

## CITIZEN CHARTER OF LPHO PETRAPOLE

### **Introduction:**

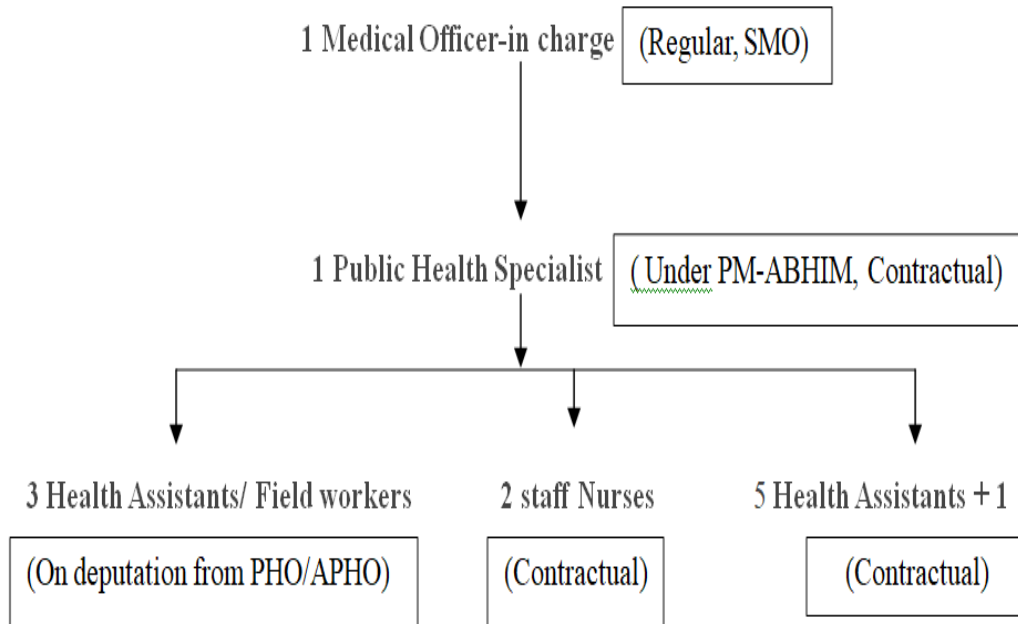
Petrapole Land Port, Bongaon, North 24 Parganas, located at about 80 KMs from Kolkata, in the State of West Bengal on the India-Bangladesh Border [Petrapole (India)-Benapole (Bangladesh)], is one of the ten Land Ports working under Land Port Authority of India, Statutory Body, under Ministry of Home Affairs, Government of India. LPHO has been functioning as a subordinate office of the Ministry of Health & Family Welfare (MOH&FW) and is being administered through the Directorate General of Health Services. Every day, approximately 5000 to 8000 people cross the border from both sides (Bangladesh & India) to reach their destination since its start of operation at 2016. Nearly 70 percent of trade between India and Bangladesh through land route takes place through ICP Petrapole.

Since its operationalization the LPHO is tirelessly working with the objectives to prevent, protect against, control and provide a public health response to the international spread of disease in ways that are commensurate with and restricted to public health risks, and which avoid unnecessary interference with international traffic and trade.

### **Address, Contact numbers and E-mail id:**

01.	<b>Administrative office</b>	Land Port Health Organization, Mukhya Bhawan ICP Petrapole Petrapole, North 24 Parganas, West Bengal, Pin code: 743405  9635045992 <a href="mailto:Lpho.petra-mohfw@gov.in">Lpho.petra-mohfw@gov.in</a>
02.	<b>Health counter</b>	Passenger terminal building, ICP Petrapole Petrapole, North 24 Parganas, West Bengal, Pin code: 743405  9836597773/8759803295 <a href="mailto:Lpho.petra-mohfw@gov.in">Lpho.petra-mohfw@gov.in</a>
03.	<b>Oral polio vaccination centre</b>	Passenger terminal building, ICP Petrapole Petrapole, North 24 Parganas, West Bengal, Pin code: 743405 9163387448 <a href="mailto:Lpho.petra-mohfw@gov.in">Lpho.petra-mohfw@gov.in</a>

