

CITIZEN'S CHARTER

SUB-CENTRE OF DAMAN DISTRICT

CITIZEN'S CHARTER FOR SUB-CENTRE

Health Sub-centre is the most peripheral and first point of contact between the primary health care system and the community. A Sub-centre provides interface with the community at the grass-root level, providing all the primary health care services. The purpose of the Health Sub-centre is largely preventive and promotive, but it also provides a basic level of curative care.

Area served under this Sub-Centre :

As per Column No. 3 of ANNEXURE 'A'

Health Staff posted at this Sub-Centre :

This Sub-Centre manned by the __ ANM, __ Health Worker (M), ____ Link Worker
(As per Column No. 7, 9 and 12 of ANNEXURE 'A')

Timing of Sub-Centre :

Monday to Friday : 9.00 am to 1.00 pm and 2.30 pm to 5.30 pm

Saturday : 9.00 am to 2.00 pm

Services available :

The following services are available at this Sub-Centre.

- (A) Ante natal care - including ANC Registration, check-up, TT injection, distribution of Iron & iron folic acid supplementation etc.
- (B) Post natal care - home visit for mother and baby, counselling on diet & rest, hygiene, contraception, essential new born care, infant and young child feeding.
- (C) Child Health - Full Immunization of all infants and children against vaccine preventable diseases as per guidelines of Government of India, Vitamin A prophylaxis to the children as per National guidelines, Prevention and control of childhood diseases like malnutrition, infections, ARI, Diarrhea, Fever, Anemia etc.
- (D) Family Planning and Contraception – Provision of contraceptives such as condoms, oral pills, emergency contraceptives.
- (E) Laboratory investigations like Urine Test for pregnancy confirmation, haemoglobin estimation, urine test for albumin and sugar, blood smear for Malaria.
- (F) Disease surveillance - Surveillance about any abnormal increase in cases of diarrhoea / dysentery, fever with rigors, fever with rash, fever with jaundice or fever with unconsciousness and early reporting to concerned PHC.
- (G) Curative Services - Provide treatment for minor ailments including fever, diarrhoea, ARI, worm infestation and First Aid including first aid to animal bite cases (wound care, tourniquet (in snake bite) assessment and referral).
- (H) School Health Services – Assistance during School Health Programme in the sub-centre area by sub Centre staff.
- (I) Control of Endemic Diseases - Assisting in detection, Control and reporting of endemic diseases such as malaria, Filariasis, Dengue etc.
- (J) Water and Sanitation – disinfection of drinking water sources.
- (K) **Village Health and Nutrition Day** organised once in a month in each village.
- (L) Identification of Leprosy, Goitre, Tuberculosis case and referral to Referral Unit for its proper treatment.
- (M) IEC / Health education for various National Health Programme.
- (N) House to House visit for diseases surveillance, tracking of pregnant women for ANC / PNC services and tracking of infants and children for vaccination.
- (O) House to House visit for Annual Health Survey.
- (P) Verification for no. of living children for Sterilisation operation, issue of certificate for number of living children for assistance under **Matru Samruddhi Yojana** and **Dikri Development Scheme**.

- (Q) **Immunisation day : As per column no. 4 of Annexure 'A'**
(If day of immunisation is holiday than immunisation will be done on next working day on mentioned time and place).
- (R) **Medical Officer OPD day and time – As per column no. 5 and 6 of Annexure 'A'**

Complaints and Grievances

- In spite of our best intentions / efforts, you may have occasions where the services provided are not upto your expectations.
- Useful feedback and constructive suggestions for improvement of services are welcome. It may help us to serve you better.
- Whom to contact if dissatisfied :
Dr Sangeeta Joshi
Deputy Director, Medical & Health Services,
Community Health Centre,
Fort Area, Moti Daman.
Phone : 0260 – 2230847
Mobile No. : **99789 30863**
Email : ddmhs-dmn-dd@gov.in
- Whom to contact if no solace is received from supervisors :
Director, Medical & Health Services,
Community Health Centre,
Fort Area, Moti Daman.
Phone : 0260 – 2230470
Mobile No. : **99789 30867**
Email : dmhs-daman-dd@nic.in

Responsibilities of the users :

- For successful delivery of any programme or service both the beneficiary and the provider have to mutually co-operate and support.
- The beneficiaries should appreciate the various constraints and bear with any of the unavoidable shortcomings/lacunae in the services available/provided and the inconveniences thereof.
- Please use the facilities provided in all the institutions with care, and in good faith.
- Ensure that while using the facilities other patients are not inconvenienced, or put into hardships.
- Please help the authorities in keeping surroundings neat and clean.
- Ensure proper disposal of waste materials such as, food items, etc. so that wash basins, toilets are not choked.
- Spitting, Smoking in the sub-centre premises is strictly prohibited.
- Maintain silence in corridors / waiting area etc. so that you are not disturbing other patients.
- Please refrain from demanding undue favors from the sub-centre staff.
- Please mind well the success of the Charter largely depends on the support we receive from our users.

