

## CITIZENS' CHARTER

- Name of the Establishment :** **Maharaja Jitendra Narayan Medical College & Hospital**
- College Location :** Vivekananda Street, Pilkhana, (Beside Panchanan Barma University), P.S. Kotwali, P.O. & Dist – Cooch Behar, Pin – 736101, West Bengal
- Hospital Location :** Sunity Road, P.S. Kotwali, P.O. & Dist – Cooch Behar – 736101, West Bengal. (4 km away from College premises)
- Connections :** i) Nearest Railway Station: New Cooch Behar (5 km away)  
ii) Nearest Operative Airport: Bagdogra (150 km away)

### Services available at hospital:

- |                                  |                       |                        |          |
|----------------------------------|-----------------------|------------------------|----------|
| 1) OPD                           | 2) IPD                | 3) Emergency           | 4) ICCU  |
| 5) SNCU                          | 6) Blood Bank         | 7) Laboratory Services | 8) ICTC  |
| 9) Mother & Child Hub            | 10) RSBY              | 11) RBSK               | 12) JSSK |
| 13) Janani Suraksha Yojana (JSY) | 14) ART Centre & etc. |                        |          |

- This is a 500 bedded hospital to cater the patient care services by a dedicated team of 150 Doctors, 180 Nurses and about 200 support staffs.

### Casualty & Emergency Services :

- All Casualty Services are available round the clock (24x7).
- Duty Doctor is available round the clock.
- Specialist doctors are available on call from resident doctors.
- Emergency services are available for all specialties as listed in the OPD Services.

### Operation theatres (OT):

The hospital has ... nos of OTs comprising of General Surgery OT, Orthopaedic OT, Emergency OT, Eye OT, ENT OT, Gynae OT all located in M.J.N. Hospital building to take care of the surgical treatments.

Maternity OT and Labor Room located in hospital building.

### OPD Services:

Various outpatient services are available at the hospital, which are as follows -

- |                        |                   |                   |                    |
|------------------------|-------------------|-------------------|--------------------|
| 1) General Medicine    | 2) Psychiatry     | 3) Skin           | 4) General Surgery |
| 5) Paediatric Medicine | 6) TB Respiratory | 7) Orthopaedics   | 8) Eye             |
| 9) Audiometry          | 10) ENT           | 11) Physiotherapy | 12) Dental         |
| 13) Homeopathic        | 14) Ayurvedic     | 15) Acupuncture   | 16) HIV Clinic     |
| 17) PP Unit            | 18) ICTC          | 19) PPTCT         |                    |

**OPD Registration Timings:** 8:30 am onwards (Except Sundays)

**OPD Timings:** 9:00 am – 2:00pm (Except Sundays)

### Laboratory Services:

**Routine Tests:** Laboratory Services are provided in the field of (as available) Bio-chemistry, Haematology, Clinical Pathology and Microbiology. (Services for Cytology, Histopathology including FNAC are coming up very soon).

**Emergency Tests:** Emergency Laboratory Services will be available round the clock (24X7) for limited tests relating to clinical pathology and bio-chemistry.