

## 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 :

<b>No. of Beds</b>	<b>30 beds</b>
<b>No. of Doctors (including Specialist)</b>	<b>10</b>
<b>No. of Nurses</b>	<b>11</b>
<b>No. of Ambulances</b>	<b>1</b>

### Services available:

OPD	Indoor Treatment / Wards	24 hours Emergency and Medicolegal	MCH Services (including High Risk Pregnancy and Newborn stabilization unit)
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	Medical Officer	As per Duty Roster (24 X 7 Emergency )
3	Dr. Pravin R. Anjani	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. Mahendra Jadav	Medical Officer (NRHM)	As per Duty Roster (24 X 7 Emergency )

9	Dr. Mohhmadsafi Bhatti	Medical Officer (NRHM)	As per Duty Roster (24 X 7 Emergency )
10	Dr. Nishant Bariya	Ayurvedic (Visiting)	9.00am to 1.00pm (Monday to Friday)
11	Dr. Varsha Bamania	Homeopathic (Visiting)	9.00am to 1.00pm (Monday, Tuesday Wednesday)
12	Dr. Kalpesh R. Solanki	Homeopathic (Visiting)	9.00am to 1.00pm (Monday to Friday)
13	Dr. Divyesh C Solanki	Homeopathic (Visiting)	9.00am to 1.00pm (Monday to Friday)
14	Dr. Hemadri Howaldar	Dentist	9.00am to 1.00pm & 2.30pm to 5.00pm(Monday to Friday) 9.00 am to 1.00pm (Saturday)
15	Dr. Krunal Shah	Dentist (Visiting)	9.00am to 1.00pm (Monday to Saturday)
16	Dr. Dinesh Sojitra	Eye Surgeon (Honorary Visiting)	3.00 pm to 5.00 pm (Tuesday)
17	Dr. Shailesh Parmar	E.N.T. Surgeon (Honorary Visiting)	3.00 pm to 5.00 pm (Tuesday)
18	Dr. Hitendra Somani	Obg/ Gynec (Honorary Visiting)	3.00 pm to 5.00 pm (Wednesday)
19	Dr. Ramesh Nimavat	Orthopedic Surgeon (Honorary Visiting)	3.00 pm to 5.00 pm (Friday)
20	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
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**

<b>Haematology :</b>			
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)	
<b>Bio-Chemistry :</b>			
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		
<b>Serology :</b>			
VDRL (Strip method)	Widal Test (Slide method)	R.A.Test	HbsAg (Rapid method)
HCV (Rapid method)	CRP (Rapid method)	ASO (Rapid method)	
<b>Other Tests :</b>			
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.

<b>HEAD</b>			
Skull AP / Lateral	P.N.S.	Mandible AP / Lateral	Nasal Bone
Orbit View			
<b>CHEST</b>			
Chest PA/AP/Lateral	Chest oblique	KUB	Abdoman standing
<b>THORACIC CAGE</b>			
Shoulder Joint	Shoulder Axial	Clevicle	Scapula
Stenum Lateral			
<b>SPINE</b>			
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
<b>PELVIS</b>			
Pelvis	Pelvis both Hip AP	HIP AP / Lateral	
<b>UPPER EXTREMITY</b>			
Humrus AP / Lateral	Elbow AP / Lateral	Forearm AP / Lateral	Wrist AP / Lateral / Oblique / Scaphoid view
Hand AP / Lateral	Finger AP / Lateral		
<b>LOWER EXTREMITY</b>			
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 .**

## 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.**



## CITIZEN'S CHARTER FOR PRIMARY HEALTH CENTRE

The PHC provides medical care to all patients without any discrimination of gender, cast, or religion. The Medical Officer is responsible for ensuring the delivery of services.

### In-charge of this Primary Health Centre :

Dr. Vilasini M. Vaishya, Dy. Director, M&HS

### Timing of Primary 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

(24 x 7 Service provide for Maternal Health Related Problem provided by trained Staff Nurses)

### Standards of Services :

This PHC provides quality of service on the minimum assured services set by Indian Public Health Standards (IPHS).

### Your Rights in the PHC:

1. Right to access to all the services provided by the PHC.
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 redressed.

### Services Available :

Service				
OPD services	Indoor service	Ayu / Homeopathy OPD	Laboratory	Family Welfare service
Labour Room	X-ray Services	Pharmacy	Immunization	Referral to higher facility (Ambulance)

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

### Immunisation day:

Day	Time	Place
First Monday of Every Week	9.30 am to 12.00 noon	Casualty

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

### 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

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

**Following Services / Schemes are implemented in this PHC for the benefits of the people.**

<b>Name of the Scheme / Service</b>	<b>Broad objective of scheme</b>	<b>Eligibility Criteria</b>	<b>Amount of Financial assistance (if any)</b>	<b>No. of days required to deliver service</b>
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 : 02875 – 271301

