



RAMAIAH
Medical College

A Constituent College,
Ramaiah University
of Applied Sciences



Ramaiah Medical College, Bengaluru



CITIZEN CHARTER

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CITIZEN CHARTER

OUR MOTTO –

HEALTH CARE SERVICES TO THE UNREACHED WITH COMPASSION AND CARE

Objective:

- This charter seeks to provide a framework which enables our users to know Standards of Service:
- This is a Medical College and Hospital for teaching & education and multispecialty patient care hospital
- It provides medical care to all patients who come to the hospital;

About MSRMC

Ramaiah Medical College (RMC), established in 1979, has grown over the decades into a leading institution for medical education, healthcare and research in India. With a strong commitment to academic excellence, innovation, clinical training and compassionate patient care, the College continues to build on the vision of its founder, Dr. M.S. Ramaiah, of providing quality education and extending healthcare to society.

Ramaiah Medical College is a constituent college of Ramaiah University of Applied Sciences (RUAS) from the academic year 2022–23 onwards and is recognized by the National Medical Commission (NMC). The institution has been accredited by the National Assessment and Accreditation Council (NAAC) with an A+ grade, with a CGPA of 3.32 on a four-point scale. The accreditation is valid up to April 2027.

Ramaiah Medical College has consistently demonstrated its academic standing at the national level. In the NIRF 2025 Medical Rankings, the College was ranked 50th among medical institutions in India, reflecting its continuing contribution to teaching, research, clinical services and overall institutional development.

The College provides a comprehensive learning environment supported by modern classrooms, teaching facilities, simulation-based education and advanced clinical training. Its Advanced Learning Centre and Skill Laboratory provides opportunities for cadaver-based hands-on surgical training, high-end virtual simulation and mannequin-based training in critical-care and other clinical skills.

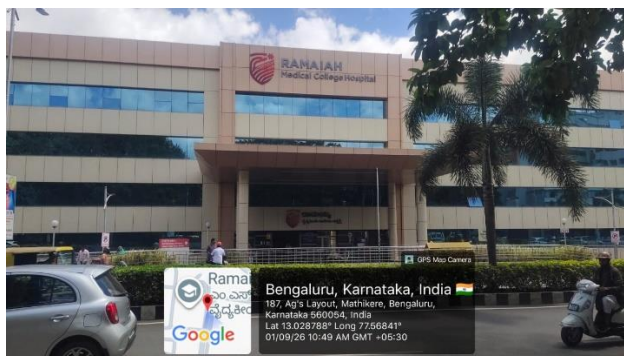
The Central Library, spread across approximately 46,000 square feet, serves as an important academic resource for undergraduate and postgraduate students, residents and faculty, with a collection of 21,000+ books along with journals, periodicals and other learning resources. The College also has seven air-conditioned lecture halls equipped with audio-visual facilities for lectures, seminars, guest lectures and group discussions.

The Ramaiah Medical College Hospital (RMCH) was established in 1984 as the teaching hospital of the College. Located in Bengaluru, RMCH has evolved into a major tertiary-care healthcare institution serving patients from Karnataka and across India. The hospital provides comprehensive clinical services and is empanelled with various health insurance providers, third-party administrators, corporate organizations and government healthcare schemes, enabling access to quality healthcare at subsidized costs.

RMCH is accredited by NABH and NABL, reflecting its commitment to quality healthcare, patient safety, laboratory standards and continuous improvement.

The institution provides a broad spectrum of specialty and super-specialty healthcare services, supported by modern diagnostic, therapeutic and critical-care infrastructure. The hospital serves as an important centre for undergraduate and postgraduate clinical training, enabling learners to gain experience in managing a wide range of routine, complex and challenging medical conditions.

Ramaiah Medical College also has a strong focus on research, innovation and evidence-based healthcare. Through its academic departments, research initiatives, clinical facilities and collaborations, the institution strives to translate knowledge and research into improved patient care and better health outcomes.



The College remains committed to community-oriented healthcare and the principles of prevention, early diagnosis, treatment, rehabilitation and health promotion. Its academic and clinical departments actively contribute to healthcare initiatives that address the needs of the wider community.

Our vision continues to be inspired by the legacy of Dr. M.S. Ramaiah, whose commitment to education, healthcare and service to society laid the foundation for the institution. Today, Ramaiah Medical College strives to carry this legacy forward by nurturing competent, compassionate and ethical healthcare professionals, advancing medical knowledge through research, and providing accessible, high-quality patient care.

Ramaiah Medical College – advancing medical education, healthcare and research with a commitment to excellence, innovation and compassionate care



SERVICES

GENERAL INFORMATION

- **Medico legal cases:** On admission of a medico legal case, the hospital has to mandatorily honor the rules of the Indian Govt. and informs the local police authorities.
- **Death Certificate:** If a patient expires in the hospital, a death certificate is issued to the family by the hospital to carry the body. The hospital sends the Death registration form and Medical Certificate of cause of death to the BBMP. The family has to collect the final Death Certificate from the BBMP.
- **Mortuary Services:** Mortuary provides a Refrigerated storage of deceased patients.
- **Voluntary Body Donation:** The College / Hospital provides the services to the citizens a 'Voluntary Body Donation' programme from the Donors who wish to donate the Body after their death for medical training purpose.

