

## CITIZEN CHARTER

### **1. The Aim/purpose of this charter is to work for better quality in public service**

The Assam State AIDS Control Society is implementing the National AIDS Control Programme in the state through its various services at the district level and state level. The main objectives are to prevent the new HIV infection in the state and Care support and Treatment of the already identified HIV cases in the state.

### **2. (Enumeration of services delivered by the department) We deliver the following services**

- **Services under Prevention:**

- a) **Targeted Intervention (TI) Projects:**

Targeted Intervention Projects are implemented through NGOs, which are contracted for reaching out to the High Risk Groups (HRGs) i.e. female sex worker (FSW), men having sex with men (MSM), injecting drug users (IDU) and the Bridge Population i.e. migrants and truckers who have not access and use the preventive services of the programme. At the TI set up, they are provided access to free condom, HIV Counseling and Testing, Screening and treatment of STIs, etc. At present 54 TI Projects are functioning in the state.

#### **Opioid Substitute Therapy (OST) programme:**

Under this programme, the injecting drug users (IDUs) are provided with oral drug, Buprenorphine as a substitute of Injecting Drugs so that HIV transmission can be reduced. At present, 2 OST Centres are functioning in the state.

#### **b) Information, Education & Communication (IEC) and Mainstreaming services:**

This activities under the division includes the behaviour change communication strategies for HRGs, vulnerable groups and hard to reach populations and to create awareness among general population, particularly women and youth. Mainstreaming with various departments is also done under these activities. Red Ribbon Clubs (RRC) are formed in different Colleges and Universities to create awareness on HIV/AIDS and Voluntary Blood Donation among the youth and students. Under Adolescence Education Programme (AEP), Schools/colleges are covered for HIV/AIDS Education among the school/college students.

#### **c) Integrated Counselling and testing Services:**

Under these services, Integrated Counseling and Testing Centres (ICTC) are established where a person is counselled and tested for HIV free of cost on his/her own freewill or as advised by a medical provider. These centers can be entry points for linking the diagnosed people to HIV Care services. At present 275 ICTCs are functioning in the state where general clients and pregnant women are counseled and tested for HIV.

#### **d) Treatment for Sexually Transmitted Infections (STI):**

Under this services, Designated Sexually Transmitted Infections (STI)/Reproductive Tract Infections (RTI) Clinics (DSRC) are established in Govt. Medical Colleges and Civil Hospitals where free treatment are provided to the patients with as early diagnosis and effective treatment of STI/RTI can significantly reduce the transmission of HIV. Also STD patients are more vulnerable to acquire or transmit HIV infection. NGO set up TI Projects are also provided STI services to the HRGs. At present 28 DSRCs are functioning in the state.

One Regional STI Reference & Research Centre is also functioning in the state to ensure the quality of STI testing at DSRC level of the North Eastern states and one State STI Reference Centre is functioning for the state level quality assurance of STI testing.

#### **e) Blood Transfusion Services (BTS):**

Under this service, to strengthen the Govt. Blood Banks in the state, some necessary equipment along with Kits/ Consumables are provided and the Blood Banks staffs are trained so that the safe blood and blood products at a reasonable cost can be accessed to all, adequate to meet the needs of all patients and transfused only when necessary. At present 26 NACO supported Blood Banks and 40 Private Blood Banks are functioning in the state.

#### **f) Laboratory Services**

This service ensures about the quality of the various testing facilities especially in ICTCs through the State Reference Laboratories (SRL) in the state. At present 3 SRLs are functioning the Medical Colleges of the state.

### **• Services under Care Support and Treatment**

#### **a) Antiretroviral Therapy (ART) programme**

To implement the Antiretroviral Therapy programme, ART Centres are established where eligible persons with HIV/AIDS requiring ART are identified through laboratory services (HIV testing, CD4 Count and other required investigations) and provide free ARV drugs to eligible persons with HIV/AIDS continuously by counselling before and during treatment for ensuring drug adherence. AT present 6 ART Centres (including 2 ART Plus Centres and 1 FIART Centre) and 11 Link ART Centres (2 Link ART Plus Centres) are functioning in the state. For CD4 Count of the ART registered patients, 4 (four) CD4 testing centres are functioning in the 4 Medical Colleges of the state.

#### **b) Care and Support Centre (CSC)**

Under this service, Care and Support Centre are established to provide care and support services to the persons infected and affected with HIV/AIDS. At present 4 CSCs are functioning in the state in NGO set up.

