FRIDAY	Dr. Usha Katare	Dr. Bhanu Pratap	Dr. Pragya Jain	Dr. Priyanka Raikwar
SATURDAY	Dr. Usha Katare	Dr. Bhanu Pratap	Dr. Pragya Jain	Dr. Priyanka Raikwar
SUNDAY	Dr. Usha Katare/ Dr. Pragya Jain	Dr. Usha Katare/ Dr. Pragya Jain	Dr. Usha Katare/ Dr. Pragya Jain	Dr. Usha Katare/ Dr. Pragya Jain

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

IPD Services :

In - Patient Department (IPD) - 25 Beds- Ground Floor, (General, OB/GY, Surgery, Paedia).

Sr. No.	List of Doctors
1.	Dr. Kamini Sah
2.	Dr. Priya Mishra
3.	Dr. Kapil Chawla

Investigations:

A. Pathology lab tests-

- a. Hematological test.
- b. Malarial Parasite.
- c. Biochemistry tests - (Liver function test, Kidney function test, Lipid profile, Blood sugar- both fasting and post-prandial Urine and stool examinations).

B. Radiological test :

- a. X-ray department.
- 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 diagnostic services 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.

Photo Gallery:



College Address

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

Phone No.- 0731- 4013600

Corporate Office

104, Trishul Apartment, 5-Sanghi Colony, A.B. Road Indore- 452008

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