



Citizen's Charter

Commissioner of Health and Family Welfare

Department of Health Medical and Family Welfare
5th floor, APIIC Building, Mangalagiri, Guntur (Dist),
Andhra Pradesh.

<http://cfw.ap.nic.in/>

CITIZEN'S CHARTER for the Commissioner of Health and Family Welfare

The Commissioner of Health and Family Welfare (CFW) has the mandate to provide Maternal and Child Health and Family Welfare Services Viz. Antenatal care, Family Planning, Postnatal Care including Immunization Services by focusing mainly on preventive and promotive care.

I. Vision:

To provide accessible, affordable and quality health care to the rural population, especially the vulnerable sections.

II. Mission:

To provide effective health care to rural population by undertaking architectural correction to the existing health system, revitalizing local health traditions, mainstreaming AYUSH systems and effectively integrating the health concerns through decentralized management at district level.

III. Objective:

To reduce the Maternal Mortality Rate (MMR), Infant Mortality Rate (IMR), Total Fertility Rate (TFR), stabilize population and enhance life expectancy.

IV. Functions:

The technical functions of the CFW include provision of Maternal Health Care, Child Health Care and Family Planning Services. Adolescent Health, School Health, Tribal Health and Urban Health are other specific interventions.

The Managerial functions include Infrastructure Development, Human Resource Management, improving monitoring & evaluation by enabling IT, decentralized budgetary allocations for key activities and building the capacity of the officers and staff at all levels.

V. A. Services and standards at Sub-centres (SC):-

Main Services	Process	Fee Required	Document Required	Time Frame	Name of Health Staff responsible	Office to be contacted for delay or default in service
Maternal Health Care (Antenatal care to all pregnant women)	Registration of pregnant women before 12 weeks of pregnancy by making household visits and at Sub-Centre. 1) Asha should visit all Eligible couples Registered in RCH Portal and also should conduct Pregnancy Test.	Not Applicable	Aadhar Card	-	MPHA(F) ASHA	Medical Officer (MO) of concerned Primary Health Centre (PHC).
	Issue of Mother and Child Health Cards to all pregnant women.	Not Applicable	Not Applicable	-	MPHA(F)	MO of PHC
	Conduct antenatal checkups at 3 rd , 5 th , 7 th months of pregnancy and one or two weeks before delivery.	Not Applicable	Mother and Child Protection (MCP) Card	On visiting day	MPHA(F) MO of PHC	MO of PHC
	Haemoglobin and urine tests conducted on every visit for antenatal checkups.	Not Applicable	Mother and Child Protection (MCP) Card	On visiting day	MPHA(F) Lab Technician at PHC	MO of PHC
	Distribution of Iron and Folic Acid tablets to pregnant women from 4 th month of Pregnancy.	Not Applicable	Mother and Child Protection (MCP) Card	On visiting day	MPHA(F)	MO of PHC
	Administering 2 Doses of Injection Tetanus Toxide to pregnant women with an interval of 4	Not Applicable	Mother and Child Protection (MCP) Card	On visiting day	MPHA(F) MO of PHC	MO of PHC

	to 6 weeks.					
	Free entitlements under Janani Sishu Suraksha Karyakramam (JSSK) Free Diagnostics Free Drugs Free Diet Free Blood Free Transport to Pregnant women.	Not Applicable	Mother and Child Protection (MCP) Card	48 Hours Up to Discharge after Delivery.	MPHA(F)	Medical Officer of concerned PHC
	Janani Suraksha Yojan (JSY) to Pregnant women after delivery.	Not Applicable	Aadhar Card	48 Hours	Medical Officer of concerned PHC	Medical Officer of concerned PHC
Family Planning Services	Providing Family Planning – Spacing methods to eligible couples.	Not Applicable	Not Applicable	On visiting day	MPHA(M), MPHA(F)	MO of PHC
	Counselling and sending eligible couples who have 2 or more living children for Family Planning – Sterilizations at PHC.	Not Applicable	Ration Card	Fixed days at PHC	MPHA(M), MPHA(F)	MO of PHC
Child Immunization	Conducting immunization clinics for pregnant women and children 5, 10 and 16 years children.	Not Applicable	Mother and Child Protection (MCP) Card	Immunization days – Wednesdays and Saturdays	MPHA(M), MPHA(F), ASHA's	MO of PHC
Chlorination of water sources	Chlorination of drinking water in overhead tanks.	Not Applicable	Log Book	Every time water released	MPHA(M), MPHA(F)	MO of PHC
	Chlorination of drinking water in wells.	Not Applicable	Walls Register	Once in 15 Days	MPHA(M), MPHA(F)	MO of PHC
School Health Services	Health checkups for students under school health programme	Not Applicable	Health Card	Once a month as per Programme Day	MPHA(M), MPHA(F)	MO of PHC
	Weekly Iron and Folic Acid Supply (WIFS).	Not Applicable	Health Card	Every Thursday	MPHA(F)/ASHA/Anganwadi worker	MO of PHC
	De-worming for school going	Not Applicable	Health Card	Biannual	ASHA/Anganwadi	MO of PHC