Besides above, Assam State AIDS Control Society is also implementing some **Social Protection Schemes** for the benefit of the people living with HIV under Govt. of Assam fund as follows:

- i) **Child Care Home:** Govt. of Assam has provided fund to ANP+ to run a Child Care Home named as Kasturi Child Care Home for the orphanage due to HIV in the state. At present 16 children are residing in Kasturi Child Care Home.
- ii) **One time ex gratia grant to Widows:** One time ex gratia grant of Rs. 1.00 lakhs are provided by Govt. of Assam to the widows affected and infected by HIV. At present 290 widows have received the grant.
- iii) **Reimbursement of Transportation & Lab Investigation Cost:** The cost of Transportation & Laboratory Investigation of the patients coming to ART Centres is reimbursed by the ART Centre from the state Govt fund.

**Detail list of the services at present****List of TI NGOs:**

<b>Sl. No.</b>	<b>Name of TI Projects</b>	<b>District</b>
1	Weavers Development Society	Baksa
2	Ata Bhowkamari Society Development Association	Barpeta
3	Voluntary Health Service Association	Barpeta
4	Guwahati Youth Society	Barpeta
5	Pragitishil Janakalyan Samity	Bongaigaon
6	Social Research Development Centre	Bongaigaon
7	Pakowa Gramin Vikash Sanstha	Cachar
8	Deshbandhu Club	Cachar
9	Barak Valley Welfare Dev. Society	Cachar
10	Kripa Foundation	Cachar
11	DISHA	Cirang
12	NERIM	Darrang
13	Integrated Rural Development Organization (IRADO)	Darrang
14	Fulkumari Bapuji Club	Dhubri
15	NEVARD	Dhubri
16	SEWA	Dibrugarh
17	C-Steeward	Dibrugarh
18	Singao Rural Development Organisation	Dima Hasao
19	North East People's Right	Dima Hasao
20	Asha Women & Child Development Society	Goalpara
21	Randia Youth Centre	Goalpara
22	RMPP, Golaghat	Golaghat
23	Kripa Foundation	Golaghat
24	Randia Youth Centre	Golaghat
25	Monachera Athletic & Cultural Club	Hailakandi
26	Impact NE	Jorhat
27	Intandem	Jorhat
28	ASHA	Kamrup
29	Brahmaputra Health Care Society	Kamrup (Metro)
30	Bhoruka Public Welfare Trust	Kamrup (Metro)
31	GOLD	Kamrup (Metro)
32	RMPP, Guwahati	Kamrup (Metro)
33	Social Unity Keeper For All (SUKAFA)	Kamrup (Metro)
34	Nalbari Zila Bah Bet Silpa Unnayan Samiti	Kamrup (Metro)
35	Kapili Development Society	Karbi Anglong
36	JIROY	Karbi Anglong
37	DAIPARC	Karbi Anglong
38	WOODISHA	Karimganj
39	Discovery Club	Kokrajhar
40	ASHA	Lakhimpur
41	MDSMS	Morigaon
42	DAIPARC	Nagaon

43	AKINCHAN	Nagaon
44	Gharoa	Nagaon
45	SSERDO	Nalbari
46	Barnibari Yubak Sangha	Nalbari
47	Pancharatna Gramya Bikash Kendra	Nalbari
48	SHAPE	Sivasagar
49	Bhagyalakshmi Anchalik Sishu Kalyan Kendra	Sivasagar
50	SNEH	Sonitpur
51	DASK	Sonitpur
52	GUIDE (FSW)	Tinsukia
53	GUIDE	Tinsukia
54	Natun Asha	Udalguri

**List of ICTCs:**

Sl. No.	Name of the Centre	District
1	TAMULPUR CHC	Baksa
2	R B Civil Hospital, Musalpur	Baksa
3	BARPETA ROAD FRU	Barpeta
4	Fakhruddin Ali Ahmed Medical College & Hospital-1, Barpeta	Barpeta
5	PATHSALA CHC	Barpeta
6	Fakhruddin Ali Ahmed Medical College & Hospital, Barpeta	Barpeta
7	ABHAYAPURI CHC	Bongaigaon
8	BONGAIGAON CIVIL HOSPITAL, BONGAIGAON	Bongaigaon
9	BONGAIGAON CIVIL HOSPITAL - 1, BONGAIGAON	Bongaigaon
10	SILCHAR MEDICAL COLLEGE-1 (PPTCT), SILCHAR	Cachar
11	SIVA SUNDARI NARI SIKHASRAN WOMEN HOSPITAL (PRIVATE)	Cachar
12	KALAIN COMMUNITY HEALTH CENTRE	Cachar
13	SILCHAR MEDICAL COLLEGE HOSPITAL, CACHAR	Cachar
14	S M Dev Civil Hospital	Cachar
15	JSB Civil Hospital, Kajalgaon	Chirang
16	SIPAJHAR CHC	Darrang
17	UDALGURI CHC	Darrang
18	MANGALDOI CIVIL HOSPITAL	Darrang

