

# **CITIZEN'S CHARTER**

**GOVERNMENT HOSPITAL, DIU**

## CITIZEN'S CHARTER FOR GOVERNMENT HOSPITAL, DIU

### 1) Access to services

This is a general hospital. It provides medical care to all patients who comes to hospital. Emergency services are available 24 x 7 without any discrimination. The Head of Office of this hospital is responsible for ensuring the delivery of services.

### 2) Standards of Services

This hospital provide quality of service on the minimum assured services set by Indian Public Health Standards (IPHS).

### 3) Your Rights in the Hospital

- Right to access to all the services provided by the Hospital.
- Right to information –including information relating to your treatment.
- Right for privacy and confidentiality.
- Right to religious and cultural freedom.
- Right for safe and secure treatment.
- Right for grievance redressal.
- Right to Emergency care.

### 4) General Information

This hospital has

- 40 Beds
- 02 Specialists
- 07 Doctors
- 16 Nurses
- 01 Ambulance

### 5) Services available

Multi Specialty OPD	Indoor Treatment/ Wards	24 hours emergency	Maternity Services (including High Risk Pregnancy)
Radiology (X-Ray, Ultrasound)	Laboratory (with Semi Automatic Analyzer and Blood Counter)	Pharmacy	Operation Theatre
Family Planning services	Dentistry	Physiotherapy	STI Unit
Ayurvedic and Homoeopathy OPD (AYUSH)	Medico legal and Post Mortem service (Mortuary services available)	24 hour ambulance for referral	Panchkarma Unit

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

## 6) Enquires and information

Enquiry counter is located at OPD Counter.

Timings for working counter are **9.00am to 1.00pm and 2.30pm to 5.00pm.**

Phone No. for telephonic inquiry (24 hours service) : **252480 & 254651**

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

## 7) Casualty and Emergency Services

Facilities

1. Emergency Services are available round the clock.
2. Specialists doctors are available on call.
3. Emergency services are available for all specialties as listed in the OPD Services.
4. Medico legal services are available
5. Referral Services to higher centre in case facilities for treatment are not available in the hospital.
6. In serious cases, treatment /management gets priority over paper work like registration and medico-legal requirements. The decisions rests with the treating doctor.

## 8) OPD Services

OPD Services are available on all working days excluding Sundays and Gazette holidays. Timing of OPD services are :

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 hospital are detailed below (As available)**

Department	Address	Day	Timing
General Surgery	Ground Floor	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
Anaesthesia	Ground Floor		
OPD – MO	Ground Floor		
Physician	Ground Floor	Tuesday & Thursday  Saturday	9.00 am to 1.00 pm 2.30 pm to 5.00 pm 9.00 am to 1.00 pm
Paediatrician	Ground Floor	Monday, Wednesday & Friday	9.00 am to 1.00 pm 2.30 pm to 5.00 pm
Dentistry	Ground Floor	Monday to Saturday	10.00 am to 1.00 pm
Ear, Nose & Throat	Ground Floor	Thursday	3.00 pm to 5.00 pm
Ophthalmology	Ground Floor	Thursday	3.00 pm to 5.00 pm
Gynaecology	Ground Floor	Tuesday	3.00 pm to 5.00 pm
Radiology	Ground Floor	First Sunday of every month	10.00 am to 1.00 pm
Physiotherapy	Ground Floor	Monday, Wednesday & Friday	9.00 am to 1.00 pm 2.30 pm to 5.00 pm
Ayurvedic	Ground Floor	Monday to Friday	10.00 am to 1.00 pm
Homoeopathy	Ground Floor	Monday to Friday Tuesday to Saturday	2.30 pm to 5.00 pm 10.00 am to 1.00 pm
Ophthalmology	Ground floor	Thursday	3.00 pm to 5.00 pm
Dentistry	Ground floor	Monday to Saturday	10.00 am to 1.00 pm

