Citizens’ Charter

The residents of the Union Territory of Puducherry have the following Health service rights:-

- **To receive health care** on the basis of clinical need, regardless of ability to pay;
- **To be registered as out-patient** in any health institution for medical consultation and to receive treatment;
- **To be admitted as in-patient** and receive treatment in any of the hospitals/health centres (with in-patient facilities), if required;
- **To receive emergency medical care** in the hospital casualty departments;
- **To be referred to a specialist** wherever such a necessity arises and when the General Duty Medical Officer thinks it necessary.
- **To be given explanation for any operation proposed**, including any risk and any alternative, before you decide whether you agree to the operation;
- **To respect for privacy, dignity and religious and cultural beliefs** including practical arrangements to suit dietary requirements.

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Health Policy & Strategy

- The health care system comprises of activities for health protection, promotion and rehabilitation. The health care approach has been primarily to-
  - Ensure availability, accessibility and acceptability for the population
  - Ensure quality in health care by monitoring & effective supervision
  - Ensure coordination of health related sectors
Illness can be prevented by washing hands with soap and water after contact with faces and before handling food.

Illness can be prevented by using latrines.

Illness can be prevented by using clean water

Illness can be prevented by boiling drinking water if it is not from a safe piped supply

Illness can be prevented by keeping food clean

Illness can be prevented by burning or burying household refuse