19	MANGALDOI CIVIL HOSPITAL-1 (PPTCT)	Darrang
20	JONAI COMMUNITY HEALTH CENTRE, JONAI	Dhemaji
21	GOGAMUKH CHC	Dhemaji
22	DHEMAJI CIVIL HOSPITAL-1	Dhemaji
23	DHEMAJI CIVIL HOSPITAL	Dhemaji
24	DHUBRI CIVIL HOSPITAL-1	Dhubri
25	CHAPAR CHC	Dhubri
26	DHUBRI CIVIL HOSPITAL	Dhubri
27	ASSAM MEDICAL COLLEGE HOSPITAL-1 (PPTCT)	Dibrugarh
28	NAHARANI CHC	Dibrugarh
29	ASSAM MEDICAL COLLEGE DIBRUGARH	Dibrugarh
30	HAFLONG CIVIL HOSPITAL, HAFLONG	Dima Hasao
31	HAFLONG CIVIL HOSPITAL - 1 (PPTCT)	Dima Hasao
32	DUDHNAI CHC	Goalpara
33	GOALPARA CIVIL HOSPITAL-1	Goalpara
34	GOALPARA CIVIL HOSPITAL	Goalpara
35	BOKAKHAT CHC	Golaghat
36	SARUPATHAR CHC	Golaghat
37	K.K. CIVIL HOSPITAL, GOLAGHAT	Golaghat
38	K.K. CIVIL HOSPITAL - 1, GOLAGHAT	Golaghat
39	Mobile ICTC, Golaghat	Golaghat
40	HAILAKANDI CIVIL HOSPITAL -1	Hailakandi
41	HAILAKANDI CIVIL HOSPITAL	Hailakandi
42	TEOK FRU	Jorhat
43	Jorhat Medical College Hospital, JORHAT	Jorhat
44	Jorhat Medical College Hospital - 1, JORHAT	Jorhat
45	Gorhmur Sub Divisional Hospital	Jorhat
46	Titabor CHC	Jorhat
47	SATRIBARI CHRISTIAN HOSPITAL (PRIVATE)	Kamrup (Metro)

48	MARWARI MATERNITY HOSPITAL & RESEARCH CENTRE (PRIVATE)	Kamrup (Metro)
49	GAUHATI MEDICAL COLLEGE HOSPITAL	Kamrup (Metro)
50	GAUHATI MEDICAL COLLEGE HOSPITAL-1 (PPTCT)	Kamrup (Metro)
51	MOHENDRA MOHAN CHOUDHARY HOSPITAL (MMC)	Kamrup (Metro)
52	MATERNITY & CHILD WELFARE HOSPITAL, Dhirenpara	Kamrup (Metro)
53	Mobile ICTC Kamrup (M)	Kamrup (Metro)
54	TRB Civil Hospital, North Guwahati	Kamrup
55	Sonapur PHC	Kamrup
56	RANGIA CHC (FRU)	Kamrup
57	HAJO CHC	Kamrup
58	BEZERA CHC	Kamrup
59	CHAYGAON CHC	Kamrup
60	MIRZA CHC	Kamrup
61	KAMALPUR PHC	Kamrup
62	BOKO PHC	Kamrup
63	DIPHU CIVIL HOSPITAL, DIPHU	Karbi Anglong
64	DIPHU CIVIL HOSPITAL - 1	Karbi Anglong
65	BOKAJAN CHC	Karbi Anglong
66	Humren Sub Divisional Civil Hospital	Karbi Anglong
67	KARIMGANJ CIVIL HOSPITAL	Karimganj
68	KARIMGANJ CIVIL HOSPITAL - 1	Karimganj
69	Patharkandi Civil Hospital	Karimganj
70	R.N.B. CIVIL HOSPITAL, KOKRAJHAR	Kokrajhar
71	R.N.B. CIVIL HOSPITAL - 1, KOKRAJHAR	Kokrajhar
72	RNB CIVIL HOSPITAL, GOSSAIGAON	Kokrajhar
73	NORTH LAKHIMPUR CIVIL HOSPITAL	Lakhimpur
74	NORTH LAKHIMPUR CIVIL HOSPITAL-1 (PPTCT)	Lakhimpur
75	NOWBOICHA CHC	Lakhimpur
76	Dhakuakhana CHC	Lakhimpur

