



HEALTH & FAMILY WELFARE DEPARTMENT

**CITIZENS' CHARTER
2019-2020**

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CHAPTER - 1

INTRODUCTION

Citizens' charter of Health and Family Welfare Department seeks to educate the public by providing the information regarding facilities and services available under different directorates of this Department and the medical facilities to which they are entitled along with their rights and responsibility.

The details of various Directorates functioning under Health and Family Welfare Department is given below:-

Sl.No.	Name of the Office	Address	Telephone No.
1.	Directorate of Medical and Rural Health Services, Chennai	DMS Campus, Anna Salai, Teynampet, Chennai-6	044-2434 3271 044-2436 4755
2.	Directorate of Medical Education, Chennai	162, EVR Periyar Salai, Kilpauk, Chennai-10	044-2836 4501 044-2836 4502
3.	Directorate of Public Health and Preventive Medicine Chennai	DMS Campus, Anna Salai, Teynampet, Chennai-6	044-2432 0802 044-2433 5075
4.	Directorate of Family Welfare, Chennai	DMS Campus, Anna Salai, Teynampet, Chennai-6	044-2432 1021 044-2432 0933
5.	Directorate of Indian Medicine and Homeopathy, Chennai	Arumbakkam, Chennai-106.	044-2621 4718 044-2621 4929
6.	Directorate of Drugs Control, Chennai	DMS Campus, Anna Salai, Teynampet, Chennai-6	044-2432 1830

7.	Tamil Nadu Urban Health Care Project	DMS Campus, Anna Salai, Teynampet, Chennai-6	044-2434 5990 044-2433 6476
8.	National Health Mission	DMS Campus, Anna Salai, Teynampet, Chennai-6	044-2432 0563 044-2432 1310
9.	Commissionerate of Food Safety and Drug Administration	DMS Campus, Anna Salai, Teynampet, Chennai-6	044-2435 1014 044-2435 1051
10.	Tamil Nadu Medical Services Corporation	No.417, Pantheon Road, Egmore, Chennai.8.	044-2819 1891
11.	Directorate of State Health Transport	Guindy, Chennai-35.	044-2436 1108 044-2230 0420
12.	Directorate of Medical and Rural Health Services (ESI), Chennai	DMS Campus, Anna Salai, Teynampet, Chennai-6	044-2432 7953 044-2432 7954
13.	Tamil Nadu State Blindness Control Society	Egmore, Chennai-8	044-2852 6873 044-2852 0799
14.	Tamil Nadu State AIDS Control Society	No.417, Pantheon Road, Egmore, Chennai.8.	044-2818 0261 044-2819 0469
15.	Medical Services Recruitment Board	DMS Campus, Anna Salai, Teynampet, Chennai-6	044-2435 5757 044-2435 9393

WEBSITE

To enhance the interaction with public using modern technology and to improve the utilization of the health services provided by the Government, interactive website www.tnhealth.org has been launched in which information regarding health care facilities and services provided to the public are available.

2. Some of the interactive facilities such as “Bulletin Board” where people can post message, health Chat where public can interact with the specialist from Government Hospitals about their health concerns and “Feed Back” facilities for the people to send their questions and suggestions are available in the website.

3. The information about the Government Hospitals, Medical Colleges including Indian System of Medicine, Mental Health Clinics, Selection Committee along with the performance details of this Department are provided in the Website.

CHAPTER - 2

DIRECTORATE OF MEDICAL EDUCATION

Introduction: The Directorate of Medical Education has been functioning as an independent Directorate since July 1966 on bifurcation from the Directorate of Medical and Rural Health Services, Chennai to provide world class health care to the citizens of the State by making available quality health care facilities and tertiary care facilities. It also focuses on innovative teaching, training and research activities in the modern day medical field.

This Directorate is providing State-of-Art health care services with excellent human resources and infrastructure through its 24 Medical Colleges and Hospitals functioning throughout the State. Super Speciality services in the field of Cardiology, Neurology, Nephrology and Oncology are offered at Tamil Nadu Government Multi Super Speciality Hospital, Omandurar Estate, Chennai. Further the other important services are Trauma and Accident and Emergency services, Prevention and Management of Burn Injuries, Geriatric care, prevention and control of Diabetes, cardio vascular disease, stroke and mental health.

A Selection Committee is in place to process admissions to various Medical and Paramedical Courses in Government as well as Self-Financing Colleges in Tamil Nadu.

Hospital Management Information System (HMIS), an online system, is functioning at the Directorate for direct monitoring by networking all the Government Medical College Hospitals throughout the State by gathering day to day data pertaining to OP/IP services, Lab services, Pharmacy services, Nursing services and diet, etc.,

1. Vision and Mission of the Organization.

Providing quality health care with State-of-Art Facilities and innovative teaching are the main vision and goal of all the teaching Medical Colleges and Hospitals throughout the State. The State of Tamil Nadu is dedicated to deliver the best quality and top end Medical Care to the people through Government Hospitals and Medical College Hospitals and other Allied Institutions.

Vision: Provision of quality medical care to the people and easy access of qualified human resources including all Specialists in all Government Medical College Hospitals is the main vision of this Directorate.

The other aspect of vision is in the area of 'Innovations in medical treatment for the general public' by promoting Multi Disciplinary Research Activities in the modern day medical field in selected medical institutions.

Mission: The mission of the Directorate is to provide the following modern day Health Care Services to the Public:

- i. Providing Quality health care/ Tertiary Care services
- ii. Providing preventive and curative health care services
- iii. Control of non Communicable diseases
- iv. Prevention of HIV / AIDS
- v. Reduction in Infant Mortality Rate (IMR)
- vi. Reduction in Maternal Mortality Ratio (MMR)
- vii. Improving Maternal and Child Health
- viii. De-addiction centres
- ix. Skill Centres
- x. Establishment of Burn and Trauma Centres
- xi. Establishment of National Ageing Centre
- xii. Prevention and Control of Cancer, Diabetics, and Cardio Vascular Diseases and Stroke
- xiii. Innovative and Research activities in the field of medical education
- xiv. Cadaveric Organ Transplantation
- xv. Transgender clinic established in Rajiv Gandhi Government General Hospital, Chennai and in Madurai Medical College Hospital.

2. Details of Business Transacted: The Directorate provides tertiary care facilities to the general public through its network of medical colleges and hospitals with excellent human resources and infrastructure facilities.

**NUMBER OF GOVT. COLLEGES, HOSPITALS AND DISPENSARIES
UNDER THE CONTROL OF THE DIRECTORATE OF MEDICAL EDUCATION**

Govt. Medical Colleges	24
Govt. Dental College & Hospital	1
Hospitals and Allied Institutions	36
Multi Super Speciality Hospital	1
Women And Children (OG) Hospital	4
Children Hospital	1
Ophthalmic Hospital	1
TB Hospital	5
Mental Hospital	1
Rehabilitation Medicine	1
King Institute	1
Dispensaries	13
TOTAL	89

**PERFORMANCE OF THE MEDICAL COLLEGE HOSPITALS FOR THE
PERIOD 2018-2019**

Outpatients / Per Day	86199
In Patients Census / Per Day	31670
Deliveries /Per Month	15229
Major Surgeries / Per Month	28529
Minor Surgeries/ Per Month	60678
Dialysis Done / Per Month	12839
CT Scan/ Per Month	59603
USG / Per Month	81310
MRI/ Per Month	8102

SELECTION COMMITTEE: Every year, Selection and admission to the MBBS / BDS / MD / Super Speciality / Post Graduate Degree Courses in Medicine / Para Medical courses / Nursing courses / Certificate courses to the Government Medical Colleges and Self Financing Medical Colleges are being dealt with by a separate body constituted in the form of Selection Committee. The intake capacity of the Government Medical Institutions for Under Graduate and Diploma courses (2019-2020 session) are furnished here under:

Sl. No	Name of the Course	Number of Seats
1	M.B.B.S	3,350
2	B.D.S	100
3	B.Sc Nursing	250
4	Post Basic (B.Sc. Nursing)	90
5.	B.Sc Radiology and Imaging Technology	160
6.	Bachelor of Physiotherapy Technology	70
7	Bachelor of Cardio Pulmonary perfusion Technology	40
8	B.Pharm and B.Pharm (Lateral Entry) (108+ 10)	118
9	Bachelor of Audio and Speech Language Pathology	25
10	Bachelor of Optometry	60
11	Para Medical courses (25 Courses)	7,876
12	B.Sc Radio Therapy	20
13	B.Sc Cardiac Technology	49
14	B.Sc Critical Care Technology	80
15	B.Sc Dialysis Technology	105
16	B.Sc Operation Theatre and Anaesthesia Technology	170
17	B.Sc Physician Assistant	120
18	B.Sc Respiratory Therapy	40
19	Diploma in Nursing	2,000
20	Diploma in Pharmacy	240
21	B.Sc Accident and Emergency Care Technology	130
22	B.Sc Medical Laboratory Technology	120
23	B.O.T	10

Besides the Government Institutions, the Private Medical / Paramedical self-financing institutions affiliated to Tamil Nadu Dr.M.G.R Medical University are providing Medical and Para Medical Education in the State. The details of the total Number of seats surrendered by the private self-financing Medical / paramedical colleges for allotment by the Government for the academic year 2019-20 is presented in the table below:

Sl.No	Name of the Course	No.of Colleges	Number of Seats
1	MBBS	14	1850
2	B.D.S	19	1842
3.	B.Sc Nursing	163	5921
4	B-Pharm	51	2242
5	B-Pharm (Lateral Entry)	33	180
6	Bachelor of Physiotherapy	30	1625
7.	B.O.T	4	225
8.	Post Basic B.Sc Nursing	49	1050

The details of Post Graduates and Speciality courses available in the Government Medical Institutions (2019-2020 session) in Tamil Nadu are as follows:

Sl.No	Courses	Number of Specialities	Total intake capacity
1	P.G. Degree (Medical Super Specialities) DM / MCH	19	334
2.	P.G. Diploma (Medical)	1	3
3.	M.D.S (Dental)	8	42
4	P.G. Degree (Medical Broad Specialities) MD / MS	24	1758
5	Post Graduate Diplomate of National Board (DNB)	1	4

6	M.Pharmacy	4	58
7	M.S.c (Nursing)	5	65
8	M.Phil (Clinical Social Work)	1	15
9	MSc (Molecular Virology)	1	21
10	M.Phil (Clinical psychology)	1	8

3. Details of Citizen or 'Clients': Every Citizen of the country is treated equal in accessing and receiving quality medical treatment from the tertiary care institutions.

4. Statement of services including standard quality time frame etc., provided to each citizen / Client group separately and how / where to get services: This Directorate focuses in implementing tertiary care medical services through various programmes / schemes like Trauma Care Facilities, Burns Unit, Skill centres, Amma Master Health Checkup, Prevention of Cancer, Diabetic Cardiovascular, Stroke, Multi Disciplinary Research units etc.

Apart from the above services, the following additional specialty and super specialty services are also provided in the Medical Colleges and Hospitals throughout the State.

1. Laboratory services with modern kits for diagnosis of the diseases	9. Ventilator facility
2. X-ray and Digital X-ray	10. Dialysis treatment
3. Ultrasound Scanning	11. Fibre Optic Bronchoscopy
4. CT scan	12. Cystoscopy
5. MRI scan	13. Video Thoracoscopy
6. Mammogram	14. Video colonoscopy
7. PET CT scan	15. Lithotripsy
8. C-Arm facilities	16. Linear Accelerator and Cobalt Therapy treatment

Services provided in the Government Medical College Hospitals

- i. OP and IP services in all Specialities
- ii. Exclusive Neonatal and Paediatric Services through the Children Hospital, Egmore, Chennai
- iii. Neonatal and Paediatric Services available in all Government Medial hospitals
- iv. Quality Maternity Services provided through CEmONC centre in all Government hospitals
- v. Exclusive Maternity Services Centre through the Hospital for Women and Children , Egmore, Chennai.
- vi. Super Specialty services in the field of Cardiology, Urology, Neurology, Nephrology, Orthopedics, Sports Medicines, Oncology and Radiology Services
- vii. Exclusive Dental services through the Dental College
- viii. Renal / Liver transplantation surgeries
- ix. Cath Lab service and Cardiac Transplantation

5. Details of Grievance Redressel Mechanism and how to access it

- i. Every hospital has a Complaint box to receive grievances from Citizens and Patients.
- ii. Appropriate action is taken immediately for on-call complaints received through 104/108 call centres.
- iii. Immediate and appropriate actions are taken to rectify the petitions and grievances received through CM Cell, AMMA Call Centre and also those received from the institutions functioning under this Directorate.
- iv. Any incident which warrants detailed probe and enquiry is being conducted by nominating enquiry officers with the specialist of the concerned field to investigate the matter of contention and appropriate disciplinary action, if required, taken against the erring officials as per the rules in force.

For any Medical Emergency or General Queries, the Head of following Institutions may be contacted over phone or by e-mail as detailed below:

S. No	Name of the Medical College/ Institutions	Designation	Mobile No.	E.mail.Id
1	Directorate of Medical Education	Director of Medical Education	044-28366890-234 044-28364501	dme@tn.gov.in
2	Madras Medical College/RGGGH, Chennai	Dean	044-25305301(C) 044-25305111(H) 044-25305112(H)	deanmmc@tn.gov.in
3	Stanley Medical College, Chennai	Dean	044-25280900(D) 044-25281347-53	deansmc@tn.gov.in
4	Kilpauk Medical College, Chennai.	Dean	044-28364949(D) 044-28364951,52	dean@gkmc.in
5	Chengalpattu Medical College	Dean	044-27431225(C) 044-27431287(H) 044-27431221(B-H)	chemdean006@gmail.com
6	Vellore Medical College, Vellore.	Dean	0416-2260900(D)	dean.tnvlr@nic.in dean_vellore@yahoo.com
7	Thanjavur Medical College, Thanjavur	Dean	04362-240854(C) 04362-240851(H)	deantmctnj@gmail.com
8	K.A.P. Viswanatham Government Medical College, Tiruchirapalli	Dean	0431-2401011/13(C) 0431-2770114(H)	deantrichy@gmail.com kapvgmctry@yahoo.in
9	Madurai Medical College, Madurai	Dean	0452-2534242(H) 0452-2533230, 31(C)	deanmdumc@gmail.com maduraimedicalcollege@ymail.com
10	Coimbatore Medical College, Coimbatore	Dean	0422-2574375(C) 0422-2300345(H)	deancbe@tn.gov.in
11	Govt.Mohan Kumaramangalam Medical College, Salem	Dean	0427-2385513(C) 0427-2210965(H)	deangmkmclm@gmail.com
12	Tirunelveli Medical College, Tirunelveli	Dean	0462-2572944(C) 0462-2579785(H)	dean@tvmc.ac.in
13	Thoothukudi Medical College, Thoothukudi	Dean	0461-2392698 (B-C) 0461-2321051 (B-H)	deantut@tn.gov.in

S. No	Name of the Medical College/ Institutions	Designation	Mobile No.	E.mail.Id
14	Kanyakumari Medical College, Kanyakumari	Dean	04652-223201(B) 04652-223202(B)	deankgmch@yahoo.com
15	Theni Medical College, Theni	Dean	04546-263666(C) 04546-263677(H)	deangtmc@gmail.com
16	Villupuram Medical College, Villupuram	Dean	04146-232400(H) 04146-232300(C)	vpmmc_tn@yahoo.com
17	Tiruvarur Medical College, Tiruvarur	Dean	04366-220040(C) 04366-222486(H)	deantvr@tn.gov.in
18	Dharmapuri Medical College, Dharmapuri	Dean	04342-233033(B)	gdmchdpi@gmail.com gdmchdpi793@gmail.com
19	Sivagangai Medical College, Sivagangai	Dean	04575-245560(B)	abi_nofear2003@yahoo.com deangsmch@gmail.com
20	Thiruvannamalai Medical College, Thiruvannamalai	Dean	04175-233315(C) 04175-233314(H)	deantvmmedicalcollege@gmail.com ghthiruvannamalai@gmail.com
21	Omandurar Medical College , Chennai	Dean	044 25333317/19	gmcomandurar@gmail.com tngmssh@gmail.com
22	Karur Medical College, Karur	Dean	04324-274280	deangmchkarur@gmail.com
23	Pudukottai Medical College, Pudukottai	Dean	04322-221333	deanpdktmc@gmail.com
24	ESI Medical College, Coimbatore	Dean	0422-2574300,01,02 (D)	deangmcesiccbe@gmail.com
25	IRT Perundurai Medical College, Erode	Dean	04294-220910-14	irtpmcdean@gmail.com
26	T.N..Govt.Dental College and Hospital, Chennai	Principal	8825785573 25340681	tngdch11@gmail.com

6. Expectation from the "Citizens or Clients": It is the right of every citizen to expect quality health care facility services for their needs to their satisfaction at the nearest location possible.

