

CITIZEN'S CHARTER

GOVERNMENT HOSPITAL, DAMAN

CITIZEN'S CHARTER FOR GOVERNMENT HOSPITAL, DAMAN

1) Access to services

This is a general hospital. It provides medical care to all patients who comes to hospital. Emergency services are available 24 x 7 without any discrimination. The Medical Superintendent of this hospital is responsible for ensuring the delivery of services.

2) Standards of Services

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

3) Your Rights in the Hospital

- Right to access to all the services provided by the Hospital.
- Right to information –including information relating to your treatment.
- Right for privacy and confidentiality.
- Right to religious and cultural freedom.
- Right for safe and secure treatment.
- Right for grievance redressal.
- Right to Emergency care.

4) General Information

This hospital has

- 130 Beds
- 26 Doctors
- 48 Nurses
- 03 Ambulances

5) Services available

Multi Specialty OPD	Indoor Treatment/ Wards / Private Wards	24 hours emergency	Maternity Services (including High Risk Pregnancy)
Radiology (X-Ray, Ultrasound and CT Scan)	Laboratory (with fully Automatic Analyzer and Blood Counter)	Family Planning services (including Laparoscopic sterilization)	Occupation therapy
ICU	Physiotherapy	Operation Theatre	Immunization
Ayurvedic and Homoeopathy OPD (AYUSH)	Medico legal and Post Mortem service (Mortuary services available)	24 hour ambulance for referral	Dentistry
Accident and Trauma unit	Blood bank	ICTC (Integrated Counselling and Testing Care)	Dialysis Unit
Mammography	Thermal Scan	Pharmacy	

- At present, all the above services are provided to people free of cost, except Hearse Van for outside of Daman District, CT Scan, dialysis and Private ward.
- Dialysis facility for retired Government servant and his / her families and SC / ST persons are free of costs.

6) Enquires and information

Enquiry counter is located at Govt. Hospital, Daman (Office)

Timings for working counter are **9.00am to 1.00pm & 2.30pm to 5.30pm.**

Phone No. for telephonic inquiry (24 hours service) : **2254266 / 2251691**

Location guide maps and directional signage have been put up at strategic points in the hospital.

7) Casualty and Emergency Services

Facilities

1. Emergency Services are available round the clock.
2. Specialists doctors are available on call.
3. Emergency services are available for all specialties as listed in the OPD Services.
4. Medico legal services are available
5. Referral Services to higher centre in case facilities for treatment are not available in the hospital.
6. In serious cases, treatment /management gets priority over paper work like registration and medico-legal requirements. The decision rests with the treating doctor.

8) OPD Services

OPD Services are available on all working days excluding Sundays and Gazette holidays. Timing of OPD services are :

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 hospital are detailed below (As available)

Department	Building	Room No.	Day	Timing
Medicine	New OPD First floor	105, 106 & 109	On all working days excluding Sunday and Holiday	Monday to Friday : 9.00 am to 1.00 pm 2.30 pm to 5.30 pm Saturday : 9.00 am to 2.00 pm
Surgery	New OPD First floor	104		
Obs. and Gynecologist	New OPD Ground floor	06		
Orthopedic	New OPD Ground floor	02		
Eye	New OPD First floor	101		
Pediatric	New OPD First floor	103		
Dental	Block No. A	02		
Physiotherapist	New OPD Ground Floor	13		
Occupational Health	New OPD First floor	107		
General OPD	New OPD First floor	01 & 04		
ARSH & RTI /STI Counselling	New OPD First floor	115		
Ayurvedic	New OPD Ground floor	08		
Homeopathy	New OPD Ground floor	05		

SUPER SPECIALITY / SPECIALITY ON VISITING BASIS :

Department	Name of Doctor	Day	Place	Timing
Nephrology	Dr Siddharth Jain	Every Saturday	Dialysis Unit Room No. 5	2.30 pm to 5.00pm

Immunization Day:-

Day	Time	Building
Every Thursday	9.30 am to 12.00 noon	Daman Raktadan Building Govt. Hospital Campus

(if Thursday is holiday than on next working day on above mentioned time)

