



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 – 2642940
Fax no.	:	0260-2642961
E-mail Address	:	<i>svbch.sil@gmail.com</i>
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.

1. **Our Mission:** To provide quality healthcare to the community, as a whole, irrespective of caste, creed or culture.

Our vision: To immerge as a leading public health care provider in community.

2. ACCESS TO SERVICES

At present it is a 272 bedded multi specialty hospital. It provides medical care to all patients who come to the hospital. Emergency services are available 24 X 7 without any discrimination. The Management of this hospital is responsible for ensuring the timely and efficient services.

3. Standards of Services

This hospital provides services as set by the Indian Public Health Standards (IPHS)

4. Your Rights in the Hospital

1. Right To Access To All The Services Provided By The Hospital.
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
8. Right To Emergency Care

5. General Information

1. This is secondary care level multispecialty hospital.
2. This hospital has
 - a. 272 Beds
 - b. Doctors:
 - I. Specialists : 38(25 under VBCH & 13 Under NRHM)
 - II. Medical Officers : 27
 - III. Visiting Specialists : 24
 - IV. Dental : 06
 - V. Physiotherapist : 03+ 04 visiting
 - c. 93 Nurses
 - d. 10 Ambulances (Including Cardiac Ambulance and Pehli SwariVehicle)

6. Services Available

Multi Specialty OPD (OPD wise detail mentioned at Sr. No.9)	Indoor Treatment/Wards	24 hrs Emergency	Maternity Services (including High Risk Pregnancy)
Radiology (X-Ray, Ultrasound, CT- Scan)	Laboratory (pathology, biochemistry, microbiology)	Pharmacy	ICU (Intensive Care Unit)
Operation Theatre	Family Planning Services	Medicolegal and Post-mortem Services (Mortuary Services available)	ICTC (Integrated Counselling and Testing Center)
24 Hrs Ambulance (108 & 102)	Immunization & ANC	Counselling Services (Medical Social Work)	Dentistry
Telemedicine	Super Specialist OPD (OPD wise detail mentioned under the Serial No. 09)	Haemo Dialysis Centre	Physiotherapy & Rehabilitation
Dietician	104 Non Emergency Help Line 24 X 7	Sickle Cell	Sanjeevni Swasthya Bima Yogana
Rashtriya Bal Swasthya Karyakram	Rashtriya Kishore Swasthya Karyakram – ARSH	Healthcare Prog. for elderly	Geriatric & NCD
Deafness	Oral Health	TB Clinic	Tobaco Cessation Center

7. Enquiries and Information

- Enquiry counter is located at Main Entrance Gate of the hospital adjoined with emergency department.
- Enquiry counter remains open for 24 hrs.
- Timings for working registration counters are 08.00 a.m. to 12.00 a.m. and 02.30 p.m. to 04.30 p.m. and from 8.00 am to 12.00 a.m. on Saturdays.
- Phone no. for telephonic enquiry (24 hours Service) 0260-2640615, 0260- 2642940.
- Location guide maps and directional signage's have been put up at strategic points in the hospital.

8. Casualty & Emergency Services

Facilities

- All Emergency Services are available round the clock
- Specialist doctors are available on call.
- Emergency services are available of all specialties as listed in the OPD Services. Medico legal services are available.
- Referral Services to higher centre in case facilities for treatment are not available in the hospital
- Round the clock 108 ambulance emergency services with basic life support and Advance Life support.
- 104 Non Emergency Help Line is operational for 24 hrs.
- In serious cases, treatment/management gets priority over paper work like registration and
- Medico legal requirements. The decision rests with the treating doctor.

9. OPD Services

OPD services are available on all working days excluding Sundays and Gazetted Holidays.

