



SANTOSH

Deemed to be University



Citizen Charter

The **Citizen Charter** of Santosh Deemed to be University serves as a commitment to transparency, accountability, and service excellence in all aspects of education, healthcare, and research. It outlines the rights and responsibilities of students, faculty, staff, patients, and the community, ensuring clear communication and trust between the University and its stakeholders.

By defining service standards and grievance redressal mechanisms, the Charter empowers stakeholders to access the services they need while promoting ethical practices and inclusivity. It fosters a safe and supportive environment that values diversity, equal opportunities, and continuous improvement.

The **Citizen Charter** enhances trust by holding the University accountable to its mission of providing high-quality education, healthcare, and research opportunities. It also ensures that grievances are addressed promptly through established committees, and reinforces the University's commitment to excellence, integrity, and innovation.

Preamble

Santosh Deemed to be University, established under Section 3 of the UGC Act 1956, is managed by the 'Santosh Trust' and is dedicated to delivering excellence in education, healthcare, and research. Located in Ghaziabad over 26.616 acres, the University encompasses two Constituent Units—Medical and Dental Colleges—along with Teaching Hospitals. With a 900-bed hospital, state-of-the-art infrastructure, and an emphasis on innovative research, the University offers 57 programs (UG, PG, Diploma, and Ph.D.) approved by the Medical Council of India, Dental Council of India, and UGC.

Vision

To be a global leader in Medical, Dental, and Allied Health Science education, healthcare, and research.

Mission

- To provide multidisciplinary, holistic education and training.
- To offer affordable, high-quality integrated healthcare services.



- To create compassionate, globally competent healthcare professionals committed to ethical practices and excellence.
- To provide equal opportunities and inclusivity, irrespective of gender, cultural, economic, or regional backgrounds.
- To promote lifelong learning, self-employability, and entrepreneurship through the use of technology.

Commitment to Stakeholders

1. Students

- **Quality Education:** Providing world-class education across a wide range of disciplines.
- **Inclusivity:** Ensuring equal opportunities for students from diverse backgrounds.
- **Holistic Support:** Academic, career, and psychological support systems for personal and professional development.

2. Faculty and Staff

- **Professional Development:** Offering training programs and research incentives for faculty growth.
- **Transparent Evaluation:** Merit-based and transparent evaluation for career progression.
- **Inclusive Work Culture:** Promoting a safe and inclusive work environment for all.

3. Patients (Healthcare Services)

- **Affordable Healthcare:** Providing compassionate, affordable, and high-quality medical care.
- **Respect for Patients:** Upholding patient privacy, dignity, and consent.
- **Emergency Care:** Round-the-clock emergency services for all critical healthcare needs.

4. Research Scholars

- **Innovative Research:** Supporting state-of-the-art research in various healthcare domains.



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- **Ethical Standards:** Ensuring all research is conducted ethically and responsibly.
- **Interdisciplinary Collaboration:** Encouraging collaboration across disciplines for impactful research.

5. Society

- **Social Outreach:** Organizing community health initiatives and educational programs.
- **Sustainability:** Committing to eco-friendly and sustainable practices within the campus.
- **Public Health Advocacy:** Raising awareness on public health and wellness through campaigns and programs.





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Students Rights & Responsibilities

Rights of Students at Santosh Deemed to be University

High-Quality Health Sciences Education

Students have the right to receive comprehensive and high-quality education in medical, dental, and allied health sciences, aligned with global standards and best practices in healthcare education.

Clinical Training and Exposure

Students are entitled to hands-on clinical training at the University's teaching hospitals, enabling them to gain practical skills and real-world experience in patient care, diagnostics, and healthcare management.

Access State-of-the-Art Healthcare Facilities

Students have the right to access advanced healthcare infrastructure, laboratories, research centers, and medical technology to support their learning and research initiatives.

Professional and Ethical Development

Students are entitled to an education that promotes ethical medical practice, professionalism, and adherence to healthcare regulations, ensuring they are well-prepared for their roles as healthcare providers.

Safe and Inclusive Healthcare Learning Environment

Students have the right to a learning environment that is free from discrimination, ragging, and harassment, with a strong focus on safety, mental well-being, and equal opportunities, in compliance with healthcare laws and university policies.

Fair Clinical and Academic Evaluation

Students have the right to transparent, fair, and rigorous assessment of their clinical skills, academic performance, and research work, with constructive feedback provided for continuous improvement.

Access Health and Wellness Services

As part of a health sciences institution, students have the right to access comprehensive health services, including physical, mental, and preventive healthcare, through the university's medical facilities.