Visiting hours for patient's Relatives

From :- 7.00 am to 9.00 am (morning)

From :- 4.00 pm to 6.00 pm (evening)

Following services/schemes are implemented in this Hospital 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
Compensation for family planning (female)	To promote family planning	Family planning operation (Tubectomy) at Govt. Hospital/ CHC/ PHC of UT of Daman and Diu	Cash assistance of Rs.600/- 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)	To promote family planning	Family planning operation (Vasectomy) at Govt. Hospital/ CHC/ PHC of UT of Daman and Diu	Cash assistance of Rs.1100/- to the acceptor	
Matru Samruddhi Yojana	To promote institutional delivery and reduction of MMR and IMR	<ul style="list-style-type: none"> - Either parent should be resident of UT of Daman and Diu - Delivery should be taken place at Govt. Health Institution of UT of Daman and Diu. - Only up-to first two live birth. - Marriage after 18 years of age (for female). - Migrant who has been undergone regular 3 ANC check up and register in MCTS portal. 	Cash assistance of RS, 5000/ to delivered mother (DBT)	7 working days after submission of form along with requisite document.
Dikri Development Scheme	To save girl child and increase sex ratio	<ul style="list-style-type: none"> - Either parent should be domicile of UT of Daman and Diu - Delivery should be taken place at Govt. Health Institution of UT of Daman and Diu. - Only up-to first two live birth. - Marriage after 18 years of age (for female). 	LIC policy for Rs. 42,068/- in the name of girl child, which matures at the age of 18 years of girl child. Additional cash assistance of Rs. 9000/- to delivered mother. (DBT)	1 month after submission of form along with requisite document. (disbursed by Dte. of Medical & Health Services, Fort Area, Moti Daman)
Issue of fitness Certificate/ treatment certificate	-	Taking treatment form this health institution	-	Within one working day after medical examination
Issue of disability certificate	-	-	-	Within one month after medical examination
Janani Suraksha Yojana	Reducing maternal and neonatal mortality by promoting institutional delivery among the poor pregnant women	Available only to BPL/SC/ST women regardless of age and number of children for delivery in government / private accredited health facilities	Rs. 700/- if delivering women resides in Rural area and Rs. 600/- if delivering women resides in Urban area.	Amount disbursed by District Health Society, Daman

9) Diagnostic Services

List of test available with charges are displayed at respective departments and enquiry counter.

I. Laboratory services

Department	Building	Room No.	Day	Timing
Laboratory	NEW OPD block Ground Floor	11	On all working days excluding Sunday and Holiday	Monday to Friday : 9.00 am to 1.00 pm 2.30 pm to 5.30 pm Saturday : 9.00 am to 2.00 pm

Routine tests are done in following specialties

Bio-Chemistry

Hematology

Tests are free for all patients

II. Radio Diagnostic Services

Department	Building	Room No.	Day	Timing
X- Rays	New OPD Block – Ground Floor	03	On all working days excluding Sunday and holiday	Monday to Friday : 9.00 am to 1.00 pm 2.30 pm to 5.30 pm Saturday : 9.00 am to 2.00 pm
Ultrasound	New OPD Block - First Floor	108		
CT Scan	E Block - Trauma Unit	"E" block		
Mammography	New OPD Block Ground Floor	14		

III. Cardiology Diagnostics

Department	Building	Room No.	Day	Timing
ECG	New OPD Block Ground floor	108	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 : 9.0 am to 1.00 pm

IV. Dialysis Services

Department	Building	Room No.	Day	Timing
Dialysis	Adjacent to Blood Bank	-	On all working days excluding Sunday and Holiday	Two shifts

V. Indoor Patients Services

There are following wards in the hospital

Ward	Bed allocated
Male medical	15
Male surgical	15
Female Medical	15
Female Surgical	15
Maternity Ward	29
Paediatric ward	08
Special room	01
VIP ward	01
Recovery Room	06
ICU	06
NICU	02
Paediatric ICU	02
Dialysis	07
Private Ward	08
Total	130

