

CITIZEN'S CHARTER

OFFICE OF THE

NATIONAL VECTOR BORNE DISEASES CONTROL

PROGRAMME,

MOTI DAMAN

CITIZEN'S CHARTER FOR OFFICE OF THE NATIONAL VECTOR BORNE DISEASE CONTROL PROGRAMME, MOTI DAMAN

The office of National Vector Borne Disease Control Programme provides the services for prevention and Control of Vector Borne Diseases like i.e. Malaria, Dengue, Lymphatic Filariasis, Kala-azar, Japanese Encephalitis and Chikungunya.

In-charge of this office :

Dr. K.G.Rathod, Dy. Director (NVBDCP), Phone : 0260 – 2231781

Timing of Office :

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

Standards of Services :

The service for prevention and control of VBD provides as per the direction of Ministry of Health & Family Welfare and the Directorate of NVBDCP, Delhi.

Activities of the Office :

Anti larval activities : Under this activities the regular anti larval activities are carried out by daily wages workers by spraying insecticide in permanent and temporary water collected area and breeding places to minimize the mosquito menaces as per weekly schedule.

Anti adult mosquitoes activities : Under this activities the indoor residual spray as well as seasonal spray round with insecticide is carried out in the area, where API more than two and in the areas where positive cases are found. Two rounds of Indoor Residual Spray (IRS) of 45 days in a year during transmission season.

Fogging : Fogging is carried out as an when the density on mosquito is increased.

Supervision and Surveillance : Regular supervision and surveillance carried out in all 20 sub centre area by the supervisory staff of this office.

IEC / BCC activities : The month of June is observed as “**Anti Malaria Month**” every year from 1st June to 30th June in the UT. During this month awareness activities about prevention and control of Malaria and other vector borne diseases are carried out through Nukkad Natak, Banner, Poster, Health education etc.

Anti Dengue month is observed from 1st July to 31st July for Prevention and Control of Dengue and Chikunguniya, During this month above activities are intensified at Village level through Health & Sanitation Committee. Beside these, routine IEC / BCC activities are carried out by this office through print media, electronic media etc. at village level.

Night survey for testing of Filariasis : Blood collection for detection of filariasis is carried out by two teams on every working day from 8.00pm onwards.

Request for Indoor Residual Spray (IRS) : An individual / organisation may request for indoor residual spray (IRS) at this office. The spray will be done within two working days.

Diagnostic Services :

Lists of tests are available in the following respective department.

Name of the test	Name of Institution	Day	Timing
Malaria silde test	Pathological laboratory of all Govt. Hospital, CHC, PHCs	On all working days excluding Sunday and Holiday	Monday to Friday : 9.00 am to 1.00 pm 2.30 pm to 5.30 pm Saturday : 9.00 am to 2.00 pm
Dengue and Chikungunya Elisa test	Pathological laboratory of CHC, Moti Daman	On all working days excluding Sunday and Holiday	Monday to Friday : 9.00 am to 1.00 pm 2.30 pm to 5.30 pm Saturday : 9.00 am to 2.00 pm
Filaria Slide test	Laboratory of NVBDCP, Daman	On all working days excluding Sunday and Holiday	Monday to Friday : 9.00 am to 1.00 pm 2.30 pm to 5.30 pm Saturday : 9.00 am to 2.00 pm

Complaints & Grievances:

- Every complaint will be duly acknowledged.
- We aim to settle your genuine complaints within **7 (Seven)** days of its receipt.
- Suggestions/Complaint boxes are also provided at this office.
- If we cannot, we will explain the reasons and the time we will take to resolve.
- 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 K. G. Rathod,
Dy. Director, NVBDCP,
Opp. CHC Campus, Fort Area, Moti Daman
Phone : 0260 – 2231781
E mail : ad-nvbdcpc-dd@nic.in
- Whom to contact if no solace is received from supervisors :
Dr. K. Y. Sultan,
Director, Medical & Health Services,
Community Health Centre,
Fort Area, Moti Daman.
Phone : 0260 – 2230470
E mail : dmhs-daman-dd@nic.in

Your Responsibilities:

- The Office is a “No Smoking Zone” and smoking is a Punishable Offence.
- Please refrain from demanding undue favours from the staff and officials as it encourages corruption.
- Please provide useful feedback & constructed suggestions. These may be addressed to the Dy. Director, NVBDCP.

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