77	MORIGAON CIVIL HOSPITAL, MORIGAON	Marigaon
78	MORIGAON CIVIL HOSPITAL - 1	Marigaon
79	JAKHALABANDHA CHC	Nagaon
80	DHING CHC	Nagaon
81	HOJAI CHC (FRU)	Nagaon
82	NAGAON CIVIL HOSPITAL	Nagaon
83	NAGAON CIVIL HOSPITAL-1 (PPTCT)	Nagaon
84	NALBARI MATERNITY HOSPITAL (PRIVATE)	Nalbari
85	S.M.K. CIVIL HOSPITAL	Nalbari
86	S.M.K. CIVIL HOSPITAL-1	Nalbari
87	MUKALMUA CHC	Nalbari
88	DEMOW CHC	Sibsagar
89	SIBSAGAR CIVIL HOSPITAL - PPTCT	Sibsagar
90	SIBSAGAR CIVIL HOSPITAL	Sibsagar
91	Sonari Sub Divisional Civil Hospital	Sibsagar
92	ICTC Chariduar CHC	Sonitpur
93	NORTH JAMUGURI CHC	Sonitpur
94	GOHPUR CHC	Sonitpur
95	KANAKLATA CIVIL HOSPITAL, TEZPUR	Sonitpur
96	KANAKLATA CIVIL HOSPITAL-1	Sonitpur
97	BISWANATH CHARALI FRU	Sonitpur
98	Tezpur Medical College and Hospital	Sonitpur
99	Doom Dooma FRU	Tinsukia
100	Sadia Sub Divisional Civil Hospital, Chapakhowa	Tinsukia
101	MARGHERITA CHC	Tinsukia
102	TINSUKIA CIVIL HOSPITAL	Tinsukia
103	TINSUKIA CIVIL HOSPITAL - 1	Tinsukia



**List of Facility ICTCs:**

<b>Sl. No.</b>	<b>Reporting Unit</b>	<b>District</b>
1	Musalpur DTC	Baksa
2	KHATARBARI SD	Baksa
3	BARAMA BPHC	Baksa
4	JALAH PHC CHC	Baksa
5	NIMUA MPHC	Baksa
6	Parkijuli Christian Hospital	Baksa
7	KUMARIKATA SD	Baksa
8	GANDHIBARI MPHC	Baksa
9	NAOKATA MPHC	Baksa
10	Baghmara CHC	Barpeta
11	PATACHARKUCHI MPHC	Barpeta
12	Chenga PHC	Barpeta
13	Boat Clinic 1, Barpeta	Barpeta
14	Boat Clinic 2, Barpeta	Barpeta
15	DTC, Barpeta	Barpeta
16	Howly CHC	Barpeta
17	Kalgachia PHC	Barpeta
18	DTC Bongaigaon	Bongaigaon
19	Boat Clinic, Bongaigaon	Bongaigaon
20	Manikpur BPHC	Bongaigaon
21	MAHATMA GANDHI MODEL HOSPITAL, BOITAMARI	Bongaigaon
22	LOWER ASSAM HOSPITAL AND RESEARCH CENTRE	Bongaigaon
23	Srijangram PHC	Bongaigaon
24	Jalalpur PHC	Cachar
25	SONAI PHC	Cachar
26	Dhalai PHC, Cachar	Cachar
27	DTC Cachar (Dhalai PHC)	Cachar
28	Udharbond PHC	Cachar
29	Balamguri CHC	Chirang
30	Bhetagaon PHC, Chirang	Chirang
31	SIDLI BPHC	Chirang
32	Kharupetia PHC	Darrang
33	Boat Clinic, Dhemaji	Dhemaji
34	DTC Dhemaji	Dhemaji
35	Bilasipara CHC, Dhubri	Dhubri
36	Halakura CHC	Dhubri
37	DTC Dhubri	Dhubri
38	Boat Clinic 1, Dhubri	Dhubri
39	Boat Clinic 2, Dhubri	Dhubri
40	Gajarikandi PHC	Dhubri
41	GOLAKGANG BLOCK PHC	Dhubri
42	DHARMASALA BPHC	Dhubri

43	Mankachar CHC	Dhubri
44	Boat Clinic, Dibrugarh	Dibrugarh
45	Borbaruah PHC	Dibrugarh
46	Moran Tiloj CHC	Dibrugarh
47	MAIBONG CHC	Dima Hasao
48	Agia CHC	Goalpara
49	Krishnai CHC, Goalpara	Goalpara
50	Boat Clinic, Goalpara	Goalpara
51	Jaleswar PHC, Goalpara	Goalpara
52	Lakhipur PHC	Goalpara
53	Matia CHC	Goalpara
54	Rangjuli CHC	Goalpara
55	Dergaon CHC	Golaghat
56	Merapani CHC	Golaghat
57	Golaghat MMU	Golaghat
58	Vivekananda Kendra NRL Hospital Numaligarh	Golaghat
59	Golaghat Nursing Home	Golaghat
60	GBM Nursing Home Golaghat	Golaghat
61	LALA PHC	Hailakandi
62	ALGAPUR BPHC	Hailakandi
63	MOHANPUR CHC	Hailakandi
64	KATLICHERRA BPHC	Hailakandi
65	Sanjivani Hospital, Tarajan	Jorhat
66	KAMALABARI CHC	Jorhat
67	Jorhat MMU	Jorhat
68	Boat Clinic, Jorhat	Jorhat
69	Nakachari PHC	Jorhat
70	Guwahati Neurological Research Centre Dispur	Kamrup (Metro)
71	KHETRI PHC	Kamrup (Metro)
72	Saint Johns Hospital	Kamrup (Metro)
73	DTC Kamrup	Kamrup (Metro)
74	HAYAT HOSPITAL	Kamrup (Metro)
75	IOCL Refinery Hospital, Noonmati	Kamrup (Metro)
76	Govt. Ayurvedic College Jalukbari	Kamrup (Metro)
77	Apollo Tyre Health Care Centre	Kamrup (Metro)
78	AGLIE HOSPITAL PVT. LTD.	Kamrup (Metro)
79	Pratiksha Hospital	Kamrup (Metro)
80	Ekopath Lab.	Kamrup (Metro)
81	SRL Diagnostics	Kamrup (Metro)
82	Rahman Hospital	Kamrup (Metro)
83	Dispur Hospital	Kamrup (Metro)
84	Down Town Hospital	Kamrup (Metro)
85	International Hospital	Kamrup (Metro)
86	Sanjevani Hospital	Kamrup (Metro)
87	Maloibari MPHC	Kamrup (Metro)
88	MMU Boko	Kamrup

