



**J&K State AIDS Control Society,  
Department of Health & Medical Education**

**CITIZEN CHARTER**

A **Citizens' Charter** represents the commitment of the Organization towards standard, quality and time frame of service delivery, grievance redress mechanism, transparency and accountability.

**1. VISION :**

J&K AIDS Control Society is working with the sole objective to achieve the mission of minimizing new HIV Infections, discrimination and deaths related to HIV/AIDS by implementing the National AIDS Control Programme of MOHFW, GOI in the UT of J&K.

**2. MISSION :**

- District-wise Strategic, Planning, Programme Management, Monitoring, Evaluation, Awareness Generation & Trainings (IEC), Promotion of Voluntary Blood Donation (VBD) and proper Grievance Redressal Mechanism.
- Providing Free of Cost Counselling and Testing Services to the general masses through Integrated Counselling and Testing Centres (ICTCs) functional at GMCs, Associated Hospitals and District Hospitals across the UT.
- Prevention of new infections in High Risk Groups (HRG) and vulnerable population through Targetted Interventions (TI) and by also providing Opioid Substitution Therapy (OST) in case of Intravenous Drug Users (IDU).
- Universal access to antiretroviral therapy for people living with HIV who are eligible for treatment.
- Strengthening the infrastructure system and human resources in prevention and treatment programs at the UT level.
- Taking steps to alleviate stigma and discrimination against People Living with HIV/AIDS (PLHA).

- Providing financial assistance of Rs. 12000/year to the People infected and affected by HIV/AIDS.
- Involving different departments Government as well as Private through advocacy meetings thereby generating awareness to address the discrimination being inflicted upon the PLHIVs especially at the workplaces.

### **3. COMMITMENTS OF THE CHARTER :**

- To provide access to available facilities by maintaining proper secrecy without any stigma and discrimination
- To provide emergency care, if needed.
- To provide adequate number of information panels/boards detailing the location of all the facilities and services available at a particular centre.
- To provide a proper client card regarding diagnosis, test and treatment being administered to the client availing ART services.
- To record complaints and respond in a timely manner.

### **4. GRIEVANCE REDRESSAL :**

- Grievances that citizens have are being recorded through dedicated complaint boxes placed at different locations including Head Quarters, during various meetings and in person.
- Complaints/Grievances can also be lodged through National Toll Free Helpline Number 1097 and NACO App.

### **5. EXPECTATIONS FROM THE CLIENTS :**

- PLHIVs/HRGs would attempt to understand the commitments made in the charter.
- PLHIVs/HRGs would not insist on service above the standard set in the charter because it could negatively affect the provision of the minimum acceptable level of service to other clients and instruction of the staff should be followed sincerely.
- In case of grievances, the redressal mechanism procedure as mentioned above should be followed by the clients without delay.

**Project Director**