



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 – 2642940/9904405720
Fax no.	:	0260-2642961
E-mail Address	:	svbch.sil@gmail.com
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.

PRESENT SENARIO

- ❖ At present it is a 231 bedded multi specialty hospital which caters to entire population of Dadra & Nagar Haveli and surrounding areas of Gujarat and Maharashtra and is the only institution of its kind in the U.T.
- ❖ The hospital has facilities for General consultancy, Specialist consultancy in Surgery, Medicine, Obst. & Gynace, Paediatrics, Orthopedics, ENT, Ophthalmology, Dermatology and Radiology and in Super Specialty consultancy in the field of Urology, Plastic & Reconstructive surgery, *Neurology & Oncology.* 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.

- ❖ The investigative facilities in the hospital are augmented with Ultra Sonography, C.T.Scan, Colour Doppler, Digital X- Ray machines, ECG unit, a full fledged Laboratory (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), Immunization & Family Welfare Centre, Voluntary Counseling & Testing Centre, *STD Clinic* and above all a very competitive Dental services are also provided in the hospital.
- ❖ 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 12 children can be nursed, 16 bedded Intensive Care Unit which has ventilators, monitors, defibrillators etc.
- ❖ The hospital also has a Medical Record Department, Post Mortem and Mortuary facility, Library facility, Physiotherapy Unit, Dietetics Department, Central Medical Store & Pharmacy, Catering services, Laundry services, Ambulance services and Deluxe, Semi Deluxe and Super Deluxe rooms. Information regarding the charges for ambulance and special rooms are available at the enquiry counter.
- ❖ In addition to all this the hospital also has facility of Laparoscopy Surgeries in the field of General Surgery, Urology, Orthopedic and Gynecology.
- ❖ The OPD Patients Registration Card of charged ₹5/- & Duplicate Card ₹10/- for all.
- ❖ Telemedicine facility in collaboration with Dr. B. Nanavati Hospital, Mumbai and TATA Memorial Hospital, Mumbai for Super specialty Consultation.

VARIOUS SCHEMES

- ❖ School Health Project where 67685 numbers of children were examined in 2011-12 (upto 27/04/2012) and treated by a group of Specialists. 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.
- ❖ 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.

- ❖ District Mental Health Programme – Manochikitsa Kendra with 10 bedded facility with Psychiatrist, Psychologist and other staff is available.
- ❖ Save the Girl Child Scheme is implemented to decrease the gender gap. Till today 931 beneficiaries have been given the policy. At present the insurance premiums is ₹40000/- per beneficiary.
- ❖ Integrated Hospital Management System under which various services of the hospital are computerized and OPD is paperless.
- ❖ The hospital is recognized by the Medical Council of India for training of interns.
- ❖ Jannai Shishu Suraksha Karyakram scheme has been implemented in Shri Vinoba Bhave Civil Hospital, Silvassa.
- ❖ Matru Samrudhi Yojana is implemented in Shri Vinoba Bhave Civil Hospital, Silvassa.

BED OCCUPANCY RATE

Shri Vinoba Bhawe Hospital, Silvassa in the year 2007, 2008, 2009 & 2010 is..

Sr. No.	Year	Average Bed Occupancy Rate
1	2007	118.75%
2	2008	108.85%
3	2009	112.47%
4	2010	121.15% on 177 beds
5.	2011	101.48% on 231 beds

HOSPITAL STATISTICS

Year	OPD	IPD	Surgeries	ICU	Cataract Oper.	Delivery	Lab. Cases	X Ray Cases
2007	355358	15076	2800	-	131	2154	153067	19454
2008	378405	17364	3595	1436	272	2367	224207	24989
2009	382493	19762	3900	1579	240	2485	228772	16444
2010	398661	21519	3670	2042	286	2479	286140	22003
2011	446767	22218	4055	2200	390	2550	281700	26006
2012 (upto Mar)	132671	5487	1276	558	124	706	70918	6868

ESTABLISHMENT

Medical sickness certificate time limit 7 days.

Medical fitness certificate time limit 7 days.

Medical certificate for various jobs time limit 7 days.

Annual Medical check up report time limit 15 to 20 days.

File tracking system at the reception counter.

MEDICAL BOARD

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

COMPLAINT / GRIEVANCES REDRESSAL :

Complains / Grievances can be notified directly to the, Medical Superintendent (OPD No.11). Every grievance will be acknowledged. Complaint/suggestion box is also placed in the OPD area.

Employee Grievances cell established with the following members:

Dr. V. K. Das, Medical Superintendent, Dr. Ashok Patel, Physician, Smt.Kosha Vaidya, Dietician, Smt. Shanti Nair.

MISCELLANEOUS FACILITIES

- 1) Wheel Chairs and Stretchers are available at the entrance of the hospital both near the OPD Block and the Enquiry Block.
- 2) Availability of Ambulances round the clock for transfer of patients.
- 3) There is stand by generator to cater the emergency services and the hospital in case of break down of electricity.
- 4) Coin Box for relatives is available at the entrance of the OPD block.
- 5) Adequate drinking facilities are available.
- 6) Canteen for visitors and out patients is available in the premise it self.
- 7) Medico Legal Post Mortem designated Police counter available at the reception.
- 8) Names of doctors available in the hospital are displayed at the reception counter.
- 9) Different bed distribution displayed at the reception.
- 10) Round the clock registration counter and enquiry counter.
- 11) Separate queues for the Senior Citizens for OPD, Consultation, Registration and Pharmacy.
- 12) School of Nursing for intake of 20 students.