89	MMU Hajo	Kamrup
90	MMU Kamalpur	Kamrup
91	RANI CHC	Kamrup
92	AZARA PHC	Kamrup
93	UPARHALI PHC	Kamrup
94	SUALKUCHI PHC	Kamrup
95	NAGARBERA PHC	Kamrup
96	BIHDIYA PHC	Kamrup
97	RAMPUR PHC	Kamrup
98	NORTH GUWAHATI PHC	Kamrup
99	Sontoli PHC	Kamrup
100	Goroimari CHC	Kamrup
101	Boat Clinic Chaygaon	Kamrup
102	Umakanta Goswami Memorial, Amronga PHC	Kamrup
103	MMU Mirza	Kamrup
104	Guwahati Neurological Research Centre, North Guwahati	Kamrup
105	Narayana Hridayalaya Hospital	Kamrup
106	Boithalangso PHC	Karbi Anglong
107	Kheroni PHC	Karbi Anglong
108	Donkamokam PHC	Karbi Anglong
109	MAKUNDA CHRISTIAN LEPROSY AND GENERAL HOSPITAL (PRIVATE)	Karimganj
110	KALIGANJ MPHC	Karimganj
111	KACHUGAON BPHC	Kokrajhar
112	BALAJAN PHC	Kokrajhar
113	DOTOMA BPHC	Kokrajhar
114	DTC Lakhimpur	Lakhimpur
115	DHALPUR CHC	Lakhimpur
116	Boat Clinic, Lakhimpur	Lakhimpur
117	Laharighat PHC	Marigaon
118	Moirabari CHC	Marigaon
119	Marigaon MMU	Marigaon
120	Boat Clinic, Marigaon	Marigaon
121	NAKHOLA MODEL HOSPITAL	Marigaon
122	BHURBANDHA PHC	Marigaon
123	JHARGAON PHC	Marigaon
124	BHURAGAON PHC	Marigaon
125	NELLIE SD RFW CENTRE	Marigaon
126	HAAM Hospital, Hojai, Nagaon	Nagaon
127	JAMUNAMUKH MPHC	Nagaon
128	NILBAGAN MODEL HOSPITAL	Nagaon
129	MG MODEL HOSPITAL JUGIJAN	Nagaon
130	KAMPUR FRU	Nagaon
131	KACHUA MODEL HOSPITAL	Nagaon
132	SAMAGURI PHC	Nagaon
133	SIMONABASTI BPHC	Nagaon

134	Lanka PHC	Nagaon
135	Doboka CHC	Nagaon
136	Kothiatoli PHC	Nagaon
137	Dagaon PHC	Nagaon
138	Lumding CHC	Nagaon
139	Kawaimari PHC	Nagaon
140	RAHA RANTHALI CHC	Nagaon
141	BURAGOHAITHAN PHC	Nagaon
142	RUPOHI MODEL HOSPITAL	Nagaon
143	SINGIMARI BPHC	Nagaon
144	SILONGANI AMTOLA MPHC	Nagaon
145	JURIA MPHC	Nagaon
146	BATADRABA MPHC	Nagaon
147	BEBEJIA CHC	Nagaon
148	BARAPUJIA PHC	Nagaon
149	Boat Clinic, Nalbari	Nalbari
150	Tihu FRU	Nalbari
151	Amguri CHC	Sibsagar
152	LIGIRIPUKHURI SDCH	Sibsagar
153	Geleki PHC	Sibsagar
154	Sampreeti Hospital	Sibsagar
155	East Point Hospital	Sibsagar
156	SAPEKHATI PHC	Sibsagar
157	CATHOLIC HOSPITAL (PRIVATE)	Sonitpur
158	DHEKIAJULI PHC	Sonitpur
159	Regional Institute of Mental Health, Tezpur	Sonitpur
160	MMU Sonitpur	Sonitpur
161	Boat Clinic Sonitpur	Sonitpur
162	Behali PHC	Sonitpur
163	LEDO MPHC	Tinsukia
164	Boat Clinic Tinsukia	Tinsukia
165	DTC Tinsukia	Tinsukia
166	St. Lukes Hospital	Tinsukia
167	Deys Nursing Home	Tinsukia
168	Borthakur Nursing Home	Tinsukia
169	Jeevan Jyoti Nursing Home	Tinsukia
170	HAPJAN BPHC	Tinsukia
171	Pine Wood Hospital	Tinsukia
172	Tangla CHC	Udalguri

