

PARADIP PORT AUTHORITY CITIZEN/CLIENTS'S CHARTER MEDICAL DEPARTMENT

Sl. No.	Name of the Section/Wing	Basic Function	Service Standard	Process	Supporting Documents	Charges/ Fees	Responsible person	Overall, In charge			
	Medical Department	Providing Medical Services	Attending to critical outdoor patients by Doctor of Paradip Port Authority.	Within 5 minutes	Criticality Of the case	OPD Slips/ Medical Books	As per rates displayed in the website (for non employee)	Sr. Dy. CMO (According to the discipline)			
			Average time taken to examine non-critical outdoor patients by doctor of Paradip Port Authority	10 minutes		OPD Slips/ Medical Books					
			Average time to attend critical indoor patients by doctor of Paradip Port Authority	Within 5 minutes		Indoor Tickets					
			Average time to attend non-critical indoor patients by doctor of Paradip Port Authority	Within 10 minutes		Indoor Tickets					
			Radiological Investigation								
			X-ray	1hr for report after Radiography.	Routine (Except emergency)	Requisition (free for Employees of PPA) Payment for non-employees as in annexure -I		Dr. B. B. Das, CMO			
			Ultrasonography	1hr. 30min. for report after sonography.	First come first serve basis (Except emergency)			As per rates displayed in the website (for non employee)	In charge Pathology		
			Pathological Investigation	4hrs (3 days for culture)							
			Biochemical Investigation	4hrs after collection of blood							
			Cardio logical Investigation (ECG) (Electro Cardiography)	15 minutes							
			Average time to dispense medicines to an employee of PPT as per the prescription of the Doctors of Paradip Port Authority	5 minutes						Medical prescription slip	Store Medical Officer
			Registration of non-employee patients for availing treatment in the PPA, Hospital.	15 minutes						I.D. Card issue by Govt.	In charge OPD
			Referral of Employees/ Retired Employees/ Non employees.								MO I/C Casualty
			Outdoor after receipt in reception	1hr.						Criticality of the case/ non availability of medical service.	
			Indoor after receipt in reception	10 minutes						Referral slip	
			Ambulance service to PPA employees	15 minutes subject to availability							
			Occupational Health Check-up	20 minutes per person, First come first service as per schedule provided by RR Section.	ID Card / Requisition letter from concerned Deptt. / Company / Stevedores.	Rs. 1500/- for OHC at PPA Hospital		Dr. B. K. Singh, AFIH, OHC I/c			

Chief Medical Officer
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