

GenepowerRx Citizen's Charter

Preamble:

GenepowerRx recognizes the profound impact of genetic information on individual health and well-being. We are committed to providing accurate, accessible, and ethically sound genetic testing services, empowering individuals and healthcare providers with the knowledge to make informed decisions. This Citizen's Charter outlines our commitment to quality, transparency, and patient-centricity in all our operations.

Vision:

To be a leading provider of innovative genetic solutions, driving advancements in personalized healthcare and improving lives through actionable genetic insights.

Mission:

To deliver reliable and affordable genetic testing services while upholding the highest accuracy, confidentiality, and ethical practice standards.

Core Values:

We prioritize the precision and reliability of our testing methodologies. We the employees of Uppaluri K & H Personalized Medicine Clinic Pvt Ltd are committed to enhancing customer satisfaction by providing genetic reports with international quality standards through:

- Effective data analysis
- Providing reliable reports on time
- Provide long-distance logistics for customer
- Establish National and International partnerships
- Competitive price
- Enhancing the capability of the institution
- Meeting all applicable requirements
- Continually improving the Quality Management System.

Services Offered:

GenepowerRx offers a comprehensive suite of genetic testing services, including:

- **Carrier Screening and rare genetic disorder screening:** To identify individuals with a gene mutation for a recessive genetic disorder.
- **Diagnostic Testing:** To confirm or rule out a suspected genetic condition.
- **Personalized Medicine:** Personalize medication and lifestyle choices based on an individual's genetic makeup.
- **Targeted Cancer therapy:** The genetic report helps cancer patients by genetically analyzing the tumor to determine suitable targeted therapy and resistance to therapy.
- **Genetic Counseling:** Professional genetic counselors can provide pre-and post-test counseling, interpret results, and discuss risk management options.

Service Standards:

- **Turnaround Time:** We strive to deliver test results within 14-21 working days of sample receipt for most tests. Specific turnaround times for individual tests are available upon request.
- **Accuracy:** Our tests are validated through rigorous quality control procedures and adhere to established industry standards. We maintain a high clinical sensitivity and specificity level, typically exceeding [95-99%]. Detailed validation data is available upon request.
- **Confidentiality:** We are committed to safeguarding the privacy of all patient data. We strictly adhere to all applicable privacy laws and regulations, including HIPAA and GDPR, and employ robust security measures to protect against unauthorized access or disclosure.
- **Accessibility:** We aim to make our genetic testing services accessible to all. We offer various payment options, including flexible payment plans, and information about test costs and coverage is readily available.

Customer Support: Our dedicated customer support team is available [Mon-Sat, 9 AM - 5 PM] via phone at [+91 950-222-2300] and email at [info@genepowerx.com]. We are committed to responding to all inquiries promptly and efficiently, typically between [9 AM - 5 PM on all working days].

- **Genetic Counseling Availability:** Board-certified genetic counselors are available to provide comprehensive genetic counseling services. Patients can schedule appointments by calling [+91 950-222-2300].

Complaint Redressal Mechanism:

GenepowerX is committed to addressing any concerns or complaints promptly and fairly. If you have a complaint regarding our services, please contact us at:

- Phone: [+91 950-222-2300]
- Email: [info@genepowerx.com]
- Mail: [Suit#2B Plot No.240, Nirvana, Road No. 36, Jawahar Nagar, Jubilee Hills, Hyderabad, Telangana 500033, India.]

There will be occasions when our services do not meet your expectations. In such cases, please do not hesitate to register your complaints. It will help us serve you better. Every grievance will be duly acknowledged. We aim to settle your genuine complaint within 7 working days of receipt.

Accountability:

GenepowerX is committed to transparency and accountability in all our operations. Our laboratory is ISO accredited and adheres to industry standards. We regularly review and update our services, processes, and Citizen's Charter to ensure we are meeting the needs of our patients and stakeholders.

Contact Information:

GenepowerX [Suit#2B Plot No.240, Nirvana, Road No. 36, Jawahar Nagar, Jubilee Hills, Hyderabad, Telangana 500033, India] Phone: [+91 950-222-2300] Email: [info@genepowerx.com] Website: [https://genepowerx.com/]

Review and Updates:

This Citizen's Charter will be reviewed and updated annually or as needed to reflect changes in our services, policies, and regulatory landscape. The most current version will be available on our website.

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