



**AGARTALA GOVERNMENT MEDICAL COLLEGE  
and  
G.B. PANT TEACHING HOSPITAL**

GOVERNMENT OF TRIPURA  
AGARTALA

**CITIZEN CHARTER**

*Dear Citizen,*

You are welcome to Agartala Govt. Medical College (AGMC). This Medical College and G.B. Pant Teaching Hospital provides teaching and education to the students who are admitted in Under Graduate and Post Graduate courses and caring of patients who come to their hospital for their treatment. We, at AGMC tries to provide comprehensive and high quality patient care services. However, there may be some deficiencies due to extreme patient load and limited resources.

**LOCATION :**

Agartala Govt. Medical College  
G.B. Pant Hospital Complex  
P.O. : Kunjaban, Agartala  
Pin : 799006, Tripura (West)

**CONTACT US :**

Principal's Office : (0381) 235 7130 /  
Medical Superintendent Office : (0381) 235 3112  
Academic Section : (0381) 235 6701 (Phone & Fax)  
Website : [www.agmc.nic.in](http://www.agmc.nic.in)  
Email : [agmc@rediffmail.com](mailto:agmc@rediffmail.com)



### **IMPORTANT TELEPHONE NUMBER :**

G.B. Pant Hospital (PBX) : (0381) 235 5888  
Emergency : (0381) 235 5090  
Blood bank : (0381) 235 5069

### **GENERAL INFORMATION :**

The institution has :

Doctors : 254

Nurses : 386

Beds : 695

### **RTI (In pursuance of Section 19(1) of the Right to Information Act 2005) :**

Dr. Kamal Krishna Kundu, Principal, AGMC : First Appellate Authority  
Dr. Subrata Baidya : SPIO  
Dr. Sushanta Kumar Sen : ASPIO

### **STAFF UNIFORM :**

Doctors wear white aprons and nurses are in white uniform. All staff wears a Identity Card in this Institution.

### **CASUALTY AND EMERGENCY SERVICES:**

The casualty functions round the clock all days.

Casualty Medical Officer and Resident Doctors are available 24 hrs on all days of the week.

Duty Doctors are available on call round the clock in all specialties.

There are 20 beds in the Emergency Room.

Emergency Cases are attended promptly.

All the items required are made available during mass casualties.

Emergency Operation Theatre is maintained on a regular basis to ensure that it is usable all times.

## OUTPATIENT DEPARTMENTS:

Patients coming to OPD of AGMC & GBP Hospital are registered in Computerized Registration Counters, which are separately marked for Ladies, Gents, Senior Citizens and Physically challenged.

### OPD Registration Time :

Mon to Fri : 8.00 AM -- 4.00 PM

Second Saturday of every months Hospital Closed

### OPD Registration time for SPECIAL CLINICS

2.00 AM - 4.00 PM



- For every new patient, a Unique MRD number is generated.
- If you are registered previously, kindly quote your Medical Record Number.
- Lifts are available to the Wards located from the ground floor onwards to all the floors in the hospital for the use of the patients.

## Location of OPD's of different departments in Old GBP Hospital :



1. Paediatrics
2. Surgery
3. Obst. & Gyanecology
4. Dental
5. CT Scan, MRI
6. Digital X-ray / Normal X-ray
7. Central Registration Center
8. Central Blood Collection (Pathology)
9. Cash Counter
10. Pharmacy
11. Tele Medicine
12. Blood Bank

## Location of OPD's of different departments in SS Block :

1. Medicine
2. Dermatology
3. Psychiatry
4. Respiratory Diseases
5. DOTS Clinic;
6. Diabetes Clinic;
7. Endoscopy Lab;
8. ECG & Echo
9. TMT
10. Dialysis Room
11. Medicine ICU
12. Respiratory ICU
13. Cardiac Pacing O.T.