Research Opportunities in Health Sciences

Students are entitled to participate in innovative and translational health research,



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with access to resources, mentorship, and funding opportunities to contribute to advancements in medical and health sciences.

Grievance Redressal in Clinical and Academic Matters

Students have the right to lodge complaints or grievances related to academic, clinical, or campus-related issues through established grievance redressal committees, ensuring timely resolution.

Participate in University Governance and Policy-making

Students have the right to contribute to the governance of the University, especially in matters related to healthcare education, research, and student welfare, through representation in relevant committees and bodies.

Responsibilities of Students

Uphold Professional Ethics

As future healthcare professionals, students must maintain the highest standards of ethics, integrity, and professionalism in both academic and clinical settings.

Respect University Regulations

Students are required to follow all university policies related to health, safety, academic discipline, and anti-ragging, ensuring a respectful and law-abiding community.

Contribute to Patient Care

In clinical training, students must respect patient dignity, privacy, and confidentiality, adhering to the ethical standards of patient care in all interactions.

Maintain a Safe and Hygienic Environment

Students must follow safety protocols in labs, clinics, and classrooms, contributing to the health and safety of patients, peers, and staff within the university and hospital premises.

Engage Actively in Learning

Students are expected to actively participate in lectures, clinical rotations, and practical sessions, ensuring they are prepared to contribute effectively to healthcare services upon graduation.

Respect Diversity and Inclusion

Students must embrace and promote inclusivity, respect cultural and regional



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differences, and contribute to a positive learning environment that values collaboration and teamwork.

Conserve and Respect Resources

Students are responsible for using university facilities, including hospitals, laboratories, and classrooms, responsibly and sustainably to ensure that resources are preserved for future students.

Patient/Family Rights

1. **Right to Information:** Patients have the right to be informed about their diagnosis, treatment options, and the risks and benefits associated with each option in a language the patient can understand.
2. Patients have the right to request access and receive a copy of their clinical records
3. **Right to Informed Consent:** Patients have the right to consent before any medical procedure or treatment is performed.
4. Right be informed about the nature of the procedure, the risks and benefits, and any alternative treatments available.
5. **Right to Confidentiality:** Patients have the right to keep their personal and medical information confidential and share it only with the doctors and the caretakers unless required by law.
6. **Right to Dignity and Respect:** It is the utmost responsibility of the hospitals to respect the dignity of the patient despite their gender.
7. **Right to Choose:** Patients have the absolute right to choose their healthcare provider and actively participate in decisions about their care.
8. Patients have right to seek a second opinion on their medical condition and choose the best option.
9. **Right to Quality Care:** All patients have the right to receive safe, effective, and high-quality healthcare services.
Patients have right to be given the best possible medical care without any discrimination based on caste, religion, gender, etc.
10. **Right to Redress:** Patients have the right to complain and provide feedback about their healthcare experience without fear of retaliation
11. **Right to Communication:** A patient has the absolute right to know whether support services are offered.



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12. **Right to Transparency in Transactions:** The patients have the right to get and to ask for the receipt of all their medical procedures and treatments, from being informed before the denials of the total expenses to the provision of health schemes and insurance..
13. **Right to Pain Management:** A patient has the right to know about pain management and pain relief methods.
14. Patients have the right to question their practitioner and ask for the best healthcare options.

For complaints/Feedback please Contact -7872981588, 8929310279

Patient Responsibilities

1. **Providing Accurate Information:** Patients are responsible for providing accurate and complete information about their medical history, current health status, and any medications they are taking.
2. **Following Instructions:** Patients have a responsibility to follow the instructions given by healthcare providers, including taking medications as prescribed, attending appointments, and following any dietary or lifestyle recommendations.
3. **Respecting Healthcare Providers:** Patients are responsible for treating healthcare providers with respect and dignity and refraining from verbal or physical abuse.
Patients are responsible for ensuring they are not disturbing other patients and the hospital environment with their behaviour.
4. **Taking Care of Personal Belongings:** Patients are responsible for taking care of their personal belongings in the hospital, including valuables and medical equipment.
5. **Paying for Services:** Patients are responsible for paying for healthcare services directly or through insurance and providing accurate and timely billing information.

For complaints/Feedback please Contact -7872981588, 8929310279



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Anti-Ragging Policy

Santosh Deemed to be University adopts a **zero-tolerance policy** towards ragging. Ragging is a criminal offense, and severe punitive actions, as prescribed by UGC regulations, will be taken against perpetrators.