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

No.	Name of Doctor	Designation	Available for service
1	Dr. Vilasini M.Vaishya	Dy. Director (M & HS)	9.00am to 1.00pm & 2.30pm to 5.00pm(Monday to Friday) 9.00 am to 1.00pm तक (Saturday) (except outreach OPD in SC)
2	Dr. Sandip Jethwa	Medical Officer	9.00am to 1.00pm & 2.30pm to 5.00pm(Monday to Friday) 9.00 am to 1.00pm तक (Saturday)
3	Dr.Vishvas M.Bariya	Ayurvedic (Visiting)	9.00am to 1.00pm (Monday to Saturday )
4	Dr.Nanji R. Solanki	Homeopathic (Visiting)	3.00 pm to 5.00 pm (Monday to Saturday )

**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

### LIST OF PATHOLOGICAL TESTS CONDUCTED IN THIS COMMUNITY HEALTH CENTRE

<b>Haematology :</b>			
Hemoglobin (Hb %)	Total Leucocytes count	Differential count	E.S.R.
Malaria Parasite	Bleeding time	Clotting time	Prothrombin time
Blood Grouping			
<b>Bio-Chemistry :</b>			
Blood Glucose (F/PP/R)	Blood Urea	Uric Acid	Creatinine
Total Cholesterol	HDL Cholesterol	LDL Cholesterol	Triglycerides
SGOT	SGPT	Serum Bilirubin (Total, Direct & Indirect)	Alkaline Phosphatase
Total Protein	Albumin		
<b>Serology :</b>			
VDRL (Strip method)	Widal Test (Slide method)	R.A.Test	HbsAg (Rapid method)
HCV (Rapid method)	CRP (Rapid method)	ASO (Rapid method)	
<b>Other Tests :</b>			
Routine, Microscopic and Chemical Examination of Urine	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*

*(2) Blood culture & Sensitivity for salmonella typhi. Within 72 hours.*

## LIST OF X-RAY CONDUCTED IN THIS COMMUNITY HEALTH CENTRE

The following plain X-ray are done here.

<b>HEAD</b>			
Skull AP / Lateral	Skull Town's	Base Skull	P.N.S.
Orbit View	Mandible AP / Lateral	Nasal Bone	Mastoids Right & Left
<b>CHEST</b>			
Chest PA/AP/Lateral	Chest oblique	KUB	Abdoman standing
<b>THORACIC CAGE</b>			
Shoulder Joint	Shoulder Axial	Clevicle	Scapula
Stenum Lateral			
<b>SPINE</b>			
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
Neck soft Tissue			
<b>PELVIS</b>			
Pelvis	Pelvis both Hip AP	Pelvis frog view	HIP AP / Lateral
<b>UPPER EXTREMITY</b>			
Humrus AP / Lateral	Elbow AP / Lateral	Forearm AP / Lateral	Wrist AP / Lateral / Oblique / Scaphoid view
Hand AP / Lateral	Finger AP / Lateral		
<b>LOWER EXTREMITY</b>			
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  
**500 mA X-Ray machine and CR System .**

## Indoor Patient Services

There are following wards in the hospital.

General Ward	Bed allocated
Male Ward	3 beds
Female Ward	3 beds

Facilities for IPD patients

1. All patients admitted in Wards of the Hospital are treated free of cost.
2. 24 hour nursing services.

### **Complaints & Grievances:**

- Every complaint will be duly acknowledged.
- We aim to settle your genuine complaints within **7 (Seven)** days of its receipt.
- Suggestions/Complaint boxes are also provided at enquiry / OPD counter in the PHC.
- If we cannot, we will explain the reasons and the time we will take to resolve.
- 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. Vilasini S. Vaishya,  
Dy. Director, M&HS  
Primary Health Centre,  
Vanakbara Diu.  
Phone : 02875 –271301
- Whom to contact if no solace is received from supervisors :  
The Health Officer  
Health Officer,  
Community Health Centre,  
Ghoghla Diu.  
Phone : 02875 – 252244

### **Your Responsibilities:**

- Please do not inconvenience other patients.
- Please help us in keeping the PHC and its surroundings neat and clean.
- Beware of Touts. If you find any such person in premises tell the PHC authorities.
- The PHC 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 & constructed suggestions. These may be addressed to the Medical Officer Incharge of the PHC.

**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.**

## 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	10548
2	Ghoghla-1	6527
3	Ghoghla-2	6947
4	Bucharwada	6291
5	Dagachi	4998
6	Vanakbara	16745
<b>Total</b>		<b>52056</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	-
3	Ghoghla-2	Bindu B.Solanki Jaya B. Rathod (NRHM)	-
4	Bucharwada	Bhagyalaxmi K.Solanki Jigna J. Parmar (NRHM)	Bawa Laxman
5	Dagachi	Shobhna N.Jadav	Iqbal Hanif
6	Vanakbara	Shobhna L.Kamalia Karuna B. Solanki Nayna J. Bariya (NRHM) Kusum K.Kapadia (NRHM)	Mustufa I. Mansuri

### 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	Forth 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, 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) 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 :
  - The 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**

**Make the Mother & Baby Safe, Delivery only at Institute.**