The Government of Tamil Nadu is a pioneer state in delivering 24 x 7 top health care and emergency services to the Public including lab and ambulance facilities with latest modern equipment like CT Scan / MRI scan / PET Scan / Flexible Video Bronchoscope etc., Purified drinking water, shelter for the attenders, RFID to prevent Infant theft, good sanitation inside the hospital premises and 24 hours CCTV cameras to prevent and detect crime are also available in all the institutions.

7. Additional Commitments such as compensation in the event of failure of services delivery: In the event of any medical mismanagement and failure in delivering medical service to the Public, appropriate compensation will be given to the individual as per the orders of Government Court of Law from the corpus fund.

8. Amma Master Health Checkup and Amma Women Special Master

Health Checkup: Amma Master Health checkup and Amma Women Special Master Health Checkup are functioning in the Government General Hospital, Chennai, since 01-3-2016. The following package of tests are done in the above Schemes with the cost package as tabulated below:

Package -1 (Rs.1000)	Package-II (Rupees 2000)	Package-III (Rs.3000)
complete hemogram, ESR, Urine analyser, Blood sugar, F&PP urea, Creatinine, Uric Acid, Lipid profiles, Total Cholesterol, HDL, LDL, Triglycerides, Total Cholesterol / HDL ratio, Liver Function Test, Serum billirubin (total and direct) AST, ALT, SAP Total protein and albumin. HbsAg Blood grouping and typing ECG. X – ray Chest, USG abdomen, Pap smear	Package 1 + Echocardiogram, PSA, thyroid Profile and HbA1C	Package II + Digital Mammogram, Dexa Scan, Bone profile (Vitamine D, Calcium, Phosphorous and PTH)

Since public response to Amma Master health Checkup and Amma Women Special Master Health Checkup is exemplary, this health checkup programme has been extended to the Tamil Nadu Government Multi Super Speciality Hospital, Omandurar Government Estate, Chennai and the same is functioning well since 08-06-2018. In order to provide the Amma Master health Checkup and Amma Women Special Master Health Checkup to the people of southern districts, Government granted permission to start these two programmes in the Government Medical College hospitals of Coimbatore, Madurai and Tirunelveli at a cost of Rs.10 crore to each hospital (total cost Rs.30 crore).

In addition to the existing packages under Amma Master Health Checkup an additional package viz Amma Platinum Plus(Package IV[Rs.4,000]) has been launched at Tamil Nadu Government Multi Super Speciality Hospital, Omandurar, Chennai which includes all the tests in Package III+ Vision Testing, Glaucoma Testing, Refractory errors testing, retinal testing, colour vision testing Treadmill lung function testing.

CHAPTER - 3

DIRECTORATE OF MEDICAL & RURAL HEALTH SERVICES

Introduction

The Directorate of Medical and Rural Health services is the fundamental unit and the other Directorates have emerged from this parent Department at various stages in order to cater to the increasing health needs of the general public.

It is a pride of this Directorate to have an experience of 95 years in provision of multifarious speciality medical care to the public through secondary care facilities in the State of Tamil Nadu with District Headquarters Hospitals, Taluk and Non-Taluk Hospitals and Hospitals for Women and Children, Hospital for Tuberculosis, Hospital for Leprosy and 1 Rehabilitation Institute & Mental Health. Exclusive maternity and child welfare services through Comprehensive Emergency Obstetrics and New born Care (CEmONC) units in 104 Government Hospitals New born Stabilization Units (NBSUs) in 119 Government Hospitals Sick Neo-Natal Care Units (SNCUs) in 42 Government Hospitals.

Further, the Speciality services like Medicine, Surgery, Obstetrics and Gynaecology, Ophthalmology, E.N.T, Venerology, Orthopaedics, Anaesthesiology, Child Health, Dental Health, Psychiatry, Ambulance Services, Laboratory Services, Leprosy, Tuberculosis, Diabetology, Cardiology and Non Communicable Disease (N.C.D) have been extended with high-end technologies.

1. Vision and Mission statement of the Organization: 'Good health is the basic requirement for ensuring a good quality life'. This statement forms the basis for the Vision and Mission of the Directorate for rendering good health services with quality.

Our Vision: By enhancing the quality of services provided through an accredited system (National Quality Assurance System – NQAS) ,the secondary care hospitals functioning in the state under this Directorate should be such they serve as the health care institution of choice for all citizens in the state.

Our Mission: Increasing the life expectancy and improving the physical quality of life of the people of Tamil Nadu so that they attain the highest level of physical and mental health and contribute towards the development of the State by 2023.

The following steps are being taken to achieve the above goal:

- i. Provide quality health care services
- ii. Provide preventive and curative health services
- iii. Improving Child sex ratio by effective implementation of Pre-conception and Pre-natal Diagnostic Techniques (PCPNDT) Act,1994
- iv. Control of Communicable Diseases like Dengue, Swine flu etc.
- v. Control of Non-Communicable Diseases
- vi. Prevention of HIV/AIDS
- vii. Reduction in Infant Mortality Rate (IMR)
- viii. Reduction in Maternal Mortality Ratio (MMR)
- ix. Improving Maternal and Child Health
- x. Monitoring the functioning of Private Hospitals, clinics and Health related institutions by implementing Clinical Establishment Act (CEA).
- xi. Enforcement of Health related regulatory matters in the state (PCPNDT, Transplantation of Human Organs Act - THO, Clinical Establishment Act)
- xii. Improving Mental Health through District Mental Health Program
- xiii. Promotion of Adolescent Health
- xiv. Co-operation with Directorate of Indian Medicine and Development of AYUSH Dispensaries in District and Sub-district Hospitals.
- xv. De-addiction services
- xvi. Eradication of Quackery practice.

2. Details of Institutions functioning under this Directorate:

The Secondary Care Hospitals functioning under the control of this Directorate is entrusted with the responsibility of providing secondary level medical care to the public through its following network of Hospitals.

District Head Quarters Hospital	29
Taluk Hospitals	206
Non Taluk Hospitals	68 *
Women & Children Hospital	7
TB Hospitals	2
Leprosy Hospitals	7
Rehabilitation Institute and Mental Health	1
Dispensaries	11
Total	331

*One Non-Taluk Hospital is under construction in Emerald in The Nilgiris District

Performance of the Hospitals

Average OP / day	2.34 Lakhs
Average IP /Day	22,500
Deliveries per month	15900
Caesareans per month	8600
Major Surgeries per month	50000
Minor Surgeries per month	1.2 Lakhs
Dialysis Done per month	4800
CT Scan per month	14500
Blood Collection per month	9300
Blood Transfusion per month	8100

In the CEmONC Centres functioning in the Headquarters Hospitals and the Taluk Hospitals, 24x7 emergency Obstetric care is given by a panel of Obstetricians, Paediatricians and Anaesthetists. Evaluation of high risk mothers and their admission & treatment for observation, Emergency / Elective Caesarean Surgery services etc. are provided with utmost care.

Stabilizing new born babies, Treating sick neo-natal babies in Sick Neo-Natal Care Units, New Born Stabilization Units (NBSU), New born Intensive care unit (NICU) are rendered by Paediatric specialists.

Certain specialized services such as health care of the elderly through Geriatric units and De-addiction centres for substance abusers are provided to the needy.

The patients requiring further treatment are referred to the Tertiary care Hospitals for expert management.

3. Details of 'Citizens' or 'Clients': All the citizen of the country are the potential clients. The people not only across the state but also across the country are provided treatment in the Secondary Care Hospitals.

4. Statement of Services: The Directorate of Medical and Rural Health Services provides secondary care medical services and implements various programmes such as Revised National Tuberculosis Programme (RNTCP), District Mental Health Programme(DMHP), Accident and Emergency Care, Trauma Care, Occupational, Social and Environmental Health care services. The Directorate is also an appropriate authority for the implementation of Important Acts such as Pre-conception and Pre-Natal Diagnostic Techniques (Prohibition and Sex Selection) Act 1994, Human Organ Transplantation Act 1994, Tamil Nadu Clinical Establishment Act etc.,

Services provided in the Government Headquarters Hospitals

- ❖ Out-Patient and In-Patient services in General Medicine and General Surgery.
- ❖ CEmONC services
- ❖ Paediatric services
- ❖ Tamil Nadu Accident and Emergency Care Initiative (TAEI)

Specialized services

- ❖ ENT
- ❖ Ophthalmology,
- ❖ Orthopaedics

- ❖ Paediatric
- ❖ Dental
- ❖ Dermatology
- ❖ Mental Health services
- ❖ Revised National Tuberculosis Programme - RNTCP
- ❖ Integrated Counselling and Treatment centres - ICTC
- ❖ Non Communicable Diseases (NCD) control Programme
- ❖ Leprosy
- ❖ Pain and Palliative care
- ❖ Day care Chemotherapy
- ❖ Accident and Emergency Service
- ❖ Trauma Care in selected Hospitals

TALUK HOSPITALS

- ❖ Out-Patient and In-Patient services in General Medicine and General Surgery.
- ❖ Maternal services
- ❖ Paediatric services
- ❖ Dental Services
- ❖ Treatment for Non Communicable Diseases
- ❖ Orthopaedic Services in selected Hospitals
- ❖ ENT Services in selected Hospitals
- ❖ Accident and Emergency Service / Trauma Care in selected Hospitals

NON TALUK HOSPITALS

- ❖ Out-Patient and In-Patient Services in General Medicine and General Surgery.

- ❖ Maternal Services
- ❖ Paediatric Services
- ❖ Emergency Services

TIMING OF SERVICE

- All Emergency care Services : 24x7
- OUT PATIENT SERVICES

MORNING OP : 7.30 AM TO 12.00 PM ALL DAYS

EVENING OP : 3.00 PM TO 5.00PM (EXCEPT ON GOVERNMENT HOLIDAYS AND SUNDAYS)

- Referral services : 24x7
- In- Patient Services : 24X7
- Obstetric Services : 24X7
- Lab Services

District Head Quarters Hospitals : 24X7

Sub district Hospitals – During Outpatient department (OPD) Hours.

- Diagnosis Services

District Head Quarters Hospitals : 24X7.

Sub District Hospitals – During Outpatient department (OPD) Hours.

5. Details of Grievance Redressal Mechanism

- Every hospital has a Complaint box to receive grievances from Citizens and Patients. Patient's satisfaction survey is also done under National Quality Assurance System.

- Appropriate action is taken immediately for on-call complaints received through 104/108 call centres.
- Immediate and appropriate actions are taken in this Directorate to rectify the petitions and grievances received through CM Cell, AMMA Call Centre and also those received from the institutions functioning under this Directorate.
- If any grievance received regarding the failure of operations like maternal death, misconduct of operations etc., an Inquiry is conducted by the Inquiry Officer designated by the Director of Medical and Rural Health Services and departmental actions is initiated against the erring official according to rules in force.

6. Expectations from the 'Citizens' or 'Clients': Citizens or Clients expect Quality Health Care services in a facility nearest to their location and up-to their satisfaction.

The Government of Tamil Nadu has taken every possible steps to provide quality health care services by providing modern equipment like CT scan, MRI, Mammogram etc., and more infrastructural developments and amenities like spacious new wards, Purified drinking water, Good sanitation in the premises etc.,

Further, special mode of services like Trauma care, Treatment for Mental Health Program, De-addiction centre, Geriatric wards, Chemotherapy units, Dialysis centres etc., have been initiated in the Government Headquarters Hospital under the control of this Directorate. Based on the need, it will also be extended to other Secondary Care Hospitals.

7. Additional commitments such as compensation in the event of failure of Service delivery: In the event of any failure of service is proved, compensation as per the orders of the Government / Court will be given to the individual from the Corpus fund.

CHAPTER - 4

DEPARTMENT OF PUBLIC HEALTH AND PREVENTIVE MEDICINE

1. Vision: Public Health identifies, measures, and monitors health needs and trends at the community levels, locally and globally through surveillance of diseases and risk factor trends.

2. Mission: Functions of Public health include prevention and control of diseases and their progression through promotion of healthy lifestyles and healthy habits, promotion of healthy and hygienic environment including safe water and food, health education and community mobilization, empowering public particularly women to make healthy decisions, preventive measures including immunization, surveillance and monitoring, organizing high quality community based health services, camps and campaigns, investigation of health problems including infectious disease outbreaks, planning and preparation for natural and man-made disasters, reducing inequities among different regions and population groups for reaching the unreached, formulation of public health policies and strategies, development of dedicated and competent public health work force, public health infrastructure and operational research.

The Public Health and Preventive Medicine department is functioning with 42 Health Unit Districts each unit under a Deputy Director of Health Services.

3. Primary Health Care Strategy to achieve UHC: Primary health care is essential health care made universally accessible to individual and acceptable to them, through the full participation and at a cost the community and country can afford.

4. Elements of Primary Health Care: The eight essential components of primary health care as outlined by the Alma-Ata declaration are as follows:

- i. Education concerning prevailing health problems and the methods of preventing and controlling them.
- ii. Promotion of food supply and proper nutrition.
- iii. An adequate supply of safe water and basic sanitation
- iv. Maternal and child health care including family planning

- v. Immunization against major infectious diseases
- vi. Preventing and control of locally endemic diseases
- vii. Appropriate treatments of common diseases and injuries
- viii. Provision of essential drugs.

5. Major Contributions of the Directorate of Public Health and Preventive Medicine for the Health and wellbeing of the people

Infant Mortality Rate (IMR): The Infant Mortality Rate (IMR) is the number of deaths per 1000 live births of children below one year of age. The current level of IMR in Tamil Nadu for the year 2017 is 16 per 1,000 live births as per the Sample Registration System (2017) survey. The State is taking multi-pronged efforts to bring down the IMR on par with developed nations by 2023 focusing on the components such as the neo-natal mortality rate etc.

Maternal Mortality Ratio (MMR)

MMR is calculated as the number of maternal deaths during a given year per 1,00,000 live births. In Tamil Nadu, MMR has been reduced to 66 per lakh live births as per SRS data 2014-16. As per the Health Management Information System, Maternal Mortality Ratio has been further reduced to 60/1,00,000 live births in 2018. Government of Tamil Nadu aims to bring down MMR on par with developed nations by the year 2023 as mentioned in the Vision 2023 document.

Eradication/Elimination of Vaccine Preventable diseases and other infectious Diseases:

- i. Small pox eradicated in 1977
- ii. Polio free Tamil Nadu in Feb 2004 and Polio free India in 2014
- iii. In Tamil Nadu, Maternal and Neo-natal tetanus eliminated in 2006 and validated in 2015 by Government of India
- iv. In Tamil Nadu, Guinea worm disease not reported since 1983 and declared eradicated in 1995
- v. Yaws cases not reported since 2006 and eradicated in 2015

vi. Leprosy elimination goal achieved in 2005

vii. Malaria elimination will be achieved in 2025

The institutions which function under this directorate include:

- Health Sub Centres
- Primary Health Centres in Rural areas
- Primary Health Centres in Urban areas
- Community Health Centres and Upgraded Primary Health Centres
- Regional Entomological Teams
- National Filaria Control Units
- Research cum Action Projects
- Filaria and Malaria Clinics
- Leptospirosis Clinics
- Japanese Encephalitis Control Units
- Water Analysis Laboratories in Guindy King Institute campus, Chennai, Coimbatore, Tiruchirapalli and Tirunelveli
- State and District Public Health Laboratories
- Institute of Public Health, Poonamallee
- Health and Family Welfare Training Centres, Chennai, Egmore and Madurai
- Health Manpower Development Institutes, Salem and Villupuram
- Regional Institute of Public Health, Thiruvarankulam
- Institute of Vector Control and Zoonoses, Hosur
- Health Visitor Training School, Triplicane
- ANM Training Schools

6. Health Sub Centres (HSC): Health Sub Centre (HSC) is established for a population of 5,000 in plain areas and 3,000 in hilly areas. HSCs are the hub for delivering Maternal and Child Health (MCH) and Family Welfare (FW) services to the people in the rural areas. There are 8,713 HSCs in Tamil Nadu.

Functions of Health Sub Centre

- All pregnant women are registered by the Village Health Nurses before 12 weeks of pregnancy and given Antenatal care, Immunisation care, Family welfare services and all other MCH care.
- Antenatal care includes two doses of Tetanus diphtheria (Td) Injections and distribution of Iron and Folic Acid (IFA) tablets.
- The Health Sub Centre area is divided into 4 units and following services are provided by Village Health Nurse as follows

Monday	Antenatal Clinic
Tuesday	Antenatal care at PHC and review meeting
Wednesday	Outreach Immunisation
Thursday	House to House visit
Friday	Village Health and Nutrition Day (VHND)
Saturday	House to House visit

- Village Health Nurses are providing medicine for minor ailments in the afternoon
- Village Health nurses gives counselling on Permanent Family Welfare services and provide temporary services.
- Non-communicable diseases (NCD) like Diabetes, hypertension, Cancer cervix and Breast cancer Screening, Referral and follow up done by Village Health Nurse
- The Health Inspector @ one per 3 HSCs is responsible for prevention and control of Communicable Diseases, Checking of Births and Deaths Registration, Health Education, Surveillance, etc.