Timings -

Morning 08.00.am to 01.00 am	}	on all weekdays except Saturday.
Evening 03.00 pm to 05.00 pm.		Saturday from 08.00 am to 01.00 pm

Various Outpatient services available in the hospital are detailed below (as available):

Department	Room No	Timing
General Medicine	19	8.00 am - 1.00 pm 3.00 pm - 5.00 pm 8.00 am to 1.00 pm on Saturday.
General Surgery	20	8.00 am - 1.00 pm 3.00 pm - 5.00 pm 8.00 am to 1.00 pm on Saturday.
Obstetrics & Gynaecology	22	8.00 am - 1.00 pm 3.00 pm - 5.00 pm 8.00 am to 1.00 pm on Saturday
Paediatrics & Neonatology	1 & 2	8.00 am - 1.00 pm 3.00 pm - 5.00 pm 8.00 am to 1.00 pm on Saturday
Ophthalmology	31	8.00 am - 1.00 pm 3.00 pm - 5.00 pm 8.00 am to 1.00 pm on Saturday
ENT	27	8.00 am - 1.00 pm 3.00 pm - 5.00 pm 8.00 am to 1.00 pm on Saturday
Dermatology	28	8.00 am - 1.00 pm 3.00 pm - 5.00 pm 8.00 am to 1.00 pm on Saturday
Psychiatry	52	8.00 am - 1.00 pm 3.00 pm - 5.00 pm 8.00 am to 1.00 pm on Saturday
Orthopedics	16 & 17	8.00 am - 1.00 pm 3.00 pm - 5.00 pm 8.00 am to 1.00 pm on Saturday
Geriatric OPD & Non Communicable Disease	23	8.00 am - 1.00 pm 3.00 pm - 5.00 pm 8.00 am to 1.00 pm on Saturday
TB Clinic	03	8.00 am - 1.00 pm 3.00 pm - 5.00 pm 8.00 am to 1.00 pm on Saturday
Tobacco Cessation Center	43	09.00 am to 1.00 pm
Dental OPD Maxillofacial Surgeon Endodontist Periodontist	32 & 33	8.00 am - 1.00 pm 3.00 pm - 5.00 pm 8.00 am to 1.00 pm on Saturday
Haemo Dialysis Centre	Next to Police post Bldg	8.00 am - 1.00 pm 3.00 pm - 5.00 pm 8.00 am to 1.00 pm on Saturday
Super Specialty consultancy		
Urology	26	Every Wednesday, Timing 10.00 a.m. – 01.00 p.m.
Plastic & Reconstructive surgery	26	Every Tuesday, Friday. Timing 03.00 pm – 04.00 pm Thursday
Neurosurgery	26	Every Monday, Wednesday, Friday and 1 st and 3 rd Thursday of every month. Timing 03.00 pm – 04.00 pm
Laparoscopic Surgery	26	Every Wednesday, Time 03.00 pm – 04.00 p.m.
Cardiology	26	Every Saturday, Time 10.00 a.m. to 01.00 p.m.
Nephrology	26	Every 3 rd Sunday, Time 10.00 a.m. to 01.00 p.m.
Neuro Physician	26	Every Sunday, Time 09.00 a.m. to 12.00 noon.
Gastroenterologist	26	Every Sunday, Time 10.00 a.m. to 01.00 pm.
Vitro-retinal Surgeon	26	Every 3 rd & 4 th Sunday, Time 09.00 a.m. to 12.00 noon.

Dermatology Department Charges

Sr. No.	Particular		Rates per Package/sitting	50 % Discount
1	Hair Removal	Cheeks	Rs. 1250/- per Package	1. Schedule Tribe 2. Schedule Caste 3. Domicile of DNH
		Upper Lips	Rs. 750/- per Package	
		Lower Lips	Rs. 500/- per Package	
		Chin	Rs. 1000/- per Package	
		Axila	Rs. 750/- per Package	
2	IPL	Acne & Acne Scar, Freckies, Melasma Photorejuvenation, Face Tightening under eye darkcircle, Facial blemish removal	Rs. 500/- per sitting	
3	Q-switch Laser	Tattoo removal, Eyebrow Cleaning, age spot, Birth mark, Pigmentation	Rs. 450/- per sitting	

Ophthalmology Department

Sr. No.	Particular	Rates	Free For
1.	Fluorescent & Angiography	Rs. 200/-	1. Schedule Tribe 2. Schedule Cast

10. Diagnostic services

List of tests available with charges are displayed at respective departments and enquiry counter. Tests are free for SC, ST, Below Poverty Line (BPL) category and Domicile patients. Charges can be waived on showing proof of BPL category or by written permission from Medical Superintendent, Member Secretary, Rogi Kalayan Samiti.

