



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.

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. Developing and updating comprehensive Public Health preparedness plans.
2. Implementing health screening measures, and ensuring timely dissemination of health information to the public and travellers through public health awareness campaigns to ensure prevention and control of Public Health Emergency International Concern in and around of port premises.
3. Empowering our Doctors and Staff 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, Cochin	Phone No. 0484 2666130/ 2666060 E-mail: pho.cochin-dghs@gov.in
2.	Dr. B.B Ebrahim	Dy. Port Health Officer, Cochin	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 (For passengers travelling to Yellow Fever endemic countries)	<ul style="list-style-type: none">• Wednesday and Friday (except public holidays)• Registration on site from 9.30am to 10.30am	Yellow Fever vaccination Centre, 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 to E-Mail.• Email: phocochinyf@gmail.com• Cost : Rs.150/-
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 if in possession.• phocochinyf@gmail.com• Cost Rs.150/- (for issue of duplicate card for the first time.).

				<ul style="list-style-type: none"> • Cost – Rs.300/- (For issue of duplicate card for the second time). • Cost- Rs. 600/- (for issue of duplicate card for the third time)
4.	Oral Polio Vaccination for passengers travelling to Kenya, Cameroon, Ethiopia, Somalia, Pakistan, Afghanistan, Syria and Nigeria.	<ul style="list-style-type: none"> • Wednesday and Friday (except in public holidays) • Registration at site from 9.30am to 10.30am 	Yellow Fever vaccination Centre, 1 st floor of PHO Office	<ul style="list-style-type: none"> • Registration at site • Cost: Free
5.	Vector Surveillance	Monday to Saturday	Wharf premises and 400m radius of Cochin Seaport	
	Clearance of Vessels:			
	<ul style="list-style-type: none"> • Pratique/ Radio free Pratique 	24 hours, 7 days a week	Administrative Office	Through National Logistics Marine Portal.
	<ul style="list-style-type: none"> • Health Clearance 	24 hours, 7 days a week	On board the ship	
	<ul style="list-style-type: none"> • Ship Sanitation Control Certificate/ Ship Sanitation Control Exemption Certificate/ Extension of SSCEC for 1 month. 	7 days a week 9 AM to 6 PM	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	On board the ship	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 of CIHD, 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	Designated FSSAI Officer for Cochin seaport.
9.	Training, Coordination and awareness classes.	As and when required.	At offices earmarked for the purpose.	
10.	Health Education for MBBS/MD and Nursing students	As and when required.	-Training Centre, 1 st floor of PHO Cochin	
11.	Public Health measures in PHEIC	As and when required.	On board ships and in cruise terminals	Through Thermal and hand held scanners.
12.	Support in anticipated local disasters	As and when required.	At the site of disaster	Action will depend on the type of disaster and site of disaster.
13.	Yellow Fever Vaccination Training to Government Hospitals.	As and when required.	At Training Centre, 1 st floor of PHO Cochin	

Availability of Information:

Details	Address	Contact Number	E mail ID
General Enquiry	Port Health Organisation, Willingdon Island, Cochin 682009	0484 - 2666060/ 0484 - 2666130	Pho.cochin-dghs@gov.in phocohin@yahoo.co.in
Yellow Fever Vaccination	Port Health Organisation, Willingdon Island, Cochin 682009	0484 - 2666130	phocochinyf@gmail.com

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 (Central Public Information Officer)**
Dy. Port Health Office, PHO, Cochin.

Contact details: **0484 2666130**

E-mail : pho.cochin-dghs@gov.in

Category	Name & Designation of the Officer	Address for correspondence	Telephone	E-Mail
First appellate authority	Dr. K A Shyamini Port Health Officer, PHO, Cochin.	Port Health Organisation, Indira Gandhi Road, Willingdon Island, Cochin – 682009.	0484-2666060, 0484-2666130	Email: pho.cochin-dghs@gov.in
Central Public Information Officer (CPIO)	Dr. Ebrahim B B Dy. Port Health Officer, PHO, Cochin.	Port Health Organisation, Indira Gandhi Road, Willingdon Island, Cochin – 682009.	0484-2666060, 0484-2666130	Email: pho.cochin-dghs@gov.in

PoSH Committee:

An Internal Complaints Committee (ICC) has been constituted in compliance with the order of the Honorable Supreme Court of India at PHO, 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.

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