

## CITIZEN CHARTER

This charter seeks to provide a framework which enables our users to know:

- The mandate of the Institute,
- The services being provided to patients, both directly and for referred cases
- The means through which complaints regarding poor quality of service will be redressed.

### Location

National Institute of Pathology is located in the Safdarjung Hospital Campus, in front of AIIMS Hospital at the crossing of Ring Road and Aurobindo Marg. Main entrance is on Ring Road.

### Number of Scientists and staff

There are 6 Pathologists, 10 Basic Scientists and 75 technical and administrative staff.

There are 32 temporary/tenure staff.

### Standards of Service:

National Institute of Pathology is primarily a research Institute which also provides both routine and specialized diagnostic services in cases requiring ancillary techniques such as Histochemistry, Immunohistochemistry/Immunofluorescence, Electron Microscopy and Flow Cytometry. Specialised diagnostic services are offered for Dermatopathology, Neuropathology, Nephropathology, Hematolymphoid malignancies (Lymphomas/Leukemias) and Tumour markers.

S.No	DESIGNATION	NAME	TEL. NO.
1	Director	Dr Sunita Saxena	26165797
2	PA to Director	Mr Jagdish Kain	26165797
3	Administrative Officer	Mrs R Saratha	Ext. 211
4	Receptionist	Mrs Santosh	26198402-8
5	Scientist E (Pathologist)	Dr Sujala Kapur	Ext.306
6	Scientist E (EM Lab Incharge)	Dr A K Jain	Ext. 208
7	Scientist E (Pathologist)	Dr Usha Agrawal	Ext. 435
8	Scientist C (Pathologist)	Dr Anju Bansal	Ext.309
9	Scientist C (Pathologist)	Dr Purnima Paliwal	Ext.434
10	Scientist C (Pathologist)	Dr Avninder P Singh	Ext. 410
11			

12	Histopathology Lab incharge (Technical)	Mrs Karuna	Ext. 432
13	Cytopathology Lab incharge (Technical)	Mrs Karuna	Ext. 432
14	EM Lab incharge (Technical)	Mrs Shrivastava	Ext. 207

**Contact:**

Telephone No's. : 91-11-26198402-6

Web Site : <http://instpath.gov.in/>

**Services**

Cytology

Histopathology

Immunohistochemistry

Electron microscopy

Flow cytometry (Leukemia/lymphomas)

**Laboratory Investigations (Pathology)**

**FNAC Timings:** 11.00 A.M. to 1.00 P.M. (Only for referral cases)

(Monday to Friday)

**Report Collection:** 10.00 A.M. to 4.00 P.M. (Monday to Friday)

- Lab Timings: Lab functions 9.00 AM to 5.00 PM (Monday to Friday)
- Reliability and promptness of laboratory results is ensured by internal quality control.
- Reports are made available within the shortest possible time which will be specified.

**Charges:**

- Histopathology
  - Slide Review Rs 100/- per case

- Block Review Rs 200/- per block
- Research Students
- Tissue processing Rs 200/- per specimen
- Duplicate PLL slides Rs 10/- per slide
- Block re-embedding Rs 100/- per block
- Immunohistochemistry: Rs 500/- per primary antibody
- Electron microscopy: Rs 500/- per case
- Flow cytometry: Rs 200/- per hour for research Institutes  
Rs 1000/- per hour for Private Institutes

**Payment Venue:** Room no. 106, 1<sup>st</sup> Floor

**Complaints and Grievances:**

- There will be occasions when our services will not be up to your expectations. Please do not hesitate to register your complaint. It will only help us serve you better. There is a designated committee whose name and location is displayed in the Institute for attending to all grievances. Every grievance is 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. Suggestions/Complaint boxes are also provided at various locations in the Institute.
- Name, designation and telephone number of the officials concerned is duly displayed at the Reception.

**Grievance Committee:**

- Dr Sujala Kapur
- Dr A K Jain
- Dr Avninder P Singh
- Mrs R Saratha

**Right to Information Department:**

Public Information Officer : Dr. Sangita Rastogi  
Coordinator : Mrs R Saratha, Administrative Officer  
Address : Room No. 101, National Institute of Pathology,  
Safdarjung Hospital Campus,  
New Delhi- 110029

**Rights of patients at National Institute of Pathology.**

- Right to be addressed by your proper name and to be informed about the names of the doctors and other healthcare team members involved in your care. Right to be treated with respect and dignity, in a safe and clean environment. Right to clarify all your doubts before signing any informed consent form. Right to confidentiality for your personal information. Right to information and consent before any research protocol is initiated; right to agree to, or refuse to, take part in medical research studies. Right to information on how to voice a complaint. Right to information on the services available at this Institute. Right to information on your conduct and responsibilities. Right to inspect and request a copy of your medical records. Right to know the expected cost of treatment, fees for services, payment policies. Right to personal dignity and privacy during examination and procedures. Right to privacy and confidentiality in case discussions, examinations and treatments. Right to protection from physical abuse and neglect. Right to receive any information in a format and language that you can understand; and a right to have an interpreter if you do not understand the medium of communication.
- Right to support your individual beliefs & values and be involved in the decision-making processes.

**Responsibilities of patients at National Institute of Pathology :**

- To provide accurate and complete information about medical complaints, past illnesses, hospitalizations, medications, pain, and other matters relating to their

health. To see that your bills are paid as promptly as possible. To be considerate of the rights of other patients and hospital personnel.

- To seek information, and in the event you have questions, asking them.

**Responsibilities of the User:**

- The success of this charter depends on the support we receive from our users.
- Please do not inconvenience other patients. Please help us in keeping the Institute and its surroundings neat and clean. Please use the facilities of this Institute with care.
- The Institute is a No Smoking Zone. Violators are prosecuted upto Rs 200/- per offence.
- Please provide useful feedback and constructive suggestions. These may be addressed to the Administrative Officer of the Institute.

**THIS CHARTER IS OUR FIRST EFFORT!**

**PLEASE HELP US TO HELP YOU!**

*Director*

*National Institute of Pathology,*

*ICMR, New Delhi*