

## **Citizen Charter for National AIDS Research Institute (NARI)**

National AIDS Research Institute [NARI] was established in October 1992 in Bhosari, Pune under the aegis of Indian Council of Medical Research. NARI is recognized internationally as a premier Institute devoted to research on HIV infection and AIDS over the last two decades. The Institute has generated data in the formative years of the HIV epidemic and contributed immensely through quality research encompassing clinical research for optimizing the treatment and care, development and testing new modalities for prevention and generating new information on HIV biology in context with HIV-1 subtype C infection prevalent in India. The Institute derives strength from wide ranging National and International Collaborations. The Institute has ably supported the National AIDS Control Programme in its activities, especially surveillance, capacity building, laboratory services and drug resistance. As a part of the clinical research, NARI runs many outpatient clinics. This charter provides information on the services available to patients attending clinic.

### **Our Goal**

To control spread of HIV and to provide care to HIV infected population through research initiatives that interface with intervention and policy development.

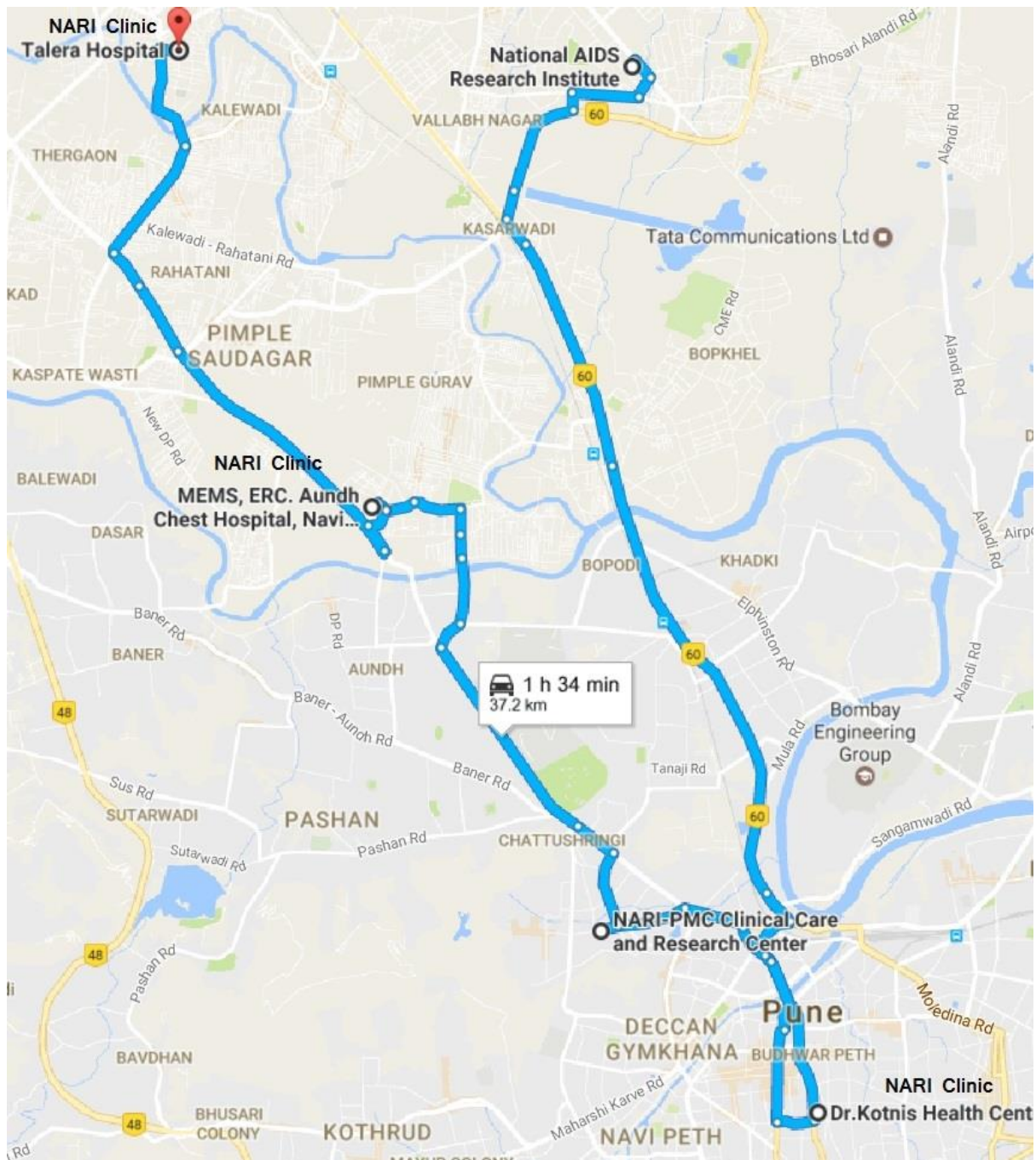
### **Our Vision**

To build multi-disciplinary and cross disciplinary research capacity to meet the challenges of HIV/AIDS and associated morbidities in India.

