

# CITIZEN CHARTER- AIRPORT HEALTH ORGANIZATION, JAIPUR

## INTRODUCTION

Airport Health Organization (APHO), Jaipur under the Regional Office of Health & Family Welfare, Rajasthan is one of the sub-ordinate offices of Directorate General of Health Services, Ministry of Health & Family Welfare, Government of India. It is the implementation agency of the Indian Aircraft (Public Health) Rule, 1954 & International Health Regulation (IHR), 2005, along with 195 countries of the world who are signatory of International Health Organization (IHR), 2005. The objective of Airport Health Organization is to prevent the international spread of disease which can affect international trade & travel and to ensure a safe environment to the international passengers.

## FUNCTIONS & MISSION:

1. To undertake effective surveillance activities on the international travelers and human remains to prevent the spread of diseases of international concern.
2. To ensure a safe environment for travelers utilizing the Point of Entry facilities, including potable water supplies, eating establishments, public washrooms, vector surveillance activities, appropriate solid and liquid waste disposal services, and other potential risk areas.
3. To co-ordinate with all service providers and stakeholders to ensure minimum core capacity requirements as per IHR, 2005.
4. To conduct periodic health awareness and sensitization sessions for stakeholders to ensure prevention and control of Public Health Emergency of International Concern (PHEICs) in and around airport premises.

## Contact No. & E-mail

1.	<b>Administrative Office</b>	Regional Office for Health & Family Welfare, Kendriya Sadan, Block-B, Second floor, Vidyadhar Nagar, Jaipur-302023 0141-2236845  <a href="mailto:rdrhojp-rj@nic.in">rdrhojp-rj@nic.in</a>
2.	<b>Technical wing/ Health counter</b>	International Arrival Area, 1 <sup>ST</sup> Floor, Near the Immigration Counter, Terminal-2, Jaipur International Airport, Sanganer, Jaipur-302029  Email. <a href="mailto:apho.jp-mohfw@gov.in">apho.jp-mohfw@gov.in</a>

## List of Officers:

S.No.	Name	Designation	Contact Details & Email ID
1.	Dr. Deepak Saxena	Senior Regional Director (H&FW) and Head of Organization	0141-2236845 <a href="mailto:rdrhojp-rj@nic.in">rdrhojp-rj@nic.in</a>
2.	Dr. Malvika Sharma	Senior Medical Officer	0141-2236845 <a href="mailto:apho.jp-mohfw@gov.in">apho.jp-mohfw@gov.in</a>

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## APHO JAIPUR DELIVERS THE FOLLOWING SERVICES:

1. Screening of international passengers for Public Health Emergency of International Concern (PHEICs)
2. Vector surveillance inside and in the 400 m perimeter of Jaipur International Airport.
3. Human remains clearance
4. Food safety and implementation of Food Safety and Standards Authority of India (FSSAI) regulations within the airport premises.
5. Sanitary surveillance inside Jaipur International Airport
6. Training activities for staff and stakeholders as and when required

## ELABORATION OF DELIEVERED SERVICES:

S. No	Activity	Day / Date and Time	Location	Procedure & user charges
1.	Vector surveillance	Fortnightly	Airport premises & 400m perimeter	
2.	Public health clearance of human remains	24 hours, all 7 days of week	APHO operational room, JIA	E-care (e.Clearance for afterlife remains) portal by CIHD of Dte GHS of MOHFW Cost- Free
3.	Food safety at airport	Monday to Friday	Food outlets at airport	@ the rate of central licensing by FSSAI
4.	Flight Emergency Duty	As and when required		
5.	Implementing public health measures during PHEIC	As and when required	Conference room of Adani Pvt. Ltd. at T1 terminal	

## GRIEVANCE REDRESSAL SYSTEMS

1. For Public- A suggestion/complaint box kept at the Regional Office for Health & Family Welfare, Rajasthan
2. For Staff- Can approach to Internal staff welfare committee chairman directly or via email
3. An Internal Complaints Committee (ICC) has been constituted in compliance with the order of the Honorable Supreme Court of India for addressing the issues of female staff members (Sexual Harassment and related issues) at workplace.




**DETAILS OF GENERAL COMPLAINTS/ENQUIRY REDRESSAL MECHANISM:**

Category	Name and Designation of the officer	Address for correspondence	Telephone	Email
First appellate authority	Dr. Deepak Saxena, SRD (H&FW) and HOO, APHO Jaipur	Regional office for Health & Family Welfare, Kendriya Sadan Block - B, 2nd floor Sector - 10 Vidhyadhar Nagar, Jaipur - 30 20 23 (Raj.)	0141-2236845	<a href="mailto:rdrhojp-rj@nic.in">rdrhojp-rj@nic.in</a>
Central Public Information Officer (CPIO)	Dr. Malvika Sharma, Senior Medical Officer, APHO Jaipur	—do—	0141-2236845	<a href="mailto:rdrhojp-rj@nic.in">rdrhojp-rj@nic.in</a>

**DETAILS OF PREVENTION OF SEXUAL HARASSMENT COMMITTEE:**

S.No.	Name	Designation	Contact no. & email
1.	Dr. Meeta Bhasin, AD CGHS Jaipur	Chairperson	0141-2235110 <a href="mailto:ad.jp@cghs.nic.in">ad.jp@cghs.nic.in</a>
2.	Dr. Malvika Sharma, SMO, APHO Jaipur	Member	0141-2236845 <a href="mailto:apho.jp-mohfw@gov.in">apho.jp-mohfw@gov.in</a>
3.	Mr. Vishnu Dutt Goyal, Secretary, Apna Ghar Ashram NGO, Jaipur	Member	9414229068 <a href="mailto:hq@apnagarashram.org">hq@apnagarashram.org</a>
4.	Mr. Ramkesh Meena, HI, APHO Jaipur	Member	0141-2236845 <a href="mailto:apho.jp-mohfw@gov.in">apho.jp-mohfw@gov.in</a>

  
 वरिष्ठ क्षेत्रीय निदेशक (स्वा.प.क.)  
 Senior Regional Director (H&FW)  
 क्षेत्रीय स्वास्थ्य एवं परिवार कल्याण कार्यालय  
 Regional Office for Health & Family Welfare  
 राजस्थान, जयपुर  
 Rajasthan, JAIPUR