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-Adminn.)
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 5th 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