## Location:

The postal address of National AIDS Research Institute (NARI):

73 'G' Block, MIDC, next to Electronic Sadan II, Bhosari, Pune-411026.



The clinics associated with NARI are located at the following addresses

- NARI Clinic, National AIDS Research Institute, 73 G Block, MIDC, Bhosari, Pune 411026  
Tel No. 020-27331200/27331349

- NARI Unit, Dr. Kotnis Dispensary (Gadikhana), Shukrawar Peth, Pune 411002 Tel. No. 020-24473253
- Model Colony Clinic, (National AIDS Research Institute and Pune Municipal Corporation Care and Clinical Research Centre), Mantri Sterling, Near Homi Bhabha Corporation Hospital, Deep Bungalow Chowk, Model Colony, Pune 411016. Tel No: 020-25651109
- NARI unit, Aundh District Hospital, Pune Aundh Camp Area, Aundh Dist. - Pune 411027. Tel No: 020-29700076
- Talera Municipal Hospital (Voluntary Counselling and testing center) Room #36, Chinchwadgaon, Pune 411033 Tel. No. 020-27610945

### **Standards of Service:**

#### **Clinics:**

NARI clinic attendees receive HIV Counselling and Testing services, primary care and treatment on a cost-free basis. Antiretroviral drugs for treatment of HIV infected patients are provided currently at Model colony clinic, which serves as a free ART centre under the NACO ART program. The clinic attendees are offered opportunities to participate voluntarily in various research studies ongoing at NARI. The decision to participate in any research project at NARI is that of the participant which is documented through informed consent process. If they are willing and eligible for NARI research studies, they are enrolled and followed up at the respective clinics as per the study protocols following all good clinical practices (GCP) and ethical guidelines. The research protocols are implemented after getting approval from the Ethics committee comprised of independent experts in the scientific and regulatory fields. The standard existing services at any of the NARI clinics are available to all attendees irrespective of their study participation. The staff members working in the clinic are trained in Good Clinical Practices; Human Subjects Protection and Biosafety. Clinical management is done according to the prevailing Standards of Care.

**Laboratories:**

The NARI laboratories provide testing services to persons living with or at-risk of acquiring HIV attending NARI clinics for care or as part of various research studies. Additionally the laboratories also test imported blood products for HIV on request from FDA India. NARI heads a consortium of laboratories all over India for evaluating various diagnostic test Kits for HIV, HBV and HCV infections. As the “National Apex Laboratory” for HIV diagnosis and CD4 count estimation, NARI supervises quality of these testing in different laboratories under NACO umbrella performing these tests. NARI also provides proficiency testing (External Quality Assessment) for these activities to other laboratories. In addition to the institutional projects, NARI tests samples for HIV-1 viral load estimation of patients failing on 1<sup>st</sup> line ART who are referred to SACEP under the NACO ART program. Being the WHO recognised Regional HIV Drug Resistance (HIV DR) genotyping laboratory for South-East Asia region, the drug resistance testing laboratory of NARI provides genotyping facility as well as technical support for various SAARC countries. NARI also tests samples of infants born to HIV infected mothers under Early Infant Diagnosis (EID) program run by NACO.

The staff members working in the laboratory are trained in Good Clinical Laboratory Practices, Human Subject Protection and Biosafety. The laboratory standards are maintained through appropriate quality control measures and participation in external proficiency testing programs. The laboratory services are accredited through National Accreditation Board for Testing and Calibration Laboratories (NABL) under ISO15189:2012. The proficiency provider unit of NARI is also accredited by NABL under the ISO standard 17043.

**Pharmacy:**

The Pharmacists in the clinic and Central Pharmacy are trained in Good Clinical Practices and Human Subjects protection. Drug inventory and drug dispensing data is maintained and monitored adequately.

**General Information of Scientists And Other Key Personnel Associated With NARI Clinics:**

<b>S. No.</b>	<b>DESIGNATION</b>	<b>TEL. NO.</b>
1	Director	27331328
2	PS to Director	27331329
3	Administrative Officer	27331335
4	In Charge, NARI Laboratory	27331200
5	Clinical Sciences Department in Charge	27331200
6	In Charge, NARI Clinic, NARI	27331349/1200
7	In Charge, NARI Unit, Dr. Kotnis Dispensary	24473253
8	In Charge, Model Colony Clinic	25651109
9	In Charge, NARI unit, Aundh district hospital	29700076
10	Head, Division of Epidemiology	27331200
11	In Charge, Division of Social Sciences	27331200