I. Laboratory Services: (The 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 Saturday)

Routine tests are done in following specialties -

Bio-chemistry

Microbiology

Haematology

Cytology

Histopathology including FNAC

Clinical Pathology

* Lab services are however run 24 hrs for indoor patients.

Test Under Rogi Kalyan Samiti

S. No.	Particulars	Rates Per Test
A)	Cardiac Marker	
1.	Myoglobin	Rs. 500/-
2.	CKMB	Rs. 200/-
3.	Troponin I	Rs. 450/-
4.	Troponin T	Rs. 850/-
5.	NT-Pro BNP	Rs. 950/-
B)	Infection Marker	
1.	CRP (Highly Sensitive)	Rs. 300/-
C)	Hemastasis	
1.	D-Dimer	Rs. 450/-

II. Radio Diagnostic Services

Timings - (The 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 Saturday)art

Departments	Timings
X-Rays	Timings 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 Saturday.
Ultrasound	
CT scan	
Color Doppler	

Charges.

Particulars	Charges	Free for
Digital X Ray Routine	Rs. 75/-	1. Schedule Tribe. 2. Schedule Caste 3. MLC within 24 hrs. 4. Domicile of DNH on Proof.(For Disital X Ray routine charges will apply on the above)
Intravenous Pyelogram	Rs. 380/-	
Barium Studies	Rs. 150/-	
Retrograde Urethrography	Rs. 380/-	
Micturating cysto Uretrogram	Rs. 380/-	
Hysterosalpingography	Rs. 380/-	
Fistulugram	Rs. 380/-	

Ultra Sonography & Color Doppler

Particulars	Charges	Free for
2D Echo	Rs. 400/-	1. Schedule Tribe. 2. Schedule Caste 3. MLC within 24 hrs.
Color Doppler	Rs. 500/- pre exam	
Abdomen and Pelvis	Rs. 220/- pre exam	
Anomaly Scan	Rs. 500/-	
Ultrasound scan guided procedure	Rs. 500/-	

Orthopantomogram

Particulars	Charges	Free for
Orthopantomogram	Rs. 200/-	1. Schedule Tribe. 2. Schedule Caste 3. MLC within 24 hrs.

CT Scan Charges

	Plain	Contrast
CT BRAIN	900	1800
CT PNS AXIAL/CORONAL	1800	2500
CT PNS CORONAL	900	
CT MANDIBLE	1000	2000
CT ORBIT	1000	1800
CT MASTOID	1750	
HRCT TEMPORAL BONE	2000	2500
CT FACIAL BONE 3D	1250	
CT NECK	1400	2500
CT CHEST	2000	2700
HRCT LUNGS	1500	
CT UPPER ABDOMEN	2200	3300
CT PELVIS	2500	3000
CT WHOLE ABDOMEN	2800	4200
CT FEMUR	1400	2400
CT SPINE	2500	300
CT MYLO	2400	
CT ANY JOINTS	2000	
COMBINATION STUDY		
CT BRAIN & PNS	1800	3500
CT BRAIN & ORBIT	1800	3000
CT SCAN NECK & CHEST	2500	4000
CT SCAN CHEST & ABDOMEN	4500	7000

* These services are available for all indoor patients for 24 hrs.

III. Cardiology Diagnostics

- * ECG
- * 2D ECHO
- * TMT
- * Cardiac Markers
- * Sphygmo Cor

IV. Velscope

- * It is an equipment to detect oral cancer at an early stage.

