

CITIZEN'S CHARTER FOR COMMUNITY HEALTH CENTRE

This CHC provides medical care to all patients without any discrimination of gender/caste/religion /status. Emergency services are available 24 x 7. The management of this community health centre is responsible for ensuring the delivery of quality of services.

In-charge of this Community Health Centre :

Dr. Mahesh J. Vaishya, Health Officer

Timing of Community 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 community health centre provides quality minimum assured services set by Indian Public Health Standards (IPHS).

Your Rights in the Institute:

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

General Information:

| | |
|--|----------------|
| No. of Beds | 30 beds |
| No. of Doctors (including Specialist) | 10 |
| No. of Nurses | 15 |
| No. of Ambulances | 1 |

Services available:

| | | | |
|-------------------------------------|---|------------------------------------|---|
| OPD | Indoor Treatment / Wards | 24 hours Emergency and Medicolegal | MCH Services (including High Risk Pregnancy and Newborn stabilization unit) |
| Digital X-Ray | Laboratory (with Semi Automatic Analyser and Blood Counter) | Pharmacy | Dentistry |
| Family Planning Services | Immunisation | Physiotherapy | Operation Theatre |
| Ayurvedic & Homoeopathy OPD (AYUSH) | ECG | 24 hours Ambulance for referral | ICTC (for testing of HIV) |
| ARSH Clinic | Panchkarma Centre | | |

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

Immunisation day :

| Day | Time | Building | Room No. |
|-----------------------------|-----------------------|--------------|----------|
| First Monday of every month | 9.30 am to 12.00 noon | CHC Building | Casualty |

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

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

Following Services / Schemes are implemented in this CHC 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 | Either parent should be residence of UT of Daman & Diu. Delivery taken place at Govt. Health Institution of UT of Daman & Diu. Only upto first two live birth. Marriage after 18 years of age (for female) | Cash assistance of ₹ 5,000/- to delivered mother | 10 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 (24 hours service) : 02875 - 252244

Casualty & Emergency Services

Facilities

- Emergency Services are available round the clock.
- Medico legal services are available.
- Referral Services to higher centre in case facilities for treatment are not available in the hospital.
- Round the clock ambulance services with basic life support.
- In serious cases, treatment/management gets priority over paper work like registration and medico-legal requirements. The decision rests with the treating doctor.

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 CHC are detailed below (as available):

| No. | Name of Doctor | Designation | Available for service |
|-----|-----------------------|---------------------------|--|
| 1 | Dr. Mahesh J. Vaishya | Health Officer | 9.00am to 1.00pm & 2.30pm to 5.00pm(Monday to Friday) 9.00 am to 1.00pm (Saturday) |
| 2 | Dr. Dilip K. Bamania | Sr.Medical Officer | As per Duty Roster (24 X 7 Emergency) |
| 3 | Dr. Pravin R. Anjani | Sr.Medical Officer | As per Duty Roster (24 X 7 Emergency) |
| 4 | Dr. Megha Thaar | Pediatrician (NRHM) | 9.00am to 1.00pm & 2.30pm to 5.00pm (Tuesday & Thursday) 9.00 am to 1.00pm (Saturday) |
| 5 | Dr. Kaushik Parikh | Physician (NRHM) | 9.00am to 1.00pm & 2.30pm to 5.00pm (Monday, Wednesday & Friday) |
| 6 | Dr. T.T. Nimavat | General Surgeon (NRHM) | 9.00am to 1.00pm & 2.30pm to 5.00pm (Monday to Friday) 9.00 am to 1.00pm (Saturday) |
| 7 | Dr. B.T. Jethwa | Anesthetist (NRHM) | 9.00am to 1.00pm & 2.30pm to 5.00pm (Monday to Friday) 9.00 am to 1.00pm (Saturday) |
| 8 | Dr. Vasim Nai | Medical Officer (UT Plan) | As per Duty Roster (24 X 7 Emergency) |
| 9 | Dr. Mohhmdsafi Bhatti | Medical Officer (NRHM) | As per Duty Roster (24 X 7 Emergency) |