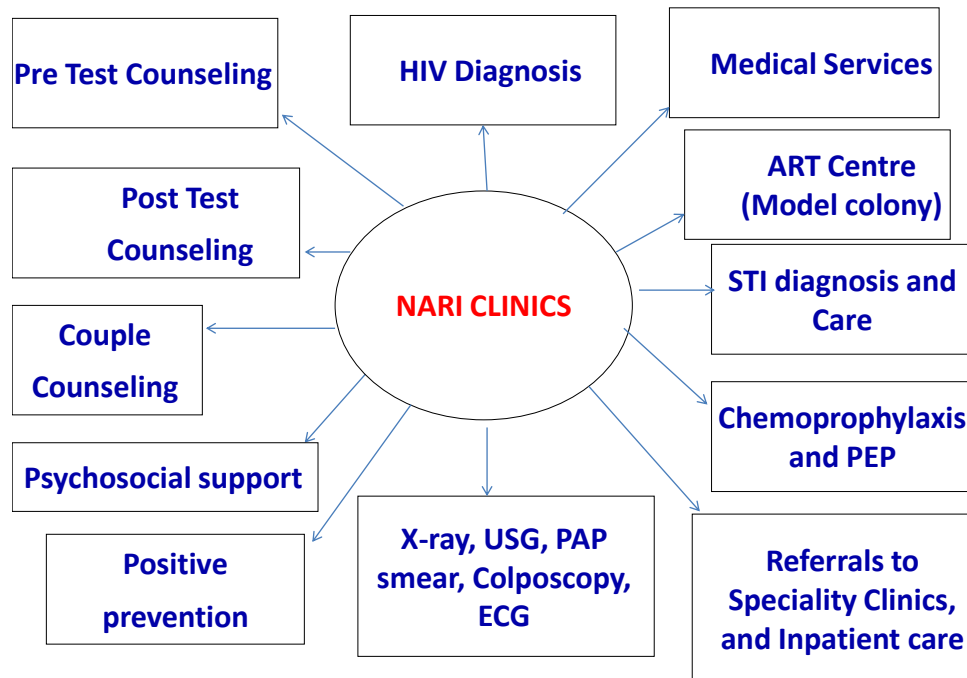
**NARI Contact:**

**Telephone Number:** 91-20-27331200

**Web Site:** <http://www.nari-icmr.res.in>

**Services Provided at NARI Clinics:**

Testing, care and support services are provided as per national guidelines.



**Clinic Timings:**

**Gadikhana and Model Colony:**

- 9.00 A M to 4.30 PM (Monday to Friday except on Government holidays)
- 9.00 AM to 12.30 PM (on Saturday except on Government holidays)

**NARI Clinic:** 9 am to 5.30 pm (Monday to Friday)

**Aundh Clinic:** 9 am to 4.30 pm (Closed on 2<sup>nd</sup> and 4<sup>th</sup> Saturdays)

Blood collection is done between 9 am and 1 pm on all working days except on Saturdays in all NARI clinics.

### **Complaints and Grievances:**

- NARI has a policy of providing quality services through its clinics. A feedback from service users is hence extremely important for us. Suggestions/ Complaint boxes are also provided at various locations in the Institute. We shall respond to you, if required, as soon as possible.
- Designation and telephone number of the concerned officials is duly displayed at the Reception.

### **Public Grievance Cell**

- Dr. Manisha V. Ghate, Scientist F, NARI
- Dr. Sheela Godbole, Scientist E, NARI
- Mrs. Swati Salunkhe, Administrative Officer, NARI

### **Right to Information (RTI) Cell:**

#### **Public Information:**

**1. Dr. (Mrs.) Manisha V. Ghate,**

**Scientist F and Central Public Information Officer (CPIO)**

**Phone number: 9422087976**

**2. Mrs. Swati Salunkhe,**

**Administrative Officer and Central Assistant Public Information Officer**

**Phone number: 9850504044**

### **Rights of Patients at NARI:**

- Right to be treated with respect and dignity, in a safe and clean environment.
- Right to confidentiality about your personal information as per guidelines.
- Right to personal dignity and privacy during examination and procedures.
- Right to information and consent before any research protocol is initiated.
- Right to clarify of all your doubts before signing any informed consent form.
- Right to agree to or refuse to, to take part in or withdraw from bio- medical and social research studies.
- Right to represent for genuine grievances
- Right to information on the services available at this Institute.
- Right to know the expected cost of treatment, fees for services, payment policies if applicable.
- Right to protection from physical abuse.
- Right to respect your individual beliefs & values
- Right to be addressed by your proper name
- Right to be informed about the names of the doctors and other healthcare team members involved in your care.

### **Responsibilities of the Beneficiaries:**

- The success of this charter depends on the support we receive from our beneficiaries.
- Please help us in keeping the Institute and its surroundings clean and hygienic.
- The Institute is a No Smoking Zone. Respect others right to health and clean environment and refrain from smoking.
- Please provide useful feedback and constructive suggestion. These may be addressed to the Administrative Officer of the institute.

*PLEASE HELP US TO HELP YOU!*

### **Director**

National AIDS Research Institute, 73 G Block, MIDC, Bhosari, Pune-411026