

Citizens' Charter- Airport Health Organization (APHO), Mumbai

Introduction:

Airport Health Organization Mumbai is a sub-ordinate office under Central International Health Division, Directorate General of Health services, Ministry of Health & Family Welfare, Govt. of India. The office of APHO Mumbai is functional since 25th July 1947. The main function of APHO Mumbai is to carry out public health activities at Chhatrapati Shivaji Maharaj International (CSMI) Airport, Mumbai through implementation of Indian Aircraft (Public Health) Rules (IAPHR) 1954, International Health Regulation (IHR) 2005 and specific orders and / or guidelines issued by Directorate General of Health Services and other competent authorities.

Vision:

To prevent spread of disease (Public Health Emergencies of International Concern) from foreign countries to India and similarly any disease outbreak of international importance should not be transmitted from India to other foreign countries.

Mission:

To ensure provision of safe healthy environment at C S M I Airport Mumbai the point of entry for travellers & the staff working at the point of entry.

Goal:

To ensure implementation and strengthening of the core capacities of IHR 2005 and Indian Aircraft (Public Health) Rule 1954 at C S M I Airport Mumbai.

List of Doctors:

Sl. No.	Name	Designation	Phone number & Mail id
1	Dr. A R Pasi	HOO, Airport Health Officer, APHO Mumbai	022-28392429 aphomumbai-mohfw@gov.in
2	Dr. Vijay M Bhagat	Public Health Specialist Gr 1, APHO Mumbai	
3	Dr. Pragati B Gaikwad	Senior Medical Officer, APHO Mumbai	
4	Dr. Rahuldhas T S	Medical Officer, APHO Mumbai	
5	Dr. Bhavya B S	Medical Officer, APHO Mumbai	
6	Dr. Selvaganapathi S	Medical Officer, APHO Mumbai	

APHO Mumbai delivers following Public Health Services at CSMI Airport, Mumbai:

1. Yellow fever & Oral Polio vaccination
2. Quarantine of passengers arriving from yellow fever endemic countries.
3. Vector surveillance inside and in the 400 m perimeter of CSMI Airport, Mumbai.
4. Public Health clearance of human remains arriving in India from abroad.
5. Surveillance of international passengers and crew members for yellow fever diseases
6. Food safety and implementation of Food Safety and Standards Authority of India (FSSAI) regulations within the airport premises.
7. Sanitary surveillance inside CSMI Airport, Mumbai.
8. Flight dis-insection and dis-infection as and when required
9. Training and Teaching activities for local staff and stakeholders.
10. Screening of international passengers during PHEICs

Duties and Responsibilities of APHO Mumbai:

Kindly visit the link: https://ihpoe.mohfw.gov.in/apho_mumbai.php

Our Aim is to achieve the following service delivery parameters.

SI No.	Nature of service	Service delivery standard	Time limit	Remarks
1	Screening of international arrival passengers during PHEICs	As per IHR 2005, IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi.	24 hours and 7 days a week	Mass thermal scanners are utilized for the rapid temperature screening of passengers
2	Public Health Clearance of human remains	IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi.	IAPHR 1954 24 hours and 7 days a week	
3	Vector surveillance	As per IHR 2005 IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi	As per IHR 2005 & IAPHR 1954 days	

4	Yellow Fever Vaccination	As per IHR 2005, IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi.	Wednesday & Friday (Except on Gazetted Public Holidays)	<p>Timing: 10:00 AM to 11:30 AM for Registration. Injection starts at 12:00 PM onward. Vaccine will be given to Registered Individuals only.</p> <p>Document Required: ORIGINAL HARD COPY PASSPORT MANDATORY.</p> <p>Vaccination Fee: Rs.300/-</p> <p>Note – Age (60+ years) needs medical fitness certificate stating "Fit To take Yellow fever vaccine" from MBBS Doctor.</p> <p>If already taken a live vaccine like MMR, chickenpox vaccine, etc. there should be a minimum gap of 1 month before taking Yellow Fever Vaccine.</p> <p>If already taken a Covid vaccine, there should be a minimum gap of 14 days before taking Yellow Fever Vaccine.</p> <p>If you have never eaten eggs or has allergy to eggs, kindly visit the centre with lab reports of allergy to eggs(Name of Lab test - Serum IgE levels specific for 1.Egg White/albumen and 2.Egg Yolk).</p> <p>There is No system of online or prior appointment for vaccination at APHO Mumbai. Vaccine is given on a first come first served basis. For further details visit https://www.ihpoe.mohfw.gov.in/vaccination.php</p>
5	Oral Polio Vaccination	As per the guidelines from CIHD, DGHS from time to time	Monday - Friday except gazetted holidays (11am to 1 pm and from 2pm to 4pm)	<p>Documents required: Original passport and tickets/Visa (At APHO Mumbai, OPV is given to those who are travelling to WHO listed Polio Endemic Countries and having required documents.)</p> <p>Cost: Free of charge.</p> <p>There is No system of online or prior appointment for vaccination at APHO Mumbai.</p> <p>For international passengers travelling to Pakistan, Afghanistan, Nigeria, Ethiopia, Somalia, Syria, Kenya & Cameroon. for further information about polio vaccination for international travellers. please find attached link.</p> <p>https://main.mohfw.gov.in/sites/default/files/08285260748Requirement.pdf</p>