	children.	le			worker/Teacher	
Tribal Health	Visit by MCH and epidemic teams	Not Applicable	Not Applicable	Daily Visits	Addl. DM&HO	PO (ITDA) concerned
	Maintenance of Birth Waiting Homes.	Not Applicable	Not Applicable	Every Month	Medical Officer / Medical Superintendent	PO (ITDA) concerned
	Conducting Health Camps with Specialists in Tribal Areas.	Not Applicable	Not Applicable	Monthly one camp	Addl. DM&HO	PO (ITDA) concerned
	Need based utilization of specialist services.	Not Applicable	Not Applicable	As and when required	Medical Officer / Medical Superintendent	PO (ITDA) concerned

B. Services available at Urban Health Centres in Urban Slums:-

Main Services	Process	Fee Required	Document Required	Time Frame	Name of Health Staff Responsible	Office to be contacted for delay or default in service
Antenatal Care Services	To conduct antenatal checkups for pregnant women	Not applicable	Not applicable	All working days (9 AM to 5 PM)	Medical Officer / ANMs / NGO concerned	District Immunization Officer / DM&HO concerned
Immunization	To vaccinate pregnant women, Infants and children	Not applicable	Not applicable	Every Wednesday (9 AM to 5 PM) Also Saturday	Medical Officer / ANMs / ASHA's	District Immunization Officer / DM&HO concerned
Family Planning Services	To motivate eligible couples and distribute contraceptives	Not applicable	Not applicable	All Days	Medical Officer / ANMs / ASHA's	District Statistical Officer / DM&HO concerned
Primary Health Services	To provide treatment of minor ailments and refer appropriate cases to Higher	Not applicable	Not applicable	All days except Monday (9 AM to 5 PM)	Medical Officer.	District Immunization Officer / DM&HO concerned

	Institutions					
Implementation of National Health Programme.	Early detection of cases of communicable diseases and their treatment	Not applicable	Not applicable	All Days (9 AM to 5 PM)	Medical Officer / ANMs / ASHA's	District Immunization Officer / DM&HO concerned

C. Services and service standards at Post-Partum Units (PPUs)

Main Services	Process	Fee Required	Document Required	Time Frame	Name of Health Staff Responsible	Office to be contacted for delay or default in service
Family Planning Services	Providing Family Planning – Spacing methods to eligible couples.	Not applicable	NILL	On Visiting Day.	MPHA (F) / MO of PPU / UFWC	MO of PPU / UFWC
	Counselling and sending eligible couples who have 2 or more living children for Family Planning – Sterilizations at PHC.	Not applicable	Ration Card	All Days	MPHA (F) / MO of PPU / UFWC	MO of PPU / UFWC
Child Immunization	Conducting immunization clinics for pregnant women and children 5, 10 and 16 years children.	Not applicable	Mother and Child Protection (MCP) Card	Immunization Days – Wednesday and Saturday.	MPHA(M) / MPHA(F)	MO of PPU / UFWC

VI. Facilities available to citizens for obtaining information under Right to Information Act (RTI):

The Commissioner of Health & Family Welfare has a website which has all the details of its major activities. The citizens can seek public information available at Head Office under RTI act 2005 from the following officers, who are directly responsible for providing information as per the usual terms under the act.

