

## The Formulation of the CITIZEN'S CHARTER of the Health & Family Welfare Department.

### 1. NODAL OFFICER:

The Nodal Officer – proposed to be the Secretary to the Govt. of Meghalaya, Health & Family Welfare Department.

### 2. TASK FORCE:

Members of the Task Force are proposed to be the following:

- I. The Director of Health Services (MI)
- II. The Director of Health Services (MCH&FW)
- III. The Director of Health Services (Research, etc.)
- IV. The Jt. Director of Health Services (MI-Budget, Planning, etc.)
- V. The Jt. Director of Health Services (MI-Admn.)
- VI. The Jt. Director of Health Services (MI-MCH&FW)
- VII. The Jt. Director of Health Services (i/c IDSP)
- VIII. The State Programme Officer i/c Leprosy
- IX. The State Programme Officer i/c Malaria
- X. The State Programme Officer i/c Tuberculosis
- XI. The Project Director i/c AIDS
- XII. The Deputy Director i/c IDD
- XIII. The State Programme Officer i/c Immunisation
- XIV. The State Programme Officer i/c NPPCD
- XV. The State Nodal Officer i/c ARAH, WIFS & School Health
- XVI. The State Nodal Officer i/c MCTS
- XVII. The State Nodal Officer i/c AYUSH
- XVIII. The Asstt. Drug Controller
- XIX. The Deputy Director, Nursing
- XX. The State Programme Manager (NRHM)

### 3. CITIZEN'S CHARTERS of the following institutions:

#### I. The Director of Health Services (MI)

- To maintain minimum standards of services at all the institutions
- To upgrade the skills of doctors, nursing staff and other cadres from time to time
- To ensure preventive, promotive and curative services to all peoples
- To tackle all kinds of communicable and non-communicable diseases
- To tackle outbreaks or epidemics
- To undertake construction and maintenance of buildings of the department
- To oversee postings, transfers, deployments, etc. of staff
- To procure and maintain logistics (medicines, equipment, etc.), Hospital infrastructure at District Level

**a. District Hospitals:**

**CIVIL HOSPITALS at Shillong, Jowai, Nongstoin, Nongpoh, Tura & Williamnagar**

- Referral centre
- 24-hours emergency facilities
- Daily OPD (except Sundays)
- Treatment facilities under General Medicine, General Surgery, Orthopaedics, Dermatology, Ophthalmology, ENT, Psychiatry, Dental, AYUSH
- State Resource Centre for handicapped people
- Diagnostic facilities like Blood, stool and urine tests, X-rays, ECGs, USGs and CT-Scans
- Blood bank at Tura Civil Hospital

**Ganesh Das Hospital, Shillong & MCH Hospital, Tura**

- Specialised mother and child facilities
- 24-hour emergency facilities
- Daily OPD (except Sundays)
- Ante-natal, natal and post-natal facilities
- Immunisation facilities for mother and child
- Family-planning facilities
- Specialised paediatric treatment facilities
- Specialised Obstetrical & gynaecological treatment facilities
- Dental & Ophthalmology OPD

**MIMHANS, Shillong**

- 24-hour emergency facilities
- Daily OPD (except Sundays)
- Specialised psychiatric treatment and counseling
- "Prevent, transform and understand the treatment and care of mental illnesses allowing those who suffer from these disorders to live full and productive lives."

**R.P.CHEST HOSPITAL, Shillong**

- Diagnosis and treatment of tuberculosis cases
- 24-hour emergency
- Indoor facilities for the severely ill (TB cases)
- Diagnostic facilities like blood testing, X-ray, Sputum examination
- Diagnosis of MDR cases and their treatment

**b. Sub-Divisional Hospital at Mairang & Ampati**

- 24-hour emergency
- Daily OPD (except Sundays)
- IPD facilities of 30 beds
- Labour room and O.T. facilities
- Facilities for mother and child care, deliveries, medicine and minor surgical procedures, Dental, AYUSH
- Diagnostic facilities like routine blood, urine and stool tests, X-rays, ECG, USG
- Registration of births & deaths
- Blood storage facilities
- Field activities / preventive and promotive measures for health (IEC)
- Referral facilities in place