## Available manpower at LPHO, Petrapole (Under MOH&FW)



### **List of Doctors:**

	<b>Name</b>	<b>Designation</b>	<b>Contact details &amp; E-mail id</b>
01.	<b>Dr Rajdeep Das</b>	Senior Medical Officer & In-Charge	9635045992 <a href="mailto:rajdeepdas@gov.in">rajdeepdas@gov.in</a>
02.	<b>Dr Tanaji Mukherjee</b>	Public Health Specialist	8250613012 <a href="mailto:Tanajimukherjee09@gmail.com">Tanajimukherjee09@gmail.com</a>

### Activities at Petrapole Land Port Health Organization (LPHO)

1. **Public health screening of international passengers for diseases under surveillance (averagely 5000-8000 passengers screening/day) : thermal screening** → suspected patients are subjected to rapid antigen test for COVID-19 → Positive patients are referred to designated health facilities
2. **Management of medical emergencies: (around 10-12 incidents/month)**

3. **Referral Services:** In case of emergency, after initial emergency management, Patient is transported to nearby **Bangaon Super-speciality Hospital** with help of ambulance or other vehicles
4. **Polio vaccination (on an average 25 to 30 vaccinations per day & 750-900/month)**
5. **Training and retraining** of immigration officers **from time to time**
6. **Daily vector control** activities (All 7 days every week)
7. **Food and water sampling**
8. **Maintain sanitary condition** of port area

### **Health Service Providers at LPHO Petrapole**

<b>Health Service Providers</b>	<b>Availability at LPHO Petrapole</b>
<ul style="list-style-type: none"> <li>• POE Hospital</li> </ul>	Not available
<ul style="list-style-type: none"> <li>• Referral Clinic or Hospital for OPD/IPD care</li> </ul>	Bangaon State General Hospital
<ul style="list-style-type: none"> <li>• Designated Hospital</li> </ul>	For infectious disease: ID & BG hospital For others: Bangaon State General Hospital
<ul style="list-style-type: none"> <li>• Attached Medical Clinics</li> </ul>	Health emergencies at passenger terminal are managed by LPHO Petrapole
<ul style="list-style-type: none"> <li>• Attached Hospitals</li> </ul>	Not available
<ul style="list-style-type: none"> <li>• Attached territory care units</li> </ul>	Not available
<ul style="list-style-type: none"> <li>• Nearest PHC, CHC, GH</li> </ul>	<ul style="list-style-type: none"> <li>• Nearest PHC: Bangaon municipality PHC (06 kilometers from ICP Petrapole)</li> <li>• Nearest CHC: Bangaon municipal Health Centre (6.1 kilometers from ICP Petrapole)</li> <li>• Nearest GH: Bangaon super speciality hospital (6.6 kilometers from ICP Petrapole)</li> </ul>
<ul style="list-style-type: none"> <li>• Primary, Secondary, Tertiary and Quaternary Care Hospital</li> </ul>	<ul style="list-style-type: none"> <li>• Nearest PHC: Bangaon municipality PHC (06 kilometers from ICP Petrapole)</li> <li>• Secondary: Bangaon municipal Health Centre (6.1 kilometers from ICP)</li> </ul>

	Petrapole), Bangaon super speciality hospital (6.6 kilometers from ICP Petrapole) <ul style="list-style-type: none"> <li>• Tertiary and quaternary: Barasat Government Medical College, College of Medicine and Sagore Dutta Hospital</li> </ul>
<ul style="list-style-type: none"> <li>• Any other (may list as per POE)</li> </ul>	Nil

**General complaints- First appellate authority:**

Dr. Rajdeep Das, HOO, LPHO Petrapole. Contact no: 9635045992. E-mail id:

[rajdeepdas@gov.in](mailto:rajdeepdas@gov.in)

**Prevention of sexual harassment (POSH):**

**Members:**

1. Dr Rajdeep Das, HOO, LPHO Petrapole. Contact no: 9635045992. E-mail id: [rajdeepdas@gov.in](mailto:rajdeepdas@gov.in)
2. Dr Tanaji Mukherjee, PHS, LPHO Petrapole. Contact no: 8250613012. E-mail id: [tanajimukherjee09@gmail.com](mailto:tanajimukherjee09@gmail.com)
3. Debjani Dutta, Staff nurse, LPHO Petrapole. Contact no: 9836597773. E-mail id: [duttadebjani1992@gmail.com](mailto:duttadebjani1992@gmail.com)