

PUBLIC GRIEVANCE REDRESSAL POLICY

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A.B.GOV.T. HOSPITAL,
MOTI NAGAR, NEW DELHI-110015

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AMENDMENTSHEET

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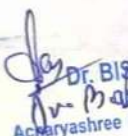
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The Authority over control of this manual is as follow:

Prepared By	Approved By	Issued By
Designation: CMO NFSG Name: Dr Biswajit Das Signature: 	Medical Superintendent Name: Dr. Uma K. Signature: 	Quality – Nodal Officer Name: Dr. Renuka Walia Signature: 

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Moti Nagar, New Delhi – 110015**

PUBLIC GRIEVANCE REDRESSAL POLICY

Purpose:-

Complaint and Public Grievance Redressal cell (PGRC) was established in ABGH to look into the complaints made by Public, Attendant, and Hospital.

Scope:-

Public Grievance Redressal Cell (PGRC) was established in ABGH to look into the complaints made by Public, Attendant, and Hospital.

Responsibility:-

Grievance Redressal Cell (CGRC)

Policy:-

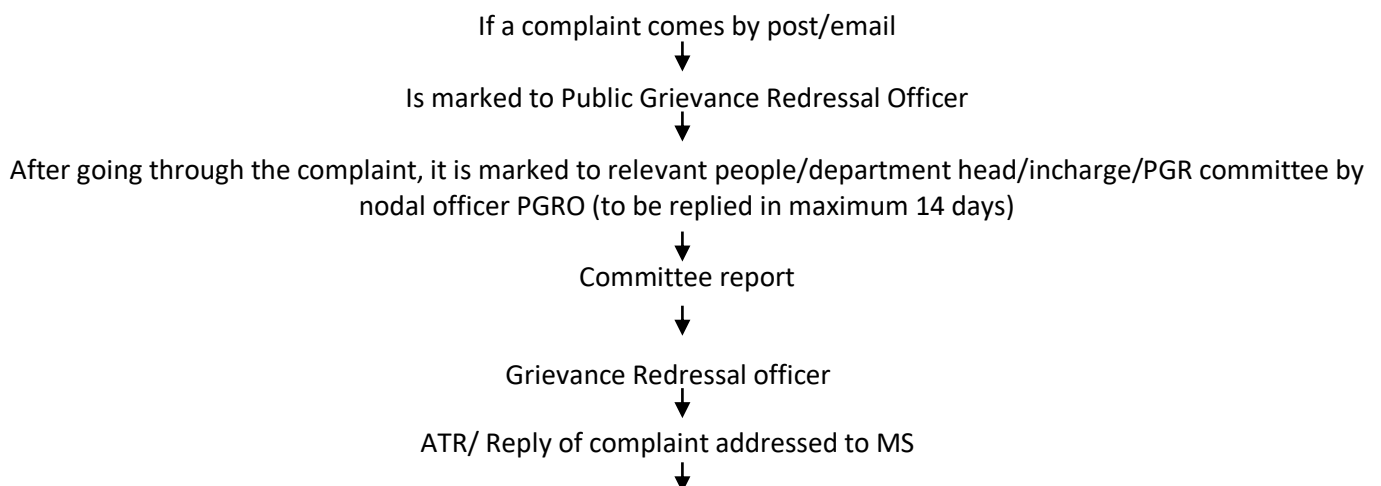
A complaint and Public Grievance Redressal Cell (PGRC) was established in ABGH to look into the complaints made by Public, Attendant, and Hospital. PGRC is headed by nodal officer 'Public Grievance redressal officer'.

Public grievances redressal committee (of 5 members) also exists in hospital.

Patients/Relatives/Attendants having a Grievance can approach Assistant Public Grievance Redressal Officer directly in room no 213, 2nd floor between 11:00 AM to 01:00 PM.

Appropriate help is offered to the patient carrying a verbal complaint/problem.

- ❖ If still problems not resolved, then written complaint is taken.
- ❖ The complaint is marked to concerned department for comments and resolved in 7 days by Public Grievance Redressal Nodal Officer.
- ❖ The reply (ATR) is sent by post/email to person concerned.
- ❖ In case telephone number of the complainant is provided, he is contacted as such and asked to come at a time of his convenience and availability of the Grievance Redressal Officer to personally explain the 'ATR' or its contents.
- ❖ All efforts are made to cordially settle the complaints and reach conclusion.
- ❖ If the complainant so demands he can discuss the matter with MS.
- ❖ The proceeding is numbered & duly recorded in a log book or file.
- ❖ Copy of ATR is preserved.
- ❖ If a committee is constituted by MS to look into a complaint then the committee enquires & submits its report/observation/ATR to the MS for approval & finally sent to the complainant.
- ❖ All online complaint (PGMS, etc.) to be resolved within time frame.

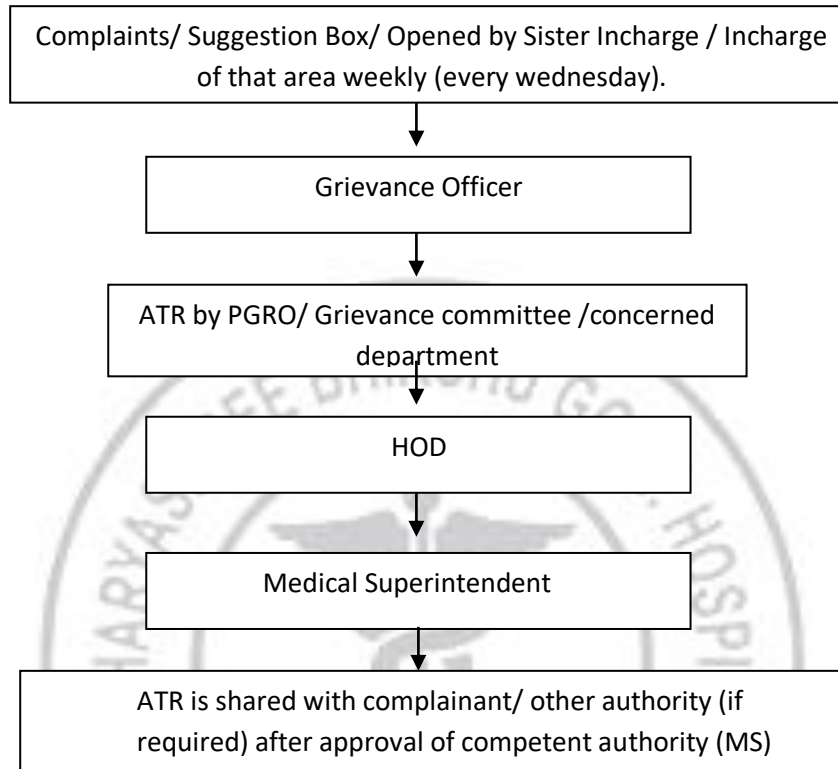


The reply (ATR) is sent by mail/speed post to person concerned after approval of CA (MS).



The proceeding is duly recorded in a log book or file and ATR is preserved.

Management of Grievances for Patient/Attendants



Management of Grievances of Employee