**List of Designated STI/RTI Clinic:**

<b>Sl. No.</b>	<b>Name of the Centre</b>	<b>District</b>
1	Fakhruddin Ali Ahmed Medical College & Hospital	Barpeta
2	Bongaigaon Civil Hospital, STD Clinic	Bongaigaon
3	RB Civil Hospital, STD Clinic	Baksa
4	Silchar Medical College & Hospital, STD Clinic	Cachar
5	JSB Civil Hospital,	Chirang
6	Mangaldoi Civil Hospital, STD Clinic	Darrang
7	Dhemaji Civil Hospital, STD Clinic	Dhemaji
8	Dhubri Civil Hospital, STD Clinic	Dhubri
9	Assam Medical College Hospital, STD Clinic	Dibrugarh
10	Haflong Civil Hospital, STD Clinic	Dima Hasao
11	Goalpara Civil Hospital, STD Clinic	Goalpara
12	K. K. Civil Hospital, STD Clinic	Golaghat
13	Hailakandi Civil Hospital, STD Clinic	Hailakandi
14	Jorhat Medical College Hospital, STD Clinic	Jorhat
15	Gauhati Medical College Hospital, STD Clinic	Kamrup (Metro)
16	MMC Civil Hospital, STD Clinic	Kamrup (Metro)
17	TRB Civil Hospital, STD Clinic	Kamrup (Rural)
18	Diphu Civil Hospital, STD Clinic	Karbi Anglong
19	Karimganj Civil Hospital, STD Clinic	Karimganj
20	Kokrajhar Civil Hospital, STD Clinic	Kokrajhar.
21	Marigaon Civil Hospital, STD Clinic	Morigaon
22	B.P Civil Hospital, STD Clinic	Nagaon
23	SMK Civil Hospital, STD Clinic	Nalbari
24	Lakhimpur Civil Hospital, STD Clinic	Lakhimpur
25	Sibsagar Civil Hospital, STD Clinic	Sibsagar
26	Kanalata Civil Hospital, STD Clinic, Tezpur	Sonitpur
27	Tinsukia Civil Hospital, STD Clinic	Tinsukia
28	Udalguri Civil Hospital	Udalguri

**List of Regional STI Research & Reference Centre:**

<b>Sl. No.</b>	<b>Name of the Centre</b>	<b>District</b>
1	Gauhati Medical College & Hospital, Guwahati	Kamrup (Metro)

**List of STI Reference Centre:**

<b>Sl. No.</b>	<b>Name of the Centre</b>	<b>District</b>
1	Silchar Medical College & Hospital, Silchar	Cachar

**List of State Reference Laboratory (SRL):**

<b>Sl. No.</b>	<b>Name</b>	<b>District</b>
1	SRL, Gauhati Medical College Hospital, Guwahati	Kamrup (Metro)
2	SRL, Assam Medical College Hospital, Dibrugarh	Dibrugarh
3	SRL, Silchar Medical College Hospital, Silchar	Cachar

**List of NACO Supported Blood Banks:**

<b>Sl. No.</b>	<b>Name</b>	<b>District</b>
1	Fakhruddin Ali Ahmed Medical College Hospital Blood Bank,	Barpeta
2	Bongaigaon Civil Hospital Blood Bank,	Bongaigaon
3	Indian Red Cross Society, Blood Bank, Silchar	Cachar
4	Silchar Medical College Hospital Blood Bank	Cachar
5	Mangaldoi Civil Hospital Blood Bank,	Darrang
6	Dhemaji Civil Hospital Blood Bank,	Dhemaji
7	Dhubri Civil Hospital Blood Bank,	Dhubri
8	Assam Medical College Hospital Blood Bank,	Dibrugarh
9	Haflong Civil Hospital, Blood Bank	Dima Hasao
10	Goalpara Civil Hospital Blood Bank,	Goalpara
11	K.K. Civil Hospital Blood Bank,.	Golaghat
12	Hailakandi Civil Hospital Blood Bank,	Hailakandi
13	Jorhat Medical College Hospital Blood Bank,	Jorhat
14	B. Baruah Cancer Institute, Blood Bank	Kamrup (Metro)
15	Gauhati Medical College Hospital Blood Bank,	Kamrup (Metro)
16	MMC Hospital Blood Bank, Guwahati	Kamrup (Metro)
17	Diphu Civil Hospital Blood Bank,	Karbi Anglong.
18	Karimganj Civil Hospital	Karimganj
19	Kokrajhar Civil Hospital Blood Bank,	Kokrajhar
20	Morigaon Civil Hospital Blood Bank,	Morigaon
21	B.P Civil Hospital Blood Bank,	Nagaon,
22	S.M.K. Civil Hospital Blood Bank	Nalbari
23	North Lakhimpur Civil Hospital Blood Bank.	Lakhimpur
24	Sibsagar Civil Hospital Blood Bank,	Sibsagar
25	Kanaklata Civil Hospital Blood Bank, Tezpur	Sonitpur
26	Tinsukia Civil Hospital Blood Bank	Tinsukia