11. Indoor Patient Services

There are following wards in the hospital

General Ward	Bed allocated	Bed available
Male Medical	41	41
Female Medical	28	28
Male Surgical	18	18
Female Surgical	9	9
Burns	4	4
Maternity Ward	50	50
Children Ward	24	24
NICU	14	14
ICU	16	16
Ortho ward	33	33
Eye	8	8
OT	2	2
Mental Health Ward	10	10
Deluxe	6	6
Super Deluxe	6	6
Semi Deluxe	2	2
VIP	1	1

Private Wards

Particulars	Charges	Free for
Super Deluxe Room	Rs. 1250/- per day	1. Schedule Tribe. 2. Schedule Caste
Deluxe Room	Rs, 1000/- per day	
Semi Deluxe Room	Rs. 750/- per day	

Intensive Care Unit

ICU: 16 bedded Intensive Care Unit which has ventilators, monitors, defibrillators etc.

Particulars	Rates fo Non-Domicile of DNH	Rates for other states except DNH	Free for
ICU Charges	Rs. 300/- per day	Rs. 360/- per day	1. Schedule Tribe. 2. Schedule Caste 3. MLC within 24 hrs. 4. Domicile patients of DNH on Proof.
Ventilator Charges	Rs. 200/- per day	Rs. 240/- per day	

ABG Procedure

Sl. No	Particular	Rates	Free for
1	ABG Procedure	Rs. 400/-	1. Schedule Tribe 2. Schedule Caste

Facilities for IPD patients.

All SC/ST, Below Poverty Line (BPL) and Domicile patients admitted in General Wards of the Hospital are treated free of cost.

Free diet as per requirement of the patient.

24 hour nursing services. 24 hour availability of duty doctor.

12. Complaints & Grievances

Every grievance will be duly acknowledged. We aim to settle your genuine complaints within 07 days of its receipt. Suggestions/Complaint boxes are also provided near the pharmacy counter in the hospital. Complaints / Grievances can also be notified directly to the, Medical Superintendent (OPD No.11). 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 displayed at the Reception.

Dr. V.K. Das

Designation : Medical Superintendent

Tele (O) 0260 – 2642940

Meeting day : Every Wednesday

Meeting Hours 09.30 am to 01.30 pm

13. Shri Vinoba Bhave College of Nursing

Shri Vinoba Bhave School of Nursing GNM programme is upgraded to BSC Nursing Programme and inaugurated as college of Nursing with an intake of 40 students. It is academically affiliated to Veer Narmad South Gujarat University, Surat and recognized by Indian Nursing Council and affiliated to Gujarat Nursing Council. The college is well equipped with modern and latest laboratory equipments.

Facilities available in Shri Vinoba Bhave College of Nursing:

- Library with 1500 books various national and international journals from all branches of nursing and medical disciplines.
- College is attached to Shri Vinoba Bhave Civil Hospital to give practical exposure to students.
- Well equipped hostel along with recreation facility and proper security services.

14. OTHER MISCELLANEOUS FACILITIES

- a) 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 14 children can be nursed, 16 bedded Intensive Care Unit which has ventilators, monitors, defibrillators etc,

OT Charges for Patients:

Particulars	Rates for Non-Domicile of DNH	Rates for other states except DNH	Free for
Laparoscopic Charges	Rs. 1250/- for Minor Rs. 2500/- for Major	Rs. 1500/- for Minor Rs. 3000/- for Major	1. Schedule Tribe. 2. Schedule Caste 3. MLC within 24 hrs. 4. Domicile of DNH on Proof.
Gastroscope & Endoscope	Rs. 625/-	Rs. 750/-	
Banding	Rs 625/- as per cost of band	Rs 750/- as per cost of band	
Major Surgeries	Rs. 1875/- inclusive anaesthesia	Rs. 2250/- inclusive anaesthesia	
Minor Surgeries	Rs. 250/- inclusive anaesthesia	Rs. 300/- inclusive anaesthesia	
Supra Major Surgeries (Neuro, Urology & Plastic & Reconstructive Surgeries)	Rs. 6250/- inclusive anaesthesia	Rs. 7500/- inclusive anaesthesia	

- b) Bhagirathmal Jiwrajka Dialysis centre started with 5 Beds along with equipments.

