



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
विलिंग्डन आइलैंड कोच्चिन-682009/ WILLINGDON ISLAND COCHIN-682009
फ़ोन:-0484-2666060/Phone:-0484-2666060
ई-मेल – pho.cochin-dghs@gov.in/ E-mail – pho.cochin-dghs@gov.in

CITIZEN'S CHARTER

Port Health Organisation, Cochin

Port Health organisation, Cochin is a subordinate office under 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 Cochin 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, Indira Gandhi

Road, Willingdon Island, Cochin – 682009.

Phone number: 0484-2666060, 0484-2666130

Email: pho.cochin-dghs@gov.in, phocochinyf@gmail.com

Website: www.porthhealthcochin.org

List of Doctors:

Sl. No	Name	Designation	Contact Details
1.	Dr. K.A Shyamini	Port Health Officer	Phone No. 0484 2666130/ 2666060 E-mail: pho.cochin-dghs@gov.in
2.	Dr. B.B Ebrahim	Dy. Port Health Officer	Phone No. 0484 2666130/ 2666060 E-mail: pho.cochin-dghs@gov.in

Services Provided:

Sl. No	Services	Timing	Location	Procedure & User charges
1.	Yellow Fever Vaccination	<ul style="list-style-type: none">• Wednesday and Friday (except public holidays)• Registration at site from 9.30am to 10.30am	1 st floor of PHO Cochin building	<ul style="list-style-type: none">• Registration at site with all relevant documents as mentioned in the website www.porthhealthcochin.org• Cost: Rs300/-
2.	Yellow Fever Certificate Renewal	<ul style="list-style-type: none">• Monday to Friday, 10 am to 3pm as per appointment over phone	PHO Office	<ul style="list-style-type: none">• Request to be sent to the designated email along with relevant documents• Email: phocochinyf@gmail.com
3.	Yellow Fever Duplicate card issue	<ul style="list-style-type: none">• Monday to Friday, 10 am to 3pm as per appointment over phone	PHO Office	<ul style="list-style-type: none">• Request to be sent to designated email with copy of FIR, Passport and copy of old vaccination card.
4.	Oral Polio Vaccination	<ul style="list-style-type: none">• Wednesday and Friday (except in public holidays)• Registration at site from	1 st floor of PHO Office	<ul style="list-style-type: none">• Registration at site• Cost: Free

		9.30am to 10.30am		
5.	Vector Surveillance	Monday to Saturday	Wharf premises and 400m radius of Cochin Seaport	
6.	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	Certificate issued free of cost.
	<ul style="list-style-type: none"> Sanitation Certificate 	24 hours, 7 days a week	Administrative Office	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	Certificate issued free of cost.
	<ul style="list-style-type: none"> Human remains clearance 	24 hours, 7 days a week	Administrative Office	Through E care portal by CIHD of DGHS, MoH&FW. Certificate issued free of cost.
7.	Passenger Surveillance	24 x 7	Ernakulam Wharf, Mattanchery Wharf and UTL Berth	Thermal screening of passengers.
8.	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 MBBS/MD students	As and when required.	-Training Center, 1 st floor of PHO Cochin	
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	
13.	Yellow Fever Training	As and when required.	At Training Center, 1 st floor of PHO Cochin	

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.	Neenu Johnson, Field Worker	Member
6.	Adv Mintu Cherian	Lawyer & External Member