



Citizen's Charter

Commissionerate of Health and Family Welfare

Department of Health Medical and Family Welfare
Sulthan Bazar, Koti
Hyderabad
<http://cfw.ap.nic.in/>

July 2013

Next review in march 2014

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

The Commissionerate 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. Objectives:

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	Documents 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-center	Not applicable	Aadhar Card	-	MPHA(F)	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
	Hemoglobin and urine tests conducted on every visit for antenatal checkup	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 5 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 to 6 weeks	Not applicable	Mother and Child Protection (MCP) Card	On visiting day	MPHA(F), MO of PHC	MO of PHC

	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	MPHA(F)	Medical Officer of concerned PHC
	Janani Suraksha Yojan (JSY) / Sukhibhava Payment to Pregnant women after delivery	Not applicable	Aadhar Card	78 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
	Counseling 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)	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
	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
School health	Weekly Iron and Folic Acid Supply (WIFS)	Not applicable	Health Card	Every Thursday	MPHA (F) / ASHA / Anganwadi	MO of PHC

services					worker	
	De-worming for school going children	Not applicable	Health Card	Biannual	ASHA/Anganwadi worker /Teacher	MO of PHC
Tribal Health	Visits 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	Documents 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 days except Monday (8 AM to 2 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 (8 AM to 2 PM)	Medical Officer / ANMs / NGO concerned	District Immunization Officer / DM&HO concerned
Family Planning Services	To motivate eligible couples and distribute contraceptives	Not applicable	Not applicable	All days except Monday (8 AM to 2 PM)	Medical Officer / ANMs / NGO concerned	District Immunization Officer / DM&HO concerned

Primary Health Care Services	To provide treatment of minor elements and refer appropriate cases to Higher Institutions	Not applicable	Not applicable	All days except Monday (8 AM to 2 PM)	Medical Officer / NGO concerned	District Immunization Officer / DM&HO concerned
Implementation of National Health Programmes	Early detection of cases of communicable diseases and their treatment	Not applicable	Not applicable	All days except Monday (8 AM to 2 PM)	Medical Officer // ANMs / Community Organizer / NGO concerned	District Immunization Officer / DM&HO concerned

C. Services and service standards at Post-Partum Units (PPUs) and Urban Family Welfare Centres (UFWCs)

Main services	Process	Fee required	Documents required	Time frame	Name of Health Staff responsible	Office to be contacted for delay or default in service
Antenatal care to all pregnant women	Registration of pregnant women before 12 weeks of pregnancy by making household visits and at Sub-center	Not applicable (NA)	NIL	-	MPHA(F) /	Medical Officer (MO) of concerned PPU / UFWC
	Issue of Mother and Child Health cards to all pregnant women	Not applicable	NIL	-	MPHA(F)	MO of PPU/ UFWC
	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)/ Medical Officer	MO of PPU/ UFWC
	Hemoglobin and urine tests conducted on every visit for antenatal checkup	Not applicable	Mother and Child Protection (MCP) Card	On visiting day	MPHA(F)/ Lab technician	MO of PPU/ UFWC

	Distribution of Iron and Folic Acid tablets to pregnant women from 5 th month of pregnancy	Not applicable	Mother and Child Protection (MCP) Card	On visiting day	MPHA(F)/ Pharmacist	MO of PPU/ UFWC
	Administering 2 doses of Injection Tetanus Toxide to pregnant women with an interval of 4 to 6 weeks	Not applicable	Mother and Child Protection (MCP) Card	On visiting day	MPHA(F)/ MO of PPU / /UFWC	MO of PPU/ UFWC
Medical termination of pregnancy (MTP) services	Providing MTP services to women who would like to terminate unwanted pregnancy before 12 weeks or go for MTP under medical causes	Not applicable	NIL	Same day	MPHA(F)/ MO of PPU / /UFWC	MO of PPU/ UFWC
Family planning services	Providing Family planning – spacing methods to eligible couples	Not applicable	NIL	On visiting day	MPHA(F)/ MO of PPU/ /UFWC	MO of PPU/ UFWC
	Counseling 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(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 – Wednesdays and Saturdays	MPHA(M)/ MPHA(F)	MO of PPU/ UFWC
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 PPU / /UFWC	MO of PPU/ UFWC

	Health checkup for boarders in Social Welfare Hostels	Not applicable	Health Card	Once a month as per Programme day	MPHA(M)/MPHA(F)/	MO of PPU/UFWC
Others	Treatment for minor ailments	Not applicable	NIL	On visiting day	MO of PPU /UFWC	MO of PPU/UFWC
	Providing health education	Not applicable	NIL	On visiting day	MPHA(M)	MO of PPU/UFWC

