

CITIZEN CHARTER
(2008-09)

1. Name of the Department :- **Medical and Public Health Department
Excluding V.B.C.H.**

2. Objective & aims in brief :-

The objective is to give curative and preventive medical services to all the people of Dadra and Nagar Haveli through the network. One District Hospital situated at Silvassa and Six PHC, One CHC & 38 Sub centers with three rural dispensaries.

3. Description of activities : - Vinoda Bhave Civil Hospital, Silvassa

Vinoda Bhave Civil Hospital is situated in the capital town of Silvassa with 130 Beds. There is an Out Patient Department which functions from 8 a.m to 1 p.m. in the morning and from 3 P.m. to 5 p.m. in the evening. During OPD period all the Specialty like Gynecologist, Surgery, General Medicine, Eye Ophthalmologist ENT are given. The following facilities are available in the Civil Hospital Silvassa.

Surgery : All the general surgery are being conducted in this hospital and there is a well equipped operation Theatre with all the facility like Ventilator and other emergency equipments.

Eye Specialist : There is also a facility of Eye Surgeon available in the Hospital and all the Eye surgery are carried out by well equipped micro eye surgery equipment with facility of IOL.

Gynecologist : Both OPD and indoor Gynecologist facilities are available in this Hospital with the facility of Gynec surgery and well equipped Labour Room for delivery purpose round the clock services available.

Pediatrician: Pediatrician facilities are available in the hospital with the facilities of bay incubation for pre-mature baby, and indoor children ward.

ENT : ENT facility are available in this hospital with Doctors who are having ENT qualification and facility for operation in ENT department is under progress.

Orthopedic : The facility of Orthopedic facility and Trauma facility are available in this hospital and emergency case are being taken care off, with surgery facilities.

Pathology: There is a full fledged pathology deptt. Functioning in this Hospital with facility of Bio Chemist's and fully Auto analyzer machine. All the pathological services are available in this hospital.

Dental Unit : One Dental Unit is functioning in this Hospital and one Dental Surgeon is working on regular basis and one Dental Surgeon on contract basis. This Unit giving all the services of Dental and oral Hygiene.

X-Ray and Radiologist : There is a X-Ray machine and Sonography machine in this hospital and the facility of Sonography and X-Ray are being provided for part time specialist also.

I.U.C.: There is an I.U.C. unit functioning in this hospital with all the Emergency Knit.

ISM&H : The facility like Ayurvedic and Homeopathy are attached to this hospital who are rendering their services to the public of Dadra and Nagar Haveli and who require Medical for Ayurvedic and Homeopathy services.

Emergency Services : 24 Hrs. emergency service are available in this hospital where the patients are being treated round the clock.

PHC/CHC/& Rural Dispensary :-

There are Six PHC and one CHC at Khanvel with Three Rural Dispensaries. The PHC are Kilwani , Naroli, Khanvel. Amboli, Dudhani and Mandoni. Each PHC has the following facility:

1. OPD :- OPD are available for the public from 8 a.m. to 1 p.m. and 4 p.m. to 6 p.m. besides this the Doctors are attending to the patient on emergency case for 24 Hrs.
2. Indoor facility: -Each PHC got Six beds and labour Room for conducting delivery case in the PHC.
3. Laboratory facilities are available for routine and common investigation.
4. Referral Services: - Each PHC are having Ambulance facility to cater the need of periphery area and they are referred to the Civil Hospital Silvassa by providing Ambulance facility.
5. Rural Dispensary: - There are three Rural dispensary functioning in this territory, one at Dapada, one at Dadra and one at Randha. These Dispensaries has only OPD facility. And the services of MBBS Doctors are available.

Besides these facilities 38 Sub Center in the U.T. of D&NH where ANM is posted in each Sub-Centre to give services like minor ailment treatment and provides MCH, Family Planning and refer the patients to the PHC when ever necessary.

(i) (a) Organization :- Medical and Public Health Department functioning with
Network of

- | | |
|-------------------|-------|
| 1. Civil Hospital | :- 1 |
| 2. C.H.C | :- 1 |
| 3. P.H.C. | :- 6 |
| 4. Dispensary | :- 3 |
| 5. Sub-Centre | :- 38 |

(b) Function & Duties :- 1) To provided Health Services to all Public of this
U.T. of Dadra and Nagar Haveli
2) To implement of all National Health Programme

- | | |
|--------|--|
| (i) | Family Welfare Programme |
| (ii) | R.C.H. Programme |
| (iii) | National Leprosy Eradication Programme |
| (iv) | National T.B. Control Programme |
| (v) | National Vector Borne Diseases Control Programme |
| (vi) | National Blind Control Programme |
| (vii) | National Aids Control Programme |
| (viii) | National I.D.D.C. Programme |

(ii) **Powers & Duties of Officer & Employees: -**

- (a) Secy. (Health) :- He is a Head of the Deptt. Of Medical and Public Health. He is assisted by Special Secy.(H) Both are done over all supervision of Health Services to the U.T. of D&N.H.
- (b) Chief Medical Officer :- He is a Head of Office of Medical and Public Health Deptt. He is over all supervise C.M.O. Office & other Health Institution functioning In this U.T.
- (c) Medical Superintendent :- He is a Head of Office of V.B.C. Hospital & entire supervision of V.B.C. Hospital & Office Staff done by him.
- (d) I/C Medical Officers :- They are I/c Medical Officers of C.H.C./PHCs/Dispensaries. They provide Health Services to public through their Health Institution. They are assisted by para-medical workers like L.H.Vs, A.N.M. and M.P.W. (M&F).
- (e) C.M.O. Office Staff :- They work related to establishment, Account Statistics, Store, etc. Also some field supervisory Staffs work for National Health Programme.

