

# **CITIZEN'S CHARTER**

**SUB-CENTRE OF DIU DISTRICT**

## **CITIZEN'S CHARTER FOR ALL SUB-CENTRE IN DIU DISTRICT**

Health Sub-centre is the most peripheral and first point of contact between the primary health care system and the community. A Sub-centre provides interface with the community at the grass-root level, providing all the primary health care services. The purpose of the Health Sub-centre is largely preventive and promotive, but it also provides a basic level of curative care.

No.	Sub centre Name	Population Cover
1	Fudam - Diu	11670
2	Ghoghla-1	6675
3	Ghoghla-2	7039
4	Bucharwada	5150
5	Dagachi	4686
6	Vanakbara	18498
<b>Total</b>		<b>53718</b>

### **Health Staff posted at this Sub-Centre :**

No.	Sub centre Name	ANM Name	Basic Health Worker
1	Fudam - Diu	Shobhna J. Bariya Hemashri L. Bamania	Alvid Brito
2	Ghoghla-1	Vaishali R.Bamania Rathod Dharmishtha (NRHM)	-
3	Ghoghla-2	Bindu B.Solanki Vidhya Chauhan (NRHM)	-
4	Bucharwada	Bhagyalaxmi K.Solanki Divya Parmar (NRHM)	Bawa Laxman
5	Dagachi	Shobhna N. Jadav Pandya Dharti (NRHM)	Iqbal Hanif
6	Vanakbara	Shobhna L. Kamalia Karuna B. Solanki Nayna J. Bariya (NRHM) Kusum K. Kapadia (NRHM)	-

### **Timing of Sub-Centre :**

Monday to Friday : 9.00 am to 1.00 pm and 2.30 pm to 5.00 pm (Including Field Visit)

Saturday : 9.00 am to 1.00 pm (Including Field Visit)

### **Village Health & Nutrition Day: Immunization Session**

No.	Sub centre Name	First Wednesday	Second Wednesday	Third Wednesday	Fourth Wednesday	Other
1	Fudam - Diu	AWC-24 Diu	Gandhipara AWC	AWC-23 Diu	Vankarvas	-
2	Ghoghla-1	Koliwada AWC	-	Koliwada AWC	Khireswar no Choro	-
3	Ghoghla-2	Koliwada AWC	Lakha parmar no Choro	Koliwada AWC	-	
4	Bucharwada	Bucharwada SC	Malala / Kevdi AWC	Moti Zolawadi AWC	Nagoa AWC	Dangarwadi 2 <sup>nd</sup> Thursday
5	Dagachi	Dagachi AWC	Patelwadi AWC	Dagachi AWC	Nani Chankhadi AWC	-
6	Vanakbara	Mithiwadi / Vaniyawadi AWC	Mithiwadi AWC	Mithiwadi / Dholawadi AWC	Navapara AWC	-

**\*\* Village Health and Nutrition Day** organised once in a month in each village 10:00 am to 12:30 pm (*If schedule day is holiday than on next working day on above mentioned time*)

**Services available:**

The following services are available at this Sub-Centre.

- (A) Ante natal care - including ANC Registration, check-up, TT injection, distribution of Iron & iron folic acid supplementation etc.
- (B) Post natal care - home visit for mother and baby, counselling on diet & rest, hygiene, contraception, essential new born care, infant and young child feeding.
- (C) Child Health - Full Immunization of all infants and children against vaccine preventable diseases as per guidelines of Government of India, Vitamin A prophylaxis to the children as per National guidelines, Prevention and control of childhood diseases like malnutrition, infections, ARI, Diarrhoea, Fever, Anaemia etc.
- (D) Family Planning and Contraception – Provision of contraceptives such as condoms, oral pills, emergency contraceptives.
- (E) Laboratory investigations like Urine Test for pregnancy confirmation, haemoglobin estimation, urine test for albumin and sugar, blood smear for Malaria.
- (F) Disease surveillance - Surveillance about any abnormal increase in cases of diarrhoea / dysentery, fever with rigors, fever with rash, fever with jaundice or fever with unconsciousness and early reporting to concerned PHC.
- (G) Curative Services - Provide treatment for minor ailments including fever, diarrhoea, ARI, worm infestation and First Aid including first aid to animal bite cases (wound care, tourniquet (in snake bite) assessment and referral).
- (H) Control of Endemic Diseases - Assisting in detection, Control and reporting of endemic diseases such as malaria, Filariasis, Dengue etc.
- (I) Water and Sanitation – disinfection of drinking water sources.
- (J) Identification of Leprosy, Goitre, Tuberculosis case and referral to Referral Unit for its proper treatment.
- (K) IEC / Health education for various National Health Programme.
- (L) House to House visit for diseases surveillance, tracking of pregnant women for ANC / PNC services and tracking of infants and children for vaccination.
- (M) House to House visit for Annual Health Survey.
- (N) Verification for no. of living children for Sterilisation operation, issue of certificate for number of living children for assistance under **Matru Samruddhi Yojana** and **Dikri Development Scheme**.

### **Complaints and Grievances**

- In spite of our best intentions / efforts, you may have occasions where the services provided are not up to 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. M. J. Vaishya  
Health Officer,  
Community Health Centre,  
Ghoghla, Diu.  
Phone : 02875 – 252244

### **Responsibilities of the users :**

- For successful delivery of any programme or service both the beneficiary and the provider have to mutually co-operate and support.
- The beneficiaries should appreciate the various constraints and bear with any of the unavoidable shortcomings/lacunae in the services available/provided and the inconveniences thereof.
- Please use the facilities provided in all the institutions with care, and in good faith.
- Ensure that while using the facilities other patients are not inconvenienced, or put into hardships.
- Please help the authorities in keeping surroundings neat and clean.
- Ensure proper disposal of waste materials such as, food items, etc. so that wash basins, toilets are not choked.
- Spitting, Smoking in the sub-centre premises is strictly prohibited.
- Please refrain from demanding undue favors from the sub-centre staff.
- Please mind well the success of the Charter largely depends on the support we receive from our users.

**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)**