**List of Non NACO Supported/Private Blood Banks:**

<b>Sl. No.</b>	<b>Name</b>	<b>District</b>
1	Lower Assam Hospital Blood Bank,	Bongaigaon
2	BRPL Hospital Blood Bank,	Chirang
3	Barak Blood Bank, Silchar	Cachar
4	OIL India Ltd. Hospital Blood Bank, Duliajan,	Dibrugarh
5	Dr. Damini's Nursing Home	Dibrugarh
6	Aditya Dignostic Hospital Blood Bank,	Dibrugarh
7	M/S. Srimanta Sankardeva Hospital and Research Centre, Blood Bank, Mankotta Road	Dibrugarh
8	Solace Hospital & Research Pvt. Ltd,	Goalpara
9	Vivekananda Kendra NRL Hospital Blood Bank,	Golaghat
10	Lion's Club, Blood Bank	Jorhat
11	5, Air Force Hospital,	Jorhat
12	Down Town Hospital (P) Ltd, Dispur,	Kamrup (Metro)
13	Guwahati Neurological Research Centre, Dispur,	Kamrup (Metro)
14	Assam Gujrat Voluntary Blood Bank and Research Center	Kamrup (Metro)
15	Dispur Hospital, Blood Bank	Kamrup (Metro)
16	Ganga Blood Bank, Ulubari,	Kamrup (Metro)
17	Saharia's Patholab,	Kamrup (Metro)
18	International Hospital Blood Bank, GS Road,	Kamrup (Metro)
19	Surakhya Blood Bank	Kamrup (Metro)
20	M/s. Marwari Hospital & Research Blood Bank, Athgaon	Kamrup (Metro)
21	151 Base Hospital Basistha, Ghy	Kamrup (Metro)
22	Blood Bank Central Hospital, N.F. Railway Maligaon.	Kamrup (Metro)
23	Blood Bank, Rahman Hospital	Kamrup (Metro)
24	Blood Bank, Hayat Hospital	Kamrup (Metro)
25	Blood Bank, Sanjibani Hospital, Maligaon	Kamrup (Metro)
26	Blood Bank, Narayana Hospital, North Guwahati	Kamrup
27	Blood Bank, Guwahati Neurological Research Centre, North Guwahati	Kamrup
28	Haji Abdul Majid Memorial Hospital, Hojai	Nagaon
29	North East Blood Bank and Research Centre,	Nagaon
30	Divisional Railway Hospital, Lumding	Nagaon
31	Nalbari Maternity Hospital	Nalbari
32	ONGC Ltd. Blood Bank	Sibsagar
33	Pragati Nursing Home & Research Centre	Sibsagar
34	Catholic Hospital Blood Bank, Borgang	Sonitpur
35	155, Base Hospital, Tezpur	Sonitpur
36	Tezpur Medical College Hospital Blood Bank	Sonitpur
37	Central Hospital Coal India Ltd Blood Bank, Margherita	Tinsukia
38	Tinsukia Blood Bank	Tinsukia,
39	Dirial Central Hospital,	Tinsukia.
40	Indian Oil Corporation Ltd. Blood Bank	Tinsukia



**List of ART Centre:**

<b>Sl. No.</b>	<b>Name</b>	<b>District</b>
1	Gauhati Medical College Hospital, Guwahati <b>(ART Plus)</b>	Kamrup (Metro)
2	Assam Medical College Hospital, Dibrugarh	Dibrugarh
3	Silchar Medical College Hospital, Silchar <b>(ART Plus)</b>	Cachar
4	Fakhruddin Ali Ahmed Medical College & Hospital	Barpeta
5	Jorhat Medical College Hospital, Jorhat	Jorhat
6	B.P.Civil Hospital, Nagaon	Nagaon