- (iii) Decision making process & supervision & account abilities at the level of CMO, SS (Health) & Secy. (Health)
- (iv) As per the standing instruction of the Administration & GOI from time to time.
- (v) Follow as per the instruction of Administration & GOI.
- (vi) No Separate documents.
- (vii) No separate arrangement and follows the instructions from the Administration.
- (viii) N.A.
- (ix) A directory of officers & Employees are yet to be published.
- (x) N.A.
- (xi) The budget allocation of plan is through Finance Deptt. Of this U.T. proposed Expd. & reports on disbarments made by this deptt. As per GFR.
- (xii) N.A.
- (xiii) N.A.
- (xiv) N.A.
- (xv) AS mentioned in the Citizen Chart of this Deptt.
- (xvi) N.A.
- (xvii) N.A.

Yours faithfully,

(Dr. L.N. Patra)
Chief Medical Officer
Dadra and Nagar Haveli
Silvassa

**UPDATED REPORT OF CITIZEN CHARTER
(2008-09)**

**1. Name of the Department: - Medical and Public Health
Department
(Excluding V.B.C.H.)**

PHC/CHC/ & Rural Dispensary

2. Objective & aims in brief :-

The objective is to given curative and preventive medical services to all the people of Dadra and Nagar Haveli through the network. Six PHC wise Kilwani, Naroli, Khanvel, Amboli, Dudhani and Mandoni, One CHC Khanvel & 38 Sub Centers with three Rural Dispensaries.

3. Name of PHCs/Dispensires and it's Telephone Number

Sr.No.	Name of	Name of Doctor	Telephone number
A.	PHCs		
1	Naroli	(Dr.A.B.Paarmar)	2650527
2	Kilwani	(Dr.A.K.Mahala)	2600124
3	Amboli	(Dr.R.Badole)	2993100
4	Khanvel (CHC & PHC)	(Dr.Ganesh)	2677231
5	Mandoni	Dr.I.K.Patel	2993266
6	Dudhani	Dr.Tejram Chaudhary	2993150
B.	Dispensaries		
1	Dadra	Dr.M.J.Kathavadiya	2668228
2	Randha	Dr.A.K.Mahla	2600125
3	Dapada	Dr. R.P.Patel	2699461

4. Each PHC has the following facility:

- 1. OPD:** - OPD are available for the public from 8 a.m. to 1 p.m. and 4 p.m. to 6 p.m. besides this the Doctors are attending to the patient on emergency case for 24 Hrs.
- 2. Indoor Facility:** -Each PHC got six beds and Labour Room for conducting delivery case in the PHC.
- 3. Laboratory Facilities:** - This facilities are available for routine and common investigation.

4. **Referral Services:** - Each PHC are having Ambulance facility to cater the need of periphery area and they are referred to the Civil Hospital Silvassa by providing Ambulance facility.
5. **National Rural Health Mission:** - Four Primary Health Centers are working 25X7 under National Rural Health Mission.
6. **Rural Dispensaries:** - There are three Rural dispensary functioning in this territory, one at Dapada, one at Dadra and one at Randha. These Dispensaries has only OPD facility. And the services of MBBS Doctors are available.
7. **Sub-Centres:** - Besides these facilities 38 Sub Center in the U.T. of D&NH where ANM is posted in each Sub-Centre to give services like minor ailment treatment and provides MCH, Family Planning and refer the patients to the PHC when ever necessary.
8. **T.B. Cell:** - One T.B. Cell also established in Medical & Public Health Department near Sachivalaya for treatment of T.B Patients under RNTC Programme.DOTS services is freely available to all Patients.Dr. M.B.Dhodia is a Programme Officer off RNTCP.
9. **ISM&NH:** - The Ayurvedic and Homeopathy Dispenser also established in Medical & Public Health Department near Sachivalaya. Who are rendering their services to the public of Dadra and Nagar Haveli and who require Medical for Ayurvedic and Homeopathy services.
10. Following National Programme also implementing through Health Institutions of Medical and Public Health Department
 - (i) National Family Welfare Programme
 - (ii) National Vector Borne Diseases Control Programme
 - (iii) NRTCP
 - (iv) National Iodine Deficiency Disorder
 - (v) National Leprosy Eradication Programme
 - (vi) National Blindness Control Programme
 - (vii) National AIDS Control Programme

Yours faithfully,

(Dr. L.N. Patra)
Chief Medical Officer
Dadra and Nagar Haveli
Silvassa