

## CITIZEN CHARTER

### Introduction

#### **Port Health Organisation, Marmagoa:**

Port Health Organization (PHO), Marmagoa is a subordinate organisation under the Central International Health Division (CIHD) of the Dte.GHS, MoHFW, Govt. of India. It is the implementation agency of the Indian Port Health Rules, 1955 framed under The Indian Ports Act ,1908.& International Health Regulation (IHR), 2005, along with 195 countries of the world which are signatory of International Health Regulations (IHR), 2005.The objective of Port Health Organisation 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 Crews & passengers) at Marmugao port.

#### **Address:**

#### **Contact No & E-mail**

<b>Administrative Office and Yellow Fever Vaccination Centre</b>	Address - Port Health Organisation, Marmagoa, Goa, Marmugao Harbour area, Goa- 403803 Telephone No -0832-2993534,0832-2993530 e-mail - pho-mhfw.goa@nic.in.
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#### **List of Doctors**

<b>Sr.no</b>	<b>Name</b>	<b>Designation</b>	<b>Contact number</b>
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1.	Dr. Papiya Das	Port Health Officer	0832-2993530
2.	Dr. Ashish Mandrelle	General Duty Medical Officer	0832-2993534
3.	Dr. Neenu Robin	General Duty Medical Officer	0832-2993534

The ports under the jurisdiction of PHO Marmagoa for implementation of Indian Port Health Rules and IHR -2005 include:

#### **Major Ports:**

- 1.Marmugao port.

**Grievance redressal-** A complaint/ suggestion box has been placed at the reception counter for the general public. The grievance may also be lodged through P.G Portal. PHO/nominated official monitors Grievance redressal mechanism. Feedback Registers are being placed on each yellow fever vaccination day to address the grievances with regards to vaccination.

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

Sr. no	Activity	Day / Date and Time	Location	Procedure & user charges
1	<b>Yellow Fever Vaccination</b>	Every Thursday (except Gazetted Holidays) Vaccination Timings: 10:00 AM- 12:00 PM	Yellow fever vaccination center	Online registration through mail ( <a href="mailto:phogoa@gmail.com">phogoa@gmail.com</a> ) And Walk in Registration from 9:00 AM to 11:00 AM <b>Cost -Rs :300/-</b>
2	<b>Yellow fever card renewal/ duplicate card</b>	From Monday to Friday	Yellow fever vaccination center	Online registration through mail ( <a href="mailto:phogoa@gmail.com">phogoa@gmail.com</a> ) And Registration 11:00 AM to 12 PM <b>Cost - Free</b>
3	<b>Vector surveillance</b>	From Monday to Friday	Port premises & 400 m radius	
4	<b>Public health clearance of human remains</b>	As and when required	-	-
5	<b>Ship inspection and passenger surveillance</b>	24 hours, all 7 days of week	Marmugao port	
6	<b>Ship clearance (pratique and sail out clearance)</b>	24 hours, all 7 days of week	NLP portal only <a href="https://nlpmarine.gov.in/">https://nlpmarine.gov.in/</a>	NLP portal only <a href="https://nlpmarine.gov.in/">https://nlpmarine.gov.in/</a>
7	<b>Ship sanitation inspection and certification</b>	On all days	On board of ship	Certificate will be issued at the administrative office of PHO. Fees to be remitted through Bharatkosh by the shipping agents.
8	<b>Extension to ship sanitation control exemption certificate</b>	On all days	Administrative office of PHO	Request letter for extension along with original SSCEC, crew list and maritime declaration of Health. Issued at free of cost.
9	<b>Medicine chest certification for ships</b>	On all days	On board of ship	Certificates will be issued free of cost.
10	<b>Food and water safety surveillance at Port</b>	From Monday to Saturday for licensing and as and when required.	Food outlets at Marmugao Port	@ the rate of central licensing by FSSAI
11	<b>Protocol Duty</b>	As and when required		
12	<b>Training and Coordination</b>	As and when required		

13	<b>Yellow Fever Training</b>	As and when required		
14	<b>Implementing public health measures during PHEIC</b>	As and when required		