

CITIZEN'S CHARTER FOR COMMUNITY HEALTH CENTRE- GHOGHLA, DIU

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, Ghoghla:

Dr. K.Y. Sultan, Health Officer

Timing of Community Health Centre, Ghoghla :

Monday to Friday : 9.00 am to 1.00 pm and 2.30 pm to 5.30 pm

Saturday : 9.00 am to 2.00 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	4
No. of Nurses	8
No. of Ambulances	3

Services available:

OPD	Indoor Treatment / Wards	24 hours Emergency and Medicolegal	MCH Services (including High Risk Pregnancy and Newborn stabilization unit)
X-Ray	Laboratory Automatic (Analyser & Blood Counter)	Pharmacy	Dentistry
Family Welfare service	Immunisation	Physiotherapy	Operation Theatre
Ayurvedic & Homoeopathy OPD (AYUSH)	ECG	24 hours Ambulance for referral	ICTC (for testing of HIV)
ARSH Clinic/ RTI/ STI Clinic	Designated Microscopic Centre (TB Clinic)	Yellow Fever Vaccination	R.B.S.K.

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

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 Rs. 650/- to SC/ ST /BPL and for other category Rs. 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 Rs. 1500/- to the acceptor	
Pradhan Manti Matru Vandana Yojana (PMMVY)	To promote institutional delivery and reduction of MMR and IMR	For first child in family (Primi) 1. first instalment early registration of pregnancy at Health facility (150 days) 2. Second instalment after six months of pregnancy on receiving at least one ante-natal Check-up (ANC) (180Days) 3. Third instalment after child birth is registered and the child has received the first cycle of BCG, OPV, DPT and Hepatitis-B or its equivalent/ substitute.	Cash assistance of fist Inst. Rs. 1,000/- to early pregnancy 2 nd inst. Rs. 2,000/- after six months of pregnancy 3 rd inst. Rs. 2,000/- after child birth.	10 working days after submission of form along with requisite document
Dikri Development Scheme (DDS)	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.	Rs. 42,372/- 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
Janani Surakha Yojana (JSY)	To promote institutional delivery and reduction of MMR and IMR	BPL/ Scheduled Caste/ Scheduled Tribe (SC/ST) women delivering in a government health centre	Rural area Rs. 700 Urban area Rs. 600	10 working days 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
Food Licence/ Registration	To regulate the establishment as per FSSAI	Documents as per FSSAI guideline	--	15 Days after Inspection

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 5.30 pm

Saturday : 9.00 am to 2.00 pm

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

No.	Name of Doctor	Designation	Available for service
1	Dr. K.Y. Sultan	Health Officer	9.00am to 1.00pm & 2.30pm to 5.30pm (Monday to Friday) 9.00 am to 2.00pm (Saturday)
2	Dr. Dilip K. Bamanian	Medical Officer	As per Duty Roster (24 X 7 Emergency)
3	Dr. Mohit Rathod,	Medical Officer	As per Duty Roster (24 X 7 Emergency)
4	Dr. Sneh Pradhan	Medical Officer	As per Duty Roster (24 X 7 Emergency)
5	Dr. Brijesh Jogpal	Dentist	9.00am to 1.00pm & 2.30pm to 5.30pm (Monday to Friday) 9.00 am to 2.00pm (Saturday)
6	Dr. Krunal Shah	Dentist (Visiting)	9.00am to 1.00pm & 2.30pm to 5.30pm (Monday to Saturday) 9.00 am to 2.00pm (Saturday)
7	Dr. Varsha Bamanian	Homeopathic (Visiting)	9.00am to 1.00pm & 2.30pm to 5.30pm (Monday to Wednesday)
8	Dr. Kalpesh R. Solanki	Homeopathic (Visiting)	9.00am to 1.00pm & 2.30pm to 5.30pm (Monday to Friday)
9	Dr. Divyesh C Solanki	Homeopathic (Visiting)	9.00am to 1.00pm & 2.30pm to 5.30pm (Thursday to Friday) 9.00 am to 2.00pm (Saturday)
10	Dr. Vishaldeep	Ayurvedic (Visiting)	9.00am to 1.00pm & 2.30pm to 5.30pm (Monday to Friday)

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	10 beds
Female Ward	10 beds
Post-operative ward	5 beds
Maternity Ward	1 bed
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:
Dr. K.Y. Sultan,
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.

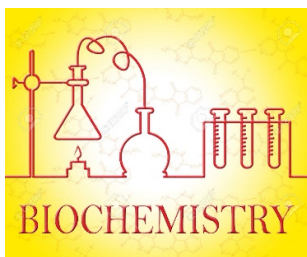
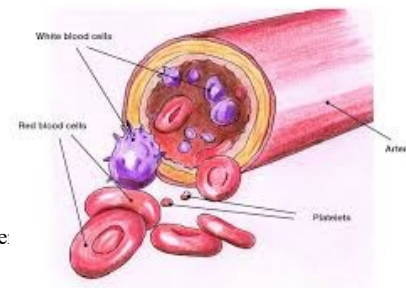
Month and Year for the next review of the Charter - After One Year.

