

Bharati Vidyapeeth (Deemed to be University) Medical College, Pune

Citizen Charter

Bharati Vidyapeeth (Deemed to be University) Medical College, Pune (BVDUMC, Pune) is a premier medical institution of Bharati Vidyapeeth located in Dhankavadi campus on Pune – Satara road under the jurisdiction of Bharati Vidyapeeth (Deemed to be University). The college is well ranked amongst medical colleges of the country & listed with the World Federation of Medical Colleges. It is accredited with A+ Grade by NAAC under our university. The teaching hospital of the college is Bharati Hospital & Research Center, Pune, which is a large tertiary care NABH accredited hospital offering specialty & superspecialty services to the population of Pune city & surrounding areas.

Our **Mission** is ‘**Social transformation through Dynamic education**’.

The **Vision** of our institution is to transform BVDUMC, Pune into a ‘**Center of Excellence**’ in the field of medical education, professional healthcare & research to cater to national as well as global healthcare needs.

Our goal is to train our students to be competent, compassionate, confident and creative doctors to meet the health care needs of our country

SERVICES PROVIDED

Training

Students are trained for the MBBS course as per curriculum laid down by National Medical Commission, Post graduate (MD/MS) courses in most broad specialties, Superspecialty DM/MCh courses in 06 disciplines, PhDs and Postdoctoral PG diplomas, Fellowships and Paramedical skill development courses. These courses are conducted under aegis of the respective teaching departments, for which faculty staff and infrastructure in excess of basic academic requirements are catered for.

Students charter

We strongly believe in creating a strong advanced academic & research environment for medical as well as allied health science students.

We are responsible for

- Developing excellent infrastructure, faculty base & teaching-learning environment for the comprehensive training of students.
- Imparting clear information about admission procedures, fee structure, refund policies & student support services for all academic programs.
- Empowering students with deep & contemporary knowledge & proficiency in skills for them to be confident & competent doctors.
- Utilization of hospital facilities & clinical material as learning resource for training of undergraduate, postgraduate students & research scholars.
- Reliable & valid student assessment mechanism.
- Instillation of the spirit of inquiry & research culture amongst students.

- Establishing strong student support system to cater to their curricular & extracurricular needs.
- Developing a robust feedback system involving all stakeholders to review & redesign of programs if & when necessary.
- Promotion of innovative, need-based student-centric best practices to meet tomorrow's challenges.
- Creation of competent physicians & future health leaders out of novice aspirants.

Patient care

Bharati Hospital and Research Centre is the teaching hospital of the College and is a well-known centre of clinical excellence located in the same campus. It is a large NABH accredited multi-specialty, tertiary care hospital providing modern diagnostic and therapeutic facilities. Housed in a well-planned multi-storeyed building, it caters to the immediate vicinity area of 25 sq. km. and mainly caters to the population of about 3,25,000 people in this part of Pune and outside. The hospital provides 24-hours emergency services and well equipped critical care areas like the Dept of Emergency Medicine, ICU, NICU, PICU and CCU. The Neonatal Intensive Care department is recognized in the state of Maharashtra for its infrastructure and management protocols with patients being referred from remote places.

Bharati Hospital has been awarded the A+ grade by Government of Maharashtra under the Mahatma Jyotiba Phule Jan Arogya Yojana. The clinical laboratories of the Hospital are NABL accredited and the Infection control, Ethics, Emergency Medicine Departments and Blood Bank are NABH accredited. It is also accredited by NABH for Nursing Excellence emphasizing the stress laid on patient care. A new additional Superspecialty Hospital Annexe is under construction and will be functional in early 2021 to cater for expansion of super specialty hospital services and teaching departments.

Bharati hospital was the first recognized private COVID management hospital in collaboration with Pune Municipal Corporation. It has provided ICU, inpatient and home isolation facilities to COVID19 patients. Till now the Hospital has treated more than 2500 patients with its team of dedicated health care staff. It also conducts various research projects related to COVID-19 including vaccine trials. The first volunteer in India for 'CoviShield' vaccine trial was enrolled at Bharati hospital. The college has provided a seamless transformation of learning for our students to online modes in recent months to counter the constraints of the COVID19 pandemic. It currently is one of the centers of Pune for vaccination against COVID19.

Research

Research is the bedrock for excellence in any academic institution. Bharati Vidyapeeth medical college, Pune is in the forefront on research in pediatric, critical care, infectious disease, community health and COVID19 research. The college has a Central Publication and Research Unit responsible for coordinating research. It has a number of ongoing major research projects with funding amounting to almost 2 crores. In addition, a number of research projects are approved which are non-funded/partially funded and proposed by our faculty, PG students and UG students. The college and hospital has 3 ethics committees functioning for approvals of funded, non-funded and animal experimental projects.

