



चित्तरंजन राष्ट्रीय कैंसर संस्थान  
स्वास्थ्य और परिवार कल्याण मंत्रालय के तहत एक स्वायत्त निकाय  
भारत सरकार

**Chittaranjan National Cancer Institute**

An Autonomous Body under Ministry of Health and Family Welfare  
Govt. of India



नागरिक विशेषाधिकार  
**CITIZEN'S CHARTER**

This charter is made to provide a framework which enables our users to know:  
what services are available in this Institute,  
the quality of services they are entitled to,  
the means through which complaints regarding denial or poor quality of service will be redressed.

### **Standards of Service:**

This is a Tertiary Care Institution.

It provides medical care to all Cancer patients who come to this Institute and trains the Post Graduate medical students.

### **General Information:**

This Institution has

**Regular Doctors:** 54 (excluding Residents)

**Regular Nurses:** 136 (including Supervisory staff)

Bed Strength (Sanctioned BS :210 + 460= 670)

To Know More about **Hospital Statistics – (Annual Report)**

Doctors wear white aprons and Nurses are in uniform. All staff wear a badge or Identification Card of CNCI, Kolkata.

### **Enquiries:**

- Location Guide Map is available and directional signs boards are fixed in each floor.
- May I help You counter exists at the Reception Counter.
- A Medico Social Worker helps the patients at OPD entrance.
- The Reception Counter functions from 09:00 AM to 05:00 PM; its phone number 033 3506 0600- Ext: 1001

### **Emergency Services:**

- The Emergency functions round clock all days.
- Emergency Medical Officer and Resident doctors are available 24 hours all days.
- Consultants in Surgical Oncology, Radiotherapy and Medical Oncology are available on call.
- The decision to call a consultant is that of the resident doctor of the Concerned Dept.
- The Head of the Department of concerned speciality is monitoring the responses of the call on emergencies.

-Emergency cases are attended promptly.

-In serious cases, priority is given to treatment / management than paper work like registration. The decision rests with the treating doctor.

-Emergency operation theatre is maintained on a regular basis to ensure that it is usable at all times.

### **Outpatient Departments:**

-Timings: 9:30 AM till the last patient is seen (except Sundays and Holidays)

-Every Out Patient seeking treatment at the hospital is registered and issued a case sheet for recording history, symptoms, diagnosis and treatment being provided.

Special clinics are available in the following specialities:

1. Surgical Oncology (GI & GU)
2. Surgical Oncology (Head & Neck)
3. Surgical Oncology (Gynae)
4. Medical Oncology (including Haematology)
5. Radiotherapy

Timings: 2.00 PM to 5.00 PM

### **Laboratory:**

A Central Laboratory is located in 1<sup>st</sup> Floor of the Hospital Building.

Timings: 9.30 AM to 5.00 PM

Emergency laboratory (Clinical Biochemistry, Haematology and Microbiology) 24 hours all days.

### **Routine Investigations:**

Week Days 9.00 A.M. to 4.30 P.M.

Saturdays 9.00 A.M. to 1.00 P.M.

Sundays and Holidays closed.

### **Collection of Specimens:**

Week Days 9.00 A.M. to 4.00 P.M.

Saturdays 9.00 A.M. to 12.00 Noon.

Sundays and other Holidays closed.

Reports are made available within the shortest possible time which will be specified.

### **Blood Bank:**

A Licensed Blood Bank is available in the hospital to cater to the requirements of the patients 24\*7.

All blood is tested for HIV, HBV and HCV, in addition.

**Equipment and Facilities Available:**

This hospital has the following services available:

BRACHY THERAPY

COBALT THERAPY

ECG

CRITICAL CARE UNIT

PHYSIOTHERAPY UNIT

DIALYSIS UNIT

LINAC

MRI

128 Slice CT Scan

PET CT Scan

Mammography

USG & X-ray

Charges for various tests are available with the Sister-in-charge of wards. For poor patients, these charges can be fully waived off by the Medical Superintendent. If any major/essential equipment is out of order, information regarding the same is displayed.

**Miscellaneous facilities:**

- Wheel Chairs and stretchers are available on request at the gate of OPD & Emergency for use of patients who are not in a position to walk.
- Lifts are available for access to higher floors.
- There is a stand-by generator to cater to emergency services in case of break-down of electricity.
- Adequate drinking water and toilet facilities are available.
- A Fair Price Pharmacy is located in the hospital premises which is open from round the clock all days.
- One night shelter, for attendants are available.
- Hospital provides linen to wear for all admitted patients.

- Patient Care Attendant are engaged OPD and IPD to help patients during their course of treatment at the Hospital.
- Hospital kitchen provides free food for all the General ward patients.
- Canteen provides food for visitors as well as staff.

### **Complaints and Grievances:**

Grievances regarding services, etc. may be registered with the designated staff whose name and location is displayed in the hospital for attending to all grievances. It will help us serve you better.

Please do not hesitate to register your complaint. It will only help us serve you better. There is a designated Staff whose name and location is displayed in the hospital for attending to all grievances.

The Medical Superintendent is the Grievance Officer. Every grievance will be duly acknowledged.

We aim to settle your genuine complaints within 10 working days of its receipt. If we cannot, we will explain the reasons and the time we will take to resolve. A public grievance committee exists in CNCI on issues which are not re-solved within the ambit of Grievance Officer.

### **Responsibilities of the User:**

1. The success of this charter depends on the support we receive from our users.
2. On an average, 200 to 300 patients attend the OPD daily.
3. Please do not inconvenience other patients.
4. Please help us in keeping the hospital and its surroundings neat and clean.
5. Please use the facilities of this hospital with care.
6. Beware of Touts.
7. Please refrain from demanding undue favours from the staff and officials.
8. Please provide useful feedback and constructive suggestions.

### **Transparency:**

- ❖ **General User Charges (Tariff) is displayed at the reception counter.**
- ❖ **Patients availing private services are provided with cost estimate and Information Brochure.**
- ❖ **The General (Tariff) charges are waived off (partially for High end Tests/therapies) by a Board constituted for the purpose for poor and economically challenged patients.**