The service offered to the Donors are

- Annual free medical check-up at Ramaiah Medical College Hospital for those who have enrolled.
- It includes
 - a. General Health checkup
 - b. Basic investigations like
 - c. Complete Haemogram (Blood Investigations) Fasting Blood Sugar, Serum Cholesterol, Blood Urea
 - d. Routine Urine Examination.
 - e. Gynecology procedures-PAP smear (for female members)

- **For appointments please contact:**

1. **Public Relations Officer / Casualty Medical Officers, Medico Social Welfare Dept.**
: 8884412753/080-40502693.
2. **Ramaiah Medical College Hospital.**
Tel.No: 080-40502692/080-40502699

50% concession for the charges of clinical services, investigations and treatment at Ramaiah Medical Teaching Hospital for those who have enrolled for Voluntary Body Donor programme.
Emergency Helpline – 080 40502692/08040502699

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- **Ambulance Services:** The services are available round the clock and has a fleet of fully equipped ambulance.
- The citizens are requested to utilize the facilities of the hospital with care.
- Beware of Touts.
- The citizens are requested to refrain from demanding undue favours from the Staff and officials
- The citizens are also requested to give their valuable feedback and suggestions for improvement.
- The Hospital In-Patient Satisfaction Questionnaire and Out Patient Satisfaction Questionnaire are available both in Kannada and English language with our Volunteers – 'Helping Hand' desk available at the entrance of the Hospital.



OUTPATIENT DEPARTMENTS:

Timings: 9 AM to 1 PM & 2 PM to 4 PM (Lunch break 1 to 2 PM) Sundays & Holidays: 9 AM to 1 PM (at our Speciality Hospital).

- **The Outpatient seeking treatment at our hospital is registered prior to the consultation. A patient case sheet is generated electronically for recording history, symptoms, diagnosis and treatment provided.**
- **For every new patient a new MRD number generated**

LABORATORY SERVICES:

Our Hospital Laboratory is accredited by NABL.

- **Routine: Laboratory Services are provided in the field of Bio-chemistry, Microbiology, Haematology, Cytology, Histopathology including FNAC. There is a Central Collection Centre for receiving and collecting various specimens for testing. The timings for receiving specimens are at OPD- 9:00 AM to 5:00 PM & IPD Round the clock.**
- **Emergency: Emergency Laboratory Services are available 24 hours for limited tests relating to clinical pathology and bio-chemistry.**
- **Radio Diagnostic Services: Routine: These services include: X-Rays Ultrasound Routine X-Rays are done OPD- 9:00 AM to 5:00 PM & IPD-Round the clock. Registration is done from 9:00 AM to 5:00 PM. Ultrasound examination is done Round the clock. C.T. Scan is done Round the clock. MRI Emergency: Emergency X-Ray services are also available round the clock**
- **The tests are done through highly sophisticated automatic machines and promptness is ensured in the laboratory results.**
- **BLOOD BANK - Open for 24 hours. A licensed blood bank is available in the hospital to cater to the requirements of the patients. Blood Component separation facility available (Concentrate Human, RBC, Fresh Frozen Plasma & Platelet concentrate.)**

EQUIPMENT AND FACILITIES:

This hospital has the following services available:

MRI Scan, X-Ray Unit, Neonatal & Paediatric Intensive Care Unit, Critical Care Unit, Dialysis Unit, Physiotherapy, Cathlab, EEC, ECG etc.

- **Pharmacy facility available 24x7**
- **The Teaching Hospital provides free food under 'Narayana Seva' programme to support poor patients.**
- **Canteen facilities available at the hospital**
- **Every patient is given one attendant pass.**
- **Visitors are allowed between 05:00 PM and 07:00 PM.**



Other Facilities:

- Drinking Water, Wheel chairs and trolleys are available in the OPD and casualty
- Adequate toilet facilities for use of patients and their attendants are available.
- The Hospital is a "No Smoking Zone" and smoking is a Punishable Offence
- Do not spit here & there
- Use Dustbin
- Keep the Hospital Clean and green
- Give preference to ladies and Senior Citizens
- Vijaya Bank ATM Facility available inside the Hospital premises. Other Bank ATMs are also available in the campus – State Bank of India ATM for the benefit of the students and patients.
- Parking facilities made available for the visitors to the Hospital.

MISSION

- Health Care services to the unreached with compassion and care. To provide each one with an affordable medical care in a patient friendly environment regardless of race, caste, religion etc.

LOCATION

Ramaiah Medical College Hospital is located at MSR Nagar, MSRIT Post, Bengaluru – 560054.

CONTACT US

Ramaiah Medical College Hospital

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