- The Health Inspector visits the Village and takes blood smear from fever case patients to detect malaria.
- The Health Inspectors are collecting Sputum from persons having cough more than 2 weeks and sent to Primary Health Centres, for examination. If found positive for tuberculosis, treatment is started through Primary Health Centres.
- Chlorination of water sources and disinfection of unhygienic places are monitored by the Health Inspectors.
- Screening of leprosy cases and treatment initiation done by Health Inspector.
- Health Inspector organizes public health activities during festivals.
- Health Inspector motivate for male sterilization and distribute condoms.

7. Primary Health Centre (PHC): Primary Health Centre (PHC) in rural area is established for a population of about 30,000 in plain areas and 20,000 in hilly areas. Now, 'time to care' concept is also considered for remote and interior areas. In Tamil Nadu, there are 1,806 PHCs functioning under

Supervision of Medical Officers

To improve the availability of Primary Health Care services to the urban poor, 320 Urban PHCs are functioning under the control of the Directorate of Public Health and Preventive Medicine (DPH&PM) in urban areas. 140 Urban PHCs are functioning in Greater Chennai Corporation. The concept in urban areas is to have a facility for primary care for every 50,000 population and a Community Health Centre for every five-lakh population. All Primary Health Care Services are being provided at the door steps of the community.

Functions of PHCs

- Medical Care
- Basic laboratory services

- MCH care including Antenatal care and Delivery care services
- Family planning services
- Health Programme Implementation
- Health Education and training
- Safe water supply and basic sanitation
- Prevention and control of locally endemic diseases
- Collection and reporting of vital events

Community Health Centres /Upgraded Primary Health Centres

At present 422 PHCs are upgraded, thereby covering all the blocks with an UG PHC. Next level to the basic PHC, a 30 bedded upgraded PHC is established at the rate of at least one per block to provide round the clock essential health care services. Five doctors are posted to the Upgraded PHCs. Each Upgraded Primary Health Centre is provided with an operation theatre, modern diagnostic equipment like Ultra Sonogram, ECG, Semi Auto Analyzer, cell counter, X-Ray unit etc and an ambulance. Dental health care services are provided in 341 block level and selected Upgraded PHCs to treat dental ailments.

8. Universal Health Coverage (UHC): Since 2017, the scope of the Health Sub Centres is being further expanded to render the Universal Health Coverage (UHC). UHC seeks to strengthen Health Sub Centres in the rural Tamil Nadu towards universalizing access to essential assured services to improve coverage and quality of institutional and outreach services with home visits towards achieving health goals under Sustainable Development Goals (SDG).

- i. Care in pregnancy and child-birth.
- ii. Neonatal and infant health care services
- iii. Childhood and adolescent health care services.
- iv. Family planning, Contraceptive Services and all RCH services
- v. Management of Common Communicable diseases: National Health Programmes

- vi. General Out-patient care for acute simple illnesses and minor ailments
- vii. Screening and Management of Non-Communicable diseases
- viii. Screening and Basic management of Mental health ailments
- ix. Care for Common Ophthalmic and ENT problems
- x. Basic Dental health care
- xi. Geriatric and palliative health care services
- xii. Trauma Care (that can be managed at this level) and Emergency Medical services

9. Polyclinics in Urban Areas: With a view to provide specialist services at the doorsteps for urban poor, polyclinics are established in 96 PHCs including Greater Chennai Corporation. These centres provide maternity and child care, NCD screening and follow up, family welfare, immunization, dental care and other essential specialist service with focus on Non-Communicable Diseases like diabetes and hypertension. The contract labourers and the daily wage workers in the urban areas can avail the service in the evening speciality clinics at no cost without foregoing their daily wages.

10. Amma Arokiya Thittam: An innovative programme to provide health promotion, prevention, early detection and treatment of diseases by providing free access to basic health check-up to all the people in the age group of 30 years and above on annual basis is implemented in 400 Upgraded PHCs / Block PHCs. Under this Programme, the Public can utilize the investigation services free of cost rendered in all Upgraded PHCs / Block PHCs on 2 days in a week i.e. Thursdays and Fridays.

The following 25 Investigations are being done in these camps

- i. Height
- ii. Weight
- iii. BMI
- iv. Blood Pressure
- v. Haemoglobin

- vi. Blood Grouping and Typing
- vii. Random Blood Sugar
- viii. Blood-Cholesterol
- ix. Blood-Creatinine
- x. Urine-Albumin
- xi. Urine-Sugar
- xii. Urine-Deposits
- xiii. Screening for cancer Ca cervix
- xiv. Screening for cancer Ca Breast
- xv. Screening for Oral Cancer
- xvi. Ophthalmic Screening for visual acuity and cataract.
- xvii. Screening for Dermatological condition.
- xviii. General examination by the Medical Officer.

According to the need the following investigative are also made

- i. Blood-Total Count
- ii. Blood-Differential Count
- iii. Peripheral Smear
- iv. Ultra Sound abdomen(if needed)
- v. ECG based on symptoms
- vi. X-Ray (if needed)
- vii. Sputum Microscopy (AFB)

11. Dental Health Programme in PHCs: Dental Health Care Clinics are functioning in 341 Primary Health Centres. Dental problems treated in these Dental Clinics are,

1. Dental caries
2. Dental Fluorosis

3. Gingivitis
4. Tooth
5. Pulpitis
6. Mal Occlusion and other dental problems.

12. Hospital on Wheels Programme: The Hospital on Wheels Programme provide health care services in remote villages and far flung areas. At Present, 416 Hospital on Wheels team is functioning in the state. Each team consists of One Doctor, One Staff Nurse, One Lab Technician, One Driver and One Attender cum cleaner and a well equipped laboratory facilities for performing laboratory test like Blood, Urine and Sugar test etc.,

The Ultimate aim of Hospital on Wheels Programme is to provide high quality medical care with focus on mother and child health services and non communicable diseases covering all the remote villages and hamlets as per the Fixed Tour Programme (FTP) specifically for each block. Information boards about the day and time of visit are permanently displayed at the camp site. Two camps one each at forenoon and afternoon are conducted on Monday, Wednesday, Thursday and Friday and one camp to be conducted on Tuesday and Saturday. On Tuesday afternoon HoWP MO and other team staff attend the Primary Health Centre review meeting in rotation in all PHCs within the block for planning and discussing the issues related to the functioning of the HoWP. 40 camps are being conducted per month per block as per Fixed Tour Programme.

13. Major Components of Public Health

1. Maternal and Child Health including Family Welfare and Immunisation
2. Prevention and Control of Infectious Diseases
3. Prevention and Control of Non-Communicable Diseases
4. Maintaining Public Health during natural and manmade calamities

14. Maternal and Child Health Services/Programmes

1. Delivery care services on 24x7 basis in PHCs
2. National Anaemia Control Programme

3. Gestational Diabetes Mellitus Control Programme
4. National Vitamin A Deficiency Disorder Control Programme
5. National Deworming Programme
6. National Iodine Deficiency Disorder Control Programme
7. Adolescent Health Programme including menstrual hygiene
8. National Immunization Programme

Vaccines play a vital role in control and prevention of communicable diseases. Tamil Nadu is the front runner State in implementing National Immunization Programme. Expanded Programme of Immunization was launched in the year 1978. In 1985 the program was rechristened as Universal Immunization Programme (UIP) and Measles vaccine was added in the same year. In 1992, Universal Immunization Programme and the Safe Motherhood program merged under the umbrella of the Child Survival and Safe Motherhood (CSSM) program. Tamil Nadu attained Polio free status since 2004.

All pregnant women are administered with Td vaccine. At birth, Hepatitis-B, OPV and BCG are given. Pentavalent, OPV and Rota virus are administered at 6, 10 & 14 weeks. Injectable Polio Vaccine is administered during 6th and 14th weeks. After completion of 9 months MR & JE 1st dose are given to the child.

During 16-24 months DPT 1st booster, OPV booster, MR & JE 2nd doses are given. DPT 2nd booster given at the age of 5 to 6 years. Td given for children of 10 & 16 years of age.

15. NATIONAL FAMILY WELFARE PROGRAMME

Dr.Muthulakshmi Reddy Maternity Benefit Scheme

Rs. 18,000/- in 5 instalments from April 2018 for poor pregnant mothers.

Instalment / Kind benefit	Conditionalities	Amount (In Rupees)
I Instalment	Antenatal registration on or before 12 weeks	2,000

Kind benefit	First Nutrition Kit on completion of third month (Kind benefit)	2,000
II Instalment	After 4 months	2,000
Kind benefit	Second Nutrition Kit (Kind benefit)	2,000
III Instalment	After delivery.	4,000
IV Instalment	After completion of 3 rd dose of OPV/Rota/Penta valent and 2nd dose of IPV.	4,000
V Instalment	After completion of Measels Rubella vaccination between 9 th and 12 th month of their infants.	2,000
TOTAL		18,000

Janani Suraksha Yojana (JSY) Cash Assistance

- All below poverty line mothers above 19 yrs delivered in Govt. Institutions
- All SC/ST mothers above 19 yrs

Region	Institutional delivery	Home delivery
Rural	700	500
Urban	600	500

Amma Baby Care Kit Scheme

Amma Baby Care Kit is provided to all delivered mothers and new born babies, born in all the Government Health facilities such as Government Primary Health Centres, Urban Primary Health Centres, ESI Hospitals, Government Hospitals and Medical College Hospitals with the following objectives.

- To improve the hygiene of the postnatal mothers and the new born baby and inculcating hygienic practices among the mothers for self and baby care.
- To reduce the post-natal infections of mother and new born which in turn reduces the neo-natal mortality and Infant mortality due to infections.

The Amma Baby Care Kit contains the following 16 items.

- **For Baby:** Towel, Dress, Bed, Protective Net, Napkins, Oil, Shampoo, Soap, Soap Box, Nail Clipper, Rattle, Toy.
- **For Mother:** Liquid Hand Wash, Bathing Soap, Sowbagyasundi Lehiyam, Kit Bag.

Birth Companion Programme

The State has introduced this new Programme since 2004, to allow one family member as birth companion in the labour room. This has a positive impact on increasing institutional deliveries in public facilities.

Birth waiting room in 17 Hill area PHCs: Mothers living in hill areas find it difficult to reach the delivery point on time. Though 108 vehicles with four-wheel drive facility are provided due to the long distance to be travelled it was observed that if the hill area mothers were admitted well before the Expected Date of Delivery in birth waiting room established at the foot hills of the 17 PHCs in tribal areas it would ensure that safe delivery happens under institutional care. If referral to a CEmONC centre is required, it can be done well in advance.

16. Blood Storages Centers: Under NHM, 259 UG PHCs, have been provided with blood storage facilities. Collection of blood through blood donation camps is regularly done.

17. Prevention and Control of Infectious Diseases

- i. National Water Supply and Sanitation Programme
- ii. National Vector Borne Diseases Control Programme
- iii. Integrated Disease Surveillance Programme
- iv. National Leprosy Eradication Programme
- v. Revised National Tuberculosis Control Programme
- vi. National Diarrhoeal Diseases Control Programme

18. Prevention and Control of Non-Communicable Diseases

- i. National Tobacco Control Programme
- ii. Prevention and Control of Diabetes

- iii. Prevention and Control of Diabetes and Cardio Vascular Diseases
- iv. Prevention and Control of Cancer
- v. Prevention and Control of Fluorosis
- vi. Prevention and Control of Silicosis
- vii. Chronic Obstructive Pulmonary Disease

19. '104' Health Helpline:

This is a 24x7 service through which people can get information regarding health schemes and medical problems and counseling. The services provided by the '104' Health Helpline are:

- Guiding the public and patients on health related matters like first aid, maternal child health information, disease prevention, health care facility information.
- Providing information about blood banks, blood storage centres.
- Providing information on health programmes and related welfare schemes like Dr. Muthulakshmi Reddy Maternity Benefit Scheme and Janani Suraksha Yojana (JSY).
- Providing information on Hon'ble Chief Minister's Comprehensive Health Insurance Scheme.
- Providing counselling on all health issues like nutrition, HIV/AIDS, Family Welfare, Suicide prevention, etc.
- Round the clock (24x7) emergency services like prior information to health facilities about mass casualties, transfer of high risk antenatal mothers etc.

20. Civil Registration System (CRS)

The registration of births and deaths is carried out uniformly throughout the country as per the Registration of Birth and Death Act 18 of 1969. As per the Act all births and deaths have to be compulsorily reported for registration at the place of occurrence.

The Registration of Birth and Death Act came into force in Tamil Nadu from 01.04.1970 and it is governed by Tamil Nadu Registration of Birth and Death Rules, 1977. The revamped system of registration of births and deaths was implemented from 01.01.2000 as per TN Registration of Birth and Death Rules, 2000.

Birth and Death Registrars

Local Area	Registrars
Corporation	Sanitary Inspector
Municipality, Township	Sanitary Inspector
Town Panchayats	Executive Officer/ Sanitary Inspector
Village Panchayats	Village Administrative Officer
Primary Health Centres	Health Inspector
Govt. Institutions situated in Village Panchayats, ULBs and Town Panchayats.	Multipurpose Health Supervisor (Male)
Cantonment	Sanitary Inspector/Health Inspector
Estates / Plantations	Manager

The CRS software is implemented by all Birth and Death Registrars and certificates can be downloaded anytime/anywhere in CRS web portal Public Domain (<http://www.crstn.org>). from 01.01.2018.

21. 24x7 Control Room of the Directorate of Public Health and Preventive Medicine

044-24334811

9444340496

8754448477

Locations of Public Health Institutions, services, schemes, programs and other relevant information are available in the following websites.

Information on	Website
Contact Details	tnhealth.org
RCH ID	picme.tn.gov.in/public
Birth and Death Registration	crstn.org
NHM related schemes	nrhmtn.gov.in
Govt of Tamil Nadu	tn.gov.in

CHAPTER - 5

DIRECTORATE OF FAMILY WELFARE

1. Vision and Mission

Vision: To achieve by 2030

- i. Reduction of Infant Mortality Rate (IMR) from 16 to 10 and Maternal Mortality Rate (MMR) from 60 to 0
- ii. No single death due to sterilisation process.
- iii. Reduction of Higher Order Birth (WOB) from 7.2 to 2
- iv. Provision of uninterrupted Family welfare Services in Government health facilities at all levels of health care
- v. Availability of service providers for Family Planning methods in all the Districts
- vi. Reduction of the unmet need for Family Planning services from 10.1 to 0
- vii. Modern contraceptive prevalence rate from 52.6% to 70%
- viii. Expanded Basket of Choices
- ix. Increased access to contraceptives through distribution of contraceptives at the door step of beneficiaries through Accredited Social Health Activist (ASHA) and utilization of the services of Anganwadi Worker (AWW) of concerned blocks in the State

Mission: Tamil Nadu is considered as a pioneer in the implementation of the Family Welfare Programmes in the country. Family Welfare Programme is being implemented since 1956 as people's programme in the State with 100% central assistance. The objective of the programme is to reduce the birth rate to the extent necessary to stabilize the population at a consistent level. In view of commendable progress in reducing the birth rate, the focus has been shifted from a "Target based approach" to "Community Needs Assessment Approach" where importance is given to meet the unmet needs for Family Planning services and improving the Maternal and Child Health services.

2. Details of Business transacted

- i. Providing Female / Male Sterilisation services in all Government & Government approved Medical Institutions including private Nursing homes and Non-Government Organisations.
- ii. Providing Temporary spacing methods: such as
 - Intra Uterine Contraceptive Device (IUCD)--**Cu'T'** 380A and 375
 - Oral Contraceptive Pills (OCP)--**Mala N** (Hormonal) and **Chhaya** (Centchroman - Non Hormonal Pills)
 - Injectable contraceptive -- **Antara** (Depo Medroxy Progesterone Acetate)
 - Contraceptive Condoms -- **Nirodh**
 - Emergency Contraceptive -- **E-Pills**
- iii. Providing Medical Termination of Pregnancy (MTP): Medical Method of Abortion (MMA), Manual Vacuum Aspiration (MVA), and other methods
- iv. Training of Doctors in Minilap, Laparoscopy, Medical Termination of Pregnancy (MTP), IUCD Insertion and Injectable Contraceptives (ANTARA).

3. Details of 'Citizens' or 'Clients': Women in reproductive age group (15 - 49) and with two living children are eligible to undergo any one of the permanent methods of female sterilization. Eligible men up-to 60 years of age can undergo sterilization as per Government of India norms.

All other eligible couples in the same age group can avail any one of the temporary methods.

