



GOVERNMENT OF GOA

**INSTITUTE OF PSYCHIATRY
AND
HUMAN BEHAVIOUR**

CITIZEN'S CHARTER

Institute of Psychiatry & Human Behaviour,
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INSTITUTE OF PSYCHIATRY AND HUMAN BEHAVIOUR, BAMBOLIM-GOA.

ABOUT US :

The Institute of Psychiatry and Human Behaviour (IPHB) was established as an independent entity on 8th December 1980, after amalgamation of the Mental Hospital which was functioning under the Directorate of Health Services since July 1957, and the Department of Psychiatry of the Goa Medical College functioning since 1968.

The IPHB was shifted from Altinho, Panaji to a newly built premises admeasuring 27.6 Hect. of land on 28th May 2001, in close proximity with the tertiary care hospital and college, Goa Medical College, Bambolim Goa.

Preamble:

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

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

1. Kind of services offered at I.P.H.B.
2. The quality of Services they are entitled.

The means through which complaints regarding denial or poor quality service will be redressed.

Objective

The main objectives of setting up of this Institute were:

- (1) To provide optimal tertiary level Mental Health Care Services in the State of Goa which includes therapeutic and rehabilitative services;
- (2) To impart Under-Graduate and Post-Graduate teaching courses in Psychiatry and related discipline, conducted by the Goa University to which the Institute is affiliated; and
- (3) To offer training and research in various disciplines of Psychiatry.
- (4) To provide preventive and therapeutic psychiatric community services.

General information

At present bed strength of the Hospital is 190. The IPHB primarily seeks to provide preventive, curative and rehabilitative mental health services.

Currently IPHB has 05 male and 04 female wards for patients.

Out - Patient Department

- a) OPDs are conducted on working days except Sundays and Public Holidays. However, 24 hours emergency services are provided on all days.
- b) Routine O.P.D. and registration timings are from 9.00 a.m. to 1.00 p.m., O.P.D Registration for new cases from 9.00 a.m. to 11.00 a. m.
- c) Every patient seeking treatment at IPHB is registered and issued a card, indicating his/her name and registration number. Registration fee for Indian is Rs. 100/- whereas for foreign national is Rs. 250/-. For medico legal cases (e.g. prisoners brought by the police, patients referred with Magistrate Order and patients brought from Apna Ghar) is Nil.

d) Certificates provided to the public and their time limit is as under:-

<ul style="list-style-type: none"> • Death Certificate 	Immediately
<ul style="list-style-type: none"> • Medical certificate of sickness & fitness 	Within 24 hrs.
<ul style="list-style-type: none"> • Certificate for Insurance purpose • Certificate for Income tax, purpose etc. • I.Q certificate (small) • Appendix – IV certificate • Railway Concession certificate • Autism Certificate • Appendix – II certificate • Mental Retardation 	Within 2 – 4 Weeks after completion of assessment / psychological test

Indoor treatment

- a) All patients needing hospitalization are admitted as per provisions of relevant act in force.
- b) Free diet is provided to all the patients admitted in the hospital.
- 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 the doctor in charge.

*FEES ARE CHARGED WHERE APPLICABLE AS NOTIFIED BY THE GOVERNMENT FROM TIME TO TIME.

Occupational Therapy and Rehabilitation Services

1. Rehabilitation services are provided to inmates of IPHB in the form of Occupational Therapy.
2. There are two separate male and female Occupational Therapy Units in IPHB. Working hours are :
 - Morning session : 9.30 a.m. to 12.30 p.m.
 - Afternoon session : 2.30 p.m. to 4.30 p.m.
3. Daily schedule for Occupational Therapy unit is as follows:
 - 9.30 a.m. to 10.00 a.m. : Morning prayers + Physical exercises / yoga
 - 10.00 a.m. to 10.30 a.m. : Newspaper reading + discussion
 - 10.30 a.m. to 12.30 p.m. : Activities of Daily living + skill based activities and recreational activities.
 - 2.30 p.m. to 4.30 p.m. : completion of pending work + recreational activities.
4. Inmates attending occupational therapy unit male are provided with activities of ADL and skill based activities in the form of sea shell work, coconut shell and wood carving, chair canning, gardening, candle making, newspapers bag making.
5. Inmates attending female Occupational Therapy unit are provided with skills of hand embroidery, crochet, flower making, newspaper bag making, basic tailoring, chair canning, soap flower making.
6. Exhibition cum sale is organized during the Mental Health Week wherein items made by inmates are displayed for sale.
7. Inmates are assessed with the work assessment scale and are paid remuneration in the form of Token Economy.