Month and Year for the next review of the Charter - After One Year.

IN CASE OF EMERGENCY DIAL 108 (TOLL FREE) FOR AMBULANCE

IN CASE OF NON EMERGENCY MEDICAL ADVICE DIAL 104 (TOLL FREE)

ANNEXURE - A

DETAILS OF HEALTH SUB-CENTRE (DAMAN DISTRICT)

Sr No	Name of the Sub-Centre	Area served under Sub-Centre	Immunisation Days	OPD Day	Time	Name of ANM	Mobile	Name of HW (M)	Mobile	Population	No. of Link Workers
1	2	3	4	5	6	7	8	9	10	11	12
1	SC Kathiria	Ward No. 5,8, 9 , 10, 11, 6 (KK Marg only), 7 (Tin Batti, Kathiria Main Road)	Every Thursday in morning session (From 9.30am to 12.30 pm) 4th Thursday of every month (From 3.00 pm to 5.00 pm)	Friday	2.30 pm onwards	Saroj F Patel Meghna Patel	9978930851 8238088417	Satish Contractor	9978930874	17285	3
2	SC Red Cross	Ward No. 3,4, 6 (Except KK Marg), 7 (Except Tin Batti & Kathira main road), 12, 13, 14, 15	Every Thursday in morning session (From 9.30am to 12.30 pm) 4th Thursday of every month (From 3.00 pm to 5.00 pm)	Friday	2.30 pm onwards	Sunita Dhonde Sumitra Rathod Sonal Parmar	9978930839 9978930842 7574829813	Dipak Mahyavanshi	9978930858	23110	3
3	SC Dunetha	Dunetha & Bheslore area	First four Thursday of every month in morning session (From 9.30am to 12.30 pm)	Thursday	2.30 pm onwards	Shobhna N Jadhav	9099097664	Agnelo Miranda	9099097661	16834	4
4	SC Varkund	Varkund area & Opposite Royal Distilary of Ringanwada	Every Thursday in morning session (From 9.30am to 12.30 pm) 4th Thursday (From 3.00 pm to 5.00 pm)	Wednesday	2.30 pm onwards	Bhumi M Patel Ila B Mevada	7574829819 7573016132	--	--	9414	3
5	SC Patlara	Patlara, Ambawadi & Boriya Talav	Third Thursday of every month in morning session (From 9.30am to 12.30 pm)	Monday	2.30 pm onwards	Annamma Mathew	9978930831	Ramji Pancha (Thursday & Friday)	9978930876	4478	2
6	SC Pariary	Pariyari, Naila Pardi, Deva Pardi, Jampore	First and Third Thursday of every month in morning session (From 9.30am to 12.30 pm)	Tuesday	2.30 pm onwards	Sumitra Vedga	9978930846	Kapil Parmar (Monday, Tuesday,	9033666355	4328	3
7	SC Zari	Zari, Thana Pardi, Bamanpuja	Third Thursday of every month in morning session (From 9.30am to 12.30 pm)	Monday	2.30 pm onwards	Thankkamma Thomas	9978930847	Ramji Pancha (Saturday)	9978930876	1939	1

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8	SC Kevdi Falia	Kevdi Falia	First, Third and Fourth Thursday of every month in morning session (From 9.30am to 12.30 pm) 4th Thursday of every month (From 3.00 pm to 5.00 pm)	Monday (Evening OPD)	4.00pm - 7.00pm	Vaishali K Patel	9099097660	Kapil Parmar (Thursday, Friday, Saturday)	9033666355	14011	2
				Wednesday	2.30 pm onwards						
				Wednesday (Evening OPD)	4.00pm - 7.00pm	Sujal I Patel	7574829826				
				Friday (Evening OPD)	4.00pm - 7.00pm						
9	SC Dabhel	Kumbhar falia, Amran Falia, Fakir Falia, Talav Falia, Dabhel Check post area, Sadak Falia, Amaliya, Somnath, Kalaria, Bhupendra Nagar	Every Thursday in morning session (From 9.30am to 12.30 pm) 4th Thursday of every month (From 3.00 pm to 5.00 pm)	Sub Centre is attached with PHC, Dabhel.		Kalawati Patel	9978930836	Haresh Bhandari	9978930878	48143	1
						Amita Dhodi	7359112335				
						Aruna S Patel	7574829828				
						Nirma J Patel	7573016133				
						Tejal C Patel	9586732328				
10	SC Ghelwad Falia	Ghelwad Falia, Chikuwadi, Athiyawad, Check Post	Every Thursday in morning session (From 9.30am to 12.30 pm) 4th Thursday of every month (From 3.00 pm to 5.00 pm)	Monday (Evening OPD)	4.00pm - 7.00pm	Minimol Nair	9978930840	Yogesh Patel	7574829807	33034	2
				Wednesday (Evening OPD)	4.00pm - 7.00pm	Pratiksha I Patel	7574829820				
				Friday (Evening OPD)	4.00pm - 7.00pm	Pinkal R Sapkal	7574829829				
						Priti B Chauhan	7574829815				
11	SC Jumprim	Ward No. 1, 2	Every Thursday in morning session (From 9.30am to 12.30 pm)	Sub Centre is attached with CHC, Moti Daman.	-	Victoria Noronha	9925107343	Rajesh Brambhatt (Except Wednesday)	9978930866	4426	1
12	SC Dholar	Dholar, Damanwada, Palhit, Bhamti	First and Third Thursday of every month in morning session (From 9.30am to 12.30 pm)	Tuesday	2.30 pm onwards	Gracy Joseph	7574829823	Rajesh Brambhatt (Wednesday)	9978930866	5074	3
13	SC Magarwada	Magarwada	First and Third Thursday of every month in morning session (From 9.30am to 12.30 pm)	Monday	2.30 pm onwards	Sweety K Patel	7574829811	Ramji Pancha (Monday, Tuesday, Wednesday)	9978930876	2393	2

