

CITIZEN'S CHARTER

PRIMARY HEALTH CENTRE,
VANAKBARA

CITIZEN'S CHARTER FOR PRIMARY HEALTH CENTRE

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. Vilasini M. Vaishya, Dy. Director, M&HS

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
For emergency services : 24 hours

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 redressed.

Services Available :

Service				
OPD services	Indoor service	Ayu / Homeopathy OPD	Laboratory	Dental Unit
Labour Room	X-ray Services	Pharmacy	Family Welfare service	Referral to higher facility (Ambulance)
24 hours Emergency and Medicolegal	Immunisation			

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

Immunisation day:

Day	Time	Place
First Monday of Every Week	9.30 am to 12.00 noon	Casualty

(If Monday 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

Visiting hours for patients: From 4.00 pm to 8.00 pm (Evening)

Following Services / Schemes are implemented 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
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 : 02875 – 271301

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

No.	Name of Doctor	Designation	Available for service
1	Dr. Vilasini M.Vaishya	Dy. Director (M & HS)	9.00am to 1.00pm & 2.30pm to 5.00pm(Monday to Friday) 9.00 am to 1.00pm (Saturday) (except outreach OPD in SC)
2	Dr. Sandip Jethwa	Medical Officer	9.00am to 1.00pm & 2.30pm to 5.00pm(Monday to Friday) 9.00 am to 1.00pm (Saturday) (except outreach OPD in SC)
3	Dr. Purvi Padhiyar	Dentist (Visiting)	9.00am to 1.00pm (Monday to Saturday)
4	Dr.Vishvas M.Bariya	Ayurvedic (Visiting)	9.00am to 1.00pm (Monday to Saturday)
5	Dr. Nanji R. Solanki	Homeopathic (Visiting)	3.00 pm to 5.00 pm (Monday to Saturday)

Diagnostic Services :

Lists of tests are available in the following respective department.

Department	Day	Timing
X- Rays	On all working days excluding Sunday and Holiday	Monday to Friday :
Laboratory		9.00 am to 1.00 pm 2.30 pm to 5.00 pm
ECG		Saturday : 9.00 am to 1.00 pm

Indoor Patient Services

There are following wards in the hospital.

General Ward	Bed allocated
Male Ward	3 beds
Female Ward	3 beds

Facilities for IPD patients

1. All patients admitted in Wards of the Hospital are treated free of cost.
2. 24 hour nursing services.

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. Vilasini S. Vaishya,
Dy. Director, M&HS
Primary Health Centre,
Vanakbara Diu.
Phone : 02875 –271301

- Whom to contact if no solace is received from supervisors :
Dr. M. J. Vaishya,
Health Officer
Community Health Centre,
Ghoghla Diu.
Phone : 02875 – 252244

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.
Malaria Parasite	Bleeding time	Clotting time	Prothrombin time
Blood Grouping			
Bio-Chemistry :			
Blood Glucose (F/PP/R)	Blood Urea	Uric Acid	Creatinine
Total Cholesterol	HDL Cholesterol	LDL Cholesterol	Triglycerides
SGOT	SGPT	Serum Bilirubin (Total, Direct & Indirect)	Alkaline Phosphatase
Total Protein	Albumin		
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	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.

LIST OF X-RAY CONDUCTED IN THIS PRIMARY 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 Flextion	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 .