Specialized Services

Specialized services are offered by doctors from Goa Medical College and Hospital, T. B. Chest Hospital, St. Inez and Goa Dental College, Bambolim as and when necessary through Liaison services. Institute of Psychiatry & Human Behaviour (IPHB) extends Liaison services to the patients from Goa Medical College, T B Chest Hospital and Goa Dental College as and when required.

Specialized Clinics

Child and Adolescent clinic is conducted on every Monday and Thursday from 2.30 p.m. to 5.00 p.m. at IPHB.

De-addiction Clinic is conducted at IPHB on every Wednesday from 2.30 p.m. to 5.00p.m.

Memory Clinic every day from 9.00 a.m. to 1.00 p.m. is conducted at IPHB.

Extension Clinics:

Extension Clinics at the following places are attended by the IPHB doctors:

1.	Old Age home, Chimbel	1 st Tuesday & 4 th Tuesday	2.30 p.m. - 5.00 p.m.
2.	Urban Health Centre, St. Cruz	2 nd Tuesday & 4 th Tuesday	2.30 p.m. - 5.00 p.m.
3.	Modern Central Jail , Colvale	4 th Friday	2.30 p.m. - 5.00 p.m.
4.	Primary Health Centre, Mandur	Every Tuesday	2.30 p.m. - 5.00 p.m.
5.	Apna Ghar, Mercedes, Goa.	Every Tuesday	2.30 p.m. - 5.00 p.m.

Laboratory Services:

1. Laboratory timings are from 9.00 a.m. to 1.00 p.m. and 2.30 p.m. to 5.00 p.m. from Monday to Friday and 9.00 a.m. to 1.00 p.m. on Saturday and samples are accepted till 4.00 p.m. from Monday – Friday and 12.00 pm on Saturdays.
2. Pathology and Biochemical investigations are conducted at the IPHB Laboratory.

Casualty and Emergency Services

1. Emergency Services are attended round the clock on all days
2. Doctors on duty are available round the clock.
3. Patients are referred to specialist doctors of Goa Medical College, Goa Dental College and T B Chest Hospital as and when required.

Vehicles

IPHB ambulance is used to shift patients to Goa Medical College, Goa Dental College and TB Chest Hospital, St. Inez.

Miscellaneous Facilities:

Adequate drinking water and toilet facilities are available.

Guidelines to apply for certificate

An application addressed to the Medical Superintendent, IPHB stating name of the patients registered, hospital number and the purpose of such certificate has to be mentioned by the patient/guardian. The purpose of certificates can be multiple such as tax benefits, financial assistance, I.Q. certificates for admission in special school, seeking fitness certificates etc.