4. Statement of service including standards, quality time frame etc., provided to each citizen / Client group separately and how / where to get the service

Sl. No.	Type of Services	Institution providing the services
i.	Female Sterilisation (Laparoscopic, Mini Lap)	Government Medical College Hospital /Government Hospital / Block Primary Health Centres /Private Approved Nursing Homes.
ii.	Male Sterilisation (NSV)	Government Medical College Hospital /Government Hospital / Block Primary Health Centres / Private approved Nursing Homes.
iii.	Medical Termination of Pregnancy (MTP) Manual Vacuum Aspiration (MVA)	Government Medical College Hospital / Government Hospital / Block Primary Health Centres and Private approved Nursing Homes.
iv.	IUCD Insertion	All public Health facilities including Health subcentres / Private approved Nursing Homes.
v.	Distribution of Oral Pills	All public Health facilities including Health subcentres.

5. Details of Grievance Redressel Mechanism and how to access it: The spouse of the Acceptor should approach the Medical Officer of the Government institutions in the event of Death, failure or any complication arising out of Family Welfare Services.

If the clients are not satisfied, appeal may be made with the Deputy Director of Medical and Rural Health Services and Family Welfare of the concerned District.

6. Expectations from the 'Citizens' or 'Clients': Availability of quality Family Planning services at all Public Health Facilities, Government approved Nursing Homes and Non Governmental Organisations.

7. Additional commitments such as compensation in the event of failure of service delivery.

Family Planning Indemnity Scheme (FPIS): The Government of India introduced the Family Planning Indemnity Scheme with effect from 1st April 2013 with the following insurance benefits for the family welfare sterilization acceptors and service providers:

i.	Death following sterilization in hospital or within 7 days from the date of discharge from the hospital	Rs.2,00,000
ii.	Death following sterilization within 8 to 30 days from the date of discharge from the hospital	Rs.50,000
iii.	Failure of sterilization leading/not-leading to child birth	Rs.30,000
iv.	Cost of treatment upto 60 days arising out of complication from the date of discharge	Actual cost not exceeding Rs.25,000
v.	Indemnity insurance per doctor per facility but not more than 4 cases per Doctor in a year	Up to Rs.2.00 lakh per case of litigation

CHAPTER - 6

DIRECTORATE OF INDIAN MEDICINE AND HOMOEOPATHY

1. Vision and Mission : The Mission of the Directorate of Indian Medicine and Homoeopathy is to provide affordable, safe and efficacious treatment to the public, so that Indian System is main streamed with the modern system of medicine.

- Taking the benefits of traditional systems to the public by opening ISM wings/Hospitals at various levels in all the districts.
- Establishing and encouraging the growth of educational infrastructure in the public and private sector in Siddha, Ayurveda, Unani, Yoga & Naturopathy and Homoeopathy.
- Promoting cultivation of Medicinal Plants and processing & preserving raw drugs
- Encouraging the manufacturer and sale of high quality ISM drugs.
- Promoting Research and Development in ISM.
- I.E.C. (Information, Education and Communication) activities among public for making more awareness about preventive, promotive and curative aspects of ISM&H in the Public Health care system.

2. Details of Business transacted: There are 1,534 institutions including Medical Colleges in the State providing Medical Treatment under Indian System of Medicine and Homoeopathy with an in-patient capacity of 1,410 Beds. This includes NHM supported 475 units which are co-located in Primary Health Centres and 72 AYUSH Wellness Clinics functioning in District Head Quarters Hospital, Taluk, Non Taluk, Primary Health Centres and Regular Dispensaries in order to popularize the Indian Systems of Medicine.

Two Diploma Courses (viz.) Diploma in Integrated Pharmacy and Diploma in Nursing Therapy of two and half year duration with the aim to promote availability of institutionally qualified Pharmacists and Nursing Therapists in Indian System of Medicine are being conducted at Government Siddha Medical College, Chennai and Government Siddha Medical College, Palayamkottai, Tirunelveli.

3. Details of 'Citizens' or 'Clients': Under Graduate Degree Courses (BSMS / BAMS / BNYS / BUMS / BHMS) in the Systems of Siddha, Ayurveda, Yoga and Naturopathy, Unani, Homoeopathy and Post Graduate Degree Courses (M.D. (S), M.D. (H) and M.D. (Y&N) in the Systems of Siddha, Homoeopathy, Yoga & Naturopathy are being imparted in the 6 Government Medical Colleges and 23 Self Financing Colleges are given below:

Sl. No.	System	No. of Govt. Colleges	No. of Private Colleges
1	Siddha	2	7
2	Ayurveda	1	4
3	Unani	1	-
4	Yoga and Naturopathy	1	7
5	Homoeopathy	1	9
	Total	6	27

The details of Government Medical Colleges functioning under Indian Medicine and Homoeopathy Department are as follows.

- Government Siddha Medical College, Palayamkottai, Tirunelveli.
- Government Siddha Medical College, Arignar Anna Government Hospital of Indian Medicine Campus, Arumbakkam, Chennai.
- Government Yoga & Naturopathy Medical College, Arignar Anna Government Hospital of Indian Medicine Campus, Arumbakkam, Chennai.
- Government Ayurveda Medical College, Kottar, Nagercoil, Kanniyakumari.
- Government Unani Medical College, Arignar Anna Government Hospital of Indian Medicine Campus, Arumbakkam, Chennai.
- Government Homoeopathy Medical College, Thirumangalam, Madurai.

4. Statement of Services including standards, quality, time frame etc. provided to each Citizen / Client group separately and how / where to get the services.

Combined Hospital

Arignar Anna Government Hospital of Indian Medicine, Chennai – 600 106

Standards of Service:

- This is a 310 bedded Hospital with four systems of Medical treatment i.e. Siddha, Ayurveda, Unani, Homoeopathy.
- It provides Medical Care free of cost to all patients who come to this Hospital.
- Chronic Disease like Arthritis, Paralysis, Skin Diseases, Bronchial Asthma, Diabetes, Hypertension, Peptic Ulcer, etc. are being treated with effective remedies.
- We make sure that all our beneficiaries receive courteous and prompt attention.

General Information: Doctors Wear White Coat, Nurses are in uniform and Masseur Wear Blue Overcoat.

Enquiries: Reception is located at the entrance to the Hospital, where Out-patient slips are issued and Triage for different systems is done.

- Signage boards indicating different areas of Hospital are on the display.
- Telephonic enquiries can be made through Telephone Numbers. 044 – 26222688
- Duty Doctor is available round the clock.

Out – Patient Department:

For O.P Morning 7.30 A.M. to 12.00 Noon

Evening 3.00 P.M. to 5.00 P.M.

Special Clinics: Special Clinics Care available for

Sl. No.	Name of the Special Clinics	Day on which Special Clinic is conducted
1	Kanai (Primary Complex), Sarma Noi, Skin Diseases	Monday
2	Neerizhuvu (Diabetes)	Tuesday
3	Eraippu Noi (Asthma)	Wednesday
4	Kuruthiazhutha Noi	Thursday
5	Sahanavatham (Vertebral Diseases)	Friday
6	Magapperinmai (Infertility)	Saturday
7	Jaundice, AIDS, Cancer	All days

Research:

- Research Wing for Cancer and AIDS in Siddha System of Medicines at Arignar Anna Government Hospital of Indian Medicine, Chennai.
- Research OP's in (1) Diabetes (2) Infertility

In Patient Treatment:

- All patients admitted in General Wards of the Hospital are treated free of cost.
- Free Diet is provided to all patients in the General Wards.
- A Patient ID Card is issued to all the patients so that trespassers can be avoided.
- Visitors are allowed only during notified visiting hours.
- Three Staff Nurses are on duty round the clock in the Wards.
- In-patients are instructed to take the help of the Staff Nurse for any Medical assistance they need.

Laboratory:

- Bio-Chemistry Lab: week days 7.30 A.M. to 1.00 P.M.
- Pathology Lab: Week days 7.30 A.M. to 1.00 P.M.
- Reports are made available within shortest time possible which will be specified according to the test.

Equipment and Facilities Available: This Hospital has the following services

X-Ray: Week days 7.30 A.M. to 1.00 P.M

Ultra Sound Sonogram Scan: Week days 7.30 A.M. to 1.00 P.M.

Government Siddha Medical College, Chennai -600 106**Facilities available in this Medical College****Under Graduate Degree – B.S.M.S.**

- Annual Intake of Students – 60 Seats

Post Graduate Degree – M.D. (Doctor of Medicine)

- Annual Intake of Students – 34 Seats

Government Unani Medical College, Chennai – 600 106**Facilities available in this Medical College****Under Graduate Degree – B.U.M.S.**

- Annual Intake of Students – 60 Seats

Government Siddha Medical College Hospital, Palayamkottai, Tirunelveli

- Separate Hospital exclusively for Siddha is functioning at Palayamkottai. This is 350 bedded Hospital is attached to Government Siddha Medical College, Palayamkottai.

Standards of Service:

- It provides Medical Care to all patients who come to the Hospital
- Chronic Disease like Arthritis, Paralysis, Skin Diseases Bronchial Asthma, Diabetes, Hypertension, Peptic Ulcer, etc. are being treated with effective remedies.
- We insist that all our users receive courteous and prompt attention.

Enquiries:

- Boards indicating different areas of Hospital are on display.
- Telephone enquiries can be made through Telephone Numbers. 0462 – 2572736, 2572737, 2572738

Facilities available in this College

Out – Patient Department

For OPDs: Morning 7.30 A.M. to 12.00 Noon

Evening 3.00 P.M. to 5.00 P.M.

Special Clinics: Special Clinic Care services available for

Sl. No.	Name of the Special Clinics	Day on which Special Clinic is conducted
1	Cancer and AIDS	On all Days
2	Skin Disease	On Tuesday
3	Diabetes and Yoga	On Wednesday
4	Eraippu Erumal Kalladaippu	On Thursday
5	Hypertension	On Friday
6	Thokkanam, Massage, Otthadam, Stream bath, Varmam thadaval Yogasanam	On all days

In-patient Treatment:

- All patients admitted in General Wards of the Hospital are treated free of cost.
- Free Diet is provided to all patients in the General Wards.
- One attendant pass is given to the attendant of every admitted patient.
- Visitors are allowed only during notified visiting hours.
- A Staff Nurse is on duty round the clock in the Ward.
- Admitted patients should contact the Staff Nurse for any Medical assistance they need.

Laboratory:

- Bio-Chemistry Lab: week days 7.30 A.M. to 1.00 P.M. and 3.00 P.M. to 5.00 P.M.
- Pathology Lab: Week days 7.30 A.M. to 1.00 P.M. and 3.00 P.M. to 5.00 P.M.
- Reports are made available within the shortest time possible which will be specified.

Equipment and Facilities Available: This Hospital provides the following services

X-Ray: Week days 7.30 A.M. to 1.00 P.M

Ultra sound sonogram Scan: Weekly once in Friday

E.C.G: Week days 7.30 A.M. to 1.00 P.M.

Facilities available in this Medical College**Under Graduate Degree – B.S.M.S.**

- Annual Intake of Students – 100 Seats

Post Graduate Degree –M.D. (Doctor of Medicine)

- Annual Intake of Students – 60 Seats

Government Homoeopathy Medical College Hospital, Thirumangalam

- Government Homoeopathy Medical College and Hospital, Thirumangalam is a 50 bedded Hospital and attached to Government Homoeopathy Medical College, Thirumangalam.

Standards of Service:

- It provides Medical Care to all patients who come to the Hospital.
- Chronic Disease like Arthritis, Paralysis, Skin Diseases Bronchial Asthma, Diabetes, Hypertension, Peptic Ulcer, etc. are being treated with effective remedies.
- All the clients are users receiving courteous and prompt attention.

Enquiries:

- Signage boards indicating different areas of Hospital are on display.
- Telephone enquiries can be made through Telephone Numbers. 04549 – 280727

Facilities are available in this College

Out – Patient Department

For OPDs: Morning 7.30 A.M. to 12.00 Noon

Evening 3.00 P.M. to 5.00 P.M.

Special Clinics: Special Clinic care services available for

Sl. No.	Name of the Special Clinics	Day on which Special Clinic is conducted
1	Arthritis	On Monday
2	Paediatrics	On Tuesday
3	Skin Diseases	On Wednesday
4	Diabetes	On Thursday
5	Infertility	On Friday
6	Renal Disorder	On Saturday

In-patient Treatment:

- All patients admitted in General Wards of the Hospital are treated free of cost.
- Free Diet is provided to all patients in the General Wards.
- Visitors are allowed only during notified visiting hours.
- A Staff Nurse is on duty round the clock in the Ward.
- Admitted patients should contact the Staff Nurse for any Medical assistance they need.

Laboratory:

- Bio-Chemistry Lab: week days 7.30 A.M. to 1.00 P.M.
- Pathology Lab: Week days 7.30 A.M. to 1.00 P.M.

Reports are made available within the shortest time possible which will be specified.

Equipment and Facilities Available: This Hospital has the following services

X-Ray: Week days 7.30 A.M. to 1.00 P.M

Ultra Sound Sonogram Scan: Weekly once in Friday

E.C.G : Week days 7.30 A.M. to 1.00 P.M.

Facilities available in this Medical College

Under Graduate Degree – B.H.M.S.

- Annual Intake of Students – 50 Seats

Government Ayurvedha Medical College & Hospital, Kottar, Nagercoil

- Government Ayurvedha Medical College and Hospital, Kottar, Nagercoil is a 100 bedded Hospital and attached to Government Ayurvedha Medical College, Kottar, Nagercoil.

Standards of Service:

- It provides Medical Care to all patients who come to the Hospital
- Chronic Disease like Arthritis, Paralysis, Skin Diseases Bronchial Asthma, Diabetes, Hypertension, Peptic Ulcer, etc. are being treated with effective remedies.
- Paediatric disorders like Cerebral Palsy, Autism, Respiratory disorders, Down's Syndrome etc. are being treated with effective remedies.
- We insist that all our users receive courteous and prompt attention.

Enquiries:

- Signage boards indicating different areas of Hospital are on display.
- Telephone enquiries can be made through Telephone Numbers. 04652 – 240948 Website:- www.gamchnagercoil.com.

Facilities available in this College

Out – Patient Department

For OPDs: Morning 7.30 A.M. to 12.00 Noon

Evening 3.00 P.M. to 5.00 P.M.

Special Clinics: Special Clinic care services available for

Sl. No.	Name of the Special Clinics	Day on which Special Clinic is conducted
1	Piles / Fistula / Fissure	Monday, Wednesday & Friday
2	Fracture / Dislocation Management	Tuesday, Thursday & Saturday

In-patient Treatment:

- Special in-patient treatment called Panchakarma, Agnikarma & Leech Therapy are available.
- All patients admitted in General Wards of the Hospital are treated free of cost.
- Free Diet is provided to all patients in the General Wards.
- Visitors are allowed only during notified visiting hours.
- A Staff Nurse is on duty round the clock in the Ward.
- Admitted patients should contact the Staff Nurse for any Medical assistance they need.

Laboratory:

- Bio-Chemistry Lab: week days 7.30 A.M. to 1.30 P.M.
- Pathology Lab: Week days 7.30 A.M. to 1.30 P.M.
- Reports are made available within the shortest possible time which will be specified.

Facilities available in this Medical College

Under Graduate Degree – B.A.M.S.

- Annual Intake of Students – 60 Seats

Government Yoga and Naturopathy Medical College and Hospital, Arumbakkam, Chennai – 600 106.

- Government Yoga and Naturopathy Medical College and Hospital, Chennai is a 100 bedded Hospital and attached to Government Yoga and Naturopathy Medical College, Chennai – 600 106

Standards of Services

- It provides Medical Care to all patients who come to the Hospital.
- Skin Diseases, Obesity, Neck and Back pain, Diabetes, Stress related Problems, Constipation, Short & Long Sight, Hypothyroidism, Hair fall, Hypertension, Peptic Ulcer, etc. are being treated with natural remedies.
- We provide treatment through various therapies like Yoga Therapy, Diet & Herbal therapy, Magnetic therapy, Fasting therapy, Acupuncture, Acupressure, Massage therapy, Hydro therapy (Steam bath, Hip bath, Spinal bath), Mud therapy, Chromo therapy etc.
- We insist that all our users receive courteous and prompt attention without any kind discrimination.

Enquiries

- Boards indicating different areas of Hospital are on display.
- Telephone Enquiries can be made through Telephone Number 044-26222516.

Facilities available in College Hospital

Out – Patient Department

Timing for OPDs: Morning 7.30 A.M. To 12.00 P.M.

Evening 3.00 P.M. To 5.00 P.M.

Free Seminar Classes for Public: Every week from Monday to Friday (excluding Government Holidays) between 11:30 A.M. to 01:00 P.M., the College Hospital conducts free Seminar to create awareness on different Health topics for the benefit of the Public.

