



# CITIZEN'S CHARTER

## Shri Vinoba Bhave Civil Hospital

### GENERAL INFORMATION

Type of Institute	:	Government
Address	:	U.T. of Dadra & Nagar Haveli, Silvassa.
Medical Superintendent	:	Dr. V. K. Das
Phone number	:	0260 – 2642120 / 2642940 / 6454255
Emergency Call	:	102
Fax no.	:	0260-2642961
Web Site	:	www.vbchsil.org
E-mail Address	:	info@vbchsil.org
Nearest Railway Station	:	Vapi
Our Motto	:	Every Poor Deserves the Best

### INTRODUCTION

- ❖ Shri Vinoba Bhave Civil Hospital, Silvassa was *earlier known as Cottage Hospital* was started in the year 1952 with a minimum OPD services and Indoor facility.
- ❖ This hospital after renovation is named as “*Shri Vinoba Bhave Civil Hospital, Silvassa, and rededicated to the people on 01 / 06 / 1999.* The hospital has a group of dedicated doctors, medical and paramedical staff.

### PRESENT SENARIO

- ❖ At present it is a 231 bedded multi specialty hospital.
- ❖ The hospital has facilities for General consultancy, Specialist consultancy in Surgery, Medicine, Obst. & Gynace, Paediatrics, Orthopedics, ENT, Ophthalmology, Dermatology and Radiology and in Super Specialty consultancy in the field of Urology & Plastic & Reconstructive surgery. The OPD timings are from 8.00 am to 1.00 pm and from 3.00 pm to 5.00 pm on week days and from 8.00 am to 1.00 pm on Saturdays.
- ❖ The investigative facilities in the hospital are augmented with Ultra Sonography, Colour Doppler, Digital X- Ray machines, ECG unit, a full fledge Laboratory (The collection timings being from 8.00 am to 1.00 pm and from 3.00 pm to 5.00 pm on week days and from 8.00 am to 1.00 pm on Saturdays), Immunization & Family Welfare Centre, Integrated Counseling & Testing Centre and above all a very competitive Dental services. Investigative facilities are available 24 hours.
- ❖ The hospital has an Operation Theatre complex having 5 OTs, 24 hours running Accident Prevention cum Trauma Unit & Emergency Medical Services (Doctors available 24 hours), a Labour Room where 5 deliveries can be conducted at a time with all sophisticated machines, a Neonatal Intensive Care Unit where 12 children can be nursed, 14 bedded Intensive Care Unit which has ventilators, monitors, defibrillators etc.
- ❖ The hospital also has a Medical Record Department, Post Mortem and Mortuary facility, Library facility, Physiotherapy Unit, Dietetics Department, Central Medical Store & Pharmacy, Catering services, Laundry services, Ambulance services and Deluxe, Semi Deluxe and Super Deluxe rooms. Information regarding the charges for ambulance and special rooms are available at the enquiry counter.
- ❖ In addition to all this the hospital also has facility of Laparoscopy Surgeries in the field of General Surgery, Urology, Orthopedic and Gynecology.
- ❖ Telemedicine facility in collaboration with Dr. B. Nanavati Hospital, Mumbai. The charges for tribals Rs. 150/-, for non tribals having income less than Rs. 7500/- is Rs. 250/- and income more than Rs. 7500/- is Rs. 500/-.

## VARIOUS SCHEMES

- ❖ School Health Project where 58450 numbers of children are to be examined and treated by a group of specialists.
- ❖ National Illness Assistance Fund where in all Below Poverty Line patients are rendered Super Specialty services with tie up with different hospitals in Mumbai and other places.
- ❖ The hospital has also formed Rogi Kalyan Samiti / Hospital Management Trust which monitors the hospital and runs it smoothly under which Spiral CT Scan facilities; Special Rooms and Accident Prevention cum Trauma & Emergency Services along with Intensive Care Unit are maintained.
- ❖ District Mental Health Programme – Preventive & Curative Services.
- ❖ Save the Girl Child under which the beneficiaries have given Profit plus Policy of Rs.20, 000/- under the LIC of India. Till today 215 beneficiaries have been given the policy.
- ❖ Integrated Hospital Management System under various services of the hospital are computerized.
- ❖ The hospital is recognized by the Medical Council of India for training of interns for MBBS, Physiotherapy, Pharmacy and Laboratory Technology.

## HOSPITAL WEB SITE

Shri Vinoba Bhave Civil Hospital, Silvassa has also developed a Web site name [www.vbchsil.org](http://www.vbchsil.org)

## BED OCCUPANCY RATE

Shri Vinoba Bhave Hospital, Silvassa in the year 2006 & 2007

Sr. No.	Year	Average Bed Occupancy Rate
1	2006	99.50%
2	2007	120.16%

## HOSPITAL STATISTICS

Year	OPD	IPD	Surgical	Cataract Operation	Delivery
2006	352863	15414	1946	193	2138
2007	355358	15076	2928	131	2316

## DRUGS DEPARTMENT

Application for fresh Retail Sale of Drug license.

Application for fresh Drug license.

Application for fresh Cosmetic License.

Application for fresh Ayurvedic License.

Application for WHO GMP certificate

Licenses & certificates are granted within 15 days of submission of complete application.

## ESTABLISHMENT

Medical sickness certificate time limit 7 days.

Medical fitness certificate time limit 7 days.

Medical certificate for various jobs time limit 7 days.

Annual Medical check up report time limit 15 days.

File tracking system at the reception counter.

## MEDICAL BOARD

Meetings are held every Saturday in the chamber of Medical Superintendent and proposals are cleared within 15 days.

## COMPLAINTS / GRIEVANCES

Complaints / Grievances can be notified directly to the Manager Administration and Nursing Superintendent and Medical Superintendent. Every grievance will be acknowledged.

## MISCELLANEOUS FACILITIES

- 1) Wheel Chairs and Stretchers are available at the entrance of the hospital both near the OPD Block and the Enquiry Block.
- 2) Availability of Ambulances round the clock for transfer of patients.
- 3) There is stand by generator to cater to emergency services and the hospital in case of break down of electricity.
- 4) Telephone for relatives is available at the entrance of the OPD block.
- 5) Adequate drinking facilities are available.
- 6) Canteen for visitors and out patients is available in the premise it self.
- 7) Medico Legal Post Mortem designated Police counter available at the reception.
- 8) Names of doctors available in the hospital displayed at the reception counter.
- 9) Different bed distribution displayed at the reception.
- 10) Hearse Van facility is available.
- 11) Cardiac Care Ambulances are available.