Facilities in Clinical Psychology

1. Psychological Assessment using a range of standardized psychological tests administered by certified well trained Clinical Psychologists. Some of the more commonly used psychological assessment tools are as follows:
Intelligence Tests used include Vineland Social Maturity Scale (VSMS), Seguin Form Board Test (SFBT), Binet Kamat Test of Intelligence (BKT), Raven's Coloured and Standard Progressive Matrices Test (CPM / SPM), Bhatia's Battery of Performance Test of Intelligence, Wechsler Adult Intelligence Scale, Malin's Intelligence Scale for Indian Children (MISIC) and Wechsler Adult Performance Intelligence Scale (WAPIS). Learning Disability is also usually assessed in child and adolescent population using the NIMHANS Index for Specific Learning Disabilities.
Personality Tests used include Thematic Apperception Test (TAT), Children's Apperception Test (CAT), Sacks Sentence Completion Test (SSCT), Rorschach Ink Blot Test (RIBT), Holtzman Ink Blot Test, 16 Personality Factors Test (16 PF), Multi-Phasic Questionnaire (MPQ), Eysenck's Personality Inventory (EPI) and Personality Diagnosis Questionnaire (PDQ).
Memory Tests used include Wechsler Memory Scale, Boston Memory Scale and P.G.I. Memory Scale.
Neuropsychological Tests used include Bender Visual Motor Gestalt Test, Benton Visual Retention Test, Nahor Benson Test, Luria's Neuro Psychological Investigations, P.G.I. Battery of Brain Dysfunction (PGI-BBD) and Wisconsin Card Sorting Test.
In addition to the above commonly used psychological tests, numerous rating scales are employed to assess the nature and severity of symptoms to facilitate psychological intervention.
2. Psychotherapy using a variety of therapeutic inclinations and administered by certified well trained Clinical Psychologists. Some of the more commonly used therapeutic approaches include Cognitive Behaviour Therapy (CBT), Psychodynamic Psychotherapy, Motivational Enhancement Therapy (MET), Couple and Family Therapy, Group Therapy and Play Therapy.

Facilities of Psychiatric Social Worker

1. Taking of case study of OPD and indoor patients.
2. To contact the relatives of the patients.
3. To contact the friends, neighbors, Health Centres, Panchayat and area police if no relatives.
4. To contact the NGOs and shelter homes for rehabilitation of the patients.
5. Locating residential addresses of the outstation patients through State Police to send the patients to their respective homes.
6. Visits to the patients house whenever required.
7. Making awareness about Government Schemes to the needy patients.
8. Placement in rehabilitation centers for homeless patients and to those who do not have any relatives to look after.
9. Verifying residential address through local police.
- 10 Taking round in the wards and visiting the referred cases /patients.
- 11 To contact embassies whenever required in case of admitted foreign national patients.

Pharmacy Facilities:

1. Pharmacy Facilities are available for public at OPD level and the hospital for indoor patients from 9.00 a.m. to 1.00 p.m. and 2.30 p.m. to 5.00 p.m. from Monday to Friday and from 9.30 a.m. to 1.30 p.m. on Saturday except on Sundays and Public holidays notified by the Government.
2. Medicines identified for OPD use are provided free of cost at OPD level for registered Patients.
3. OPD Patients of Extension Clinics (Old age home - Chimbel, Urban Health Centre - St. Cruz, Modern Central Jail Clinic - Colvale, Primary Health Centre - Mandur and Apna Ghar, Mercedes - Goa) are also catered by IPHB Pharmacy by providing medicines free of cost.
4. Free medicines are provided to all admitted patients.

Academic facilities

IPHB has one Professor, three Associate Professors, three Assistant Professors and one Lecturer, eight Senior Residents and fourteen Junior Residents in Psychiatry Department. IPHB has one Associate Professor and one Assistant Professor for M.Phil in Psychiatric Social Work, one Assistant Professor for Post Basic Diploma in Psychiatric / Mental Health Nursing and filling up the faculty in M.Phil in Clinical Psychology is in process.

Intake capacity for MD in Psychiatry is eight seats per academic year.

Intake capacity for M.Phil in Psychiatric Social Work is eight seats per academic year.

Intake capacity for Post Basic Diploma in Psychiatric/Mental Health Nursing is nine seats per academic year.

IPHB imparts bed side clinics and lectures to undergraduate MBBS students of Goa Medical College. Lectures are also imparted to B.sc Nursing students of Institute of Nursing Education, Vrundavan Institute of Nursing Education, Colvale and students of Bachelor of Occupational Therapy.

IPHB also undertakes training in Clinical Psychology to M.A. (Psychology) students of College affiliated to Goa University.