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14	SC Dungri Falia	Kasal Falia, Patel Falia, Jamalkar Falia, Dungri Falia, Char Rasta Area, Navi Nagri, Indira Niwas, Ramraj Wadi, Gurukripa (Near Fire Brigade area), Somnath, Old Navodaya School	First, Third and Fourth Thursday of every month in morning session (From 9.30am to 12.30 pm) 4th Thursday of every month (From 3.00 pm to 5.00 pm)	Wednesday	2.30 pm onwards	Lalita B Kunwar	7574829824	Zubair Sheikh	9978930871	12354	2
						Jasoda S Kanat	9537776395				
15	SC Kachigam	Dhodiyaad, Ajan Falia, Desai Falia, Nani Koriwad, Moti Koriwad, Ringanwada, Kasal Falia, Mangelwad, Halpatiwas, Bhandarwad, Kamliwad	Every Thursday in morning session (From 9.30am to 12.30 pm) 4th Thursday of every month (From 3.00 pm to 5.00 pm)	Wednesday	2.30 pm onwards	Sallykuty George	9978930845	Girish Bengal	7574829844	22595	6
						Tara Rathod	9978930879				
						Damyanti Parmar	7574829825				
16	SC Devka	Taiwad, Bhandarwad, Mahyavansi falia, Parsi Colony of Devka village, Marwad, School falia, Mahyavansi falia, Airport area of Dalwada	First and Third Thursday of every month in morning session (From 9.30am to 12.30 pm) 4th Thursday of every month at Anganwadi, Chowki Falia, Dalwada (From 9.30 am to 12.30 pm)	Friday	2.30 pm onwards	Dimple Patel	9978930877			10816	3
						Sunita R Mahala	7574829827				
17	SC Kadaiya	Kadaiya, Bandh falia, Rose Park, Laxmi Nagar, Gulab chawl of Dalwada village	First and Third Thursday of every month in morning session (From 9.30am to 12.30 pm)	Friday	2.30 pm onwards	Rekha Halpati	9978930841	Rajesh Halpati	9978930873	9104	1
						Jagruti Patel (Monday, Tuesday, Wednesday)	7698707006				
18	SC Kund Falia	Nani Vankad, Moti Vankad, Kund Falia	First and Third Thursday of every month in morning session (From 9.30am to 12.30 pm)	Sub Centre is attached with PHC, Bhimpore		Shyla John	9978930875	Ravi P Damania	7574829830	5350	2
						Jagruti Patel (Thursday, Friday, Saturday)	7698707006				

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19	SC Bhimpore	Bhimpore	First and Third Thursday of every month in morning session (From 9.30am to 12.30 pm) 4th Thursday of every month (From 9.30 am to 12.30 pm)	Thursday	2.30 pm onwards	Pushpa Patel	9978930832	Keyur Patel	7574829810	10180	3
				Monday (Evening OPD)	4.00pm - 7.00pm						
				Wednesday (Evening OPD)	4.00pm - 7.00pm						
				Friday (Evening OPD)	4.00pm - 7.00pm						
20	SC Dori Kadaiya	Patel falia, Signal falia, of Kadaiya and Dori Kadaiya	First and Third Thursday of every month in morning session (From 9.30am to 12.30 pm) 4th Thursday of every month (From 9.30 am to 12.30 pm)	Tuesday (Evening OPD)	4.00pm - 7.00pm	Vilas Patel	7574829814	Dilip Kataria	9978930870	14101	3
				Thursday (Evening OPD)	4.00pm - 7.00pm						
				Thursday	2.30 pm onwards						
				Saturday (Evening OPD)	4.00pm - 7.00pm	Alleyamma Sajan	9978930849				