

CITIZEN'S CHARTER

COMMUNITY HEALTH CENTRE,

MOTI DAMAN

CITIZEN'S CHARTER FOR COMMUNITY HEALTH CENTRE, MOTI DAMAN

This CHC provides medical care to all patients without any discrimination of gender/caste/religion /status. Emergency services are available 24 x 7. The In-charge of this hospital is responsible for ensuring the delivery of services.

In-charge of this Community Health Centre :

Dr. H. K. Vaidya, Medical Officer

Phone : 0260 - 2230470

Timing of Community Health Centre :

Monday to Friday : 9.00 am to 1.00 pm and 2.30 pm to 5.00 pm

Saturday : 9.00 am to 1.00 pm

For emergency services : 24 hours

Standards of Services :

This hospital provides quality minimum assured services set by Indian Public Health Standards (IPHS).

Your Rights in the Hospital

1. Right to access to all the services provided by the Hospital
2. Right to Information - including information relating to your treatment.
3. Right of making decision regarding treatment.
4. Right for privacy and confidentiality.
5. Right to religious and cultural freedom.
6. Right for Safe and Secure Treatment.
7. Right for grievance redressal.

General Information :

No. of Beds	30 beds
No. of Doctors (including Specialist)	10
No. of Nurses	13
No. of Ambulances	5

Services available :

OPD	Indoor Treatment / Wards	24 hours Emergency and Medicolegal	MCH Services (including High Risk Pregnancy and Newborn stabilization unit)
Radiology (X-Ray and Ultrasound)	Laboratory (with Semi Automatic Analyser and Blood Counter)	Pharmacy	Dentistry
Family Planning Services	Immunisation	Physiotherapy	Operation Theatre
Ayurvedic & Homoeopathy OPD (AYUSH)	ECG	24 hours Ambulance for referral	ICTC (for testing of HIV)
STI Clinic	Cardiac Ambulance for referral	ARSH Clinic	

- **At present, all the above services are provided to people free of cost.**

Immunisation day :

Day	Time	Building	Room No.
Every Thursday	9.30 am to 12.00 noon	CHC Building First Floor	207

(If Thursday is holiday than on next working day on above mentioned time)

Visiting hours for patients : From 7.00 am to 9.00 am (Morning)
From 4.00 pm to 6.00 pm (Evening)

Following Services / Schemes are implemented in this CHC for the benefits of the people.

Name of the Scheme / Service	Broad objective of scheme	Eligibility Criteria	Amount of Financial assistance (if any)	No. of days required to deliver service
Compensation for Family Planning (Female)	To promote Family Planning	Family Planning Operation (Tubectomy) at Govt. Hospital / CHC/PHC of UT of Daman & Diu	Cash assistance of ₹ 600/- to SC/ ST /BPL and for other category ₹ 250/- to the acceptor	Cash assistance will be disbursed through respective ANM of Sub-Centre where beneficiary reside.
Compensation for Family Planning (Male)		Family Planning Operation (Vasectomy) at Govt. Hospital / CHC/PHC of UT of Daman & Diu	Cash assistance of ₹ 1100/- to the acceptor	
Matru Samrudhhi Yojana	To promote institutional delivery and reduction of MMR and IMR	<ul style="list-style-type: none"> - Either parent should be resident of UT of Daman and Diu. - Delivery should be taken place at Govt. Health Institution of UT of Daman and Diu. - Only up-to first two live birth. - Marriage after 18 years of age (for female). 	Cash assistance of ₹ 5,000/- to delivered mother	5 working days after submission of form along with requisite document
Dikri Development Scheme	To save girl child and increase sex ratio	Either parent should be domicile of UT of Daman & Diu and mother must be of above 18 years old. Delivery taken place at Govt. Health facilities of UT of Daman & Diu. The first two girl in a family of two children will only be considered.	₹ 40,234/- will be deposited under Profit Plus Scheme / Term Deposit Scheme in LIC /Bank for 18 years in the name of girl child	2 months after submission of form along with requisite document
Issue of Fitness Certificate / Medical Certificate	--	Taking treatment from this health institution.	--	One working day after medical examination

Enquiries and Information

OPD / Enquiry counter is located at OPD Block.

Timings for working counter are as under :

Monday to Friday : 9.00 am to 1.00 pm and 2.30 pm to 5.00 pm

Saturday : 9.00 am to 1.00 pm

Phone no. for telephonic enquiry (24 hours service) : 0260 - 2230470

Location guide maps and directional signages have been put up at strategic points in the hospital.

Casualty & Emergency Services

Facilities

- Emergency Services are available round the clock.
- Medico legal services are available.
- Referral Services to higher centre in case facilities for treatment are not available in the hospital.
- Round the clock ambulance services with basic life support.
- In serious cases, treatment/management gets priority over paper work like registration and medico-legal requirements. The decision rests with the treating doctor.

OPD Services

OPD services are available on all working days excluding Sundays and Holidays.

Monday to Friday : 9.00 am to 1.00 pm and 2.30 pm to 5.00 pm

Saturday : 9.00 am to 1.00 pm

Various outpatient services available in the CHC are detailed below (as available):

Department	Building	Room No.	Day	Timing
General Medicine	New OPD Block	G – 11	On all working days excluding Sunday and Holiday	Monday to Friday : 9.00 am to 1.00 pm 2.30 pm to 5.00 pm Saturday : 9.00 am to 1.00 pm
General Surgery	New OPD Block	G -11		
Obstetrics & Gynaecology	New OPD Block	G-8		
Dentistry	Ground Floor – CHC Building	104		
Ayurvedic	New OPD Block	G – 12		
Physiotherapy	Old Building	9		
Orthopaedic	New OPD Block	G – 11	Saturday Sunday	10.00am to 1.00pm
Homoeopathy	New OPD Block	G – 12	On all working days excluding Sunday and Holiday	10.00 am to 1.00 pm
Skin	New OPD Block	G – 4	Wednesday	2.30 pm to 5.00 pm
Paediatric	New OPD Block	G - 3	Monday to Friday	2.30 pm to 5.00 pm
Eye	Ground Floor CHC Building	106	Monday to Saturday	10.00 am to 1.00 pm

Diagnostic Services :

Lists of tests are available in the following respective department.