## Location of OPD's of different departments in New Teaching Hospital :

1. Orthopaedics
2. ENT
3. Eye



## Indoor Treatment :

- ✓ All patients admitted in General Wards of the Hospital are treated free of cost.
- ✓ Staff Nurses and supporting staff are on shift duty round the clock in all the Wards. After the duty hours, the duty doctors are available On Call.

- ✓ Free diet is provided to all patients in the General Wards. Visitors are allowed only during notified visiting hours of 4 p.m. to 6 p.m.
- ✓ Investigations like CT Scan, Ultra Sound, Barium Meal, ECHO, TMT etc are charged as per Govt. approved rates.
- ✓ For Poor patients, these charges can be waived partially or fully on the recommendation of the treating doctor by the Medical Superintendent.
- ✓ A Staff Nurse is on duty round the clock in the Ward.
- ✓ Admitted patients should contact the Staff Nurse for any medical assistance they need.
- ✓ All patients are admitted to the General Wards of the hospital One attendant is allowed to stay with the patient.



### **ROUTINE INVESTIGATIONS:**

On all working days.  
Sundays and holidays closed.

### **COLLECTION OF SPECIMENS (Central Laboratory) :**

All Days 24 x 7

### **BLOOD BANK :**

- Open for 24 hours and caters to external request also.
- A licensed blood bank is available in the hospital to cater to the requirements of the patients .
- All blood is tested for HIV, HBV and HCV, VDRL, In addition.

## EQUIPMENTS AND FACILITIES :

Following services are available in the hospital :

- EEG / ECG / X-Ray
- CRITICAL CARE UNIT
- PHYSIOTHERAPY AND OCCUPATIONAL THERAPY UNIT
- DIALYSIS UNIT, MOBILE ICU
- LINEAR ACCELERATOR
- MRI SCAN
- NEONATAL INTENSIVE CARE UNIT
- CARDIAC PACING
- MEDICINE ICU
- RESPIRATORY ICU
- PAEDIATRIC ICU
- POST ANAESTHETIC CARE UNIT
- H1N1 WARD



## MRI



## **FOOD SERVICES :**

The hospital dietary department provides all meals for the patient. Our kitchen is well equipped to serve good balanced vegetarian meals.

## **Miscellaneous Facilities :**

- Wheel Chairs are available on request at the Emergency of the Hospital for the facility of patients who are not in a position to walk.
- Lifts are available near I.C.U./Surgical Ward.
- Ambulance is available for use.
- There is standby generator to cater to emergency services in case of breakdown of electricity.
- Adequate drinking water facilities are available.
- Canteen for visitors and out patients is open upto 11:00 p.m. Rates are reasonable.
- Medico Legal Post-Mortem work for designated Police Stations of Agartala Police Department is handled in the Hospital.
- Time-bound Notification of all births and deaths to Registrar's Office is done by the Medical Record Department.
- The hospital has an in-house Mechanized Laundry for scientific cleaning of bed linen and patient gowns.
- An Incinerator Plant is functioning in the hospital and final treatment of Bio-Medical Wastes maintaining all formalities of segregation, pre-treatment transportation and collation.

## **Laboratory Services**

Laboratory services are provided in the field of :

- Histopathology including FNAC
- Clinical Pathology
- Cytology
- Biochemistry
- Microbiology
- Hematology

There is a Central Collection Centre for receiving and collecting various specimens for testing. Emergency Laboratory services are available 24 hours for limited tests relating to clinical pathology and biochemistry.

## **Radio Diagnostic Services: Routine:**

These services include:

Ultrasonography

Routine X-Rays

C.T. Scan

MRI



## **Facilities for Staff & Students**

- ATM
- Canteen
- Post Office (in OPD complex in the ground floor of hospital building)
- Sports - Outdoor and Indoor.
- Cultural Activities
- Auditorium
- Gymnasium

The Hospital is a **NO SMOKING ZONE**

The College has adopted a 'Zero Tolerance' Policy  
for ragging of any kind to any student.