

CITIZEN'S CHARTER

SUB-CENTRE OF DAMAN DISTRICT

CITIZEN'S CHARTER FOR SUB-CENTRE

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.

Area served under this Sub-Centre : AS PER ANNEXURE 'A'

Health Staff posted at this Sub-Centre :

This Sub-Centre manned by the __ ANM, __ Health Worker (M), ____ Health Assistant.
(AS PER ANNEXURE 'A')

Timing of Sub-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

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, Diarrhea, Fever, Anemia 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) School Health Services – Assistance during School Health Programme in the sub-centre area by sub Centre staff.
- (I) Control of Endemic Diseases - Assisting in detection, Control and reporting of endemic diseases such as malaria, Filariasis, Dengue etc.
- (J) Water and Sanitation – disinfection of drinking water sources.
- (K) **Village Health and Nutrition Day** organised once in a month in each village.
- (L) Identification of Leprosy, Goitre, Tuberculosis case and referral to Referral Unit for its proper treatment.
- (M) IEC / Health education for various National Health Programme.
- (N) House to House visit for diseases surveillance, tracking of pregnant women for ANC / PNC services and tracking of infants and children for vaccination.
- (O) House to House visit for Annual Health Survey.
- (P) 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**.

(Q) **Immunisation day : On every THURSDAY in morning session (From 9.30 am to 12.00 noon). (If Thursday is holiday than on next working day on above mentioned time).**

(R) **Medical Officer OPD – On every _____ DAY at 3.00 pm onwards**
(AS PER ANNEXURE 'A')

Complaints and Grievances

- In spite of our best intentions / efforts, you may have occasions where the services provided are not upto 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 Sangeeta Joshi
Deputy Director, Medical & Health Services,
Community Health Centre,
Fort Area, Moti Daman.
Phone : 0260 – 2230847
Mobile No. : **99789 30863**
- Whom to contact if no solace is received from supervisors :
Director, Medical & Health Services,
Community Health Centre,
Fort Area, Moti Daman.
Phone : 0260 – 2230470
Mobile No. : **99789 30867**

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.
- Maintain silence in corridors / waiting area etc. so that you are not disturbing other patients.
- 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)

DETAILS OF HEALTH SUB-CENTRE (DAMAN DISTRICT)

Sr No	Name of the Sub-Centre	Area served under Sub-Centre	OPD Day	Time	Name of ANM	Mobile	Name of HA (F)	Mobile	Name of HW (M)	Mobile	No. of Link Workers
1	SC Kathiria	Ward No. 8 - 12 & 14	Friday	2.30 pm onwards	Taraben Rathod	9978930879			Dilip G Kataria	9978930870	3
					Sheetal I Patel	7874100037					
					Shobha S R	9574424480					
2	SC Red Cross	Ward No. 1-4, 13 & 15	Friday	2.30 pm onwards	Sunita Dhonde	9978930839			Agnelo Miranda	9099097661	3
					Binal S Patel	9724613071					
					Pratiksha Patel	8128099943					
					Prabhavati D Halpati	9979570725					
3	SC Dunetha	Dunetha & Bheslore area	Thursday	2.30 pm onwards	Alleyamma Shajan	9978930849			Dipak Mahyavanshi	9978930858	5
					Sunanda	8980470771					
4	SC Varkund	Varkund area & Opposite Royal Distilary of Ringanwada	Wednesday	2.30 pm onwards	Ankita	8128148377			Pinkesh Bhandari (Thu, Fri & Sat)	7359112335	3
					Bhumi Patel	9979784759					
5	SC Patlara	Patlara, Ambawadi & Boriya Talav	Monday	2.30 pm onwards	Sumitra Vagde	9978930846			Ramesh Patel (Mon, Wed, Thu & Sat)	9974396446	3
					Harshita Patel (Mon & Tue)						
6	SC Pariary	Pariyari, Naila Pardi, Deva Pardi, Jampore	Tuesday	2.30 pm onwards	Saroj F Patel	9978930851			Ramji Pancha (Mon & Wed)	9978930876	3
					Pooja Dhodi (Fri & Sat)	9904879872					
7	SC Zari	Zari, Thana Pardi, Bamanpuja	Monday	2.30 pm onwards	Catrina D'Souza	9099097695			Ramesh Patel (Tue & Fri)	9974396446	1
8	SC Kevdi Falia	Kevdi Falia	Monday (Evening OPD)	5.00pm - 8.00pm	Vaishali Patel	9099097660			Shohil Patel	9537405550	2
			Monday	2.30 pm onwards							
			Wednesday (Evening OPD)	5.00pm - 8.00pm	Harshita Patel (Wed, Thu, Fri & Sat)						
			Friday (Evening OPD)	5.00pm - 8.00pm							