| | | | |
|----|---------------------------|--|---|
| 10 | Dr. Dhanshree Zaveri | Medical Officer (UT Plan) | As per Duty Roster (24 X 7 Emergency) |
| 11 | Dr. Kasbati Mohhmad Juned | Medical Officer (NRHM) | As per Duty Roster (24 X 7 Emergency) |
| 12 | Dr. Parag Nimavat | Medical Officer (NRHM) | As per Duty Roster (24 X 7 Emergency) |
| 13 | Dr. Nishant Bariya | Ayurvedic (Visiting) | 9.00am to 1.00pm (Monday to Friday) |
| 14 | Dr. Varsha Bamania | Homeopathic (Visiting) | 9.00am to 1.00pm (Monday, Tuesday Wednesday) |
| 15 | Dr. Kalpesh R. Solanki | Homeopathic (Visiting) | 9.00am to 1.00pm (Monday to Friday) |
| 16 | Dr. Divyesh C Solanki | Homeopathic (Visiting) | 9.00am to 1.00pm (Monday to Friday) |
| 17 | Dr. Vishal Solanki | Ayurvedic (Visiting) | 2:30pm to 5.00pm (Monday to Friday) |
| 18 | Dr. Brijesh Jogpal | Dentist | 9.00am to 1.00pm & 2.30pm to 5.00pm(Monday to Friday) 9.00 am to 1.00pm (Saturday) |
| 19 | Dr. Krunal Shah | Dentist (Visiting) | 9.00am to 1.00pm (Monday to Saturday) |
| 20 | Dr. Dinesh Sojitra | Eye Surgeon (Honorary Visiting) | 3.00 pm to 5.00 pm (Tuesday) |
| 21 | Dr. Shailesh Parmar | E.N.T. Surgeon (Honorary Visiting) | 3.00 pm to 5.00 pm (Tuesday) |
| 22 | Dr. Pragna Nimavat | Obg/ Gynec (Honorary Visiting) | 3.00 pm to 5.00 pm (Friday) |
| 23 | Dr. Ramesh Nimavat | Orthopedic Surgeon (Honorary Visiting) | 3.00 pm to 5.00 pm (Friday) |
| 24 | Dr. Samrat R. Devmurari | Eye Surgeon (Honorary Visiting) | 3.00pm to 5.00pm (Thursday) |

Diagnostic Services :

Lists of tests are available in the following respective department.

| Department | Day | Timing |
|-----------------|--|--|
| Digital X- Rays | 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 |
| Laboratory | | |
| ECG | | |

LIST OF PATHOLOGICAL TESTS CONDUCTED IN THIS COMMUNITY HEALTH CENTRE

| Haematology : | | | |
|--|----------------------------|---|-----------------------------|
| Hemoglobin (Hb%) | Total Leucocytes count | Differential count | E.S.R. |
| Platelet Count | Bleeding time | Clotting time | Prothrombin time |
| Blood Grouping | Malaria Parasite | Complete Haemogram (TLC,RBC Count, DC, Hb, Smear, Pl. Count, MCV etc) | |
| Bio-Chemistry : | | | |
| Blood Glucose (F/PP/R) | Blood Urea | Amylase | 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) | Calcium | | |
| 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 | Sputum Examination for AFB | 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

This Pathological Laboratory is equipped with

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

LIST OF X-RAY CONDUCTED IN THIS COMMUNITY HEALTH CENTRE

The following plain X-ray are done here.

| HEAD | | | |
|-----------------------------|------------------------------|---------------------------|--|
| Skull AP / Lateral | P.N.S. | Mandible AP / Lateral | Nasal Bone |
| Orbit View | | | |
| 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 |
| PELVIS | | | |
| Pelvis | Pelvis both Hip AP | 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
Digital Computerized X-ray & 300 mA X-Ray machine and CR System .

Indoor Patient Services

There are following wards in the hospital.

| General Ward | Bed allocated |
|---------------------|---------------|
| Male Ward | 10 beds |
| Female Ward | 10 beds |
| Post operative ward | 5 beds |
| Maternity Ward | 1 beds |
| VIP wards | 4 beds |

Facilities for IPD patients

1. All patients admitted in Wards of the Hospital are treated free of cost.
2. Free diet 3 times a day as per requirement of the patient.
3. 24 hour nursing services.
4. 24 hour availability of duty doctor.

Complaints and Grievances

- Every complaint will be duly acknowledged.
- We aim to settle your complaints within **7 days** of its receipt.
- Suggestions/Complaint boxes are also provided at enquiry counter and main entrance of in the hospital.
- If we cannot, we will explain the reasons and the time we will take to resolve.
- 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 :
On duty doctor,
In-charge
Community Health Centre,
Ghoghla, Diu.
Phone : 02875 – 252244
- Whom to contact if no solace is received from supervisors :
The Health Officer,
Community Health Centre,
Ghoghla, Diu.
Phone : 02875 – 252244

Responsibilities of the users :

- Please do not inconvenience other patients.
- Please help us in keeping the hospital and its surroundings 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 refrain from demanding undue favours from the staff and officials as it encourages corruption.
- Please provide useful feedback & constructive suggestions. These may be addressed to the In-charge of the Hospital.

Month and Year for the next review of the Charter - After One Year.

**IN CASE OF EMERGENCY DIAL 108 (TOLL FREE) FOR AMBULANCE
Make the Mother & Baby Safe, Delivery only at Institute.**