**IN CASE OF EMERGENCY DIAL 108 (TOLL FREE) FOR AMBULANCE
IN CASE OF NON-EMERGENCY MEDICAL ADVICE DIU 104(TOLL FREE)**

LIST OF LABORATORY INVESTIGATIONS AVAILABLE AT COMMUNITY HEALTH CENTRE, GHOGHLA (DIU)

HAEMATOLOGICAL EXAMINATION

1. Complete Blood Count (Cell Counter)
e.g. Hb, TLC, DLC, RBC, PLT, HCT, MCV, MCH, MCHC, RDW
2. Differential WBC Count
3. Erythrocyte Sedimentation Rate (ESR)
4. Absolute Eosinophil Count
5. Malarial/Filarial Examination by Thin/Thick film (NVBDCP)
6. Bleeding Time & Clotting time, Prothrombin time
7. Special hematology- HBA1c (Glycosylated Hemoglobin) & HBA2 (Thalasse

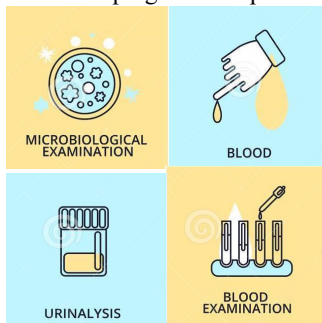
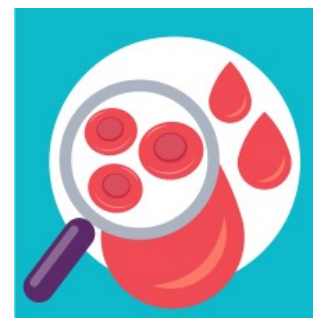


BIOCHEMISTRY

8. Sugar (FBS/PPBS/RBS/) by Autoanalyzer/Glucometer
9. Liver Function Tests (Bilirubin, SGPT, SGOT, ALP, GGT, Total Protein, Albumin, Globulin, etc.)
10. Lipid Profile (T. Cholesterol, Triglyceride, HDL, LDL, VLDL, etc.)
11. Renal Function Test (Urea, Creatinine, Uric Acid, Calcium)
12. Electrolytes (Sodium, Potassium, Chloride and ionized calcium)
13. G6PD Deficiency Test (Qualitative)
14. HBA1C (Glucose Memory Test-HPLC)
15. Amylase, Lipase

IMMUNOLOGICAL EXAMINATION

16. Widal Slide/Tube Test, Rapid Ig M Test
17. Rheumatoid Arthritis (RA) Test, ASO, CRP (Qualitative/Quantitative)
18. HBsAg, HCV, HAV-Ig M, HEV-Ig M (Rapid Tests/Elisa), VDRL
19. Chikungunya, Dengue (NS1, Ig G, Ig M) Rapid Tests
20. HIV Test by Three Different Rapid Test (ICTC)
21. Moutox Test (MT -Tuberculin Test)
22. PSA (Qualitative Rapid- CAN Check)
23. Blood Grouping Slide/Rapid test/Cross Matching (Immuno-Haematology)



STOOL EXAMINATION

24. Physical Examination
25. Chemical Examination (Occult Blood Test)
26. Microscopical Examination (Cyst, Ova, Trophozoite by Saline/ Lugol's Iodine)

SEMEN EXAMINATION

27. Physical Examination (Viscosity, Appearance, etc.)
28. Chemical Examination (Fructose test)
29. Microscopical Examination (Motility, Total Sperm Count, Abnormal forms, etc.)



SPUTUM EXAMINATION (RNTCP)

30. Physical Examination
31. Microscopical (AFB Smear examination by Zeihl-Neelson staining & Fluorescent staining)
32. Rapid Molecular Diagnostic testing: CBNAAT

URINE EXAMINATION

33. Physical examination
34. Chemical examination (Sugar, Protein, Ketone, BS/BP, Occult Blood)
35. Microscopical Examination (Pus, Bacteria, Crystals, RBC, Fungi, etc.)
36. Pregnancy Test



MICROBIOLOGICAL EXAMINATION (IDSP)

37. Wet Mount Preparation (KOH for fungus, Motility)
38. Staining (Gram, AFB, Albert's, etc)
39. Culture and sensitivity for Blood, Urine, Pus, Sputum, Throat swab, Body Fluids, Stool, etc
40. Elisa Test (Dengue NS1, Hep A, Hep E, TSH, etc)

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
300 mA X-Ray machine and CR System.