

# **Citizens' Charter- Airport Health Organization, Cochin**

## **INTRODUCTION**

Airport Health Organization Cochin is the sub-ordinate office of Central International Health Division, Directorate General of Health services, Ministry of Health & Family Welfare, Govt. of India. This office started functioning at the Cochin International Airport in 2006 to carry out public health activities through the implementation of International Health Regulation (IHR) 2005 and Indian Aircraft (Public Health) Rules (IAPHR) 1954.

## **VISION:**

To prevent, protect against, control, and provide a public health response to the international spread of disease in ways that are commensurate with and restricted to public health risks, and which avoid unnecessary interference with international traffic and trade.

## **MISSION:**

1. To undertake effective surveillance activities on the international travellers, aircrafts, cargo, conveyance, goods, postal parcel, human remains to prevent the spread of diseases of international concern.
2. To ensure a safe environment for travellers utilizing the Point of Entry facilities, including potable water supplies, eating establishments, flight catering facilities, public washrooms, vector surveillance activities, appropriate solid and liquid waste disposal services, and other potential risk areas.
3. To co-ordinate with all service providers and stakeholders to ensure minimum core capacity requirements as per IHR, 2005.
4. To conduct periodic health awareness and sensitization sessions for stakeholders as well as the public to ensure prevention and control of Public Health Emergency of International Concern (PHEICs) in and around airport premises.

## **LIST OF DOCTORS**

<b>Sl. No.</b>	<b>Name</b>	<b>Designation</b>	<b>Phone number &amp; Mail id</b>
1	Dr. Raphael Teddy	HOO, Airport Health Officer, Cochin	0484-2610255 <a href="mailto:apho.cochin-dghs@gov.in">apho.cochin-dghs@gov.in</a>
2	Dr. P S Ashraf	Chief Medical Officer (Senior Administrative Grade), APHO Cochin	
3	Dr. Aysha Manika K A	Senior Medical Officer, APHO Cochin	
4	Dr. Dishna Vasanth	Medical Officer, APHO Cochin	

## APHO COCHIN DELIVERS THE FOLLOWING SERVICES:

1. Screening of international passengers for Public Health Emergency of International Concern (PHEICs)
2. Vaccination for Yellow fever & Oral Polio Vaccination for international passengers
3. Quarantine facility for suspected passengers arriving from yellow fever endemic countries.
4. Vector surveillance inside and in the 400 m perimeter of Cochin International Airport.
5. Human remains clearance.
6. Surveillance of International Aircraft Disinsection.
7. Drinking water quality surveillance inside Cochin International Airport.
8. Food safety and implementation of Food Safety and Standards Authority of India (FSSAI) regulations within the airport premises.
9. Sanitary surveillance inside Cochin International Airport.
10. Clearance of on- board death.
11. Training activities for staff and stakeholders.

## DUTIES AND RESPONSIBILITIES OF APHO COCHIN

Kindly visit the link: [https://ihpoe.mohfw.gov.in/apho\\_cochin.php](https://ihpoe.mohfw.gov.in/apho_cochin.php)

**Our Aim is to achieve the following service delivery parameters.**

Sl No.	Nature of service	Service delivery standard	Time limit	Remarks
1	Screening of international arrival passengers for fever based Public Health Emergency of International Concern (PHEICs).	As per IHR 2005, IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi.	24 x 7	Mass thermal scanners are utilized for the rapid temperature screening of passengers
2	Public Health Clearance of human remains	As per IHR 2005, IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi.	As per IHR 2005 & IAPHR 1954 24 x 7	Via Centralized eCARE (e Clearance of Afterlife Remains) portal by CIHD, DGHS, MoHFW.
3	Vector surveillance inside & 400 m perimeter of CIAL	As per IHR 2005, IAPHR 1954 and guidelines from DGHS,	As per IHR 2005 & IAPHR 1954 All days	

		CIHD, New Delhi.		
4	Yellow Fever Vaccination	As per IHR 2005, IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi.	All Tuesdays & Thursdays 9:00 am to 12 pm (Except on Gazetted Public Holidays)	On spot registration only based on first come first serve basis. Registration time: 8:30 am- 10:30 am. The Vaccine comes in vials of 2/5/10 doses. Vaccine vials will be opened only after ensuring the availability of eligible passengers and others will have to wait till, we get batches of 2/5/10 to avoid wastage. In case of the availability of 2 dose vials, the centre can accommodate all numbers who are coming for vaccination in the last batch of the day. If exact number of vaccinees are not available for 5/10 batches, those passengers who are left will be accommodated in the waitlist for the next vaccination day and must reach by 9:00 am. If the passengers decide to go for vaccination in other centres, they may inform us to remove them from the wait list. Vaccination fee- Rs 300/- per person
5	Oral Polio Vaccination	Subjective to change based upon guidelines from CIHD, DGHS from time to time	All Tuesdays & Thursdays 9:00 am to 12 pm (Except Public Holidays)	For international passengers travelling to Pakistan, Afghanistan, Nigeria, Ethiopia, Somalia, Syria, Kenya & Cameroon. Kindly see the ihpoe website for country updates. <a href="https://ihpoe.mohfw.gov.in/index.php">https://ihpoe.mohfw.gov.in/index.php</a> Free of cost
6	Designated quarantine centre for Yellow Fever suspect passengers	As per IHR 2005, IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi.	24 x 7	For Passengers travelling from yellow fever endemic countries without valid YFVC. 5 Quarantine rooms available with mosquito proofing, attached bathrooms, Air conditioning etc.  Charge- Rs 160/ day; (Rs.80 for Quarantine room, Rs.80 for A/C)  Rs. 20/person for every 6 hrs or part thereof
7	Attending to Flight emergencies and other PHEICs	As per IHR 2005, IAPHR 1954 and guidelines from DGHS,	As and when required	