**a. CHCs**

- 24-hour emergency
- IPD facilities of 30 beds
- Daily OPD (except Sundays) from 09 am to 02 pm for registration of patients
- Immunisations
- Ante and Post natal clinics
- Delivery
- Malaria and leprosy-diagnosis and treatment
- RNTCP (DOTS centre for TB)
- Family planning clinics
- Diagnostic facilities like routine blood, urine and stool tests, X-rays, USG, Sputum examination for AFB
- Dental clinic
- AYUSH clinic
- Registration of births & deaths
- Referral system in place

**b. PHCs**

- 24-hour emergency
- IPD facilities of 10 beds
- Daily OPD (except Sundays) from 09 am to 02 pm for registration of patients

- Laboratory facilities for routine investigations
- Immunisations, well baby clinics
- Ante & post natal clinics
- Family planning clinic
- RNTCP (DOTS daily)
- Registration of births & deaths
- Institutional delivery with New Born Care Corner and facilities for home delivery
- Diagnosis and treatment of Malaria, leprosy, birth control, general diseases, etc.
- Referral system in place

**c. Sub centres**

- OPD (twice a week) for minor ailments and injuries
- Registration of ante natal cases
- Registration of births & deaths
- Registration of newly wed couples
- DOTS provider
- Registration of JSY beneficiaries
- Provide OCPs and condoms (family planning)
- Blood slide collection or Rapid testing for Malaria
- Simple urine, blood tests for pregnant women (Hb %, Pregnancy tests)
- Village Health & Nutrition Days at ICDS /AW centres
- School health programmes
- Immunisations
- Home visits

**d. State dispensaries**

- Daily OPD (except Sundays)
- Registration of births & deaths
- Ante & post natal clinics
- Immunisations, well baby clinics
- School health programmes
- Family planning
- DOTS provider
- Collection of blood slides for malaria suspects

**Health Engineering Wing**

- Design and planning of health infrastructures such as hospital buildings, training centres, rural health centres, etc.
- Implementation / execution of works under the state health department

- Repair and maintenance of health institutions in the state
- Preparation and implementation of centrally sponsored schemes related to the health infrastructures.

#### **The Meghalaya Drugs Control Organisation**

- Is under the aegis of the Director of Health Services (MI)
- Is responsible for providing Quality Assurance of Drugs sold and utilized in the state- ensures the quality, safety, efficacy, availability and affordability of drugs/ cosmetics under the Drugs / Cosmetics Act, .
- Regulates the manufacturing, distribution and sale of drugs and cosmetics in the state-
  - I. It grants and renews licenses,
  - II. Inspects and monitors various premises who have been granted Drugs Licenses
  - III. Take samplings of drugs and cosmetics for testing and analysis
  - IV. Seize certain drugs/cosmetics that are declared sub-standard/adulterated or spurious
  - V. Institute persecution against person(s) / firm(s) involved in violation of the provisions of the Drugs & Cosmetics Act
  - VI. Suspend and cancel drugs licenses
  - VII. Recall of NSQ drugs
- Is the main component of the health care delivery system for the interest and welfare of the Consumers (Patients)

#### **Food Safety and Standards Authority**

The Food Safety and Standards Act 2006, Rules and Regulation 2011 was implemented in the state with effect from the 5<sup>th</sup> August, 2012 after the repeal of the Prevention of Food Adulteration Act 1954 & Rules 1955. The enforcement of the Act of 2006 is headed by the Commissioner of Food Safety who is also the Commissioner and Secretary, Health & Family Welfare Department, Meghalaya and his enforcement machineries, viz. Deputy Commissioner of Food Safety, Designated Officers, Food Safety Officers, Food Analyst and Adjudicating Officer, etc in the state.

- The Organization enforces the Food Safety & Standards Act, 2006 in the state
- Prohibits, in the public health interest, the manufacture, storage, distribution of all of any unsafe and substandard food
- Carries out surveys/inspections of food processing units in the state to see compliance with prescribed standards
- Conducts or organizes training programmes for personnel of the office of the Commissioner of Food Safety and awareness for various stakeholders
- Ensures an efficient and uniform implementation of the standards and other requirements of Food Safety
- Enter / inspect any premises where food is manufactured or stored for sale
- Take samples of food intended for sale.
- Seize any food article which appears to be in contravention of the FSS Act.