6	Designated quarantine centre for Yellow Fever suspect passengers	As per IHR 2005, IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi.	24 hours and 7 days a week	For Passengers travelling from yellow fever endemic countries without valid yellow fever vaccination certificate. Per person per day charge is Rs 80/- only
7	Attending to Flight emergencies and other PHEICs	New Delhi.	As and when required	
8	Food Safety and surveillance	As per FSSAI guidelines	As and when required	
9	Training & Coordination activities	As per IHR 2005, IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi.	As and when required	

Availability of Information:

Details of information	Address of the office	Telephone	Email
General Enquiry	Airport Health Organisation, Ministry of Health and family Welfare, Govt of India, Next to Ambassador Sky Chef, Sahar, Andheri (East), Mumbai - 400099	022-28392429	aphomumbai-mohfw@gov.in

Yellow fever vaccination	Airport Health Organisation, Ministry of Health and family Welfare, Govt of India, Next to Ambassador Sky Chef, Sahar, Andheri (East), Mumbai - 400099	022-20886427	aphomumbai-mohfw@gov.in
Human remains clearance	Medical Inspection (MI) Room of APHO Mumbai, Pre- Immigration arrival area, CSMI Airport (T2) Andheri (East), Mumbai – 400099	022-28392429	aphomumbai-mohfw@gov.in

Grievances Redressal System:

1. For Public-Formal redressal through email or written complaint in the complaint register kept at reception desk or in suggestions drop box to Airport Health Officer, APHO Mumbai.
2. For Staff- may approach to internal staff welfare committee chairman directly or via email directly to Airport Health Officer, APHO Mumbai.
3. An Internal Complaints Committee (ICC) has been constituted in compliance with the order of the Honourable Supreme Court of India at APHO, Mumbai for addressing the issues of female staff members (Sexual Harassment and related issues) at workplace. The details of the PoSH committee are as given below.

Category	Name and Designation of the officer	Address for correspondence	Telephone	email
Public Relation Officer	Dr Rahuldhas T S Medical Officer APHO Mumbai	Airport Health Organisation, Ministry of Health and family Welfare, Govt of India, Next to Ambassador Sky Chef, Sahar, Andheri (East), Mumbai - 400099	-28392429	aphomumbai-mohfw@gov.in
General Complaints-	Dr A R Pasi, HOO, APHO Mumbai			aphomumbai-mohfw@gov.in pasi.ar@gov.in

Central Public Information Officer (CPIO)	Dr. Selvaganapathi S, Medical Officer, APHO Mumbai.	Airport Health Organisation, Ministry of Health and family Welfare, Govt of India, Next to Ambassador Sky Chef, Sahar, Andheri (East), Mumbai - 400099		aphomumbai-mohfw@gov.in dr.selva@gov.in
First Appellate Authority (FAA)	Dr A R Pasi Airport Health Officer APHO Mumbai		022-28392429	aphomumbai-mohfw@gov.in pasi.ar@gov.in
Internal Complaint Committee as per PoSH Act	Presiding Officer: Dr Bhavya B S Members: Dr Selvaganapathi S, Shri D G Ghag and Smt Vimal S Mandve External Members: Dr Shubhagi Baviskar, Dr Karuna A Malviya (Advocate) and Smt Smita Gangurde (Social Worker)			aphomumbai-mohfw@gov.in dr.bsbhavya@gov.in