



भारत सरकार/ GOVERNMENT OF INDIA
स्वास्थ्य एवं परिवार कल्याण मंत्रालय/ MINISTRY OF HEALTH AND FAMILY WELFARE
स्वास्थ्य सेवा महानिदेशालय /DIRECTORATE GENERAL OF HEALTH SERVICES
पत्तन स्वास्थ्य संगठन/ PORT HEALTH ORGANISATION
पनम्बुर नई मंगलौर -575010/ PANAMBUR NEW MANGALORE PORT-575010
फ़ोन:-0824 2000141/Phone:-0824 2000141
ई-मेल - pho.mangalore-mohfw@gov.in/ E-mail - pho.mangalore-mohfw@gov.in

CITIZEN'S CHARTER

Port Health Organisation, Mangalore

Port Health organisation, Mangalore is a subordinate office under Port Health Organisation, Cochin, Central International Health Division, Directorate General of Health Services, Ministry of Health and Family Welfare, Nirman Bhavan, New Delhi. This Public Authority functions with the funds provided by the Government of India.

Vision:

To ensure implementation and strengthening of core capacities of IHR (International Health Regulations) 2005 and Indian Port Health Rules 1955 at New Mangalore Seaport.

Mission:

1. Developing and updating comprehensive preparedness plans.
2. Implementing health screening measures, and ensuring timely dissemination of critical information to the public, travellers through public health awareness campaigns.
3. Empowering our workforce with training and resources for their protection.
4. Coordination among local, national and international stakeholders.
5. To provide efficient, high quality, dependable user-friendly Public Health Services to port users and travellers.

Address & Contact Details:

Port Health Organisation
Ground Floor, Testing Centre
Business Development Park
Panambur, Mangalore - 575010

Email: pho.mangalore-mohfw@gov.in

Website: www.porthealthcochin.org

List of Doctors:

Sl. No	Name	Designation	Contact Details
1.	Dr. Sara Nadia	Medical Officer	Phone No. 0824 2000141 E-mail: pho.mangalore-mohfw@gov.in

Services Provided:

Sl. No	Services	Timing	Location	Procedure & User charges
5.	Vector Surveillance	Monday to Saturday	Wharf premises and 400m radius of New Mangalore Seaport	
	Clearance of Vessels:			
	<ul style="list-style-type: none">Pratique/ Radio free Pratique	24 hours, 7 days a week	Administrative Office	Through NL Marine Portal Certificate issued free of cost.
	<ul style="list-style-type: none">Health Clearance	24 hours, 7 days a week	Administrative Office (PHO, Mangalore)	Certificate issued free of cost.
	<ul style="list-style-type: none">Sanitation Certificate	24 hours, 7 days a week	Administrative Office (PHO, Cochin)	Made through Bharat Kosh, depending on the NRT and GRT. Certificate issued based on standardised payment.
	<ul style="list-style-type: none">Medicine Chest Certificate	24 hours, 7 days a week	Administrative Office (PHO, Cochin)	Certificate issued free of cost.
	<ul style="list-style-type: none">Human remains clearance	24 hours, 7 days a week	Administrative Office (PHO, Cochin)	Through E care portal by CIHD of DGHS, MoH&FW. Certificate issued free of cost.
7.	Passenger Surveillance	24 x 7		Thermal screening of passengers.

	Food & Water safety at Wharfs	Monday to Saturday	Food outlets inside Wharfs	
9.	Training and Coordination	As and when required.	At offices earmarked for the purpose.	
10.	Health Education for stakeholders	As and when required.	PHO Mangalore office	
11.	Public Health measures in PHEIC	As and when required.	On board ships and cruise terminals	
12.	Support in anticipated local disasters	As and when required.	At site of disaster	

Grievance Redressal:

Any grievances/complaints may be placed in the Complaint/Suggestion box placed in the office or can be send by email/ post addressed to Dr. B.B. Ebrahim, Dy. Port Health Officer, PHO, Cochin at ebra3000@gmail.com or bb.ebrahim@cghs.nic.in or through the public grievance portal.

RTI:

Any RTI addressed to this office shall be provided reply by the designated central public information officer.

Timeline: Within 30 days of receipt of the query

Contact person: Dr. B.B Ebrahim, Dy. Port Health Officer, (Central Public Information Officer)

Contact details: Phone No. 0484 2666130,

E-mail: pho.cochin-dghs@gov.in

PoSH Committee:

1.	Dr. K.A Shyamini, Port Health Officer	Chairperson
2.	Dr. Ebrahim B.B, Dy. Port Health Officer	Member
3.	Dr. Athira. K.R, Public Health Specialist	Member
4.	Dr. Jerrin Maria Jose, Public Health Specialist	Member
5.	Dr.Sara Nadia	Member
6.	Adv Mintu Cherian	Lawyer & External Member