

**CITIZEN'S CHARTER FOR ALL HEALTH & WELLNESS CENTER/
SUB-CENTRE IN DIU DISTRICT**

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

No.	HWC/ SC Name	Population Cover
1	Fudam - Diu	10022
2	Ghoghla-1	6597
3	Ghoghla-2	7017
4	Bucharwada	2582
5	Dagachi	1407
6	Vanakbara	19846
Total		47471

Health Staff posted at this HWC/ SC:

No.	HWC/ SC Name	MLSP	ANM Name	Basic Health Worker
1	Fudam - Diu	Dr. Kalpana Maheta	Shobhna Jairaj Hemaxi Bamania	-
2	Ghoghla-1	Dr. Ashish D. Kamalia	Vaishali Bamania Yukti Solanki	-
3	Ghoghla-2	Ms. Sobha T. K.	Bindu Solanki	-
4	Bucharwada	Shri. Ghanchi Mohmdatarif	Dharti A. Pandya	-
5	Dagachi	Dr. Jithin Balu P. B.*	Vaishaliben V. Jethwa	Iqbal Hanif
6	Vanakbara	Dr. Darpan Joshi	Shobhna Kamalia Karuna B. Solanki Kusum Kapadia Nayna J. Bariya Arti Solanki	-

* Also having charge of Saudwadi Area of HWC Vanakbara

Timing of HWC/SC:

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

Village Health & Nutrition Day (VHND): Immunization Session

No.	HWC Name	First Wednesday	Second Wednesday	Third Wednesday	Fourth Wednesday
1	Fudam - Diu	AWC-23 Diu	Naida AWC- 22 & GHD	GHD	Vankarvas AWC 25
2	Ghoghla-1	Koliwada AWC- 26	DMC Ganeshnagar AWC-27 & Ghoghla - 1 HWC	Ghoghla - 1 HWC	Shidhdhivinayak AWC-32
3	Ghoghla-2	Koliwada AWC- 28- 31	Ganeshnagar AWC-33		Koliwada AWC-26
4	Bucharwada	Kevdi AWC & Bucharwada HWC	Malala AWC-19	Dangarwadi AWC-17	Nagoa AWC-9 & Zolawadi AWC 15-16
5	Dagachi			Dagachi HWC	
6	Vanakbara	Mithiwadi AWC3 / Vaniyawadi AWC- 10	Mithiwadi AWC3 / Saudwadi AWC - 11	Mithiwadi AWC3/ Chandwadi AWC - 36	Fafniwadi AWC-40, Tarinochoro AWC – 38, Jalaram Soc AWC-15, Chandwadi AWC- 36 AWC

Beti Janmostav celebrated in all Sub Centres in 1st Week of month on Wednesday.

Services Available:

The following services are available at this HWC/ SC.

- (A) Ante natal care - including ANC Registration, check-up, Td injection, distribution of Iron & iron folic acid supplementation etc. Calcium, Albendazole etc.)
- (B) Post natal care - home visit for mother and baby, counselling on diet & rest, hygiene, contraception, Home Base 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, Anaemia etc.
- (D) Family Planning and Contraception – Provision of contraceptives such as condoms, oral pills, emergency contraceptives, IUCD, PPIUCD.
- (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. AFP Survey.
- (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, 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 & motivate for Sterilisation operation, issue of certificate for number of living children for assistance under **Pradhan Mantri Mantru Vandana Yojana** and **Dikri Development Scheme**.
- (O) Yoga session has been planned routinely at all HWC/SC for spreading awareness for adapting health lifestyle among community.
- (P) Sanitary pad has been distributed through HWC/ SC house to house with the help of ASHA under UMANG scheme.
- (Q) Under Anaemia Control Programme/ UDAI Programme Iron Folic Acid (IFA) supplementation along with Folic Acid, Vitamin C and Albendazole to all children till reproductive age group and female of reproductive age group.
- (R) Screening for Non-Communicable Disease (NCD) like Hypertension, Diabetes, Ca. Breast, Ca. Cervix & Oral Cancer.

Complaints Registration 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:
 - 1) **For HWC – Fudam, Ghoghla-I & Ghoghla-II**
Dr. Dilip Cangi,
Tel. 02875-252244
 - 2) **For HWC/ SC– Bucharwada, Dagachi, Vanakbara**
Dr. Shaista Jilani,
Tel. 02875-271301

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 HWC/ SC premises is strictly prohibited.
- Please refrain from demanding undue favors from the HWC/ SC 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 DIU
104(TOLL FREE)**