Anti-Ragging Undertaking Reference No: 22564

National Anti-Ragging Helpline: 24x7 Toll-Free - 1800-180-5522

Email: helpline@antiragging.in | www.antiragging.in

UGC Monitoring Agency: Centre for Youth (C4Y)

Email: antiragging@c4yindia.org | www.c4yindia.org

Nodal Officers of Anti-Ragging Committee:

- Dr. Shalabh Gupta: 9811965686
- Dr. Rajiv Ahluwalia: 9971813536
- Dr. Dakshina Bisht: 9810510852

Internal Complaints Committee (ICC)

Santosh Deemed to be University has established an **Internal Complaints Committee (ICC)** under the Sexual Harassment of Women at the Workplace (Prevention, Prohibition, and Redressal) Act, 2013. The ICC ensures a safe environment for women to report harassment and addresses grievances in accordance with UGC guidelines and Supreme Court orders.

Activities of ICC:

1. Conduct orientation programs during student induction.
2. Display information about ICC programs on notice boards.
3. Organize seminars on harassment awareness and redressal.
4. Display helpline numbers across the campus.
5. Monitor campus security through CCTV and other safety measures.

Chairperson of ICC Committee:

- Dr. Dakshina Bisht: 9810510852

Contact Information for ICC:

Email: icc@santosh.ac.in



Grievance Redressal Mechanism

Santosh Deemed to be University upholds a structured grievance redressal system to ensure that all complaints, suggestions, and concerns are resolved in a fair and timely manner. Stakeholders can approach respective grievance committees or the grievance cell for redressal related to academic, administrative, or healthcare services.

Grievance Redressal Contacts

Grievance Redressal Committee Chairperson

Name	Designation	Contact No.	Email ID
Dr. Rajiv Ahluwalia	Chairperson, Dean Students Welfare	9811965686	dean.studentwelfare@santosh.ac.in

Relevant Contacts for Specific Issues

Issue Type	Contact Person	Designation	Contact No.	Email ID
Administrative grievances.	Dr. Ezhilirajan K.	Registrar	9971813536	registrar@santosh.ac.in
Examination grievances	Mr Pradeep Kr Sharma	Controller of Examinations	9810510852	coe@santosh.ac.in

Academic Grievances

- **Deans of the Schools:** For concerns regarding teaching and research.

Name	Designation	Email ID
Dr. Shalabh Gupta	Dean Academics	Dean.academics@santosh.ac.in
Dr. Alka Agrawal	Dean Medical	dean@santosh.ac.in
Dr. Akshay Bhargav	Dean Dental	dean.denatal@santosh.ac.in
Dr. Shalabh Gupta	Dean Allied Health Sciences	dean.academics@santosh.ac.in



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Name	Designation	Email ID
Dr. Shalabh Gupta	Dean Academics	Dean.academics@santosh.ac.in
Dr. Alka Agrawal	Dean Medical	dean@santosh.ac.in
Dr. Akshay Bhargav	Dean Dental	dean.denatal@santosh.ac.in
Dr. Shalabh Gupta	Dean Allied Health Sciences	dean.academics@santosh.ac.in
Dr. Jyoti Batra	Dean Research	Dean.research@santosh.ac.in
Dr. Rajiv Ahluwalia	Chairperson, Dean Students Welfare	dean.studentwelfare@santosh.ac.
Dr. Alpana Agrawal	Medical Superintendent	ms@santosh.ac.in

Services Available

University Services

Santosh Deemed to be University offers a range of services for its students, faculty, and visitors. For detailed information, refer to relevant sections under "Students," "Facilities," and "Academics" on the University website www.santosh.ac.in.

Hospital Services

Santosh Hospitals provide state-of-the-art healthcare facilities across multiple specialties. For detailed information about medical services, departments, and patient care facilities, visit www.santoshhospitals.com.

Contact Information

Address:

Santosh Deemed to be University
No. 1, Santosh Nagar, Pratap Vihar, Ghaziabad, Uttar Pradesh, India

Email: info@santosh.ac.in

Phone: +91-120-274-1141

Website: www.santosh.ac.in



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Santosh Deemed to be University remains committed to excellence in education, healthcare, and research, ensuring the safety and well-being of its community and fostering a culture of respect, integrity, and collaboration.

This Citizen Charter is designed to foster a positive environment within Santosh Deemed to be University, promoting excellence, diversity, respect, integrity, and cooperation among all stakeholders. For further details, please refer to our official websites santosh.ac.in and santoshhospitals.com.

