

CITIZEN'S CHARTER

PRIMARY HEALTH CENTRE, KACHIGAM

CITIZEN'S CHARTER FOR PRIMARY HEALTH CENTRE, KACHIGAM

The PHC provides medical care to all patients without any discrimination of gender, cast, or religion. The In-charge is responsible for ensuring the delivery of services.

In-charge of this Primary Health Centre :

Dr. Devendra K Makwana, In-charge, Medical Officer

Phone : 0260 - 2242814

Timing of Primary 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

Standards of Services :

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

Your Rights in the PHC:

1. Right to access to all the services provided by the PHC.
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.

Services Available :

OPD & Casualty	Dentistry	MCH Services (Antenatal care, Postnatal care & Delivery)	Laboratory (with Semi Automatic Analyser and Blood Counter)
Pharmacy	Family Planning Services	Immunisation	Ayurvedic & Homoeopathy OPD
Ambulance for referral (from 9.00 am to 5.00 pm)	ICTC (for testing of HIV)	ARSH Clinic	Mental Health Unit

- **At present, all the above services are provided to people free of cost.**
- **w.e.f. 1/4/2013 PHC, Kachigam is 24 x 7 providing delivery services and first aid services.**

Immunisation day :

Day	Time	Building	Room No.
Every Thursday	9.30 am to 12.00 noon	2	1

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

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 PHC are detailed below (as available):

Department	Building	Room No.	Day	Timing
Medical Officer OPD	3	11	On all working days excluding Sunday and Holiday	Monday - Friday 9.00 am to 1.00 pm
Dentistry	1	9		2.30 pm to 5.00 pm Saturday 9.00 am to 1.00 pm
Ayurvedic & Homoeopathy	3	18	Monday to Saturday	10.00am to 1.00 pm
Gynaecology	3	18	Monday to Friday Saturday	3.00 pm to 5.00 pm 10.00 am to 1.00 pm
Surgery	3	18	Monday to Saturday	10.00am to 1.00 pm
Vision Centre	1	7	First Wednesday of the month	Afternoon : 3.00 pm to 5.00 pm
Paediatrics	-	-	Tuesday & Friday	Afternoon : 3.00 pm to 5.00 pm

Diagnostic Services :

Lists of tests are available in the following respective department.

Department	Building	Room No.	Day	Timing
Laboratory	1	1	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

Following Services are provided in this PHC 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
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 Building No. 1.

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 : 0260 - 2242814

Directional signages have been put up at strategic points in the PHC.

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 enquiry / OPD counter in the PHC.
- 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 Devendra K Makwana,
In-charge, Primary Health Centre,
Kachigam, Nani Daman.
Phone : 0260 – 2242814
Mobile No. **89800 04210**
- 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

Your Responsibilities:

- Please do not inconvenience other patients.
- Please help us in keeping the PHC and its surroundings neat and clean.
- Beware of Touts. If you find any such person in premises tell the PHC authorities.
- The PHC 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 Medical Officer Incharge of the PHC.

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
PRIMARY HEALTH CENTRE**

Haematology :			
Hemoglobin (Hb%)	Total Leucocytes count	Differential count	E.S.R.
Platelet Count	Blood Grouping	Malaria Parasite	Complete Haemogram (TLC,RBC Count, DC, Hb, Smear, Pl. Count, MCV etc)
Bio-Chemistry :			
Blood Glucose (F/PP/R)			
Serology :			
VDRL (Strip method)	Widal Test (Slide method)		
Other Tests :			
Routine, Microscopic and Chemical Examination of Urine	Sputum Examination for AFB	Pregnancy Test (UPT method)	HIV Test

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 within 6 hours.

This Pathological Laboratory is equipped with

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