



UNION TERRITORY OF JAMMU & KASHMIR  
DIRECTORATE OF HEALTH SERVICES  
JAMMU

(Near MLA Hostel, Indira Chowk Jammu, J&K, Pin: 180001

E. Mail: [dhsjammu@rediffmail.com](mailto:dhsjammu@rediffmail.com), [dhsjammu@gmail.com](mailto:dhsjammu@gmail.com)

Tel. No: 0191- 2546338, 0191-2549632 Fax No: 0191- 2549632

Website: <https://dhsjammu.jk.gov.in>

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## CITIZEN CHARTER

**MISSION:** The Directorate of Health Services Jammu plans and provides Comprehensive Health Care Services to the Citizens of Jammu Division which are of acceptable quality as per the Health Policy.

**FUNCTIONS:** The Directorate of Health Services Jammu is providing preventive, promotive and curative health care services through its district health care infrastructure in all ten districts of Jammu Division. This includes District Hospitals, Emergency/ Accidental Hospitals, Sub District Hospitals/ Community Health Centres, Primary Health Centres/ NTPHC, Health & Wellness Centres, Urban Health Centers and Sub Centres. This Directorate also implements various National Health Programs covering communicable diseases like Leprosy, Tuberculosis, Vector Borne Diseases (Malaria, Dengue etc.), HIV/AIDS, Polio, Swine Flu etc. as well as non-communicable life-style diseases of public health importance through its technical branches headed by technical experts called as Nodal Officers.

**Directorate of Health Services Jammu, Directorate of Family Welfare J&K and National Health Mission J&K work together in close coordination with each other for effective implementation of various Health Programmes.**

In addition, DHS-J through its following branches/ Cells headed by officers of the rank of Deputy Directors/ Assistant Directors/ Chief Medical Officers, carry out technical and executive functions in specialized areas. These special branches or cells of the Directorate are:

- 1. Planning Cell** formulates the Capex under State sector and prepares plans under centrally sponsored schemes viz NABARD, PMDP, BADP, ANM/GNM etc. It also monitors the undergoing/ completed construction works of new/ upgraded health institutions.

2. **Store and Purchase branch** is responsible for material management and logistics for all the Health Institutions of Jammu Province mainly through JKMSCL and in few cases direct purchase is done after obtaining NOC from JKMSCL.
3. **Nursing Home and Clinical Establishment (NH&CE) Cell** registers all private hospitals and nursing homes at district level under provisions of Clinical Establishment (Registration & Regulation) Act, 2010 and rules framed there under.
4. **Disability Cell** is functional in all districts of Jammu division as well as in Govt. Hospital Gandhi Nagar and Govt. Hospital Sarwal for online Disability Certificates issuance, guidelines, grievances and resolving the issues pertaining to policy under RPWD Act 2016.
5. **Divisional Tobacco Control Cell** is the nodal agency for implementing National Tobacco Control Programme in Jammu division. It creates awareness regarding ill effects of tobacco and conducts sensitization and training of stake holder organizations.
6. **Bio-Medical Waste (BMW) Management Cell** provides technical guidance and assistance for implementation of BMW Management and Handling rules 2016.
7. **Right to Information** services under Provision of RTI Act 2005 are available in the Department of Health, Jammu Division. The Assistant Public Information Officers, Public Information Officers and First Appellate Authority have been designated and the RTI applications received are disposed off through designated Public Information Officers within prescribed time period.
8. **Public Grievance Cell** receives public Grievance on JK- IGRAMS portal which are processed and disposed off accordingly.
9. **Disaster Management Cell** carries out training of health personnel in Basic Life Support and for Emergency Medical Services during disaster. It is a technical cell and provides support to the District Health System.
10. **Legal Cell** pursues the court cases against the department in the Hon'ble High Court of J&K, Central Administrative Tribunal, Jammu Bench and Subordinate district Courts by keeping a close liason with the Govt. Advocates appointed by the Law Department.
11. **Health Education Bureau** educates the people about health plans and programmes through social platforms like Facebook, WhatsApp and Official Website of DHS-J. It also projects various health activities being undertaken in all the districts of Jammu Division. The Advisories regarding various health issues are also being highlighted in print and electronic media.

## **IMPLEMENTATION OF NATIONAL HEALTH PROGRAMMES/ CENTRALLY SPONSORED SCHEMES**

- ❖ **Ayushman Bharat PMJAY-SEHAT**
- ❖ **National Vector Borne Disease Control Programme (NVBDCP)**
- ❖ **Janani Suraksha Yojana (JSY)**
- ❖ **Janani Shishu Suraksha Karyakaram (JSSK)**
- ❖ **National Tuberculosis Elimination Programme (NTEP)**
- ❖ **Integrated Disease Surveillance Programme (IDSP)**
- ❖ **National Programme for Prevention and Control of Cancer, Diabetes, Cardiovascular Disease and Stroke (NPCDCS)**
- ❖ **National Programme for Health Care of the Elderly (NPHCE)**
- ❖ **National Programme for Control of Blindness & Visual Impairment (NPCBVI)**
- ❖ **National Mental Health Programme (NMHP)**
- ❖ **National Tobacco Control Programme (NTCP)**
- ❖ **National Palliative Care Program (NPCP)**
- ❖ **National Programme for Prevention and Control of Deafness (NPPCD):**
- ❖ **National Programme for Prevention and Control of Fluorosis (NPPCF):**
- ❖ **National Iodine Deficiency Disorders Control Programme (NIDDCP)**
- ❖ **National Oral Health Programme (NOHP)**
- ❖ **102/ 108 Emergency Ambulance Service**
- ❖ **Pradhan Mantri National Dialysis Programme (PMNDP)**
- ❖ **Operationalization of Blood Collection & Transportation Vehicle (BCTV)**

## **COVID RELATED ACTIVITIES**

Following activities related to Covid are being carried out by this Directorate from February 2020.

- Awareness/ Advisories are being issued by HEB section on regular basis.
- Testing for Covid is being done through the following methods.
  - ☞ RAT, RTPCR, CBNAAT, True NAT
- All Covid positive patients are treated in Dedicated Covid Care Centres (Cat: II) and in all District Hospitals/ Sub District Hospitals free of cost. Monitoring of Home Isolation patients is also being done.

- Vaccination of all categories is being done in coordination with Directorate of Family Welfare J&K, Jammu.
- Free 108 Ambulance service is being provided for shifting of Covid patients.
- Deliveries, Caesarean section, Dialysis and Emergency surgeries of Covid positive patients is being performed at Govt. Hospital Gandhi Nagar.
- Assistance to Covid Warriors is being provided under PMGKPY scheme.

### **COMMITMENTS OF CITIZEN CHARTER**

- **Providing access to available facilities without discrimination.**
- **Providing emergency care when needed.**
- **Responding to complaints within stipulated time.**