

CITIZEN CHARTER

Introduction

Airport Health Organisation, Goa: Airport Health Organization (APHO), Goa is a subordinate Office of the Central International Health Division (CIHD) of the Dte.GHS, MoHFW, Govt. 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 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 (Food Safety, Water Safety and General Hygiene & Sanitation) to the international passengers.

Address:

Contact No & E-mail

1	Administrative Office	Airport Health Organisation, Goa C/o- Port health Organisation, Goa Mormugao, Harbour Area, Vacso 403803. apho.goa-mohfw@gov.in
2	Medical Inspection Room	Airport Health Organisation, Goa Dabolim, Goa 403801 apho.goa-mohfw@gov.in
3	Yellow Fever Vaccination Centre & Quarantine Hospital	Not available

List of Doctors

	Name	Designation	Contact Details & Email ID
1	Dr. Papiya Das	Airport Health Officer	apho.goa-mohfw@gov.in

Grievance redressal- The grievance may also be lodged through P.G Portal. It can also be mailed to the above email, APHO monitors the grievances and addressed as soon as received.

RTI - Designated central public information officers will provide reply to RTI from time to time .
Charges-Rs 10/-

Sl No	Activity	Day / Date and Time	Location	Procedure &user charges
5	Vector surveillance	Weekly	Airport premises &400m radius	
6	MI Room Activity	All 7 day	Near immigration area	For International passenger related to yellow fever vaccination status, or in case some passenger complain sickness then expediting the clearance process and coordinate with airport MI room
7	Public health clearance of human remains	all 7 days of week	Through mail or personally in the MI room	E-care (e.Clearance for afterlife remains)portal by CIHD of Dte GHS of Mohfw Cost- Free
8	Aircraft and passenger surveillance	all 7 days of week	Pre immigration area	
9	Food safety at airport	Monday to Saturday	Food outlets at airport	@ the rate of central licensing by FSSAI
10	Protocol Duty	As and when required		
11	Training and Coordination	As and when required		
12	Yellow Fever Training	As and when required		
13	VVIP food duty	As and when required		
14	Flight Emergency Duty	As and when required,		
15	Implementing public health measures during PHEIC	As and when required		