Lecture Hall

The Lecture Hall of IPHB are equipped with audio Visual aids & LCD Projector for conducting lectures, workshops, Seminars and discussion by Faculty for Under Graduates / Post Graduates Students and students from other allied Health Sciences posted at IPHB.

Post Graduate Training

IPHB has two Clinical Units of 45 beds each for the Postgraduate Degree (MD Psychiatry) approved by Medical Council of India. IPHB has eight post graduate guides recognized by the Goa University.

IPHB has been awarded Centre of Excellence scheme by the Government of India, under this scheme post graduate courses M.Phil in Psychiatric Social Work & Post Basic Diploma in Psychiatric Nursing have been started which impart training to Mental Health Professionals.

New courses

Post Graduate course i.e. M.Phil in Clinical Psychology will be started shortly.

Library Section

Institute of Psychiatry and Human Behaviour Library caters services to all the Faculty members, Teaching – Non Teaching Staff, Senior / Junior Residents, M.Phil /Post Graduate / Diploma students, Interns posted in Dept. of Psychiatry etc.

Institute library has medical books in Psychiatry, Psychology, Psychiatric Social Work, Psychiatric Nursing, Pathology, Biochemistry etc. National and International Journals are being subscribed.

Library is provided with internet facilities which help the students for research and presentations.

Besides, newspapers are made available.

Kitchen Facilities

- Free diet is provided for all the admitted patients.
- Seven day cyclic, nutritionally adequate menu with three main meals and two small meals pattern is followed for the admitted patients.
- Various kinds of diets like Diabetic diet, High Fibre diet, High Protein diet, Salt Restricted diet, Liquid diet, Soft diet, Bland diet, Ryles Tube diet etc. are provided as per the patient's requirements.

Standard of Services

IPHB is a tertiary care Psychiatric Hospital and provides quality psychiatric services to all patients who come to IPHB.

Complaints and Grievances

If there are any grievances they may contact Public Grievances Officer, Medical Superintendent of this Institute. Every grievance will be acknowledged and looked into within shortest possible time of its receipt.

User Responsibilities

The user of facilities/services provided by IPHB is requested to follow as below:

1. On an average 200 patients attend OPD/Casualty daily.
2. Please do not cause 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. Please refrain from demanding undue favours from the staff and officials.
6. Please provide useful feedback and constructive suggestions, which may be addressed to the Director/Dean, Institute of Psychiatry & Human Behaviour, Bambolim – Goa.

RIGHT TO INFORMATION ACT

List of PIOs/APIOs & their contact numbers of Institute of Psychiatry & Human Behaviour, Bambolim-Goa.

List of Public Information officers.

Sr. No.	Designation of the officer designated as PIO	Office address	Telephone No.
1.	Medical Superintendent – Clinical cases/matters	Institute of Psychiatry and Human Behaviour, Bambolim Goa. Pin:-403202	0832-2458687 (Ext.208)
2.	Dy. Director (Admn.) – Administrative office	Institute of Psychiatry and Human Behaviour, Bambolim Goa. Pin:-403202	0832-2458687 (Ext.227)

List of Assistant Public Information officers.

Sr. No.	Designation of the officer designated as APIO	Office address	Telephone No.
1.	Head Clerk	Institute of Psychiatry and Human Behaviour, Bambolim Goa. Pin:-403202	0832-2458687 (Ext.225)

First Appellate Authority within the Department.

Sr. No.	Designation of the officer designated as FAA	Office address	Telephone No.
1.	Director/Dean	Institute of Psychiatry and Human Behaviour, Bambolim Goa. Pin:-403202	0832-2458240 0832-2458687 (Ext. 230)

CONTACT US

Address	Telephone Numbers
Director / Dean,	0832-2458240 0832-2458687 Ext – 230
Professor & HOD	0832-2458921 0832-2458687 Ext – 231
Medical Superintendent / Public Grievance Officer	0832-2458958 0832-2458687 Ext – 208
Dy. Director (Admn.)	0832-2458794 0832-2458687 Ext – 227

‘THE HOSPITAL IS NON SMOKING ZONE’