Our stakeholders are our students, their parents/guardians, the community at large, Bharati Vidyapeeth Deemed University, and Bharati Vidyapeeth, our management. We are responsible to all our stakeholders and encourage them to participate in the functioning of our institutions. A regular feedback for this purpose is obtained.

Statement of services

College services: The following services are provided:

1. Verification of documents at admission and generation of student case files. Admission to various courses is carried out under the aegis of our University and the Medical Counseling Committee, DGHS, New Delhi.
2. Registration of admission with the University and confirmation of eligibility
3. Monitoring of progress of education through a system of formative and summative assessments, including logbooks, casebooks, practical records and a teacher student mentor system
4. Completion of examination related documentation and issue of results and mark sheets and completion records
5. Issue of Bonafide certificates, NOCs for Internship, Internship Completion and Transfer Certificates and return of all original documents under custody on completion of courses
6. Verification of student particulars for those registered with the ECFMG and other International and National bodies.
7. Facilitation of receipt of degree from University

Hospital services:

1. Provision of top standard quality care of patients by qualified doctors, nurses and paramedical and auxiliary staff
2. Continuous upgradation of patient care facilities with State of the Art Equipment and diagnostics
3. Highest value for patients' safety and rights as under:
 - a. Provision of full information to patients as regards their diagnosis, treatment and investigations including day to day progress.
 - b. Information to patients about safety of procedures performed on them followed by obtaining consent for the same
 - c. Facilitation to obtain a second opinion when a stakeholder is desirous of the same
 - d. To permit access to own records as and when requested as well as provision of discharge summary
 - e. Provision of documents pertaining to disease, disability and death occurring while in hospital to the patient or next of kin
4. To ensure a responsible functioning of the health care team in terms of reflections on ethics, communication and attitudinal functions and ensuring patient confidentiality at all times.
5. To participate in all National and World Health Programs for the benefit of our clientele.

Grievance mechanisms:

Different college and hospital committees are functioning to look into grievances of our clientele as under. Contact information is provided in the annex to this Charter

1. Counseling committee for stress related problems
2. Grievance redressal committee in medical college and hospital
3. Anti-ragging committee
4. Gender discrimination committee
5. Student council
6. Hostel welfare committees

Expectations from Stakeholders

1. **Students:**
 - a. To ensure participation in all college matters pertaining to their education actively and timely provision of feedback to the authorities.
 - b. To contribute positively for the betterment of the college by way of suggestions and achievements and as responsible alumni, when they pass out
 - c. To follow religiously the rules and regulations of the institution and university during their stay with us
 - d. To contribute to health care of the community in hospital and in rural and urban health care centers
2. **Guardians:**
 - a) To cooperate with college authorities in ensure smooth college education for their wards
 - b) To offer positive and creative suggestions for improvement in functioning and services in the feedback mechanisms provided
 - c) To ensure timely payment of college dues as and when required
3. **University and Management**
 - a) To participate in the growth and development of the institution and hospital by means of timely planning and creation of infrastructure, recruitment of faculty and provisioning of funds and meeting the requirements as laid down by various regulatory councils.
 - b) To actively participate in the management of the institutions as laid down by accrediting bodies such as NAAC, NABH and NMC.
 - c) To lay down policy such as to enable smooth operation of various functions.

COLLEGE REPRESENTATIVES

FOR SUPPORT

Principal	Dr. N.S.Mani	principal.mcpune@bharativedyapeeth.edu
Medical Director	Dr. Sanjay Lalwani	md.mcpune@bharativedyapeeth.edu

Vice-principal (UG)	Dr. Mandar Karmarkar	vpug.mcpune@bharativedyapeeth.edu
Vice-principal (PG)	Dr. Priscilla Joshi	vppg.mcpune@bharativedyapeeth.edu
Director Super Specialties	Dr. Akhil K Nagpal	dirss.mcpune@bharativedyapeeth.edu
Anti-ragging committee	Dr. Rajendra Garud	arc.mcpune@bharativedyapeeth.edu
Anti-sexual harassment committee		
Anti-sexual harassment committee (College)	Dr. S Aphale	ashc.mcpune@bharativedyapeeth.edu
Anti-sexual harassment committee (Hospital)	Dr. Meera Modak	meeru2160@yahoo.com
Grievances and Redressal committee	Dr. Virendra Prasad Singh	grv.mcpune@bharativedyapeeth.edu
UG Ladies Hostel	Dr. Kunda Jagdale/ Ms Shailaja Sawant	ladieshostel.mcpune@bharativedyapeeth.edu
PG Hostel	Dr. Mrunal Ketkar	pghostel.mcpune@bharativedyapeeth.edu
UG Gents Hostel	Dr. Abhijeet Mane	gentshostel.mcpune@bharativedyapeeth.edu
Students Council	Dr. Medha Puranik	studentscouncil.mcpune@bharativedyapeeth.edu