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
Facts for Life – Hygiene

- 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