1. Patients having income below Rs. One Lakh per annum will be treated free (Declaration of the income to be provided from Mamlatdar or CO Municipal Council)
2. For BPL Patients the charges (as mentioned below) will be met from Rashtriya Arogya Nidhi.
3. Patients having income above Rs. One Lakh will be Charged as follows :-

Particular	Domicile of DNH	Non-Domicile
Patients already having Central line of fistula	Rs. 425/-	Rs. 600/-
New Patients	Rs. 665/-	Rs. 750/-

- c) The hospital also has a Medical Records Department, Post Mortem and Mortuary facility, Library facility, Physiotherapy Unit, Dietetics Department, Central Medical Store & Pharmacy, Catering services, Laundry services, and Ambulance services. Information regarding the charges for ambulance and special rooms are available at the enquiry counter.

Physiotherapy Charges

Sr. No.	Particulars	Rates	Free for
1.	IFT	Rs. 10	1. Schedule Tribe. 2. Schedule Caste 3. Domicile of DNH
2.	TENS	Rs. 10	
3.	Ultrasound	Rs. 10	
4.	SWD	Rs. 10	
5.	MWD	Rs. 10	
6.	Traction	Rs. 10	
7	Wax Bath	Rs. 10	
8	Thera Assist	Rs. 10	
9	Muscle Stimulator	Rs. 10	
10	Treadmill	Rs. 10	
11	Cycling	Rs. 10	
12	Cryotherapy	Rs. 10	
13	Theraband wall station	Rs. 10	
14	Exercise	Rs. 10	
15	CPM	Rs. 10	
16	DTS	Rs. 20	
17	Isokinetic	Rs. 20	

- d) In addition to all this the hospital also has facility of Laparoscopy Surgeries in the field of General Surgery, Urology, Orthopedic and Gynecology.

e) The OPD Patients Registration Card charges

Sr. No.	Particulars	Rates	IPD Registration free for
1	OPD Registration	Rs. 10/- for all	1. Schedule Tribe. 2. Schedule Caste 3. Domicile of DNH on proof.
2	IPD Registration	Rs. 25/-	
3	Duplicate cards	Rs. 25/- (for All)	
4	Non-Domicile patients from their second visit onwards (Coupon)	Rs. 5/-	

Rs.10/- & Duplicate Card Rs.25 /- and OPD Visit Charge Rs.5/- except domicile and SC / ST patients.

- f) **Telemedicine Centre** : Telemedicine facility in collaboration with Dr. B. Nanavati Hospital, Mumbai and TATA Memorial Hospital, Mumbai for Super specialty Consultation. Telemedicine is also provided from VBCH to remote centers of CHC Khanvel, Kilvani & Mandoni.

Particulars	Rates
Below Poverty Line	Free
ST & SC (Non BPL)	Rs. 200/-
Industrial Employee / Non Tribal (Having income of Rs. 7500/- per month & below)	Rs. 400/-
Industrial Employee / Non Tribal (Having income of Rs. 7500/- per month & above.)	Rs. 800/-

- g) Wheel Chairs and Stretchers are available at the entrance of the hospital both near the OPD Block and the Enquiry Block.
- h) Availability of Ambulances round the clock for transfer of patients.

Ambulance Charges

Place	Ambulance	Cardiac ambulance	Free for
Within Silvassa	Rs. 300/-	Rs. 500/-	All BPL Patients
Vapi	Rs. 600/-	Rs. 2800/-	50 % Discount for Schedule Tribe Schedule Caste
Daman	Rs. 700/-	Rs. 3500/-	
Valsaad	Rs. 950/-	RS. 4000/-	
Surat	Rs. 2500/-	Rs. 6000/-	
Mumbai	Rs. 3000/-	Rs. 10,000/-	
* One hour waiting time is free and after that for every hour Rs. 100/- will be charged.			

- i) There is a stand by generator to cater to emergency services and the hospital in case of breakdown of electricity.
- j) Adequate drinking facilities are available.
- k) Canteen for visitors and out patients is available in the premise itself.
- l) Facilities for postmortem and mortuary available.
- m) Names of doctors available in the hospital are displayed at the reception counter.
- n) Different bed distribution displayed at the reception.
- o) Round the clock registration counter and enquiry counter.
- p) Separate queues for the Senior Citizens for OPD, Consultation, Registration and Pharmacy.

