

Information about Institute of Psychiatry & Human Behaviour,  
Bambolim-Goa.

CITIZEN'S CHARTER

**INSTITUTE OF PSYCHIATRY AND BEHAVIOUR, BAMBOLIM-GOA.**

**Preamble:**

In order to raise the quality, extend accountability and carry out the services effectively and courteously, Citizen's Charter for the Institute of Psychiatry and Human Behaviour, has been prepared.

The charter seeks to provide a frame work which enables our users to know:

1. Kind of services provided in the I.P.H.B.
2. The quality of Services they are entitled.
3. The means through which complaints regarding denial or poor quality service will be redressed.

Thus, the main principles behind the charter are to ensure transparency, public participation and accountability, as also quality, besides information choice and redressed machinery wherever possible.

**General information**

At present bed strength of the Hospital is 190. The IPHB, primarily seeks to provide preventive, curative and rehabilitative mental health services to the people of Goa and its neighboring States such as Maharashtra and Karnataka. IPHB has closed wards and also open wards for male and female patients separately. In open wards have to be accompanied by relatives or careers.

### **Out - Patient Department**

- a) OPDs are conducted on working days except Sundays and Public Holidays. However, 24 hours emergency services are also provided.
- b) O.P.D. timings are 9.00 a.m. 1.00 p.m.
- c) Every out-patient seeking treatment at IPHB is registered and issued a card, indicating his/her name and registration number. The patient has to pay Rs.20/- as registration fee for OPD case – paper except for medico legal cases and prisoners brought by the police.
- d) OPD consultation, investigation and treatment are charged as per Notification No.71/101/84-1/PHD/Part dated 25/08/2006.
- e) Medical certificates, I.Q. Certificates or any other certificates required are issued and charged as per the rates notified by the Government on written request by the persons.

### **Indoor treatment**

- a) All patients needing hospitalization are admitted as in patient.
- b) Free diet provided to all the patients admitted in this hospital except for certain categories of patients will have to pay for accommodation, consultation, investigation, treatment, diet etc. as per the rates notified by the Government.
- c) Visitors are allowed only at notified visiting hours i.e. 9.00 a.m to 1.00 p.m. and 2.30 p.m. to 5.00 p.m. No male visitors are allowed to see female patients after 8.00 p.m. unless permitted by doctor in charge of patients.

### **Specialized Services**

Specialized services of doctors from Goa Medical College and Hospitals are available to the patients whenever required and vice versa.

### **Specialized Clinics**

Child and Adolescent Guidance Clinics is conducted every Monday from 2.300 p.m. to 5.00 p. m.

**Extension Clinics:**

Extension Clinics at following places are attended by IPHB doctors.

1. Taleigao (Asha Mahal)                      2<sup>nd</sup> & 4<sup>th</sup> Mondays      2.30 p.m. to 5.30 p.m.  
(Association of Social Health)
2. Chimbél (Asylum)                      1<sup>st</sup> & 3<sup>rd</sup> Monday      2.30 p.m. to 5.30 p.m.  
(Provedoria, Govt. of Goa)
3. Mandur (G.M.C.)                      1<sup>st</sup> & 3<sup>rd</sup> Tuesday      2.30 p.m. to 5.30 p.m.  
(Primary Health Centre)
4. Aguada Jail                      4<sup>th</sup> Wednesday      2.30 p.m. to 5.30 p.m.

(N.B: Dr. (Mrs.) Dr. Yvonne da Silva Pereira, Assoc. Professor, IPHB may be contacted in this regards Tel. Nos. (Off) 2458687 – PBX Res.2458063)

**Laboratory Services:**

1. Laboratory facilities are available from 9.00 to 1.00 p.m. and 2.30 p.m. to 5.00 p.m. from Mondays and Fridays and 9.00 a.m. to 1.00 p.m. on Saturdays.
2. Routine Pathology and Biochemical investigations including serum Lithium are conducted at IPHB Laboratory.
3. Clinical Psychological tests.
4. Recording Electrocardiogram for in patients and out patients are available.
5. Various Psychological tests are also carried out at the written request.

**Casualty and Emergency Services:**

- a) Emergency Services are attended round the clock on all days in the Hospital.
- b) Doctors on duty are available round the clock.
- c) Patients area referred to specialty service Doctors from Goa Medical College as and when required (the decision to refer to a specialized doctors is that of the duty doctor).

## **Vehicles**

IPHB ambulance is used to shift patient to Goa Medical College, transport of doctor whenever required.

## **Miscellaneous Facilities:**

1. Adequate drinking water and toilet facilities are available.
2. Canteen functions near OPD building. Rates are subsidized.

