

Model Citizens Charter Implemented for Primary Health Sub-centers in Jammu and Kashmir

1. Preamble

Sub-centres exist to provide health care to every citizen of J&K within the allocated resources and available facilities. The Charter seeks to provide a framework, which enables citizens to know.

- what services are available?
- the quality of services they are entitled to.
- the means through which complaints regarding denial or poor qualities of services will be addressed.

2. Objectives

- to make available health care services and the related facilities for citizens.
- to provide appropriate advice, treatment, referral and support that would help to cure the ailment to the extent medically possible.
- to redress any grievances in this regard.

3. Commitments of the Charter

- to provide access to available facilities without discrimination,
- to provide emergency care, if needed on reaching the SC
- to provide adequate number of notice boards detailing the location of all the facilities and the schedule of field visits..
- to provide written information on diagnosis, treatment being administered.
- to record complaints and respond at an appointed time.

4. Grievance redressal

- grievances that citizens have will be recorded
- aggrieved user after his/her complaint recorded would be allowed to seek a second opinion at PHC.

5. Responsibilities of the users

- users of SC would attempt to understand the commitments made in the charter

- user would not insist on service above the standard set in the charter because it could negatively affect the provision of the minimum acceptable level of service to another user.
- instruction of the SC personnel would be followed sincerely, and
- in case of grievances, the redressal mechanism machinery would be addressed by users without delay.

6. Performance audit and review of the charter

- performance audit may be conducted through a peer review every two or three years after covering the areas where the standards have been specified