

## **SECTION IV-H: FREQUENTLY ASKED QUESTIONS (FAQs) UNDER RTI / CITIZEN SERVICES**

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### **Q1. What is LGBRIMH?**

LGBRIMH (Lokopriya Gopinath Bordoloi Regional Institute of Mental Health), Tezpur, Assam, is an Autonomous Institute under the Ministry of Health and Family Welfare, Government of India, providing tertiary psychiatric care, postgraduate education and research since 1876.

### **Q2. How can I get treatment at LGBRIMH?**

Walk-in OPD registration is available from 9:00 AM to 2:00 PM on all working days (Monday to Saturday). E-registration is also available at [www.ors.gov.in](http://www.ors.gov.in). Please bring a valid Photo ID and address proof.

### **Q3. How do I file an RTI application?**

RTI applications may be submitted to the Central Public Information Officer (CPIO), LGBRIMH, Tezpur, Assam – 784001, accompanied by an application fee of ₹10 (by postal order/demand draft favouring LGBRIMH or cash at counter). Online RTI applications may be filed at <https://rtionline.gov.in>.

### **Q4. What is the RTI application fee?**

₹10 for the first application. Additional charges: ₹2 per page for copies; actual cost for samples/models; no fee for persons below poverty line.

### **Q5. Who is the CPIO of LGBRIMH?**

The designated CPIO(s) of LGBRIMH are listed on the RTI page of the website: <https://lgbrimh.gov.in/ActsAndRules/rti.html>. This list is updated periodically.

### **Q6. Who is the First Appellate Authority (FAA)?**

The FAA for RTI appeals at LGBRIMH is designated by the Director and the details are available on the RTI page: <https://lgbrimh.gov.in/ActsAndRules/rti.html>.

### **Q7. How do I get copies of my medical records?**

Medical records may be requested under Section 25 of the Mental Healthcare Act, 2017. Submit Form A (Application for Basic Medical Records) at the Medical Records Department (MRD), LGBRIMH. Records are provided within 30 days.

### **Q8. How do I register a grievance?**

Grievances may be submitted online at <https://pgportal.gov.in> (CPGRAMS), through the LGBRIMH website grievance link, or in writing to the Chairman, Grievance Redressal Committee, LGBRIMH, Tezpur.

**Q9. Are LGBRIMH's tenders/procurements available online?**

Yes. All tender notices and procurement information are published at <https://lgbrimh.gov.in/tender.html> and on the Government e-Marketplace (GeM) portal at <https://gem.gov.in>.

**Q10. Is information about LGBRIMH available in Hindi?**

Yes. Basic institutional information is available in Hindi on the LGBRIMH website. Patients from the NE region may also approach the front desk for assistance in local languages.

**Q11. How can I access the Annual Report of LGBRIMH?**

Annual Reports are available at <https://lgbrimh.gov.in/annualreport.html>.

**Q12. What proactive disclosures are available on the LGBRIMH website?**

Section 4 proactive disclosures including organisation, functions, directory of officers, RTI details, budget information and more are available under the dedicated RTI Audit Compliance / Section 4 Proactive Disclosure Self-Appraisal link on the LGBRIMH website.