



Dr. Manohar Agnani, IAS

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भारत सरकार

स्वास्थ्य एवं परिवार कल्याण मंत्रालय

निर्माण भवन, नई दिल्ली - 110011

Government of India

Ministry of Health & Family Welfare

Nirman Bhavan, New Delhi - 110011

File no: NHSRC/2015-16/PHA

Dated: 6th June, 2018

Dear Colleague,

Public health services now facing rising expectations from the beneficiaries who have become more aware of what they need, what is available in terms of medical care and their entitlements. This has necessitated setting up of grievance redressal mechanisms to address clients' concerns and enforce the NHM entitlements including provision of free drugs, free diagnostics etc. To establish effective grievance redressal mechanism, it is important to improve reporting on some of the parameters essential for monitoring. Hence, a reporting format has been developed to monitor the functioning of grievance redressal mechanism and to meet the requirements of parliamentary/ PMO/ VIP references etc.

You are requested to kindly send information as per the reporting format on a quarterly basis by 10th of month following the quarter, so that correct facts and figures can be quoted to parliament/PMO and VIP references.

The information may be mailed to Dr. Aashima Bhatnagar at aashima.bhatnagar@gmail.com and Ms. Anil Kumar Gupta at anil.jnu.1@gmail.com with a copy marked to Sunita Sharma, Director- NHM at sharma.sunita@nic.in and Dr. H. Bhushan at drhbhushan@gmail.com.

with kind regards,

Yours Sincerely,

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20/06/2018
(Dr. Manohar Agnani)

Mission Directors (NHM) (All states/UTs)

Grievance Redressal System Follow-up

Name of State	
FMR code & Fund Allocation in current financial year	
Whether a centralized call center is functional at state? If yes, what is the helpline number?	
Are registration of grievances being undertaken through this center?	
Other services being provided <ul style="list-style-type: none"> • Health & Hospital related information Helpline • MCTS • ASHA grievance • Helpline for ANMs • Linkages with ambulance services • JSY & JSSK • PM Rashtriya Swastha Suraksha Mission • Any other 	
Total number of calls received in the last three months	
Number of calls registered in: <ul style="list-style-type: none"> • Grievances- • Health Helpline- • MCTS- • ASHA grievance- • Helpline for ANMs- • Linkages with ambulance services- • Directory of Health Information- • JSSK- • JSY- • Insurance Schemes- • Any other (Please mention)- 	
Has any GO been issued for time bound escalation and redressal of grievances (please attach copy)	
Are grievances being monitored for timely redressal as per the citizen charter? If yes, number of grievances redressed in the last three months	
Whether initiated help desks as per GRS guidelines – Yes/No	
If yes, mention details	