Free Yoga Classes for Public: Apart from the routine therapeutic Yoga sessions which is available in the OPD, free Yoga classes are conducted for the Public on general health and wellbeing on all the 7 days of the week.

Laboratory

- Biochemistry Lab: week days 7.30 A.M to 1.00 P.M
- Pathology Lab : week days 7.30 A.M to 1.00 P.M
- Reports are made available within the earliest possible time which will be specified.

The following are the list of various departments functioning in this Medical College.

1. Department of Nature Cure.
2. Department of Fasting, Nutrition and Dietetics.
3. Department of Yoga.
4. Department of Hydrotherapy.
5. Department of Massage and Reflexology.
6. Department of Anatomy.
7. Department of Physiology.
8. Department of Biochemistry.
9. Department of Social and Preventive Medicine.
10. Department of Pathology.
11. Department of Microbiology.
12. Department of Diagnostic methods.
13. Department of Obstetrics and Gynecology.
14. Department of Forensic Medicine.

Outreach Training Program:

1. Yoga Classes for Police personals at Police Training Academy, Chennai.
2. Yoga and Naturopathy Training Program for Allopathy Doctors at Health and Family Welfare Centre, Egmore – Chennai.
3. Yoga and Naturopathy Training Program for AYUSH Doctors at Institute of Public Health, Poonamallee, Chennai.
3. Special Yoga and Naturopathy Health program for general Public, School Students and Women.

Facilities available in this Medical College

Under Graduate Degree – B.N.Y.S. (Bachelor of Naturopathy and Yogic Sciences) – 5 ½ years duration

- Annual Intake of Students – 60 Seats

Post Graduate Degree – M.D. (Doctor of Medicine)

- Annual Intake of Students – 15 Seats and 3 years duration

Rights of the Patients in all Indian System of Medicine and Homoeopathy Hospitals:

- The Doctor will be present in the Hospital to treat the patients in stipulated time mentioned in the Hospitals.
- Patients on entering the Hospital will receive attention within half-an-hour. The medicines will be distributed to them within half-an-hour of the consultation being over.
- The Doctor will treat the patients cordially and attentively.
- The Doctor will explain to the patients about the nature of disease and the method of treatment. The prescription will be neatly written with the dosage also indicated. The staff try to instill confidence into the minds of the patients.

- Best medical facilities are rendered to the patients and good efforts are initiated for speedy recovery of the patients.
- Since every patient has right to consult other Doctors, patients needing further treatment are referred to other Hospitals without any delay.
- The staff do not demand or receive any reward in cash or kind from the patient or their relatives.

Production of Quality Drugs: Every effort is taken to secure genuine herbs and produce drugs as per the classical texts or standard pharmacopoeia.

To supply quality medicines to Public free of cost, the medicines are being manufactured in the two Government Pharmacies, one situated within the campus of Arignar Anna Government Hospital of Indian Medicine and another in the campus of Government Siddha Medical College, Palayamkottai. In the Pharmacy attached to Arignar Anna Government Hospital of Indian Medicine, Chennai, Medicines of Siddha, Ayurveda and Unani are prepared while Siddha Medicines alone are being prepared in the Palayamkottai Pharmacy.

Quality Control of Drugs (IM) / State Licensing Authority (IM): To have a better quality assurance of ISM drug and better enforcement as per D&C Act 1940, a separate Licensing Authority and his Office, and a separate Drug Testing Laboratory (IM) have been established.

According to Drug and Cosmetics Act 1940, there should be a separate enforcement mechanism exclusively for Indian Medicine. In pursuance of the above provision, the Government has appointed a separate Licensing Authority for Indian Medicine and all the District Siddha Medical Officers have been appointed as Drug Inspectors of their respective jurisdiction for Indian Medicine. A separate Office for the Licensing Authority has been established and is functioning.

Drug Testing Laboratory (IM): Drugs Testing Laboratory (IM) is established to strengthen the enforcement mechanism of Chapter IV-A of Drugs and Cosmetics Act 1940 ensuring issue of quality Medicine of Indian Systems to Public. Drug Testing Laboratory (IM) has got statutory status vide G.O. (Ms) No. 8, Health and Family Welfare Department, dated: 12.01.2010.

The prime duty of this Laboratory is to test statutory samples received from Drug Inspectors notified under section 33G of Drugs and Cosmetics Act 1940. The Laboratory was equipped with most Hi-tech instruments for standardization and quality control of Indian Medicine.

5. Details of Grievance Redress Mechanism and how to access it:

- Public can register a complaint to CM Cell through online petitions and tapals. Reply sent to CM Cell through online and intimated to petitioner.
- Public can make Sugession /Complaint through Amma Call Centre using Toll Free number 1100 for early redressal.
- Complaint Box is kept in every Indian System of College and Hospital.

6. Expectation from the 'Citizens' or 'Clients'

Citizen's or Clients are expecting opening of more Indian System of Medicine College and Hospitals in the State.

7. Additional commitments such as compensation in the event of failure of service delivery.

Not applicable to this Department.

CHAPTER - 7

TAMIL NADU FOOD SAFETY DEPARTMENT

Introduction: The Food Safety and Standard Act was enacted in 2006 by consolidation of all the food related laws by repealing the Prevention of Food Adulteration Act 1954 and other seven related Food Laws. Government of India came up with a single comprehensive law. This paved the way for the establishment of the Food Safety and Standards Authority of India (FSSAI), the apex national organization vested with the powers for laying down science-based standards for articles of food and for regulating their manufacture, storage, distribution, sale and import for ensuring availability of safe and wholesome food for human consumption in the country. This Act came into force all over India from 5th August, 2011.

Tamil Nadu Food Safety and Drug Administration Department has been formed with effect from 22.12.2011 to implement the said Act and Rules in Tamil Nadu.

1. Vision and Mission

VISION: The prime objective of the Department is to ensure safe food for all as per Safety Standards prescribed of Food Safety and Standard Act 2006 and Rules 2011 and regulations issued by Food Safety and Standards Authority of India (FSSAI) from time to time.

MISSION

- Ensuring Safe Food for all in Tamil Nadu as per Safety Standards prescribed of Food safety and Standard Act 2006 and Rules 2011 and regulations issued by Food Safety and Standards Authority of India (FSSAI) from time to time, by implementing and monitoring all the activities of Districts.
- Training and Capacity Building of the field level staff.
- Ensuring 100% License and Registration of Food Business Operators.
- Creating Awareness among every Stake Holders on Safe Food and Nutrition

2. Details of Business transacted by the Organization: The Department is headed by the Commissioner of Food Safety, who is assisted by the Director and Additional Commissioner of Food Safety, other supportive Staff at State Level and 32 Designated Officers at the District level and 584 Food Safety Officers (385 for Blocks and 199 for Urban) to implement the new Act. Six Food Laboratories established at Chennai, Thanjavur, Madurai, Salem, Coimbatore and Palayamkottai have been notified under the Food Safety Act for testing of food samples. Appellate Tribunal established to handle the appeal made against civil cases by the Concerned Food Business Operators (FBOs).

The general Business of this department is to implement the Food Safety and Standard Act - 2006 to ensure the standards with the Food Business Operators and to ensure the safe and wholesome food to the consumers.

3. Details of Citizens or Clients: Food Business Operators and Consumers are the clients.

4. Statement of service including standards, Quality, Time frame, etc., provided to each citizen / client group separately and how / where to get the service:

- **Licensing and registration of Food Business Operators (FBOs):**
 - Creating Awareness to all Food Business Operators (FBOs) to obtain License and Registration Certificate.
 - License and Registration Certificate are being issued through online portal
- **Enforcement Activities :**
 - Implementation of Food Safety and Standard Act 2006 and Rules.
 - Periodical Inspections of all Manufacturing Units, Storage Places and Retails outlets.
 - Enforce Standards by surveillance and Act sampling and testing of food products in Food Analysis Laboratories.
 - Initiating the legal actions based on the result of Food Analysis Laboratories as civil cases or Criminal cases

- **Appellate Tribunal**

- The appeal of civil cases by the Concerned Food Business Operators (FBOs) at the Appellate Tribunal

- **Food Analysis Laboratories**

- Testing the surveillance and Act Samples which are sent by the Food Safety Officers.
- Testing Samples which are sent by other departments- Social Welfare Department, Civil Supplies Department and Railways.
- Testing Samples which are sent by the Consumers themselves.
- Uploading the details of the performances in the Indian Food Laboratory Network System (INFoLNET).

- **IEC and Awareness:**

- Create awareness among all Stakeholders, the public, Students of Schools/Colleges, SHG, etc. on safe food and nutrition.
- Redress consumer grievances and take action on complaints.
- Implementing the Food Safety Awareness Programmes- Detection of Adulteration with Rapid Tests (DART), Safe and Nutritious Food @ Schools(SNF@Schools), Food Safety Hub programme at 130 Tourist places.

3. Details of Grievance Redress Mechanism and How to access it:

A grievance and complaint redressal system is important for handling issues relating to unsafe, substandard and mislabeled food products received from consumers. The department has created a Consumer complaint redressal system using a separate e-mail address unnavupukar@gmail.com and a WhatsApp mobile number 9444042322. They are popularized through newspapers, mass media and social media to reach all categories of people. Any complaint received is acted upon within 24 / 48 hours and feedback sent to the complainant.

4. Expectations from the 'Citizens' or 'Clients':

- Food Business Operators to adopt the Standards prescribed by Food Safety Standards Authority of India.
- Consumers to adopt the Eat Healthy, Eat Safe, Eat Fortified.

5. Additional Commitments such as compensation in the event of failure of service delivery

- This is not applicable to this department.

CHAPTER - 8

DRUGS CONTROL ADMINISTRATION

1. Vision and Mission

VISION: Ensure availability of quality and safe drugs to the Public at right price

MISSION

- i. Drugs Control Department, being a statutory body, performs a very important role by way of Drug regulations which enhances the quality of health care services and ensures safety of our community.
- ii. As statutory body for Drugs Control, the department distinguishes the massive challenges posed by spurious /adulterated /Not of standard quality drugs, selling drugs at excess pricing, misleading advertisements by some manufacturers and dealers.
- iii. The department monitors the quality, safety, efficiency and rational use of drugs at controlled prices, collection and supply of safe blood and blood components, scrutinizing the misleading advertisements to safeguard the interests of the unwary people.
- iv. The department draw samples of Drugs & Cosmetics for the purpose of test or analysis to ascertain its quality, purity and safety for which well-equipped statutory laboratory has been established, to undertake the analysis.
- v. The department has a dedicated work force that is known for skill, knowledge, and professional integrity.
- vi. Since the quality of drugs is beyond the understanding of common man, it is the responsibility of the Department to ensure the availability of quality drugs to the public and the market is free of spurious and substandard drugs and that the drugs are sold at a price not higher than the retail price marked on the container.

2. Details of Business transacted by the organization

(as per the Acts and Rules in force)

a. Manufacturing & Blood Bank Services

1. Licence for manufacture of Allopathic Drugs

Licence for manufacture of Medical Devices and In-vitro
Diagnostics
2. Licence for manufacture of Homeopathic Drugs
3. Licence for manufacture of Cosmetics
4. Licence for Approval of Laboratory
5. Licence to operate a Blood Bank / manufacture and store blood
products for sale or distribution / Umbilical Cord Blood Stem
Cells Bank
6. Approval of Blood Storage Centre
7. Approval of Blood Donation Camp
8. Endorsement of Additional Technical Staff in various Licence
9. Endorsement of Additional Product in various Licence
10. Duplicate Licence
11. Other Certificates

b. Sales Services

- 1) Licence for the sale of Allopathic Drugs
- 2) Licence for the sale of Homeopathic Drugs
- 3) Issue of Duplicate Licence

c. Main Acts & Rules Enforced

- Drugs & Cosmetics Act, 1940 and Drugs and Cosmetic Rules 1945
- Medical Devices Rules 2017
- New Drugs and Clinical trial rules 2019
- Drugs & Magic Remedies (Objectionable Advertisements) Act, 1954 and Rules 1955
- Drugs Price Control Order, 2013
- Narcotic Drugs and Psychotropic Substances Act, 1985

3. Details of 'Citizens' or 'Clients'

- a) Pharmaceutical Manufacturers
- b) Wholesale and retail drug dealers
- c) Citizens

4. Statement of services including standards, quality time frame etc, provided to each citizen/client group separately and how/ where to get the service

THE SERVICES BEING PROVIDED BY THIS DEPARTMENT:

Information about Licensed Drugs and Cosmetics Manufacturers, Blood Banks, Approved Labs, Banned Drugs, Not of Standard Quality Drugs Etc.

- a. Information about Licences
 1. Manufacturers Drugs, Cosmetics, Homeopathic Medicines, Vaccine Unit, Medical Devices, Large Volume Parenteral (LVP), Repacking Licence
 2. Approved Lab
 3. Blood Storage Centre
 4. Recognized Medical Institution List (RMI)

- b. Information about Banned Drugs
- c. Investigation of Complaints on services of Chemists and Druggists.
- d. Investigation of Complaints on quality and adverse reactions of Drugs.
- e. Investigation of Complaints on prices of Notified Drugs in Drugs Prices Control Order 2013
- f. Information under Right to Information Act, 2005.
- g. Investigation of complaints on Advertisement of drugs in violation of provisions of Drugs & Magic Remedies (Objectionable Advertisements) Act, 1954.
- h. Information about Not of Standard Quality drugs/ Cosmetics/ Medical Devices based on the test reports issued by Government Analyst, Drugs Testing Laboratory, Chennai – 6, Tamil Nadu.

Our service standards: The department has set the following targets/standards/response time for delivery of services by our department.

Sl. No	Item of work	Targeted Response Time	whom to approach
1.	Information on Licenced blood bank	3 days	Office of the Director of Drugs Control, Chennai-6
2.	Information on Banned drugs	3 days	Office of the Director of Drugs Control, Chennai-6
3.	Information on Manufactures	3 days	Office of the Director of Drugs Control, Chennai-6
4.	Investigation of Complaints on Services of Chemists and Druggists	7 days	Concerned Assistant Director of Drugs Control Zonal offices/ Office of the Drugs Controller

5.	Investigation of Complaints on quality, Excess Pricing and adverse reactions of drugs	7 days	Concerned Assistant Director of Drugs Control Zonal offices/ Office of the Drugs Controller
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The above services are provided based on the written request by the citizens. No fee is charged for the above services.

SERVICES OFFERED BY THIS DEPARTMENT:

- Grant of manufacturing Licence in respect of Drugs & Cosmetics
- Approval of Blood storage centers.
- Grant of approval for Approved Laboratories.
- Grant of sales Licence
- Effecting correction/changes in existing sales Licence
- Approval of Additional Products.
- Approval of Technical Staff.
- Recommending for Grant/Renewal of Licenses to Central License Approving Authority, Delhi with respect to Vaccines and Sera, Large Volume Parenterals: Blood Bank and Blood products manufactured by recombinant DNA, Notified Medical Devices.
- Effecting correction /changes in existing Manufacturing Licence and product permission letters
- Issue of World Health Organization Good Manufacturing Practices Certificate
- Issue of Free Sale certificate
- Issue of Market Standing Certificate
- Issue of Good Manufacturing Practice Certificate as per Schedule 'M'
- Issue of Non Conviction Certificate
- Issue of Non Cancellation Certificate

- Issue of Production and capacity certificate
- Issue of Validity Certificate.
- Issue of Certificate of Pharmaceutical products
- Issue of approval to Recognized Medical Institution.
- Issue of Neutral Code Number
- Issue of Manufacturing and Marketing Certificate.
- Issue of Quality and Capacity Certificate.
- Issue of Quality Management System Certificate
- Issue of Performance Certificate.

OUR SERVICE STANDARDS: The department has set the following Targets/ standards/ response time for delivery of services by our department.