15. VARIOUS SCHEMES

- a) Rashtriya Bal Swasthaya Karyakram under which 0-18 years children are being examined and treated by a group of doctors and Paramedical staff.

- **For children 0 – 6 weeks Screening:**

- **Facility based new born screening** includes Screening of birth defects in designated delivery points by ANMs, Medical Officers/ Gynaecologists. & refer birth defects to the District Early Intervention Centers in District Hospitals.

- **Community based newborn screening** at home through ASHAs for newborn till 6 weeks of age during home visitation.

- **Screening of children aged 6 weeks till 6 years attending Anganwadi Centers:**

- Children in the age groups 6 weeks to 6 years of age will be examined in the Anganwadi Centers by the dedicated Mobile Health Teams. The screening of children in the Anganwadi Centers would be conducted at least twice in a year.

- **Screening of children enrolled in Government and Government aided schools:**

- For children in the age groups 6 to 18 years will be screened in Government and Government aided schools. The screening of children in the School would be conducted at least once a year.

WIFS Program Under this programme Tab Iron Folic Acid and Tab Albendazole is being given to the children in all schools and anganwadis.

Being Confident : Sanitary Napkins distribution program for all the girls from 12 to 18 yrs in schools and anganwadis

- b) Rashtriya Arogya Nidhi has been implemented where in all Below Poverty Line patients are rendered Super Specialty services with tie up with different Government hospitals.
- c) The hospital has also formed Rogi Kalyan Samiti / Hospital Management Services which monitors the hospital and runs it smoothly under which CT Scan facilities, Special Rooms, Telemedicine, Accident Prevention cum Trauma & Emergency Services along with Intensive Care Unit, Operation Theatres, Patients registration are maintained.
- d) District Mental Health Programme – Manochikitsa Kendra with 10 bedded facility with Psychiatrist, Psychologist and other staff is available.
- (e) Save the Girl Child Scheme is implemented to decrease the gender gap. At present the insurance premiums is ` 40000/- per beneficiary.

- 1 Either one of the parents should be domicile of Dadra & Nagar Haveli and mother must be of 18 years old.
- 2 The parents of the child should submit a certificate from Mamlatdar, Dadra & Nagar Haveli, Silvassa as regards to domicile.
- 3 All the deliveries should be institutional deliveries and it should be conducted in Civil Hospital, CHC, PHC, Dispensary or Sub Centres of Dadra & Nagar Haveli.
- 4 The money will be deposited in the name of the girl child.
- 5 The first two girl child in a family of two children will only be considered.
- 6 Under scheme an amount of Rs.40000/- (Rupees Forty thousand only) will be deposited under term deposit scheme for 18 years in the Life Insurance Corporation of India Profit Plus in the name of Girl child born. The first two girl child is a family of four
- 7 On attaining the age of 18 years the child can use that money for her welfare.
- 8 Amount will be given to the girl child who is among the first two living issues which the couple has.
- 9 Under the scheme if girl child dies within 10 years of age then, NO money will be paid to the legal parent/guardian. But if the girl child dies after 10 years of age then the maturity amount will be paid to her legal parent/guardian. However, in case of life threatening condition of the girl child, the term deposit money can be withdrawn at any time for treatment of girl child with certificate of life threatening condition issued by the Medical Board of Dadra & Nagar Haveli, Silvassa.
- 10 The application shall invariably be accompanied with the following documents:

- i) Original Institutional Delivery Certificate from institutional head in prescribed format. In case of CHC, PHCs, Dispensary and Sub - Centers the certificate has to be countersigned by the Chief Medical Officer.
 - ii) Attested copy of proof of marriage
 - iii) Attested copy of Birth certificate of the new born.
 - iv) Attested copy of birth certificate of mother if available.
 - v) Attested copy of Domicile Certificate issued by competent authorities of U.T. of Dadra & Nagar Haveli.
- (f) Integrated Hospital Management System under which various services of the hospital are computerized and OPD is paperless.
- (g) The hospital is recognized by the Medical Council of India for training of interns.
- (h) Jannai Shishu Suraksha Karyakram scheme has been implemented in Shri Vinoba Bhave Civil Hospital, Silvassa. Under this scheme the beneficiaries will be the **pregnant mother** who accessing the Public Health institutions and the **sick new born** till 30 days after birth.