**List of Link ART Centre:**

<b>Sl. No.</b>	<b>Name</b>	<b>District</b>
1	Bongaigaon Civil Hospital, Bongaigaon <b>(LAC Plus)</b>	Bongaigaon
2	K.K. Civil Hospital, Golaghat	Golaghat
3	CRPF Composite Hospital, Guwahati	Kamrup (Metro)
4	Karimganj Civil Hospital, Karimganj	Karimganj
5	Kanaklata Civil Hospital, Tezpur <b>(LAC Plus)</b>	Sonitpur
6	Diphu Civil hospital, Diphu	Karbi-Anglong
7	Lakhimpur Civil Hospital	Lakhimpur
8	Dhubri Civil Hospital	Dhubri
9	Tinsukia Civil Hospital	Tinsukia
10	Sivasagar Civil Hospital	Sivasagar
11	RNB Civil Hospital, Kokrajhar	Kokrajhar

**List of Care Support Centre:**

<b>Sl. No.</b>	<b>Name</b>	<b>District</b>
1	Care Support Centre, Barpeta	Barpeta
2	Care Support Centre, Silchar	Cachar
3	Care Support Centre, Dibrugarh	Dibrugarh
4	Care Support Centre, Guwahati	Kamrup (Metro)

**3. Our aim is to achieve the following service delivery/quality parameters**

Sl. No	Nature of Service	Service Standard Time (Days/Hours/Minutes)	Delivery Limit	Remarks.
1	Targeted Intervention	10 am to 5 pm		
2	Integrated Counselling and Testing Centre	9 am to 4 pm		
3	Designed STI/RTI Clinic	9 am to 4 pm		
4	Regional STI Research and Reference Centre	9 am to 4 pm		
5	State STI Reference Centre	9 am to 4 pm		
6	Blood Bank	24x7 hrs		
7	ART Centre/Link ART Centre	9 am to 4 pm		
8	Care Support Centre	10 am to 5 pm		
9	Kasturi Child Care Home	24x7 hrs		

**4. Availability of Information: Information on the following subjects can be obtained from our officers listed below :**

Details of Information	Name and Designation of the officer	Address / Location of the Office	Telephone/Fax/e-mail
Targeted Intervention Services	Ms. Deepsikha T Haloi, Asst Director (TI)	Assam State AIDS Control Society, Khanapara, Ghy-22	Mobile No. 9864688225 Email:deepsikha2008@gmail.com
Information Education Communication & Mainstreaming	Ms. Bonti Saikia, Joint Director (IEC)	Do	Mobile No.9864295633 Email:bonti.saikia@rediffmail.com
Integrated Counselling and Testing Services	Ms. R.R. Bhuyan, Asst Director (ICTC)	Do	Mobile No.9435515574 Email:rrbhuyan1972@gmail.com
STI/RTI Services	Dr. P. K. Baruah, Dy. Director (BTS) and (STI)	Do	Mobile No. 9435014184 Email:coolprasanta11@reddiffgmail.com
Blood Transfusion Services			

Laboratory Services	Mr. M. R. Sarkar, Asst. Director (Lab Service)	Do	Mobile No.9864191155 Email: qm.labservices.asacs@gmail.com
Care Support and Treatment Services	Dr. P. D. Baruah, In Charge (CST)	Do	Mobile No.9435342620 Email:drpdbaruah@gmail.com
Social Protection Scheme under GOA	Mr. Manab Surjya Das, Asst Director (GIPA)	Do	Mobile No.9864471593 Email:manabdswithasacs@yahoo.com

**5. Availability of prescribed forms**

NA

**6. For information outside office hours, please contact.**

Name and designation of the contact person:

Ms. Bonti Saikia, Joint Director (IEC), ASACS

**7. Complaint Redressal Systems**

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers.

Name and Designation of the Officer	Address for correspondence	Telephone/Fax/e-mail
Ms. Bonti Saikia, Joint Director (IEC)	Office of the Project Director, Assam State AIDS Control Society, Khanapara, Ghy-22	Mobile No.9864295633 Email:bonti.saikia.rediffmail.com

**8. Other information regarding lodging complain**

- All complaints will be acknowledged by us within 7 days and final reply on the action taken will be communicated within 30 days.

**9. Consultation with our users/stakeholders**

- We welcome suggestions from our users.

- We hold meetings with users/user representatives and if you wish to be associates with this please contact Assam State AIDS Control Society at Phone No. 0361-2360524.
- Please also enter your details at our Email ID [assamsacs@gmail.com](mailto:assamsacs@gmail.com) indicating your willingness to be available for consultation, survey on the points enlisted in the Charter.

**10. We seek your co-operation on the following**

Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you too help us in the following way (give details relevant to the departments concerned)

- a) Email ID- [assamsacs@gmail.com](mailto:assamsacs@gmail.com)

**11. Guide Book/Hand Book/Consumer Helpline**

- Our customer information centre is located at Assam State AIDS Control Society Phone No 03612360524
- We are committed to constantly revise and improve the services being offered under the Charter.