

# **CITIZEN'S CHARTER**

**GOVERNMENT HOSPITAL, DAMAN**

## CITIZEN'S CHARTER FOR GOVERNMENT HOSPITAL, DAMAN

### 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 Medical Superintendent 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

- 100 Beds
- 36 Doctors
- 30 Nurses
- 03 Ambulances

### 5) Services available

Multi Specialty OPD	Indoor Treatment/ Wards / Private Wards	24 hours emergency	Maternity Services (including High Risk Pregnancy) ICU
Radiology (X-Ray, Ultrasound and CT Scan)	Laboratory (with fully Automatic Analyzer and Blood Counter)	Pharmacy	
Family Planning services	Physiotherapy	Operation Theatre	Immunization
Ayurvedic and Homoeopathy OPD (AYUSH)	Medico legal and Post Mortem service (Mortuary services available)	24 hour ambulance for referral	Dentistry
Accident and Trauma unit	Blood bank	ICTC (Integrated Counselling and Testing Care)	Dialysis Unit

- At present, all the above services are provided to people free of cost, except Hearse Van for outside of Daman District, CT Scan, dialysis and Private ward.
- Dialysis facility for retired Government servant and his / her families and SC / ST persons are free of costs.

## 6) Enquires and information

Enquiry counter is located at Govt. Hospital, Daman (Office)

Timings for working counter are **9.00 am to 1.00 pm**

Phone No. for telephonic inquiry (24 hours service) : **2254266 / 2251691**

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	Building	Room No.	Day	Timing
Medicine	New OPD Ground floor	06	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
Surgery	New OPD Ground floor	104, 105		
Obs. and Gynecologist	New OPD Ground floor	01 and 02		
Orthopedic	New OPD Ground floor	04 and 05		
Eye	New OPD First floor	101		
ENT	New OPD First floor	116		
Pediatric	New OPD First floor	102		
Dental	Block No. A	02		
Physiotherapist	New OPD Ground Floor	13		
Occupational Health	New OPD First floor	01		
General OPD	New OPD First floor	103,106, 114, 115		
ARSH & RTI /STI Counselling	New OPD First floor	107		
Dermatology	New OPD First floor	109		

Department	Building	Room No.	Day	Timing
Ayurvedic	New OPD First floor	108	Monday to Saturday	10.00 am to 1.00pm
Homeopathy	New OPD First floor	109	Monday to Saturday	10.00 am to 1.00pm

**SUPER SPECIALITY / SPECIALITY ON VISITING BASIS :**

Department	Name of Doctor	Day	Place	Timing
Nephrology	Dr Siddharth Jain	Every Saturday	Dialysis Unit	2.30 pm to 5.00pm
Neuro Physician	Dr. Haresh Parekh	2 <sup>nd</sup> and 4 <sup>th</sup> Sunday	Trauma Unit	12.00 pm
Gastroenterology	Dr Himanshu Patel	1 <sup>st</sup> and 3 <sup>rd</sup> Saturday	Trauma Unit	1.00 pm
Cardiology	Dr Manek Chopra	1 <sup>st</sup> and 3 <sup>rd</sup> Saturday	New OPD Room No. 105	10.00 am to 1.00pm
Laparoscopic Surgery	Dr Yeshwant V Sathaye	1 <sup>st</sup> / 2 <sup>nd</sup> week every month only 4 days (Mon, Tue, Wed, Thu)	Trauma Unit	2.30 pm to 5.00 pm

**Immunization Day:-**

Day	Time	Building
Every Thursday	9.30 am to 12.00 noon	Daman Raktadan Building Govt. Hospital Campus

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

**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.

### I. Laboratory services

Department	Building	Room No.	Day	Timing
Laboratory	NEW OPD block Ground Floor	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

Routine tests are done in following specialties

Bio-Chemistry

Hematology

Tests are free for all patients

### II. Radio Diagnostic Services

Department	Building	Room No.	Day	Timing
X- Rays	New OPD Block	03	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	New OPD Block	08		
CT Scan	E Block Trauma Unit	"E" block		

### III. Cardiology Diagnostics

Department	Building	Room No.	Day	Timing
ECG	New OPD Block 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 : 9.0 m to 1.00 pm

### IV. Dialysis Services

Department	Building	Room No.	Day	Timing
Dialysis			On all working days excluding Sunday and Holiday	Two shifts

## 10) Indoor Patients Services

There are following wards in the hospital

General Ward	Bed allocated
Male medical	14
Male surgical	15
Female Medical	14
Female Surgical	15
Maternity Ward	20
Children ward	06
Special room	01
VIP ward	01
Recovery Room	06
ICU	06
NICU	02
<b>Total</b>	<b>100</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. B.R.Chand,**

**Designation :- Medical Superintendent,**

**Telephone No. 2254965 (O) Mobile No. : 99982 42540**

**Meeting hours: - 4.00 pm to 5.00 pm daily**

Whom to contact if dissatisfied:-

**Dr. K. Y. Sultan,**

**Director, Medical Health and Services,**

**Community Health Centre,**

**Fort Area Moti Daman**

**Phone No. 0260-2230470 (O), Mobile No. : 99789 30867**

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 Medical Superintendent 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)
<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>			
STERNUM JOINT	SHOULDER AXIAL	CLAVICLE	SCAPULA
<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/ Laterl	Wrist AP /Lateral /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 / Lateral / Oblique	Toe AP/ Lateral / Oblique	Heel Lateral / Axial view	

The Time presribed 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 X- Ray machine and CR System.**

**-IVP (Intravenous Pyelography)**

**BA Swallow**

**BA meal**

**BA enema**

## CT Scan

Whole body 16 slice CT Scan facility for taking CT Scan of all parts of the body with or without contrast.