S.No	Items	Name	Email	Phone
1.	Public Information Officer under RTI Act 2005.	Ganapathi Rao		8978967859
2.	Assistant Public Information Officer.	I.Enarose		9949664069
3.	Appellate Authority (AA).	Dr. Anil Kumar	addldirchfw@gmail.com	8639118196
4.	Website		Cfw.ap.nic.in	

VII. Facilities available to citizens for obtaining information under PCPNDT (Pre-Conception and Pre Natal Diagnostic Techniques) Act 1994 Act and Rules 1996:

The Commissioner of Health & Family Welfare has a website which has all the details of its major activities. The citizens can seek information available at Head Office under PCPNDT (Pre-Conception and Pre Natal Diagnostic Techniques) Act from the following officers.

A. Head Office:-

S.No	Items	Name	Email	Phone
1.	State Appropriate Authority	Add. Dir (MCH)	addldirchfw@gmail.com	8639118196

B. District Level:-

S.No	Items	Name	Email	Phone
1.	District Level Multi Member Appropriate Authority.	District Collector / DM&HO	-	List Enclosed
2.	Sub District Level Multi Member Appropriate Authority.	Addl.DM&HO's / DIO's / DLO's / PO (DTT's)	-	-

VIII. Stakeholders

S.No	Stakeholder	Relation with the stakeholder
1.	Ministry of Health and Family Welfare, GOI	Receives financial and technical support.
2.	Multilateral agencies such as UNICEF	Provides technical assistance on child health
3.	Department of women Development and child Development, Govt. of AP	Coordinates on child health and nutrition related programs and activities.
4.	Tribal Welfare Department, Govt. of AP	Works on tribal health component.
5.	Department of School Education	Support in implementation of school health component.

IX. Responsibility Centres and Subordinate Organizations

A. Commissioner of Health and Family Welfare

S.No	Responsibility Centres / Subordinate Organizations	Landline Number	Mobile Number	E-Mail	Address
1.	Commissioner	8632347203	-		Commissioner of Health and Family Welfare, APIIC Building, Mangalagiri.
2.	Additional Director	-	8639118196	adldirchfw@gmail.com	
3.	Deputy Director (Admin)	-	8978967859		

**Please enclose District Health Officers and
District Collectors List**

**APPELATE AUTHORITY
COMMISSIONER OF HEALTH & FAMILY
WELFARE**

**FIRST APPELATE AUTHORITY
ADDITIONAL DIRECTOR (MCH)
Mobile:8639118196**

**PUBLIC INFORMATION OFFICER
Smt.I.ENAROSE,
Mobile:9949664069**

**ASSISTANT PUBLIC INFORMATION OFFICER
Sri.D.U.S.S. KUMAR,
Mobile:7893111167**

**O/o.Commissioner of Health & Family Welfare
Mangalagiri, Andhra Pradesh**

Applicant	Nature of Grievance	Number of Days for Disposal	Officer Responsible
Grievances	Representations for Promotions, Transfer or Deputation	21	Addl.Director / Deputy Director (Admin)
Grievances	Representations of Employees on Disciplinary proceedings	14	Addl.Director / Deputy Director (Admin) /Vigilance
Grievances	Representations given by public Representatives on Employee Matters	14	Addl.Director / Deputy Director (Admin)
Grievances	Appeal of Employees on the orders of Subordinate Authorities	21	Addl.Director / Deputy Director (Admin)
Grievances	Fixation of Seniority, Representation on Existing Seniority	28	Addl.Director / Deputy Director (Admin) Concerned
Grievances	Request for Promotion, Transfer or Deputation Request	30	Addl.Director / Deputy Director (Admin)
Grievances	Request on Disciplinary Proceedings	30	Addl.Director / Deputy Director (Admin)/ Vigilance
Grievances	Representations given by Public Representatives on Employee matters	14	Addl.Director / Deputy Director (Admin) Concerned
Grievances	Appeal of Employee on the orders of Subordinate Authority	21	Addl.Director / Deputy Director (Admin) Concerned
Grievances	Pay Fixations and sanctions of Automatic Advancements	28	Addl.Director / Deputy Director (Admin) Concerned
Grievances	Sanction of Leaves	21	Addl.Director / Deputy Director (Admin) Concerned
Grievances	Clarifications on Service Matters	14	Addl.Director / Deputy Director (Admin) Concerned

Delay in Disposal an Interim Replay will be given to Applicant indicating the position. Any Complaint or not disposal of Petition from the date of Receipt of Petitions in the Department.