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

The Commissionerate 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	K. Appa Rao	apparao.hmfw@gmail.com	9849904433
2.	Assistant Public Information Officer	P.Ruth Mary	ddmemchfw@gmail.com	9849902231
3.	Appellate Authority (AA)	Y.V.Anuradha	cfwhyd@yahoo.com	040-24650365
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 Rules1996:

The Commissionerate 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	Designation	email	Phone
1	State Appropriate Authority	Addl. Dir (MCH)	cfwhyd@yahoo.com	040-24650365

B. District Level :-

S.No	Items	Designation	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, GoAP	Coordinates on child health and nutrition related programs and activities
4.	Tribal Welfare Department, GoAP	Works on tribal health component
5.	Department of School Education	Support in implementation of school health component

IX. Responsibility Centres and Subordinate Organizations**A. Commissionerate of Health and Family Welfare**

S.No	Responsibility Centre/Subordinate Organizations	Landline number	Mobile Number	email	Address
1	Commissioner	040-24650365	-	peshichfw@gmail.com	Commissionerate of Family Welfare, Sultan Bazar, Koti, Hyderabad
2	Additional Director	040-24606373	9849902222	cfwhyd@yahoo.com	
3	Assistant Director	040-24600668	9849902233	cfwhyd@yahoo.com	

List of DM & HO Offices:

Sl. No.	Name of the District	Name of the District Medical & Health Officer	Phone No.				
			STD Code	Office	Residence	Fax No.	Cell No.
1	SRIKAKULAM	Dr R Geethajali	08942	222186, 225015	223128, 225015	222872, 222510, 229070©	9963994336
2	VIZIANAGARAM	Dr Swaraja Lakshmi	08922	234553, 272133	228431	272133 225802©	9849902278
3	VISAKHAPATNAM	Dr R Syamala	0891	2551717 2560840		2731717(D) 2564426 ©	9849994157 9849902299
4	E. GODAVARI	Dr Padmavathi	0884	2361760 2362984	2347192	2361760, 2361200©	9849902301
5	W. GODAVARI	Dr.Shakunthala	08812	230278, 230541	253128	230541(D), 231050© 230052©	9949623985
6	KRISHNA	Dr Sunanda, Addl. DMHO (FAC)	08672	223325	252193 223326	222847 © 230746(D)	9849902325 9491058201
7	GUNTUR	Dr.M.GopiNaik	0863	2241518 2231008	2234023	2241519 2235139©	9849902337
8	PRAKASAM	Dr SudhakarBabu	08592	233189	233026	231444	9491044156
9	NELLORE	Dr Masilamani	0861	2331435	2323438	2344862	9849902361
10	CHITTOOR	Dr N Dasarathamaiah	08572	234250	234251	242900 (F) 240145 (F)	9849902373
11	KADAPA	Dr Prabhu Das	08562	245259	245174	277518(D)	9849902385
12	ANANTHAPUR	Dr Rama SubbaRaoAddl.DM HO (FAC)	08554	277434		277058	9849902397
13	KURNOOL	Dr Y Narsimhulu	08518	255133	255134 275558	255133 (D) 221914 (F)	9849902409
14	M.B.NAGAR	Dr P Chandra Sekhar	08542	271556 242204	223550 (F)	249692 (D) 271556 (D)	9849902422 9849902431

15	MEDAK	Dr. C Ranga Reddy	08455	276447	276462	274824 (D)	9849902468 9849902461
16	NALGONDA	Dr P Amose	08682	226195 229710 (F)	248258 247044	226195	9966921036
17	HYDERABAD	Dr Narendrudu	040	27542731	23221848	27542733	8978834540 9032097790
18	RANGA REDDY	Dr DC Venkatapathi	040	24413949 24002441		24002633	9849902444
19	NIZAMABAD	Dr Harinath	08462	231851 253585 226310 (F)	234834 238752	232001 © 223768 (D)	9849902469
20	ADILABAD	Dr ManikyaRao	08732	226461 (F)	226519	226949 (D)	9849902481
21	KARIMNAGAR	Dr K NageswarRao	0878	2243496 243778	2240896 246180	242801 © 2233642(D)	9849902494
22	WARANGAL	Dr P SambasivaRao	0870	2577391	2540312	2544248(D)	9849902258
23	KHAMMAM	Dr B BhanuPrakash	08742	224291 228320	224338	225171 © 252707 (F)	9849902517

X. GRIEVANCES / COMPLAINTS / REDRESSAL:

Name and contact details of Grievance Officer	Helpline number/Website url to lodge grievance	Timeframe for response	Timeframe for redress
Additional Director (Family Welfare)	040-24606373	72 Hours	30 days