Sl. No.	Item of work	Targeted response time
1	Grant of Licence in respect of manufacturing Drugs/ Cosmetics and approval for Approved Laboratories.	120 Days
2	Grant/ Renewal of Blood Storage Centre.	120 Days
3	Grant of sales Licence	75 Days
4	Effecting correction/changes in existing sales Licence	7 Days
5	Grant/ Renewal of Licence in respect of manufacturing of Homeopathic Medicines	120 Days
6	Approval of Additional Products.	15 Days
7	Approval of Technical Staff.	15 Days
8	Recommending for Grant/ Renewal of Licence to Central Licence Approving Authority, Delhi with respect to Vaccines and Sera, Large Volume Parenterals: Blood Bank and Blood products manufactured by recombinant DNA Notified Medical Devices	120 Days
9	Effecting correction/ changes in existing Manufacture Licence and product permission letters	10 Days

10	Issue of World Health Organization Good Manufacturing Practices Certificate	15 Days
11	Issue of Free Sale certificate	15 Days
12	Issue of Market Standing Certificate	15 Days
13	Issue of Good Manufacturing Practices Certificate as per Schedule 'M'	15 Days
14	Issue of Non Conviction Certificate	15 Days
15	Issue of Non Cancellation certificate.	15 Days
16	Issue of Production capacity certificate	15 Days
17	Issue of Licence Validity Certificate.	15 Days
18	Issue of Certificate of Pharmaceutical products (COPP)	20 Days
19	Issue of approval to Recognized Medical Institution.	120 Days
20	Issue of Neutral Code Number	7 Days
21	Issue of Manufacturing and Marketing Certificate.	15 Days
22	Issue of Quality and Capacity Certificate	15 Days
23	Issue of Performance Certificate.	15 Days
24	Issue of Quality Management System Certificate	15 Days

5. Details of Grievance Redressal Mechanism and How/where to get the service

- Guidance and Help can be obtained from the Concerned Assistant Director of Drugs Control Zonal Offices Drugs Inspectors/ Assistant Drugs Controllers/ Deputy Drugs Controller/ Head office Officers or by visiting website http://www.drugscontrol.tn.gov.in/grievance_reporting.html or by email to tndcad@gmail.com
- The grievances would be forwarded to concerned officers and the result would be communicated to the complainants. In case any further follow-up and for suggestions to improve the services, where you feel necessary, please contact the following officers:

Address List of All Offices Head Office, 15 Zonal Offices & Drugs Testing Laboratory

Sl. No.	Name of the Department with Address	Contact Number	Email ID
1.	Office of the Director of Drugs Control, No.359, Anna Salai, Teynampet, Chennai-6.	044- 24321830	tndcad@gmail.com
2.	Office of the Assistant Director of Drugs Control,Zone-I, No.359, Anna Salai, Teynampet, Chennai-6.	044-24328734	tndcadzone1@gmail.com
3.	Office of the Assistant Director of Drugs Control, Zone-II, 359,Anna Salai, Teynampet Chennai-6.	044-24310687	tndcadz2@gmail.com
4.	Office of the Assistant Director of Drugs Control, Zone-III, 359, Anna Salai, Teynampet, Chennai-6.	044-24351581	tndcadziii@gmail.com
5.	Office of the Assistant Director of Drugs Control, Zone-IV, 359, Anna Salai, Teynampet, Chennai-6.	044-24335065	tndcadz4@gmail.com
6.	Office of the Assistant Director of Drugs Control, Kancheepuram Zone, 359, Anna Salai, Teynampet, Chennai-6.	044-24352876	addckpmzone2014@gmail.com
7.	Office of the Assistant Director of Drugs Control, Thiruvallur Zone No.201, J.N. Road,Vishu Complex 1 st floor Tiruvallur-602 001.	044-27666698	tndcadtvr@gmail.com
8.	Office of the Assistant Director of Drugs Control, Madurai Zone No.5, Ramaiah Street,Shenoy Nagar,Madurai-625 020.	0452 - 2533699	tndcadmdu@gmail.com
9.	Office of the Assistant Director of Drugs Control, Salem Zone No.130/9 & 130/10, Panagadu, Meyyanur, Salem – 636 004.	0427 - 2335823	tndcadsalem@gmail.com

10.	Office of the Assistant Director of Drugs Control, Mobile Squad, Madurai Flot No 28, Kurivikaran Road, 1 st Cross Street, Sathamangalam, Anna Nagar, Madurai.	0452 - 2535590	addcmsmdu@gmail.com
11.	Office of the Assistant Director of Drugs Control, Vellore Zone No.1/15, Thiru. Vi. Ka. Nagar, 6 th Street, Rangapuram, Sathuvachery,Vellore- 632 009.	0416 - 2252120	tndcadvlr@gmail.com
12.	Office of the Assistant Director of Drugs Control, Thanjavur Zone No.2975, GandhijiRoad, Railady Thanjavur- 613 001.	0436 - 2231171	tndcadtnj@gmail.com
13.	Office of the Assistant Director of Drugs Control, Tiruchy Zone No.19, A.V. Arcade, 9 th Cross East, Thillai Nagar, Trichy-620 018.	0431 - 2760112	tndcadtry@gmail.com
14.	Office of the Assistant Director of Drugs Control, Thirunelveli Zone C-36, 25 th Cross Street , Maharaja Nagar, Tirunelveli-627 011.	0462 - 2573136	tndcadtny@gmail.com
15.	Office of the Assistant Director of Drugs Control, Virudhunagar Zone, No.30, LP Shanmugam Road ,Virudhunagar - 626 001.	0456-2243731	tndcadvnr@gmail.com
16.	Office of the Assistant Director of Drugs Control, Coimbatore Zone, No.219, Race Course Road ,Coimbatore - 641 018.	0422-2223350	tndcadcbe@gmail.com
17.	Office of the Government Analyst, Drugs Testing Laboratory, No.359, Anna Salai,Teynampet, Chennai-6.	044-24310951	tndtlchennai@gmail.com

6. Expectations from the 'citizens' or 'Clients'

- Ensure quality drugs without short supply and at right price.
- Timely prioritization and approval of the applications
- Prompt Grievance Redressal
- Timely response to letters from clients / citizens

7. Additional commitments such as compensation in the event of failure of service delivery: In case the complaint is not resolved within 30 days time period or any of the services get delayed, the same can be escalated to Director of Drugs Control, Chennai – 600006 for redressal.

CHAPTER - 9

TAMIL NADU STATE HEALTH TRANSPORT DEPARTMENT

Tamil Nadu State Health Transport Department is functioning for the exclusive maintenance of all the vehicles attached to various Directorates of Health and Family Welfare Department. Presently, 2823 vehicles are in the fleet maintained by this Department.

1. Vision and Mission

Vision: To function as a 'Model Department' in all aspects and to assure and make certain all the vehicles in the fleet of Health Department in Tamil Nadu remains Healthy.

Mission: To effectively and economically maintain the vehicles attached to Health and Family Welfare Department while also providing a robust Grievance Redress Programme. To act as a 'One Stop Solution' to all the issues faced by the vehicle users in repairs, maintenance, operation of vehicles and also in their condemnation and disposal.

2. Details of Business Transacted

- i. To render periodical service through mobile teams to all vehicles once in two months.
- ii. To carry out the required minor, second line and major works through the District / Regional Workshops and deliver the vehicles within the prescribed time frame.
- iii. To provide professional assistance during tender evaluation and to appraise and evaluate the fabrication work executed in ambulance and hearse vehicles.
- iv. To identify aged vehicles that are uneconomical to operate and to condemn and dispose them through e-Auction.
- v. To act as repository of all vehicles in the fleet of Health Department

3. Details of Clients: All the Vehicle Owning Officers and Drivers of Health and Family Welfare Department.

4. Statement of Time frame provided for the services offered through Mobile / District / Regional Workshops

- i. Renewal of tyre, tube, battery and oil – **Immediate.**
- ii. Rendering of periodical Service, on-road assistance, tow service, rectification of faults in the break down vehicles – **Same day.**
- iii. Maximum detention period of Hospital on Wheel (HOW) Vehicles irrespective of magnitude of repairs – **20 days.**
- iv. Maximum detention period of Vehicles (Other than HOW) irrespective of magnitude of repairs – **30 days.**
- v. Queries related to Upkeep of vehicle records, Motor Vehicles Act, warranty claims, safe vehicle operation, prescribed norms for repairs and Purchase of vehicles – **Immediate.**
- vi. Queries related to condemnation and disposal of vehicles, statistical information with regard to vehicle fleet – **Immediate.**

5. Details of Grievance Redress Mechanism: Health Department vehicles Information and Complaint Redressal Programme (HICORP) is implemented by this Department to provide a single window grievance redressal and information providing facility for the Medical Officers and Drivers for the proficient maintenance and hassle free operation of Health and Family Welfare Department vehicles plying in the State. The concerned stake holders could utilize this platform to register and resolve all the vehicle related problems by calling or sending a Short Message Service (SMS) to the **HICORP Help line No.94896 21111**. This is a first of its kind 24x7 free of cost facility run by a vehicle maintenance Government Department.

6. Expectations from the Clients:

- i. To replace worn out tyres and batteries as quickly as possible.
- ii. To regularly replace engine oil at the specified intervals without fail.
- iii. To deliver the faulty vehicles admitted in Workshops as early as possible and after rectification of all the requested works.
- iv. Overall, to maintain the vehicles in good roadworthy condition.

7. Additional commitments such as compensation in the event of failure of service delivery: Not Applicable - as this department do not directly deal with the General Public.

CHAPTER - 10

MEDICAL SERVICES RECRUITMENT BOARD

Introduction: Human Resources are the back bone of any organisation. Medical Services Recruitment Board (MRB), formed in 2012 plays a crucial role in contributing human resources required for achieving the objectives of Health and Family Welfare Department.

1. Vision and Mission of the Organisation

Vision: MRB was formed with the objective to carry out all direct recruitments in order to fill up vacancies in various categories of posts. MRB undertakes recruitment for over 200 categories of posts existing in various Government Medical Institutions throughout the state.

Mission: The mission of Medical Services Recruitment Board is to fill up all the vacancies in Government medical institutions in a speedy manner with utmost transparency in recruitment by deploying technically qualified staff to ensure timely provision of health care services to the Public.

2. Details of the business transacted by the organisation: As on 13.06.2019, the Medical Services Recruitment Board from the time of inception has recruited **26777** candidates (12815 – Doctors, 9533 – Nurses, 4429 – Paramedical / Technical posts) for the following categories of posts.

Sl. No.	Name of the Post	No. of candidates selected
01.	Assistant Surgeon (General)	9344
02.	Assistant Surgeon (Speciality)	1943
03.	Personnel for Tamil Nadu Government Multi Super Speciality Hospital	72
04.	Assistant Surgeon (Dental) (General)	59
05.	Assistant Surgeon (Dental) (Speciality)	67
06.	Assistant Surgeon (General) (Special Qualifying Examination)	1151

07.	Assistant Medical Officer (Siddha)	101
08.	Assistant Medical Officer (Homoeopathy)	4
09.	Assistant Medical Officer (Ayurveda)	1
10.	Assistant Medical Officer / Lecturer Grade-II (Yoga & Naturopathy)	73
11.	Nurses	9533
12.	Senior Lecturer in Optometry	2
13.	Pharmacist	974
14.	Pharmacist (Siddha)	148
15.	Pharmacist (Ayurveda)	38
16.	Pharmacist (Unani)	20
17.	Pharmacist (Homoeopathy)	23
18.	Village Health Nurse	1323
19.	Lab. Technician Grade III	890
20.	Radiographer	285
21.	Fitter Grade II	60
22.	Physiotherapist Grade-II	48
23.	ECG Technician	29
24.	Therapeutic Assistant	114
25.	Prosthetic craftsman	33
26.	EEG / EMG Technician	12
27.	Audiometrician	14
28.	Occupational Therapist	18
29.	Dark Room Assistant	227

30.	Plaster Technician Grade-II	87
31.	Heart Lung Hypothermia Machine Technician	7
32.	Anaesthesia Technician	77
	TOTAL	26777

3. Details of Citizens or Clients: The unemployed Medical and Paramedical candidates who seek employment in the existing various posts in the Government Medical Institutions throughout the state.

4. Statement of Services including standards, quality, time frame etc. provided to each Citizen / Client group separately and how / where to access it: The details pertaining to various methods of Recruitment by the Medical Services Recruitment Board is presented below:-

i) Recruitment by Competitive Examination: After obtaining the indent from the concerned Heads of the Department, an open notification is published for the posts of Assistant Surgeon (General), Assistant Surgeon (Dental - General / Speciality), Assistant Medical officer (Siddha, Ayurvedha, Unani and Homeopathy), Assistant Medical Officer / Lecturer Grade – II (Yoga and Naturopathy) and Nurses in two newspapers (Tamil and English) to invite online applications with sufficient time for the candidates to apply. Then the Competitive Examination is conducted and after evaluation of the marks secured by the candidates, the marks secured are published immediately in the website of this Board.

Based on the marks secured by the candidates in the competitive examination, the short-listed candidates will be called for Certificate Verification duly following the rule of reservation and the eligible candidates will be selected as per the rules in force. The list of provisionally selected candidates will be forwarded to the concerned Heads of the Departments for issue of appointment orders.

ii) Walk-in selection: Medical Services Recruitment Board recruits Assistant Surgeon (Speciality) through Walk-in selection process in order to utilise the services of various speciality doctors to provide better treatment for the public. After obtaining the indent from the concerned Heads of the Department, an open notification is published for the posts of Assistant Surgeon in two newspapers (Tamil and English) to invite online applications with sufficient time for the candidates to apply. Then the candidates possessing the prescribed qualification for the concerned speciality will be short-listed by calculating the Weightage marks based on the academic performance of the candidates as prescribed in G.O.(Ms).No.401, Health and Family Welfare (C2) Department Dated: 16.12.2014 duly following the rule of reservation and the eligible candidates will be selected as per the rules in force.

The list of provisionally selected candidates will be forwarded to the concerned Heads of the Departments for issue of appointment orders. Later, Special Qualifying examination will be conducted by the Medical Services Recruitment Board to regularize the services of the candidates selected through the Walk – in – Selection process.

iii) Recruitment by Weightage Method: For other Para Medical posts, after obtaining the indent from the concerned Heads of the Department, an open notification is published in two newspapers (Tamil and English) to invite online applications with sufficient time for the candidates to apply. The candidates sponsored by the Employment Exchange will be intimated to apply online for the post as per an open notification published. Then the candidates possessing the prescribed qualification will be short-listed by calculating the Weightage marks based on the academic performance of the candidates as prescribed in G.O.(Ms).No.401, Health and Family Welfare (C2) Department Dated: 16.12.2014 and G.O.(Ms).No.331, Health and Family Welfare (C2) Department Dated: 05.11.2015 duly following the rule of reservation and

the eligible candidates will be selected as per the rules in force. The list of provisionally selected candidates will be forwarded to the concerned Heads of the Departments for issue of appointment orders.

Special Qualifying Examination: Medical Services Recruitment Board also conducts a Special Qualifying Examination to regularize the services of Assistant Surgeons appointed through 'Walk-in' Selection process and Non-Service Post Graduates who are willing to continue their service in the Government Hospitals after having been appointed to complete the bond period of service.

5. Details of Grievance Redress Mechanism: Medical Services Recruitment Board consists of the following officials:

Name of the post	Telephone No.	Office Address
Chairman	044 - 24359393	Medical Services Recruitment Board, 7 th floor, DMS Buildings, 359, Anna Salai, Chennai - 600 006.
Member Secretary	044 - 24354343	
Member	044 - 24330744	

The Grievance of the candidates are redressed by this Board through the representations submitted by the candidates, e-mail sent by the candidates, petitions received under Right to Information Act – 2005, petitions received through Chief Minister's Special Cell, grievance submitted by the candidates through Amma call centre.

Telephone No. : 044 – 24355757
 Fax No. : 044 - 24359393
 e – mail id : mrb.tn@nic.in
 Website Address : www.mrb.tn.gov.in

Public Information Officer : The Administrative Officer,
Medical Services Recruitment Board.

Appellate Authority : The Member Secretary,
Medical Services Recruitment Board.

6. Expectations from the 'Citizens' or 'Clients': The Medical Services Recruitment Board is constantly striving to improve and strengthen the recruitment process by reforming the procedures to make the process of recruitment more transparent and candidate friendly.

All the notification regarding the posts notified by this board are published in two newspapers (Tamil and English) to invite online applications from the candidates.

The details regarding notification, marks secured by the candidates in the competitive examination, the weightage marks calculated based on the academic performance of the candidates, Certificate Verification schedule, provisional selection list of the candidates are uploaded in the website of this board (www.mrb.tn.gov.in) enabling the candidates to know various stages of recruitment process. Thus, the entire system of recruitment is open and transparent. The candidates are requested to periodically visit the board's website to know about the status of the various recruitment process done by this board.

7. Additional Commitments such as compensation in the event of failure of service delivery: The above heading does not arise since such situation have not been faced in the functioning of this office.

CHAPTER - 11

TAMIL NADU URBAN HEALTH CARE PROJECT

1. Vision and Mission of the Organization

- (i) Strengthening the capacity of key hospitals with upgradation of facility and equipment
- (ii) Reinforcing the capacity of human resources thereby to contribute to cope up with increasing demand for non-communicable disease (NCD) prevention and control

2. Details of Business transacted by the Organization: Tamil Nadu Urban Health Care Project is a Loan project signed between India and Japan at a cost of INR 1634.00 crores (JPY 30060 million). The Project's cost is split up into two parts. Japanese International Cooperation Agency (JICA) part is of INR 1387.88 crores and Government of Tamil Nadu part is of INR 245.87 crores.

3. Details of Citizens or Clients: General public and patients consist of about 44.63 million in 17 districts and also from the surrounding districts who require medical services.