## **Guidelines to apply for certificate**

An application addressed to Medical Superintendent, IPHB stating name of the patients registered, hospital number and the purpose of such certificate has to be made by the patient / guardian / caretaker. Purpose of certificates can be multiple such as tax benefits financial assistance I.Q. certificates, for admission of special school seeking fitness certificates, Medical Report of patients etc. Payments for various certificates are as under:

|                                   |          |
|-----------------------------------|----------|
| a) Registration fees              | Rs.20/-  |
| <b>Biochemical Investigations</b> |          |
| I. Blood Sugar                    | 20/-     |
| II. Blood Urea                    | 20/-     |
| III. Serum Creatinine             | 20/-     |
| IV. Serum Electrolytes            | 50/-     |
| V. T3, T4, TSH                    | 450/-    |
| VI. Serum Proteins                | 30/-     |
| VII. Albumin/Globulin             | 30/-     |
| VIII. Uric Acid                   | 30/-     |
| IX. Serum Cholesterol             | 30/-     |
| X. Serum Triglycerides            | 30/-     |
| XI. Serum HDL Cholesterol         | 50/-     |
| XII. Serum Fatty F. acids         | not done |
| XIII. Serum Bilirubin             | 50/-     |
| XIV. SGOT                         | 50/-     |
| XV. SGPT                          | 50/-     |
| XVI. ALP                          | 60/-     |
| XVII. ACP                         | 70/-     |
| XVIII. Serum Amylase              | 70/-     |
| XIX. CPK                          | 200/-    |
| XX. Serum electrophoresis         | 100/-    |
| XXI. Ketosteroids                 | 200/-    |

|                  |       |
|------------------|-------|
| XXII. VMA        | 300/- |
| XXIII. Clearance | 200/- |

### **Pathological Investigations**

|                                   |       |
|-----------------------------------|-------|
| 1. HB,TC,DC,PCV,Phatcht,Count,Bd. | 100/- |
| 2. FNAC                           | 150/- |
| 3. Histopathology                 | 200/- |
| 4. Cryostat                       | 200/- |
| 5. ANA                            | 200/- |
| 6. Bone Marrow                    | 100/- |
| 7. Review of Slides               | 100/- |
| 8. Fluids Pap Smear               | 70/-  |
| 9. Pathological Autopsy           | 500/- |

|  |          |
|--|----------|
| b) Certificate issued to the person for the purpose of Workmen compensation Act. | Rs.150/- |
| c) Certificates issued for LIC Claim ..  | Rs.150/- |
| d) Certificates issued for other purpose:  | Rs.50/-  |
| I. Certificate with Medical Opinion ..   | Rs.50/-  |
| II. Certificate recommending leave or stating that the party is fit              | Rs.50/-  |
| III. Certificate of fitness for 1 <sup>st</sup> appointment in case of:-         |          |
| (i) Non Gazetted ..  | Rs.100/- |
| (ii) Gazetted ..   | Rs.200/- |

### **Standard of Services**

IPHB is a Psychiatric Hospital and provide medical care to all patients who come to IPHB and also gives quality care to mentally challenged persons.

The in-patient services are chargeable depending upon ceiling of income of individuals, including Laboratory investigations, as per Government notifications. Published in the Official Gazette extra ordinary No.3 Series 1 No.23 dated 08/09/2006.

### **Complaints and Grievances**

If there is any grievances they may contact Public Grievance Officer, Dr. B. S. Cuncoliencar, Medical Superintendent, of this Institute, name and location is displayed in

the hospital for attending to all the grievances. Every grievance will be acknowledged and looked into within shortest possible time of its receipts. Complaint box is kept in OPD for the purpose.

**Users responsibilities:**

1. Please try to appreciate the constrains under which this Institute is functioning.  
On an average 200 patients attend OPD/Casualty daily.
2. Please do not cause any inconvenience to other patients.
3. Please help us in keeping the Institute and its surroundings neat and clean.
4. Please use the facilities of this Institute with care.
5. Beware of touts.
6. Please refrain from demanding undue favors from the staff and officials.
7. Please provide useful feedback and constructive suggestion, which may be addressed to the Director/Dean, Institute of Psychiatry and Human Behaviour, Bambolim.

**‘THE HOSPITAL IS NON SMOKING ZONE’**

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| Address   | Telephone Numbers |                       |
|---|-------------------|-----------------------|
|   | Office            | Residence             |
| Director/Dean<br>Dr. V. N. Jindal,<br>GMC Campus,<br>Goa Medical College,<br>Housing Society,<br>Bambolim.  | 2458240           | 2458049               |
| Dr.(Mrs)H. A. Borkar,<br>Professor,<br>Type V/4, GMC Campus,<br>Goa Medical College,<br>Bambolim, IPHB.   | 2458921           | 2458057               |
| Medical<br>Superintendent/Public<br>Grievance Officer,<br>Dr. B.S. Cuncoiencar,<br>Madhuben Complex,<br>'B' Block, 1 <sup>st</sup> Floor,<br>B/249/15, Carazalem-Goa. | 2458687           | 2226012<br>9371832092 |
| Dr. Yvonne da Silva<br>Pereira,<br>Assoc. Professor, IPHB,<br>H.No:- 2, GOMECO Co-<br>operative Housing Society,  | 2458687 (Ext)     | 2458063               |

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| Bambolim-Goa. |  |  |
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