



CITIZEN CHARTER

DIRECTORATE OF HEALTH SERVICES

Introduction

Directorate of Health Services (DHS) has an important role in the provision and administration of health services and in order to raise the quality, extend accountability and deliver the services fairly, effectively and courteously.

The Directorate of Health Services primarily seeks to provide preventive, promotive, curative and rehabilitative health services to the people through primary health care approach which has been accepted as one of the main instruments of action for development of human resources, accelerating the socio-economic development and attaining improved quality of life. Primary health care is essential health care for all citizens, easily accessible and it is given to the people at free of cost.

Health being a vital sector, lack of facilities in this sector undermines the confidence and morale of people living in these Islands as it accentuates the sense of isolation from the mainland. This in turn also magnifies any other inconveniences imposed by the inherent logistic difficulties due to the distance. It may also be pertinent to mention that in the last few years, the aspirations of the people have increased considerably and so have felt the needs in the Health sector.

Vision & Mission

- To provide preventive, promotive, curative and quality health services at free of costs to the people of islands.
- To help people improve their productivity and reduce risks of diseases and injury.
- To provide health scheme benefits to the poor and needy people of these islands.

Details of Divisions in DHS

The primary health care infrastructure has been developed as a five tier system :-

1. Sub- Centres,
2. Primary Health Centres,
3. Urban Health Centres,
4. Community Health Centres and
5. District Hospital.

Sub-Centre is the most peripheral contact point between the Primary Health Care System and the community and is manned generally by Multi-Purpose Health Workers (Male & Female). Primary Health Centre is manned by a Medical Officer/Chief Medical Officer supported by para-medical and other staff.

The PHCs act as referral units for the sub-centres and provide preventive, promotive, curative and family welfare services. Some of the PHCs and CHCs have attached hospitals with minimum of 10 beds are headed by a Health Officer. The Community Health Centres are headed by a Health Officer generally and a minimum of 30 beds. It serves as a referral centre for PHCs.

The only Referral Hospital i.e. G.B.Pant Hospital, South Andaman District and two District Hospitals viz. BJR Hospital, Car Nicobar in Car Nicobar District and Dr. R.P.Hospital, Mayabunder in North and Middle Andaman District are general hospitals with multi-specialized facilities. There is one Ayush Hospital for Homeopathic and Ayurvedic treatment. At present there are two wards existing for male and female with 20 beds. Patients are admitted there for ayurvedic treatment. Some of PHCs and CHCs have also Homeopathic and Ayurvedic dispensaries.

INFRA STRUCTURE

Items	South Andaman District	N&M Andaman District	Nicobar District	Total
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Sub Centre	38	43	40	121
PHC	10	8	4	22
CHC	1	2	1	4
UHC	5	-	-	5
District Hospitals	1	1	1	3
Referral Hospital	1	-	-	1
Ayush Hospital	1	-	-	1

Details of Services

Centralized Ambulance Services

At present there are 82 ambulances available in A&N Health Institutions. All the District hospitals, CHCs, PHCs and Rangachang Sub-centre have been provided ambulances, to tackle emergency situation.

Out Patient Department /In Patient Department

OPDs are performed in all Hospitals on all working days. The timing for OPD are 8.30 a.m. to 1.30 p.m. and 3.00 p.m. to 4.00 OPD registrations, consultations, investigations and treatment are free.

Blood Bank

A blood bank is a place where blood taken from blood donors, is stored until it is needed for people in hospital. There is one blood bank at G.B.Pant Hospital which meets the requirements of the patients and provides Blood for needy persons. Blood bank services are attended 24 x 7=365 days.

Laboratory Service

In all health institutions, laboratory services are available for conducting routine investigations and it is available only on working days from 8.30 a.m. to 1.30 p.m. Reliability and promptness of laboratory results are ensured due to auto-analyzers, electrotpe analyzers provided.

Radiological facility

(i) X-Ray

Under the Directorate of Health Services, X-ray facilities are available in District Hospitals, PHCs and CHCs.

(ii) Ultrasound Scanner

Medical Intensive Care Unit

The Medical Intensive Care Unit (MICU) was established on 15/08/2004 in G.B.Pant Hospital. The Unit was inaugurated by the then Lt. Governor Shri Ram Kapse. The unit has ten beds and is fully equipped with ventilators, multiple parameter monitors, Defibrillators, ABG Machine with electrolyte analyser etc.

Casualty and Emergency Service

Casualty and emergency services are attended 24 x 7 in all the District Hospitals, CHCs, and PHCs. A separate casualty and emergency ward exists at GB Pant Hospital for attending the emergency cases.