Department	Building	Room No.	Day	Timing
X- Rays	Old building	13	On all working days excluding Sunday and Holiday	Monday to Friday : 9.00 am to 1.00 pm 2.30 pm to 5.00 pm Saturday : 9.00 am to 1.00 pm
ECG	Old building	Female Ward		
Laboratory	New OPD Block	6		
Ultrasound	Ground Floor – CHC Building	Room No. 105	Monday to Saturday	10.00 am to 1.00 pm

Indoor Patient Services

There are following wards in the hospital.

General Ward	Bed allocated
Male Ward	10 beds
Female Ward	10 beds
ICU	2 beds
Maternity Ward	8 beds

Facilities for IPD patients

1. All patients admitted in Wards of the Hospital are treated free of cost.
2. Free diet 3 times a day as per requirement of the patient.
3. 24 hour nursing services.
4. 24 hour availability of duty doctor.

Complaints and Grievances

- Every complaint will be duly acknowledged.
 - We aim to settle your complaints within **7 days** of its receipt.
 - Suggestions/Complaint boxes are also provided at enquiry counter and main entrance of PHC Old Building in the hospital.
 - If we cannot, we will explain the reasons and the time we will take to resolve.
 - 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 H. K. Vaidya,
In-charge
Community Health Centre,
Fort Area, Moti Daman.
Phone : 0260 – 2230470 **Mobile No. : 99789 30857**
- 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 **Mobile No. : 99789 30867**

Responsibilities of the users :

- Please do not inconvenience other patients.
- Please help us in keeping the hospital and its surroundings neat and clean.
- Beware of Touts. If you find any such person in premises tell the hospital authorities.
- The Hospital 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 & constructive suggestions. These may be addressed to the
In-charge of the Hospital.

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)

**LIST OF PATHOLOGICAL TESTS CONDUCTED IN THIS
COMMUNITY HEALTH CENTRE**

Haematology :			
Hemoglobin (Hb%)	Total Leucocytes count	Differential count	E.S.R.
Platelet Count	Bleeding time	Clotting time	Prothrombin time
Blood Grouping	Malaria Parasite	Complete Haemogram (TLC, RBC Count, DC, Hb, Smear, Pl. Count, MCV etc)	
Bio-Chemistry :			
Blood Glucose (F/PP/R)	Blood Urea	BUN	Creatinine
Total Cholesterol	HDL Cholesterol	LDL Cholesterol	Triglycerides
SGOT	SGPT	Serum Bilirubin (Total, Direct & Indirect)	Alkaline Phosphatase
Total Protein	Albumin	Uric Acid	Sodium (Na)
Potassium (K)	Chloride (Cl)	Calcium	Amylase
Serology :			
VDRL (Strip method)	Widal Test (Slide method)	R.A. Test	HbsAg (Rapid method)
HCV (Rapid method)	CRP (Rapid method)	ASO (Rapid method)	
Other Tests :			
Routine, Microscopic and Chemical Examination of Urine	Sputum Examination for AFB	Stool Examination for occult blood	Pregnancy Test (UPT method)

The time prescribed for various kind of Laboratory test is

- (1) for Haematology, Bio-Chemistry Test, Serology and other routine test is within 24 hours and in emergency and for indoor patient within 6 hours and
(2) Blood culture & Sensitivity for salmonella typhi. Within 72 hours.*

This Pathological Laboratory is equipped with

Semi Automatic Auto Analyzer for Bio-chemistry test, Fully Automatic Cell Counter and Haemostasis.

LIST OF X-RAY CONDUCTED IN THIS COMMUNITY HEALTH CENTRE

The following plain X-ray are done here.

HEAD			
Skull AP / Lateral	Skull Town's	Base Skull	P.N.S.
Orbit View	Mandible AP / Lateral	Nasal Bone	Mastoids Right & Left
CHEST			
Chest PA/AP/Lateral	Chest oblique	KUB	Abdoman standing
THORACIC CAGE			
Shoulder Joint	Shoulder Axial	Clevicle	Scapula
Stenum Lateral			
SPINE			
Cervicle Spine AP	Cervicle Lateral	Cervicle open mouth	Cervicle Spine extension
Cervicle Spine Flexion	Thoracic Spine AP / Lateral	Lumber Spine AP / Lateral	Sacrum / Coccyx AP / Lateral
Neck soft Tissue			
PELVIS			
Pelvis	Pelvis both Hip AP	Pelvis frog view	HIP AP / Lateral
UPPER EXTREMITY			
Humrus AP / Lateral	Elbow AP / Lateral	Forearm AP / Lateral	Wrist AP / Lateral / Oblique / Scaphoid view
Hand AP / Lateral	Finger AP / Lateral		
LOWER EXTREMITY			
Thigh AP / Lateral	Knee AP / Lateral / Standing	Tibia Fibula AP / Lateral	Ankle AP / Lateral / Oblique
Foot AP / Lateral / Oblique	Toe AP / Lateral / Oblique	Heel Lateral / Axial view	

The time prescribed for various kind of X-ray is same day. And if X-ray is done after 4.30 pm than on next day.

This X-Ray department is equipped with
500 mA X-Ray machine and CR System .