- Sanctions prosecutions of offences punishable with imprisonment under the FSS act.
- Issues or cancels licenses of Food Business Operators
- Works related to the Food Safety Management System viz. for Food Terrorism, Rapid Alert System, Food Recall, Food Surveillance, etc.
- Files complaints with the Adjudicating Officer / Court for offences in contravention of the FSS Act.

## II. The Director of Health Services (MCH&FW) cum Joint Mission Director, NRHM

- To implement, finance and monitor the NRHM programmes
- To ensure health of mother and child
- To ensure access for safe delivery
- To ensure access for pre-natal check-ups of pregnant women
- To ensure access to vaccination facilities for mother and child
- To ensure access to facilities for family planning and population stabilization
- To promote nutrition and prevent anemia in mothers and children upto 5 years
- To prevent nightblindness in children upto 5 years
- To hold out reach camps, health melas, etc.
- To perform duties of the Chief Registrar of the state for births and deaths
- To oversee appointments, trainings and performances of ASHAs
- To universalize schemes under NRHM like RSBY, JSY, JSSK, VHS&NC, VHND,
- To oversee performances of Urban Health Centres (UHC)
- To oversee appointments and performances of doctors under AYUSH programme

## III. The Director of Health Services (Research, etc.)

- Laboratory for haematology, microbiology, clinical pathology, biochemistry and serology
- OPD for ARV inoculation
- Combined food and drugs testing laboratory
- Sterilisation facilities for surgical items, equipment
- Conducts trainings for laboratory technicians, doctors,
- Animal section / breeding

### a. The Regional Blood Bank

- 24-hour emergency services / collection / testing / distribution
- Blood component separation unit functioning
- Training facilities for Medical Officers, laboratory and paramedical Staff
- Blood donation drives or camps
- Overlooks blood storage facilities at Jowai, Mairang, Ampati and Williamnagar

Office of the District Medical & Health Officer at Shillong, Jowai, Nongstoin, Tura, Williamnagar & Baghmara

- Planning, Implementation, Monitoring, Evaluation, Recording & reporting of all health programmes
- Administers the functioning of all the health institutions in the district
- Oversees manpower, infrastructure, services provided to the public and community participation.
- He is the DDO and is responsible for disbursing salaries, etc. to his staff
- Countersigns post-mortem reports and is responsible for routine and on-the-spot post-mortems
- Responsible for containment of all communicable diseases and emerging diseases in the district
- District registrar for births & deaths
- Through the District Drug Inspector is responsible for drug control in the district and also takes action against quacks and other illegal practitioners
- Responsible for VIP duties
- Responsible for detailing medical teams for sporting events
- Responsible for planning and implementing a departmental disaster management plan along with the District Disaster Management Authority. Carries out training and mock drills for staff of various institutions
- Responsible for centrally sponsored programmes, through the Medical Officers i/c for Leprosy, Blindness, Tuberculosis, IDSP, IDD, School Health, Border Areas, ARSH, Child Welfare, etc.
- Oversees performance of Mobile Medical Units in the district
- Signatory on Disability Certificates
- Member of the Departmental Medical Board at State HQ
- Certifies vaccination taken for people visiting countries where "yellow fever" vaccination is mandatory or those undertaking pilgrimages to Haj.
- Heads the District Quality Assurance Committee
- Oversees RCH-II programmes in the district, immunizations, ante & post natal cases, deliveries, IFA and family planning methods distribution, ASHAs,
- Oversees Performances of institutions handed over to NGOs under PPP mode.
- Responsible for inter-sectorial co-ordination between health and Social Welfare Dept, PWD, PHE, Education, Publicity, Municipal and NGOs.
- Oversees performances under NRHM like RKS, RSBY, VH&SC, JSSK,
- Responsible for proper disposal of bio-medical waste in the district.
- Oversees AYUSH programme
- Responsible for Oral Health