Facilities for IPD patients

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

VI. Complaints and Grievances

- Every grievance will be duly acknowledged.
- We aim to settle your genuine complaints within 15 days of its receipt.
- Suggestion/ complaint boxes are also provided at enquiry counter and office in the hospital.
- If we cannot, we will explain the reasons and the time we will take to resolve.
- Name, designation and telephone number of the nodal officer concerned is duly display at the reception

Dr. Shailesh Arlekar,

Designation :- Medical Superintendent,

Telephone No. 2254965 (O) Mobile No. : 99250 47850

Meeting hours: - 4.00 pm to 5.00 pm daily

Email : msgh-dmn-dd@nic.in

Whom to contact if dissatisfied:-

Dr. K. Y. Sultan,

Director, Medical Health and Services,

Community Health Centre,

Fort Area Moti Daman

Phone No. 0260-2230470 (O), Mobile No. : 99789 30867

Email : dmhs-daman-dd@nic.in

Whom to contact if no solace is received from supervisors

The Secretary (Health),

Collectorate, Dholar, Moti Daman

12. Your Responsibilities

- Please do not cause inconvenience to other patients.
- Please help us in keeping the hospital and its surrounding 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 cooperate with the hospital administration for normalizing the situation in case of an emergency.
- Please provide useful feedback and constructed suggestions. These may be addressed to the Medical Superintendent of the hospital.

MONTH AND YEAR FOR THE NEXT REIVEW 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)

**LIST OF PATHOLOGICAL TESTS CONDUCTED IN THIS
GOVERNMENT HOSPITAL**

Haematology:			
Hemoglobin (Hb%)	Total Leucocytes count	Differential count	E.S.R
Platelet Count	Bleeding time	Clotting time	Prothrombin time
Blood Grouping	Malaria parasite	Complete Heamogram (TLC, RBC Count, DC, Hb, Smear, Pl.Count, MCV etc)	
Bio-Chemistry:			
Blood Glucose (F/PP/R)	Blood Urea	BUN	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)	Chloride(Cl)	Calcium	Amylase
CKMB	Troponin – I	Ferritin	
Serology:			
VDRL (Strip method)	Widal Test (Slide method)	R.A.Test	HbsAg (Rapid method)
Thyroid test (TSH, FT3, FT4)			
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 Hematology, Bio-Chemistry Test, Serology and other routine test is within 24 hours and in emergency and for indoor patient within 6 hours and Blood culture & Sensitivity for salmonella typhi within 72 hour.

This Pathological Laboratory is equipped with

Fully Automatic Auto Analyzer for Bio-chemistry test, Fully Automatic Cell Counter and Fully Automatic Gas Analyser.

LIST OF X-RAY CONDUCTED IN THIS GOVERNMENT HOSPITAL

The following plain X-ray are done here.

HEAD			
Skull AP/ Lateral	Skull Town's	Base Skull	P.N.S.
Orbit View	Mandible AP/Lateral	Nasal Bone	Mastoids Right & Left
CHEST			
Chest PA/AP/Lateral	Chest oblique	KUB	Abdoman Standing
THORACIC CAGE			
STERNUM JOINT	SHOULDER AXIAL	CLAVICLE	SCAPULA
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
Neck soft Tissue			
PELVIS			
Pelvis	Pelvis both Hip AP	Pelvis frog view	HIP AP / Lateral
UPPER EXTREMITY			
Humrus AP/ Lateral	Elbow AP/ Lateral	Forearm AP/ Laterl	Wrist AP /Lateral /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 / Lateral / Oblique	Toe AP/ Lateral / Oblique	Heel Lateral / Axial view	
Other X-Ray			
IVP (Intravenous Pyelography)	BA Swallow	BA meal	

The Time presribed 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 Digital Processing Unit (2 Nos.), X- Ray Machine (500 mA & 300mA), 1 mobile X-ray unit (100mA), 16 slides CT Scan machine, Colour doppler machine and Mammography machine.

CT Scan

Whole body 16 slice CT Scan facility for taking CT Scan of all parts of the body with or without contrast. Reporting of CT Scan is done through tele reporting & report is available on next working day.