		CIHD, New Delhi.		
8	Food Safety and surveillance	As per FSSAI	As and when required	Central Licensing authority for Airport
9	Training & Coordination activities	As per IHR 2005, IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi.	As and when required	

### AVAILABILITY OF INFORMATION:

Details of information	Address of the office	Telephone	Email
<b>General Enquiry</b>	Airport Health Organisation, Ministry of Health and family Welfare, Govt of India, Cochin International Airport, CHA Building, Nedumbassery, Cochin-683111.	0484-2610255	<a href="mailto:apho.cochin-dghs@gov.in">apho.cochin-dghs@gov.in</a>
<b>Yellow fever vaccination</b>	Airport Health Organisation, Ministry of Health and family Welfare, Govt of India, Cochin International Airport, CHA Building, Nedumbassery, Cochin-683111.	0484-2610255	<a href="mailto:aphocochinyf@gmail.com">aphocochinyf@gmail.com</a>
<b>Human remains clearance</b>	Airport Health Office, Pre- Immigration area, International terminal (T3), Cochin International Airport, Nedumbassery, Cochin-683111	0484-2611855	<a href="mailto:aphocochinhum@gmail.com">aphocochinhum@gmail.com</a> <a href="mailto:aphocochinecarehum@gmail.com">aphocochinecarehum@gmail.com</a>

*Note: For information and Official communications outside office hours (9am- 5:30pm) and Sundays, please contact Pre- Immigration area APHO Office (Ph: 0484- 2611855)*

## GRIEVANCE REDRESSAL SYSTEMS

1. For Public-Formal redressal through email or written complaint in the Complaint register kept at Reception desk or in Suggestions Drop Box to Airport Health Officer, APHO Cochin.
2. For Staff- Can approach to Internal staff welfare committee chairman directly or via email directly to Airport Health Officer, APHO cochin.
3. An Internal Complaints Committee (ICC) has been constituted in compliance with the order of the Honourable Supreme Court of India at APHO, Cochin for addressing the issues of female staff members (Sexual Harassment and related issues) at workplace. The details of the PoSH committee are as given below.

Category	Name and Designation of the officer	Address for correspondence	Telephone	email
General Complaints-First appellate authority	Dr Raphael Teddy, HOO, APHO Cochin	Airport Health Organisation, Ministry of Health and family Welfare, Govt of India, Cochin International Airport, CHA Building, Nedumbassery, Cochin-683111.	0484-2610255	<a href="mailto:apho.cochin-dghs@gov.in">apho.cochin-dghs@gov.in</a> <a href="mailto:teddy.rafael@gov.in">teddy.rafael@gov.in</a>
Central Public Information Officer (CPIO)	Dr. Aysha Manika K A, Senior Medical Officer, APHO Cochin.	Airport Health Organisation, Ministry of Health and family Welfare, Govt of India, Cochin International Airport, CHA Building, Nedumbassery, Cochin-683111.	0484-2610255	<a href="mailto:aysham.cgshs-ka@gov.in">aysham.cgshs-ka@gov.in</a>
Central Assistant Public Information Officer (CAPIO)	Dr Dishna Vasanth, Medical Officer, APHO Cochin	Airport Health Organisation, Ministry of Health and family Welfare, Govt of India, Cochin International Airport, CHA Building,	0484-2610255	<a href="mailto:dishna.vasanth@gov.in">dishna.vasanth@gov.in</a>

		Nedumbassery, Cochin-683111.		
Prevention of Sexual Harassment (PoSH)	<ul style="list-style-type: none"> <li>• <b>Chairperson-</b> Dr Aysha Manika K A, Senior Medical Officer, APHO Cochin</li> <li>• <b>Members</b> <ol style="list-style-type: none"> <li>1. Dr P S Ashraf, CMO (SAG), APHO Cochin</li> <li>2. Mrs Rashmi Prasad, Nursing Officer, APHO Cochin.</li> <li>3. Adv. Mintu Cherian, Lawyer familiar with the issues of Sexual Harassment.</li> </ol> </li> </ul>	Airport Health Organisation, Ministry of Health and family Welfare, Govt of India, Cochin International Airport, CHA Building, Nedumbassery, Cochin-683111.	0484-2610255	<a href="mailto:aysham.cgshs-ka@gov.in">aysham.cgshs-ka@gov.in</a> <a href="mailto:ashraf.ps@gov.in">ashraf.ps@gov.in</a> <a href="mailto:rashmi.prasad41@gov.in">rashmi.prasad41@gov.in</a> <a href="mailto:mintucherian@gmail.com">mintucherian@gmail.com</a>

### CONSULTATION WITH OUR STAKEHOLDERS:

- We maintain regular to and fro communications with airlines & Terminal manager for the clearance of Human remains, Aircraft disinsection etc.
- We conduct periodic meetings with the airport authority and stakeholders of CIAL for the smooth implementation of public health measures.
- We coordinate with state health departments and district administration for surveillance activities, vector control and quarantine purposes.
- We conduct periodic training activities for our own staff and other stakeholders of CIAL.