Benefits for Pregnant women.

1. Free delivery
2. Free Caesarian Section
3. Free drugs and consumables
4. Free diagnostics (blood test, urine test and Ultrasonography)
5. Free provision of blood
6. Free transport from home to health institutions, between health institutions in case of referrals and also drop back
7. Free diet during stay in hospital for 3 days in normal delivery and up to 7 days in case of Caesarian section.
8. Exemption from all kinds of user charges.

Benefits for sick new born till 30 days after birth

1. Free and zero expense treatment.
 2. Free provision of blood.
 3. Free drugs and consumables
 4. Free diagnostics
 5. Free transport from home to health institution, between health institutions in case of referrals and drop back
 6. Exemption from all kinds of user charges.
- (i) Matru Samrudhi Yojana is implemented in Shri Vinoba Bhave Civil Hospital, Silvassa. Matru Samruddhi Yojana will motivate all segment of the

society for early registration of pregnancy at health institutions, regular Antenatal checkups, institutional deliveries and post natal checkups. The scheme will reduce the maternal mortality rate, infant mortality rate in the community.

In this scheme Cash assistance of Rs. 5000 given to mother delivered at Govt. Hospitals

ELIGIBILITY

1. Resident of UT of Dadra and Nagar Haveli.
2. Marriage registration certificate
3. Institutional delivery certificate (government institution of Dadra and Nagar Haveli only)
4. Only up to first 2 live births.

Documents required

1. Attested copy of birth certificate of mother/LC/marriage certi/ 10TH PASSING CERTI.
2. Certificate of ANM for 2 child certificate from concerned area
3. 2 passport photos.

- (j) Sickle Cell Anemia Project has been started to screen Sickle Cell Anemia in the schedule tribe people of Dadra and Nagar Haveli.
- (k) Oral Health Programme will be implemented in Dadra and Nagar Haveli with the goal to reduce the all kind of dental diseases.
- (l) Rashtriya Kishor Swasthya Karyakram (RKSK), Based on a national analysis, RKSK will focus on six areas: sexual and reproductive health, nutrition, injuries and violence (including gender-based violence), non-communicable diseases, mental health and substance abuse.
- (m) **PROGRAMME FOR THE HEALTH CARE OF THE ELDERLY (PHCE):** Under this programme health care for elderly will be provided to the needy elderly patients and their families such as: Daily out patient service, ten bedded in service facility, referral service, and liaison with Primary Health Centre, provide follow up service and also community survey and also to remove the undesirable attitudes towards elderly by creating awareness in community.
- (n) **Prevention and Control of Deafness** : To prevent and control major causes of hearing impairment and deafness, so as to reduce the total disease burden by 25% of the existing burden.

15. SAMAY SUDHNI SEVA

- a) Medical sickness certificate time limit 7 days.
- b) Medical fitness certificate time limit 7 days.
- c) Issue of Medical Treatment Certificate time limit 7 days
- d) Medical certificate for various jobs time limit 7 days.
- e) Annual Medical check up report time limit 15 to 20 days.
- f) Application for mediclaim or life insurance time limit 7 days
- g) Application regarding taking benefit for girl child of Rs. 41799/- under Save the Girl Child Scheme.
- h) Application regarding taking benefit of Rs. 5000/- under Matru Samriddhi Yojana
- i) Application for treatment fund under Rashtiya Arogya Nidhi
- j) File tracking system at the reception counter.

16. MEDICAL BOARD

Meetings are held every Saturday in the chamber of Medical Superintendent.

17. Your Responsibilities

- Please do not cause any inconvenience to other patients.
- Please do not bring children below 12 yrs as visitors.
- 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. There is also a ban on Gutkha & Pan Masala.
- Please cooperate with the hospital administration for normalizing the situation in case of an emergency.
- Please provide useful feedback & constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.
