

Model of Citizen Charter UHC.

Preamble:

The citizen charter should provide a framework which will enable the citizens to know the following information -

A. General Information:

- Location of the hospital
- No. of doctors and paramedical staff available
- No. of Localities
- Total Population
- Total Eligible Couples
- Where the enquiry counter exists in the OP department
- What are the services available at the UHCs
- Number of Doctors, Nurses and other paramedical staffs available
- Drug list
- What are the equipments and facilities available at the UHCs.

B. Standards of Services:

- What are the services provided in the UHCs (Example- Antenatal care, Home delivery, Post Natal care, Immunization, Family planning, Assist in the Registration of Births & Deaths, Control of Blindness by Vit-A solution, Identify JSY Beneficiaries)
- School Health programmes.(Immunization, Health checkup, Health Education)
- Home visits
- DOTS Provider to TB patients.
- Referral Services.

C. Activities:

- Awareness programmes in various health problems.
- Monthly meetings of Urban ASHAs, Health staffs and Women Help Groups (MAS)

D. Out Patient Services:

- Location of the department in the UHCs (Laboratory and Pharmacy)
- Timings

| | |
|---------------------|--|
| Consultations & OPD | |
| 10:00 am - 4.00 pm | |

- Patient should register themselves at the OPD counter
- Patients are seen on first come first basis. However, in case of emergency out of turn consultation may be provided.
- Treatment of RTI/ STI/STD Patients.

E. Janani Suraksha Yojna

- For Ensuring Antenatal Care for the women – Rs 200/-
- For Facilitating Institutional Delivery – Rs 200/-
- Reporting Death of a women (15-49 years of age group) to U-PHC medical officers- Rs 200/-

F. Responsibilities of the users

- User of the health facility would attempt to understand the commitment made in the charter
- User would not insist on service above the standard set in the charter because it could negatively affect the provision of the minimum acceptable level of service to another user
- In case of grievances, the redressal mechanism machinery would be addressed by users without delay.