Dialysis Unit

The present Dialysis unit of G.B.Pant Hospital, Port Blair was inaugurated by the then Lt. Governor Lt. Gen. (Retd.) Bhoopender Singh on 17/05/2010. The unit has seven Haemodialysis machines (Fresenius 40088) in the ground floor and an R.O.Plant in the first floor.

HIV Testing facilities

HIV testing facilities are available in 13 centers of these islanders

- (i) G.B.Pant Hospital, Port Blair and (ii) Garacharma Hospital, Port Blair.

FUNCTIONARIES OF DIFFERENT POSTS IN DHS.

1. Director, DHS:

The Director of Health Service Andaman & Nicobar Islands is the overall In-charge of the entire Health service of the Islands and is responsible to provide health coverage to the entire population of the Union Territory. Moreover, the Director is the Administrative Head of the Health Services of the Territory to ensure their smooth functioning. He is the supervisory authority of all Hospitals, Primary Health Centers, Sub-Centers etc. of the Islands.

2. Medical Superintendents (MS) of State Hospitals

The MSs of three different State Hospitals are in-charges of the respective Hospitals for their smooth functioning. They are required to provide the optimum health coverage to the people of the respective jurisdiction. Moreover, the MS of each Hospital functions as the DDO of the said Hospital and creates all kinds of bills of the Hospital and submits the same to the PAO of the Hospital for passing and making payment.

3. Drawing & Disbursing Officer/Sr. Accounts Officer (DHS)

The Sr. Accounts Officer is the DDO of the DHS only. He prepares the yearly Financial Budgets and submits the same to A&N Administration and allots the required funds to other DDO of Health Department with the approval of the Director of Health Service. He is the authority to monitor the expenditure of the deptt. of Health Service. He prepares all kinds of bills pertaining to the office of the Director of Health Services and submits the same to Pay & Accounts Officer, Port Blair for passing the same and making the payments.

4. DDO/MS of the State Hospitals(District Hospital/CHC)

As per the stipulated orders, each Medical Superintendent of the Hospital can enjoy the financial power upto a certain amount for a sanction of work and also for normal contract / purchase. Every bill is supposed to be created within the ambit of the financial power.

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Sl. No.	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1	Issue of Planned Family incentive cheque	1. Application in prescribed format 2. Copy of Birth Certificate 3. Xth Passed Certificate 4. Affidavit	Member Secretary (TFPF)	15 days	Director of Health Services
2	Issue of Drug License	1. Copy of Registration Certificate of Registered Pharmacist 2. Copy of Lease Agreement 3. Affidavit of non-conviction of Owner of the shop 4. Affidavit of appointment of Pharmacist 5. Affidavit by Pharmacist accepting appointment 6. No Objection by Land lord regarding conducting of medicine shop 7. Sketch map, copy of purchase bill of Refrigerator	Deputy Director (Medical)	New Drug License : 60 days Renewal : 30 days	Director of Health Services

3	Issue of Family Planning Certificate (Green Card)	1. Application form of Green Card to be signed by ANM/LHV 2. Operation Certificate 3. Copy of Birth Certificate of 02 children 4. Joint photograph of husband and wife duly attested by a Gazetted Officer 5. Copy of Identity proof	Deputy Director (FW)	15 days	Director of Health Services
4	Issue of Handicap Certificate	Application in prescribed format	MS GBPH	15 days	Director of Health Services
5	Issue of Medical Examination Reports	Application in prescribed format	MS GBPH	07 days	Director of Health Services
6	Issue of Lab Reports	Prescription of Doctor	Sr. Pathologist, GBPH and all other health institutions where lab facilities are available	Routine : Same days Other : 03 days	Director of Health Services
7	Issue of Post Mortem Report	Application in prescribed format	Sr. Pathologist, GBPH and all other health institutions where facilities are available	07 days	Director of Health Services
8	Birth & Death Certificate	Application in prescribed format	Registrar of Births and Deaths and all other health institutions where birth and death registration facilities are available.	05 days	Director of Health Services
9	Issue of Patient Case Sheets	Application in prescribed format	MS GBPH and all other PHCs & CHCs.	03 days	Director of Health Services

10	Dulari Scheme Benefits	<ol style="list-style-type: none">1. Application in prescribed format2. Date of birth certificate3. Local certificate of either of the parents4. Ration Card of the family5. Address proof of the parents6. Mark sheet7. Any other document(Sp)	Deputy Director (Health)	30 days	Director of Health Services
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