




## PUBLIC GRIEVANCE REDRESSAL POLICY

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**A.B.GOV'T. HOSPITAL,  
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## AMENDMENTSHEET

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**PUBLIC GRIEVANCE REDRESSAL POLICY**

**Purpose:-**

Complaint and Public Grievance Redressal cell (CGRC) 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.

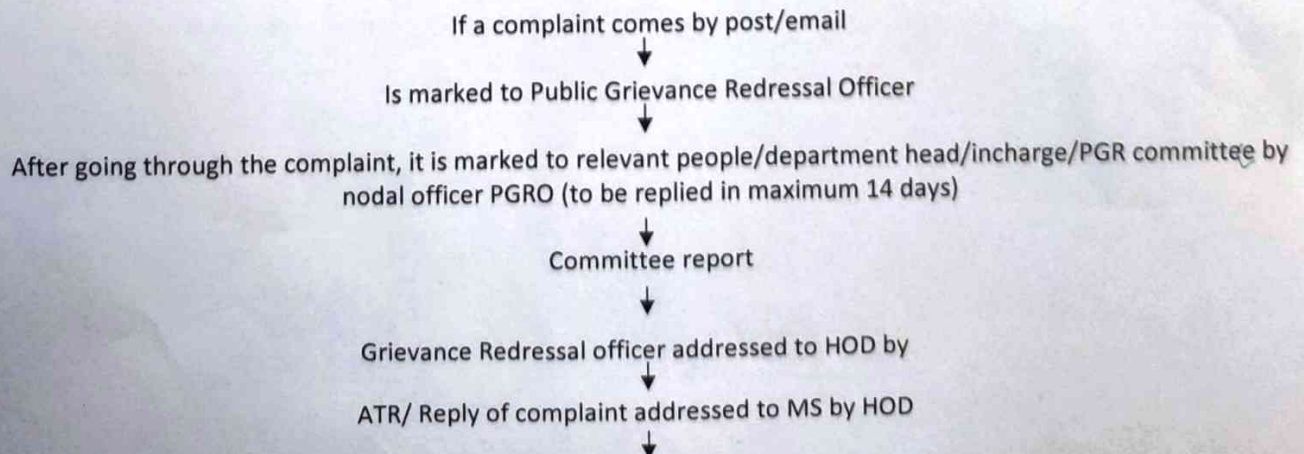
**Responsibility:-**

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.

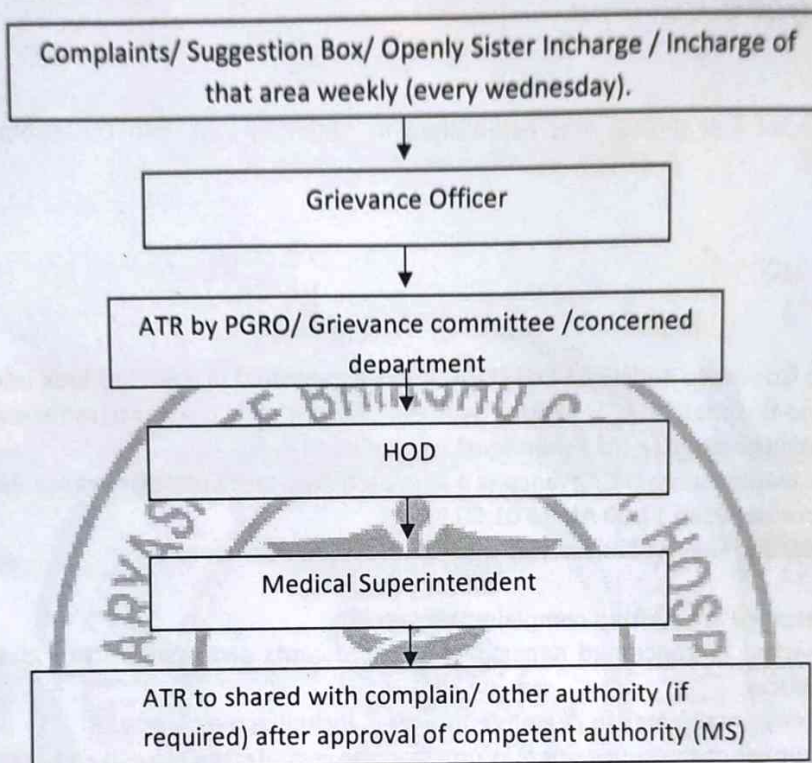
- ❖ Still problems not resolved and written complaint is taken.
- ❖ The complaint is marked to concerned department to comments and resolved in 7 days by Public Grievance Redressal Medical Officer.
- ❖ The reply (ATR) is sent by mail/email to persons concerned, including the complainant.
- ❖ In case 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 confusion.
- ❖ If the complainant, so demands he can discuss the matter with MS.
- ❖ The proceeding are numbered & duly recorded in a log book or file.
- ❖ Copy of ATR is preserved
- ❖ If a committee is constituted by MS to book into a complaint then the committee enquires & submits its report/observation/ATR to the MS for approval & finally sent to the complainant.
- ❖ All online complain (PGMS, etc.) to be resolved within time frame.
- ❖ The reply (ATR) is sent by mail/email to persons concerned, including the complainant.
- ❖ Copy to ATR is preserved.



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

The proceeding is duly recorded in a log book or file and ATR is preserved.  
Draft of observation/replies is sent is via DA to MS for approval

### **Management of Grievances for Patient/Attendants**



### **Management of Grievances of Employee**