4. Statement of Services including standards, quality, time frame, etc. provided to each citizen / client group separately and how / where to get the services: The Project aims to achieve the improved health care of the population living in the urban areas of Tamil Nadu. The time period of the project is from 2016 – 2023.

Strengthening of Services in 17 districts are as follows:

1. Upgrading Tertiary Care Hospitals (Facilities & Medical Equipment)
2. Strengthening Referral Hospitals (Medical Equipment)
3. Strengthening Secondary Care Hospitals (Facilities & Medical Equipment)
4. Strengthening Hospital Management (21 facilities in 17 districts)
5. Strengthening Primary health care in Non communicable disease for two regional training institute at Chennai and Madurai

5. Details of Grievance Redressal Mechanism and how to access it:

Since the project is in the implementing stage the grievance redressal mechanism will be settled out by the Project Director of Tamil Nadu Urban Health care Project itself. Once the Project has been completed and handed over, the Grievance mechanism will be controlled, monitored and settled by the respective Dean of the Medical College Hospital and by the Joint Director / Hospital Superintendent of the District Head Quarters Hospitals in the respective districts.

6. Expectations from the 'Citizens' or 'Clients': The Citizens' expectation is

- (i) To be provided with a highly sophisticated medical service
- (ii) To receive the hi-tech medical facilities within the region

7. Additional commitments such as compensation in the event of

failure of service delivery: The Tamil Nadu Urban Health Care Project funded by Japan International Cooperation Agency (JICA) is currently in the implementing phase. Hence, compensation does not arise till completion of the Project

CHAPTER - 12

TAMIL NADU MEDICAL SERVICES CORPORATION LIMITED

1. Vision and Mission

Vision

- i. Providing excellent quality Healthcare delivery system to the people of Tamil Nadu by way of arrange to deliver high quality drugs, medicines, surgical and sutures to the Government medical institutions in the State of Tamil Nadu with care and with enhanced satisfaction on time.
- ii. Procuring and maintenance of medical and non-medical equipment for Government medical institutions as per the need.
- iii. Facilitating specialized diagnostic services and support services in Government medical institutions.
- iv. To be a role model in drug logistic systems and other procurement activity.

Mission

To achieve the above vision TNMSC adopts,

- i. A rational drug management system abiding by the applicable laws of the land and other regulatory requirement pertaining to the drugs and medicines with involvement and empowerment of personnel through continually improving quality management system established.
- ii. Procurement with state funds is based on the most transparent tender procedure as per the Tamil Nadu Transparency in Tenders Act and Rules and for externally funded projects with the relevant procedures applicable.
- iii. Ensuring prompt payment and strict penalty to the suppliers and service providers.
- iv. Evaluation and monitoring of stock and status through a time tested IT enabled online system.

2. Details of Business transacted

- i. Procurement, testing, storage and distribution of human drugs and veterinary drugs, medicines, surgical & sutures, kits, regents to the Government medical and veterinary institutions of the state.
- ii. Procurement and supply of specialty drugs as per the needs of the Government medical institutions.
- iii. Procurement and installation of medical equipment to the Government medical and veterinary institutions in the state.
- iv. Finalization of annual rate contract for surgical appliances, instruments, implants, equipment etc., for direct procurement by the institutions.
- v. Providing support services for the special maternity wards at two hospitals in Chennai, pay wards at Government General Hospital, Stanley Medical College Hospital, Chennai.
- vi. Operating CT scan centres, MRI scan centres and Lithotripsy centres in the Medical institutions on minimum user charge collection basis.
- vii. Providing support services for maintenance of medical equipments in the medical institutions.
- viii. Procurement of drugs and medicines for other needy states in India on case to case basis.
- ix. Providing consultancy services on the drug logistics system to other states in India on case to case basis.
- x. Establishment and sale of selected life saving medicines to the public at Kilpauk Medical College Hospital, Chennai.

3. Details of Citizens or Clients

Sl. No	Client
1	All Medical College Hospitals and allied institutions under Directorate of Medical Education
2	All District and Sub-District Hospitals under Directorate of Medical and Rural health Services.
3	All Primary Health Centres and Health Sub Centres under Directorate of Public Health and Preventive Medicine
4	All ESI Hospitals and Dispensaries under Directorate of Medical and Rural health Services (ESI)
5	All Veterinary Institutions under Directorate of Animal Husbandry and Veterinary Services
6	All Police Medical Facilities
7	All Local Body Medical Facilities
8	All Prison and Rehabilitation Homes
9	All Panchayat Union Dispensaries
10	All Transport Corporation Dispensaries
11	All Juvenile Homes
12	All Sugar Mills
13	TNEB Medical Facilities

4. Statement of service including standards, quality, time frame etc. provided to each citizen/client group separately and how/where to get the service.

- i. Procurement of Drugs, medicines, surgical & sutures as per Drugs and Cosmetics Act and equivalent international standards.
- ii. Procurement of equipment as per USFDA/ European CE/ BIS or any other equivalent International standards.

- iii. Essential list of drugs, medicines, surgical & sutures are in generic form from manufacturers or direct importers who meets the qualification criteria as per the prescribed terms such as license to manufacture, import, GMP certificate, non-conviction certificate, minimum years of experience/market standing, manufacturing and testing facilities including human resources and manufacturing capacity, meeting the prescribed financial criteria such as turnover.
- iv. Equipment from either manufacturer or non-manufacturer having manufacturer's authorization and meeting the qualification criteria such as experience/market standing, technical and financial capability and possessing after sales service facilities.
- v. Essential drugs are procured, tested and stored in district drug warehouses spread all over the state and issued to the Government medical institutions as per the needs on value basis against pass book indicating the allotted funds annually.
- vi. Government medical institutions in the state are attached to the respective district drug warehouses which will receive the requirement on a monthly/quarterly basis or as and when special need arises.
- vii. The district drug warehouses are keeping an inventory level of about three months of each of the drugs and the stock will be recouped on the basis of consumption pattern.

5. Details of Grievance Redress mechanism and how to access it.

- i. Any aggrieved bidder in a tender can approach the Managing Director for representations and or appeal within the prescribed time limit to the Secretary to Government, Health & Family Welfare Department under section 11 of the Tamil Nadu Transparency in Tender Act.
- ii. Grievances can be represented either in person and/or through written representation/ designated mail address to the Managing Director which will be promptly examined for appropriate redressal based on merits.

- iii. Identification of omissions/commissions through internal audits, statutory audits and AG audits and taking necessary corrective actions as required.

6. Expectation from the Citizens or Clients

- i. Continuous availability of quality passed drugs, medicines, surgical & sutures without stock out and timely supply of equipment are the expectations of the clients.
- ii. Ascertained through client feedback for satisfactory services with respect to issue of drugs and medicines at district drug warehouse level and through review of customer complaints and its resolution at the appropriate level as required.
- iii. Review of status of procurement and supply of equipment periodically and take appropriate corrective actions to meet the requirement of clients.

7. Additional Commitments such as compensation in the event of failure of service delivery

- i. In case of non-availability of any drug in stock, 'No Objection Certificate' is issued to the institutions for direct procurement for a limited period to tide over the situation.
- ii. In case of no response/poor response in tenders for procurement of equipment and the value of procurement is within Rs. 5 lakhs, the institutions are authorized to procure directly at their end by following appropriate procurement procedure and the payment for such procurement is made by TNMSC out of sanctioned funds.

CHAPTER - 13

TAMIL NADU STATE AIDS CONTROL SOCIETY

Tamil Nadu state AIDS project cell was formed in 1993 and in 1994, it was registered as a Society under the Societies act, as Tamilnadu State AIDS Control Society (TANSACS), the first of its kind in the nation. The Secretary to Government, Health & Family Welfare Department is the President of the Society and a senior IAS officer is the Member Secretary and Project Director of the Society.

I. Vision and Mission Statement of the Organization

VISION: Implementation of various programmes effectively with the noble aim of bringing a consistent decline in the HIV/AIDS prevalence in the state.

MISSION: The State of Tamil Nadu is a model State in prevention and control of HIV/AIDS epidemic in the Country. With this objective, the Society has been executing and monitoring number of programmes – Targeted Intervention by engaging NGOs, Integrated Counselling and Testing Centres, Cross referral for HIV – TB, Anti-Retroviral Therapy Centres, establishment and running of Community Care Centres, Blood Safety and Voluntary blood donation, operation and maintenance of STD clinics are the key activities of the Society focusing on prevention and control of HIV/AIDS.

II. Details of Business transacted:

TANSACS is fully funded by the National AIDS Control Organization (NACO) which is a division of the Ministry of Health and Family Welfare of the Central Government of India. The Programs of TANSACS are governed by the guidelines of National AIDS Control Program (NACP), which is in its fourth phase. TANSACS works under the vision released by NACO through National Strategic Plan on HIV/AIDS and STI, 2017-24 towards ending AIDS as a Public health threat by 2030. The program components are effectively implemented under the various divisions of TANSACS, such as

- Basic service Division
- Blood transfusion Services
- Information Education and Communication (IEC)

- Care and Support Division
- Targeted Intervention Divisions & LWS
- Lab services
- Institutional Strengthening
- Monitoring and Evaluation Division
- Strategic Information Management Systems (SIMS)

At the district level the programs and oversight to the interventions are being implemented by the District AIDS Prevention Control Units (DAPCUs)

Service Delivery Points / Facilities	Units
Integrated Counselling & Testing centres (SA-ICTC)	780
Facility integrated ICTC (F- ICTC)	1555
Mobile ICTC	15
Community Based Screening Testing Centre(CBS)	80
ART Centres	55
Link ART Centres	174
ART Plus Centres	7
DSRC (STI /RTI Clinics)	210
Blood Banks	89
State Reference Labs	12
National Reference Lab	1
Link Worker Scheme	15
Targeted Intervention	85

III. Details of Citizens / Clients: All the citizens of the country are potential clients. All the people not only across the state but also across the country are provided with prevention to care continuum of services related to HIV /AIDS and STI.

IV. Statement of service including standards, Quality time frame, etc, provided to each citizen / client group separately and how / where to get the service: TANSACS has successfully reduced the prevalence of HIV in the state 0.83 in 2003, 0.35 in 2008 and 0.27 in 2017 among antenatal mothers which is a proxy indicator for general population prevalence and this is possible only because of the tremendous support provided by both State and Central Governments. TANSACS, since its establishment, has pioneered many successful projects through its innovative approaches such as the OVC Trust for Orphan and Vulnerable Children, Transgender Welfare Society, which are standing examples for the commitment from the state government.

The Various service delivery points of TANSACS and their details are given below:

Basic Service Division: Prevention of New Infections - Integrated Counseling and Testing Centres

(ICTC) or HIV Counseling and Testing services (HCTS)

In Tamil Nadu there are 2618 centres that offer counselling and testing services. NACO supporting 377 Stand Alone ICTC's in Medical College & Hospitals, District Head Quarters Hospitals and Government Hospitals etc. 403 SA-ICTC's and 1555 Facility Integrated Counseling and Testing services are supported by National Health Mission (NHM) at block level Primary Health Centres, Community Health Centers and Additional Primary Health Centers. TANSACS initiated 188 Public Private Partnership (PPP) ICTCs to strengthen Prevention of Parent to Child Transmission (PPTCT) coverage. In order to extend counselling and testing facility services to the remote and inaccessible areas 15 Mobile ICTC Vans are provided by TANSACS for Coimbatore, Dindigul, Dharmapuri, Erode, Kanniakumari, Krishnagiri, The Nilgiris, Namakkal, Salem, Sivagangai, Theni, Tiruvannamalai, Tiruchirapalli, Virudhunagar and Vellore Districts. These Vehicles are operated by respective District AIDS Prevention and Control units (DAPCUs).

Prevention of Mother to child transmission of HIV during pregnancy, delivery and breastfeeding.

This is the primary cause of HIV infection among children. The Government of Tamilnadu is committed to eliminating HIV and Syphilis amongst newborns through universal screening of pregnant women for HIV

and Syphilis as an essential component of the ANC service package. To achieve this objective, ongoing Prevention to child Transmission (PPTCT) services are being implemented in close collaboration with Reproductive and Child Health (RCH) programme of the National Health Mission (NHM) and to scale up prevention and care interventions among women of child – bearing age and their families with a package of services which include primary prevention, family planning, voluntary counselling and confidential testing, lifelong Anti –retroviral therapy and counselling on infant feeding practices. In order to reduce HIV related morbidity/mortality among the newborns “Early Infant Diagnosis” programme is implemented in the State through ICTC’s. Under PPTCT new regimen (ARV prophylaxis), HIV exposed babies who are born to HIV positive mothers are initiated on Nevirapine syrup up to six/twelve weeks from birth. In addition to this all identified HIV positive mothers and infected infants are being provided with life long ART.

STI/RTI Prevention and Control Programme: Sexually Transmitted Infection (STI) and Reproductive Tract Infections (RTI) are an important Public Health Problem in India. Studies suggest that 6% of Adult population in India is infected with one or more STI/RTI. Provision of STI/RTI care services is a very important strategy to prevent HIV transmission and promote sexual and reproductive health under the National AIDS Control Program and Reproductive Child Health of NRHM. There are 216 Designated STI/RTI Clinics (DSRCs) functioning under Tamil Nadu AIDS Control Society. These clinics are branded as **SUGA VAZHVU MAIYAM**.

Syndromic Case Management (SCM) with appropriate laboratory tests is the cornerstone of STI/RTI Management. It is a comprehensive approach for STI/RTI control endorsed by the World Health Organization (WHO). This approach classifies STIs/RTIs into syndromes (easily identifiable group of symptoms and signs) and provides treatment for the most common organisms causing the syndrome.

District AIDS Prevention Control Unit: (DAPCU): To ensure effective planning of the HIV programme activities in the district level in line with the National AIDS Control Organization (NACO), 29 DAPCUs headed by District AIDS Control Officers and 3 Non-DAPCUs headed by DD (TB) are in position for

smooth functioning and proper linkages with the NHM and allied departments in the State. The role of the DAPCU is

- (1) implementation of NACP strategies
- (2) Convergence with NHM activities and
- (3) Convergence with the other related Govt. Departments in the District.

Blood Transfusion Services: Blood is a life saving drug in the form of liquid. Blood transfusion service is an integral part of health care system. It is committed to provide adequate, safe and quality blood and blood components to meet the needs of the general public in the State at free of cost . It aims to achieve 100% collection of blood from voluntary and non-remunerated donors. TANSACS/TNSBTC supports 89 blood banks which are functioning in Government Medical College Hospitals, Government Head Quarters Hospital & Government Hospital in the State, out of 89 blood banks, 38 blood banks are functioning as Blood Component Separation Units to enhance the rational usage of blood components. In addition to that 383 Government Blood Storage Centers are being in Government Primary Health Centers to enhanced the Blood Transfusion Services.

Lab Services: Laboratory services function at the cross cutting interface of all other divisions like Basic Services (ICTC), Care, Support and Treatment (ART), Blood Transfusion Services and Sexually Transmitted Infection division. The assurance of quality in HIV testing services is ensured through the implementation of External Quality Assessment Scheme (EQAS) by Reference laboratories at Both National and State level.

NACO supports all the reference laboratories to get Accreditation by National Accreditation Board for Testing and Calibration Laboratories (NABL). Three NRLs and twelve SRLs are linked with HIV Testing Laboratories in 32 districts.

Care, Support and Treatment: The key objective of Care, Support & Treatment division is to provide all base line investigations & CD4 count, screening for opportunistic infections, provision of Anti retroviral drugs & Opportunistic Infection drugs to all people living with HIV (PLHIV). With this objective in mind, currently, various service delivery points like Centre of

excellence, Anti-retroviral therapy centres, Anti-retroviral therapy plus centres, Link ART centres and Link ART plus centres have been established.

Anti Retroviral Therapy (ART) Centres

ART centres provide lifelong care & treatment to people detected as HIV positive at ICTCs. These Centres are attached to Medical College Hospitals, District Head Quarters hospitals & GH. Each ART centre is headed by Medical Officer under whom Staff Nurse, Counsellor, Data Manager, Lab Technician, Pharmacist & Care Coordinator work. General investigations & CD4 test to assess the immune status of HIV+ patients are performed at these Centres. Lifelong free Anti Retro Viral (ARV) drugs & Opportunistic Infection (OI) drugs are provided through these centres. Counselling services, referral & linkage to social benefit schemes are also rendered through ART centres.

Currently 55 ART centres are functioning in Tamilnadu. Sites for these centres are chosen based on the district prevalence, area, terrain & population characteristics. Each ART centre is attached to a government health facility prioritizing medical college hospital then district head quarters hospital & lastly GH. One Centre of Excellence provide both 2nd line & 3rd line drugs in addition to 1st line drugs. 1 Regional Paediatric Centre of Excellence and 7 ART plus centers provide Second line drugs, management of complicated OIs and specialized laboratory Services to PLHIV. In May 2017, NACO has rolled out the "test and treat" strategy based on which all patients diagnosed HIV positive are now eligible for treatment irrespective of immune status.