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9	SC Dabhel	Kumbhar Falia, Amran Falia, Fakir Falia, Talav Falia, Dabhel Check post area, Sadak Falia, Amaliya, Somnath, Kalaria, Bhupendra Nagar	Monday (Ayurvedic OPD)	4.00pm - 7.00pm	Gracy Joseph	9638975799			Girish Bengal	9427861405	1
			Tuesday (Homoeopathy OPD)	5.00pm - 8.00pm	Sonal C Parmar	7567599775					
			Wednesday	2.30 pm onwards	Diksha B Patel	8866245335					
			Saturday (Homoeopathy OPD)	5.00pm - 8.00pm							
10	SC Ghelwad Falia	Ghelwad Falia, Chikuwadi, Athiyawad, Check Post	Wednesday	2.30 pm onwards	Minimol Nair	9978930840	Bharti		Keyur Patel	9904065138	3
			Wednesday (Ayurvedic)	4.00pm - 7.00pm	Priti B Chauhan	7567881145					
			Thursday (Homoeopathy)	5.00pm - 8.00pm							
			Friday (Ayurvedic)	4.00pm - 7.00pm							
11	SC Jumprim	Ward No. 5,6 & 7	-	-	Victoria Noronha	9978930838			Rajesh Brambhatt	9978930866	1
					Pooja Dhodi (Wed & Thu)	9904879872					
12	SC Dholar	Bhathaiya, Damanwada, Palhit, Bhamti	Tuesday	2.30 pm onwards	Mariamamma Verghese	9978930847			Ramji Pancha (Thu & Sat)	9537405550	3
					Pooja Dhodi (Mon & Tue)	9904879872					
13	SC Magarwada	Magarwada	Monday	2.30 pm onwards	Sumitra Rathod	9978930842			Ramji Pancha (Mon, Wed, Thu & Sat)	9537405550	2

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14	SC Dungri Falia	Kasal Falia, Patel Falia, Jamalkar Falia, Dungri Falia, Char Rasta Area, Navi Nagri, Indira Niwas, Ramraj Wadi, Gurukripa (Near Fire Brigade area), Somnath, Old Navodaya School	Monday	2.30 pm onwards	Vanita Dhodi	9978930853	Pramila		Yogesh Damania	9978930877	2
15	SC Kachigam	Dhodiawad, Ajan Falia, Desai Falia, Nani Koriwad, Moti Koriwad, Ringanwada, Kasal Falia, Mangelwad, Halpatiwas, Bhandarwad, Kamliwad	Wednesday	2.30 pm onwards	Sallykutty George	9978930845			Zuber Shaikh	9978930871	5
					Kalawati Patel	9978930836					
					Damyanti Parmar	8000475403					
16	SC Devka	Taiwad, Bhandarwad, Mahyavansi falia, Parsi Colony of Devka village, Marwad, School falia, Mahyavansi falia, Airport area of Dalwada	Friday	2.30 pm onwards	Rekha Halpati	9978930841	Nimisha Birari	9925235129	Satish Contractor	9978930874	4
					Mayuri Patel	9712332533					
17	SC Kadaiya	Kadaiya, Bandh falia, Rose Park, Laxmi Nagar, Gulab chawl of Dalwada village	Friday	2.30 pm onwards	Anamma Mathew	9978930831			Yogesh Patel	9924990205	2
18	SC Kund Falia	Nani Vankad, Moti Vankad, Kund Falia	Thursday	2.30 pm onwards	Pushpa Patel	9978930832	Ravi Damania	9662628447			3
19	SC Bhimpore	Bhimpore	Thursday	2.30 pm onwards	Shyla John	9978930875	Nimisha Birari (Thu, Fri & Sat)	9925235129	Rajesh Halpati	9978930873	3