### Visiting hours for patient's Relatives

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 Hospital 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
Compensation for family planning (female)	To promote family planning	Family planning operation (Tubectomy) at Govt. Hospital/ CHC/ PHC of UT of Daman and Diu	Cash assistance of Rs.600/- to SC/ST/BPL and for other category Rs.250/- to the acceptor	Cash assistance will be disbursed through respective ANM of Sub-Centre where beneficiary reside.
Compensation for family planning (male)	To promote family planning	Family planning operation (Vasectomy) at Govt. Hospital/ CHC/ PHC of UT of Daman and Diu	Cash assistance of Rs.1100/- to the acceptor	-
Matru Samruddhi Yojana	To promote institutional delivery and reduction of MMR and IMR	<ul style="list-style-type: none"><li>- Either parent should be resident of UT of Daman and Diu</li><li>- Delivery should be taken place at Govt. Health Institution of UT of Daman and Diu.</li><li>- Only up-to first two live birth.</li><li>- Marriage after 18 years of age (for female).</li></ul>	Cash assistance of RS, 5000/- 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 parents should be domicile of UT of Daman and Diu and mother must be of above 18 years old. Delivery taken place at Govt. Health facilities of UT of Daman and Diu. The first two girl in family of two children will only be considered	RS. 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.
Issued of Fitness Certificate/Medical certificate	-	Taking treatment form this health institution	-	One working day after medical examination
Issue of Handicapped certificate	-	-	-	One working day after medical examination

## 9) Diagnostic Services

List of test available with charges are displayed at respective departments and enquiry counter. Tests are free for all patients.

### I. Laboratory services

Department	Day	Timing
Laboratory	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

Routine tests are done in following specialties

Bio-Chemistry

Hematology

Clinical Pathology

### II. Radio Diagnostic Services

Department	Day	Timing
X- Rays	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
Ultrasound		
CT Scan		

### III. Cardiology Diagnostics

ECG, ECHO and TMT

## 10) Indoor Patients Services

There are following wards in the hospital

General Ward	Bed allocated
Male Medical	12
Male Surgical	04
Female Medical	12
Female Surgical	05
Maternity Ward	04
Special room	02
VIP ward	01
<b>Total</b>	<b>40</b>

### Facilities for IPD patients

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

## 11) Complaints and Grievances

- Every grievance will be duly acknowledged.
- We aim to settle your genuine complaints within 15 days of its receipt.
- Suggestion/ complaint boxes are also provided at enquiry counter and office in the hospital.
- If we cannot, we will explain the reasons and the time we will take to resolve.
- Name, designation and telephone number of the nodal officer concerned is duly display at the reception

**Dr. M. J. Vaishya,**

**Designation :- Head of Office / Health Officer**

**Govt. Hospital, Diu.**

**Telephone No. 252244 (O) Mobile No. : 89800 34720**

**Meeting hours: - 12.00 noon to 1.00 pm daily**

Whom to contact if dissatisfied:-

Shri Vinod P Kavle, IAS

District Collector,

Collectorate, Diu.

Phone : 02875 – 252111

Whom to contact if no solace is received from supervisors

**The Secretary (Health),**

**Secretariat, Fort Area, Moti Daman**

**Tele : 0260 – 2230473 (O)**

## 12. Your Responsibilities

- Please do not cause inconvenience to other patients.
- Please help us in keeping the hospital and its surrounding 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 cooperate with the hospital administration for normalizing the situation in case of an emergency.
- Please provide useful feedback and constructed suggestions. These may be addressed to the Head of Office of the hospital.

**MONTH AND YEAR FOR THE NEXT REIVEW 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  
GOVERNMENT HOSPITAL**

<b>Haematology:</b>			
Hemoglobin ( Hb%)	Total Leucocytes count	Differential count	E.S.R
Platelet Count	Bleeding time	Clotting time	Prothrombin time
Blood Grouping	Malaria parasite	Complete Heamogram (TLC, RBC Count, DC, Hb, Smear, Pl.Count, MCV etc)	
<b>Bio-Chemistry:</b>			
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
<b>Serology:</b>			
VDRL ( Strip method)	Widal Test ( Slide method)	R.A.Test	HbsAg ( Rapid method)
HCV (Rapid method)	CRP (Rapid method)	ASO (Rapid method)	
<b>Other Tests:</b>			
Routine, Microscopic and Chemical Examination of Urine	Sputam Examination for AFB	Stool Examination for occult blood	Pregnancy Test ( UPT method)

The time prescribed for various kind of Laboratory test is

- (1) For Hematology, 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 hour.

This Pathological Laboratory is equipped with

**Semi Automatic Auto Analyzer for Bio-chemistry test, Fully Automatic Cell Counter and Homeostasis**

## LIST OF X-RAY CONDUCTED IN THIS GOVERNMENT HOSPITAL

The following plain X-ray are done here.

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