Information, Education and Communication: IEC activities in Tamil Nadu have been formulated, taking into consideration the diverse cultural, linguistic and social backgrounds of different communities across the State. Awareness creation and information dissemination is always the key objective of IEC thereby motivating behaviour change among the High Risk Group population. Raising awareness about HIV/AIDS, STI, Blood Donation and perceptions about HIV, creating a demand for seeking health services, condom usage and also promoting the need for enabling environment for prevention, care and support so as to inform, advocate for attitude change of key population. Subsequently, Timely campaigns for promoting messages on ICTC, ART, STI, PPTCT, Stigma & Discrimination, Blood Donation & its related service centres had a greater impact among the target group and general public.

Mass Media comprising entire electronic media, print, community media along with media mix with long format radio programme in All India Radio, long format programmes in Televisions – Doordarshan (DD), talk shows in DD during special occasions, community radio, newspapers and neighbour-hood newspapers are the components under the Mass Media head which has telecasted, broadcasted and published key messages during campaigns and events in TamilNadu.

Targeted Intervention Programme: The intervention programme is designed to bring about behaviour change among specific population groups whose risk/vulnerabilities of contacting STI/HIV infections are high. These groups are categorized as core groups, Female Sex Workers (FSW), Men who have Sex with Men (MSM), Injecting Drug Users (IDU) and Transgender (TG) – and Bridge population which includes Truckers and Migrants. This programme is implemented through the Non-Governmental Organizations (NGOs) / Community Based Organizations (CBOs). During the financial year 2019-20, 85 TI NGOs were functioning under the control of TANSACS.

Link Workers Scheme

Link Workers Scheme is implemented in 15 districts of Tamil Nadu through TANSACS. The programme is designed to reach out to the high risk and vulnerable population 1500 villages in the rural areas.

Condom Promotion

Condoms are the most effective means for prevention of HIV infection among high risk and general population. TANSACS adopts different strategies to reach out to each group.

Distribution of free condoms to people through health care institutions. Sexually Transmitted Infection (STI) clinics, outreach programmes, Integrated Counselling & Testing Centers (ICTCs), Anti-Retro Viral Therapy (ART) center and NGOs.

Behaviour Change Communication (BCC) to create awareness about safer sexual practices.

Strategic Information Management System (SIMS) & HIV Sentinel

Surveillance (2018-19): It is a web-based Integrated Monitoring and Evaluation Service for monitoring and taking corrective steps to streamline the HIV / AIDS programme. All the units of TANSACS report through this system. HIV Sentinel Surveillance (HSS) is conducted on the Country once in two years to study the disease prevalence among pregnant women and High Risk Groups (HRGs). In Tamil Nadu for the year 2018-19, 3 prison sites are included in the HSS for the first time. 71 ANC sites, 3 prison sites and 44 HRG sites are included in this survey and is carried out from 1st January 2019.

Timing of Services: All emergency care services 24X7

Out-patient services

ICTC, DSRC – Counselling and testing Services – 8 AM to 5 PM

Antiretroviral treatment Centre – 8 AM to 3 PM

(Except on Government Holidays and Sundays)

V. Details of Grievance Redress Mechanism and how to access it:

TANSACS has established a Grievance Redressal Mechanism and appointed one senior level officer to look in to the grievances of citizens, or clients, if any. A Toll free number 1800 419 1800 is also available for citizens to report grievances if any

VI. Expectations from Citizens or Clients: Citizens or clients expect quality health care services in the nearest location and up to their satisfaction.

TANSACS has taken every step to ensure all array of services are made available up to block level across the state.

VII. Additional Commitments such as compensation in the event of failure of service delivery: If any failure of service is proved then compensation will be given to the individual from the corpus fund as per the orders of the Government / Court.

CHAPTER - 14

TAMIL NADU STATE BLINDNESS CONTROL SOCIETY

Introduction: The Tamil Nadu State Blindness Control Society is one among the different vertical societies functioning under National Health Mission-Tamil Nadu. At the district level, there are 32 District Level Blindness Control Societies functioning one per each district.

1. Vision and Mission: The vision and mission is to implement the National Programme for Control of Blindness and Visual Impairment effectively in our State through the following measures:

- i. To eliminate causes of preventable blindness in the State like Cataract, Diabetic Retinopathy, Glaucoma, Corneal Opacity, Congenital Anomalies, Childhood refractive error, Retinopathy of Pre Maturity etc.
- ii. Elimination of Trachoma and its complications.
- iii. To coordinate with the Directorate of Public Health and Preventive Medicine, Directorate of Medical & Rural Health Services, Directorate of Medical Education, Directorate of Indian Medicine & Homoeopathy to implement the programme effectively across all levels of Health care delivery i.e. Primary, Secondary, Tertiary level.
- iv. To make arrangements to provide consumables, infrastructure, Manpower, Training of Ophthalmic Surgeons and Para Medical Ophthalmic Assistant for providing effective eye care services in the Government Institutions.
- v. To co-ordinate with all NGOs who are on MOU with various District Blindness Control Societies and monitor their activities and services provided under NPCB programme and also services rendered under Grant-in-Aid (GIA) scheme such as Cataract surgery, eye ball collection and treatment of other eye diseases.
- vi. To establish the Government & NGO run Eye banks across the State registered under Transplantation of Human Organs Act, 2011 for eye donation and for donating Corneas to Eye Surgeons for Keratoplasty.

- vii. To monitor eye care innovations in our State like Tele-Ophthal network, Tele V Care, Queen Elizabeth Diamond Jubilee Trust Diabetic Retinopathy Screening in Project States etc.,
- viii. Creating IEC materials in regional language for creating awareness among common public about preventable blindness and facilities available in the Government side.
- ix. Conducting surveys in our population to determine the prevalence of preventable blindness across our state and to take adequate measures to eliminate them.

2. Details of Business Transacted: The Tamil Nadu State Blindness Control Society and 32 District Blindness Control Societies are involved for effective implementation of the various activities under National Programme for Control of Blindness and Visual Impairment in our State.

- i. To Provide Grant-in-Aid for Eye ball Collection through various eye banks who are on MOU with District Blindness Control Societies @ Rs.1,000/- per eyeball collected for screening and grading of Cornea, consumables purchase, processing of tissue, transport of eye ball and IEC activities. However, Eye Donation Centres which have signed MoU with Eye Banks will be eligible for Rs. 500/- for every eye ball collected by them and deposited with their MoU eye bank.
- ii. To provide spectacle for needy school going children identified with refractive errors at a cost of Rs. 350/- per spectacle every year. Approximately 1,80,000 children are benefited by this.
- iii. To provide near-vision glasses to needy individuals over 40 years of age @ Rs. 350/- per spectacle. Approximately 10,000 people are benefited by it.
- iv. To improve the infrastructure of eye departments in the Government side by providing new equipment, construction and maintenance of eye Operation Theatre and eye wards.
- v. To provide training for Ophthalmic Surgeons, Para Medical Ophthalmic Assistant and other individuals involved in eye care services in the Government side and also to create IEC materials wherever necessary.

- vi. To provide Grant-in-Aid to Government eye operating centres for the cataract operation (catops) @ Rs. 1,000/- per surgery performed for motivation, transport, consumables purchase etc.,
- vii. To create effective Public private partnership with NGOs and private institutions to improve standard of eye care services in Government side. To provide Grant-in-Aid for every catops surgery performed by NGO institutions @ Rs. 2,000/- per surgery who are on MOU with District Blindness Control Society adhering to the guidelines of National Programme for Control of Blindness, verification of 5% of the claims based on MIS entry, etc.

3. Details of Services: The services regarding prevention of blindness are available across the State in the following health facilities:

Government Medical Colleges	-	24
Government Taluk Hospitals	-	34
Government Non Taluk Hospitals	-	52
Major NGO's	-	6
Other NGO's	-	61
Private Practitioners	-	950

There are 9 Government Eye Banks and 11 NGO Eye banks in the State under National Programme for Control of Blindness.

There are 24 Government Medical Colleges which have 78 Post Graduate seats in Ophthalmology and 4 DNB seats in Non-Teaching Hospitals.

In Government Institutions, all Ophthalmic surgeries and other services are performed cashless for patients under different schemes / programmes.

4. Statement of Services Including Standards Quality, Timeframe, etc. provided to each citizen / Client group separately and how / where to get services.

General Information: The eye care services offered in Government Health facilities at different levels of care is presented below:

Primary Level:- (All Week Days)

- i. Population based screening by Para Medical Ophthalmic Assistants who has a blind register.
- ii. Primary screening & follow up of eye care services by the Para Medical Ophthalmic Assistant at Primary Health Centre.
- iii. Screening of school children for refractive errors by Para Medical Ophthalmic Assistants every year and provide spectacles for needy children.
- iv. Tele V Care Centres run by Optometrists with Tele consultations by District Ophthalmic Surgeon.
- v. Diabetic Retinopathy screening undertaken at the nearest centre based on the clinical opinion given by Para Medical Ophthalmic Assistances / Non Communicable Diseases staff nurses
- vi. Tele Retinopathy of Prematurity screening of new born in Sick New Natal Care Unit (SNCU) for early detections and effective management of Retinopathy of Prematurity.
- vii. Public Private Practitioner / Government / Private Eye Donation Centre / Eye Bank provide services to promote eye donation activities.

Secondary Level (24 Hours Services is General Ophthalmology): The eye care services under the Taluk and Non Taluk Hospitals of our state are broadly general Ophthalmology:-

- i. Routine Eye Screening for any minor ailments and services for Refractive Errors is provided by Ophthalmologist along with Para Medical Ophthalmic Assistant.
- ii. Minor procedures like Chalazion I&C, Dacryocystectomy Small incision cataract surgery, Intra-Ocular Lense (IOL) Implantation and Lid repairs are done by Ophthalmologist.
- iii. Screening of all new born babies for congenital anomalies and screening for "Retinopathy of Prematurity" at all Sick New Natal Care Unit is done by Ophthalmologist.

- iv. The DEIC situated at District Head Quarters Hospital has exclusive Ophthalmic out-patient which attends to all children detected with eye problems by RBSK Medical officers and provides necessary treatment for them.
- v. Government Eye Banks perform 'Hospital Cornea Retrieval Programme' in the respective Hospitals and also coordinate with their Eye Donation Centres.
- vi. The Non-Teaching Taluk Hospitals in Cuddalore and Kancheepuram Districts are recognized as DNB training centres in Ophthalmology.
- vii. In certain Districts, under MOU / Public Private Partnership, training opportunities are provided for Optometrists in Government approved training institutions.

Tertiary Level (24 Hours Services in Ophthalmic): The level of Tertiary care services is provided at all medical colleges and Taluk Hospitals (where no medical college is available) with separate eye department, eye Operation theatre where along with eye care services, UG Teaching PG Teaching, Medical Legal services are under taken.

- i. Dedicated eye department with operation theatre providing all Ophthalmic services including sub-specialities like cataract, Cornea, Retina, Glaucoma, Paediatric ophthal, Orbit and Oculoplasty etc.
- ii. Teaching Ophthalmology to undergraduate MBBS Students.
- iii. Teaching & Training post graduate students in Ophthalmology
- iv. Teaching refraction and basic Ophthalmology to Optometry students
- v. Eye donation / Eye Bank / Hospital Cornea Retrieval
- vi. Medico legal services
- vii. Services for cross-referral from other specialties for the overall improvement of the patients.
- viii. To provide Tele-ophthal class room services, Tele-ophthal reading & grading services at District nodal centres.

- ix. The Senior Ophthalmologist who is the District Programme Manager for District Blindness Control Society, takes up the activities of District Blindness Control Society of the district along with Deputy Director of Health Services under the chairmanship of District Collector.

5. Details of Grievance Redress Mechanism: The complaints and grievances along with suggestion are constantly received through the following mechanism.

- i. Direct representation to our Government Department of Health and Family Welfare in writing which is in turn referred to us for necessary action.
- ii. Direct representation to the Mission Director, National Health Mission, Tamil Nadu / the District Collectors as Chairman of District Blindness Control Societies which is referred to us for necessary action.
- iii. Direct petition to the state High Court / District Courts in which case necessary action is taken following coded procedures
- iv. Registered complaints to Chief Minister Special Cell (Online / Tapal), through Amma Call Centres (Toll Free 1100) forwarded to us for necessary action.
- v. Direct Representation to the Director of Medical Education/ Director of Public Health and Preventive Medicine/ Director of Medical and Rural Health Services/ Project Director, Tamil Nadu State Blindness Control Society/ Dean/ Joint Director of Health Services/ Deputy Director of Health Services in which case also action is taken accordingly by concerned officials.
- vi. Complaint Box kept in all SBCS, DBCS, Eye Departments for which necessary action is taken by concerned officers
- vii. Various press release in media like newspapers, periodicals, TV Channels are also examined and appropriate action taken by concerned officials.

6. Expectation of "citizens or clients"

1. The expectation of the standards of services in Ophthalmology on par with NGOs / Private Institutions.

2. To provide day care services
3. To create Mini centre of excellence in 4 zones of the states and a second RIO at Madurai Medical College where necessary infrastructure is already available.
4. To provide more preventive management of blinding conditions so that the resources spent later on curative aspect can be reduced and morbidity also reduced.
5. To provide services effectively in remote, and other unreachable areas where the prevalence of preventable blindness is high.

7. Additional Commitments such as compensation in the event of failure of service delivery: Though not applicable as such to this Society, concerned Directorates (Director of Public Health and Preventive Medicine / Director of Medical and Rural Health Services / Director of Medical Education) which are the implementing units provide assistance / compensation, if required, under direction from the court of law in matters dealing with petitions claiming compensation.

CHAPTER - 15

MISCELLANEOUS

CHIEF MINISTER'S COMPREHENSIVE HEALTH INSURANCE SCHEME

Government of Tamil Nadu with the objective of ensuring universal health coverage is implementing the Chief Minister's Comprehensive Health Insurance Scheme(CMCHIS). The scheme covers 1.58 crore families whose annual income is less than Rs.72,000. In view of the enormous public benefit due to the successful implementation of the scheme for five years, the scheme was continued further for five years starting from 11.01.2017. The Government of Tamil Nadu has integrated the Government of India's Pradhan Mantri Jan Aarogya Yojana(PMJAY) along with CMCHIS in the State from 23.9.2018. United India Insurance Company Limited is implementing the scheme.

The salient features of CMCHIS being continued from 11.01.2017 are as follows:

- Sum insured – After integration with PMJAY all the beneficiary families will get enhanced coverage upto Rs.5.00 lakh per year / per family.
- Procedures –1,027 medical and surgical treatment procedures, 154 specialized procedures, 154 follow up procedures, 38 standalone diagnostic procedures, 424 PMJAY procedures and 8 high end procedures are covered under this scheme
- Migrant labourers certified by Labour Department who reside for more than six months in the State are included under the scheme.
- Orphans as defined by the State Government are also covered under the scheme.
- CMCHIS health insurance card is used for claims processing and the same can be downloaded and printed from CMCHIS website.
- The Aadhaar linking with CMCHIS is being carried out.
- The scheme mandates NABH entry-level accreditation/NQAS for all empanelled hospitals including the Government Hospitals.

- Minimal Electronic Health Record are available for beneficiaries from website.
- At present, 977 hospitals (244 Government Hospitals and 733 Private Hospitals) are empanelled under the scheme.

Grievance Redressal: There is a well established grievance redressal mechanism, including online tracking and SMS acknowledgement. Public can also contact 24 x 7 toll free No.1800 425 3993 for any details of the scheme and to register complaints. A State and District Monitoring and Grievance Committee are available to redress grievances.

108- Emergency Ambulance Services

“108” Ambulance Service is being operated in Tamil Nadu through a single Toll Free number and the services are available 24x7 free to the public. This program is implemented through a Public Private Partnership between Government of Tamil Nadu and GVK EMRI. Each ambulance with a Pilot (driver) has one fully trained Emergency Medical Technician (EMT) who provides pre-hospital care to the patient.

Free Hearse Service: The Indian Red Cross Society is running the programme under the MOU with Tamil Nadu Health System Project. Under this programme the deceased are transported to the place of funeral or home free of cost irrespective of the distance within the State. The attenders of the deceased or the Chief Medical Officer of the Government hospital can contact the Central Response Centre by dialing 155377 which is functioning round the clock. This service also renders support during major accidents, natural calamities and disasters by transporting the deceased to the Government Hospitals for autopsy and then to their destination. So far, 6,35,569 cases have been transported through this service since launch. The cases requiring transportation beyond 300 kms are arranged through railways. Presently, the number of vehicles is 153 which will be increased to 180 this year.