

GRIEVANCEREDRESSALPOLICY

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DETAILS OF THE DOCUMENT

**A.B.GOV.T.HOSPITAL,
MOTINAGAR, NEW DELHI-110015**

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The Authority over control of this manual is as follows:

Prepared By	Approved By	Issued By
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GRIVANCEREDRESSALPOLICY

Purpose:-

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

Scope:-

Grievance Redressal Cell (CGRC) was established in ABGH to look into the complaints made by Public, Patient and Attendant for any Grievances.

Responsibility:-

Grievance Redressal Cell (CGRC)

Policy:-

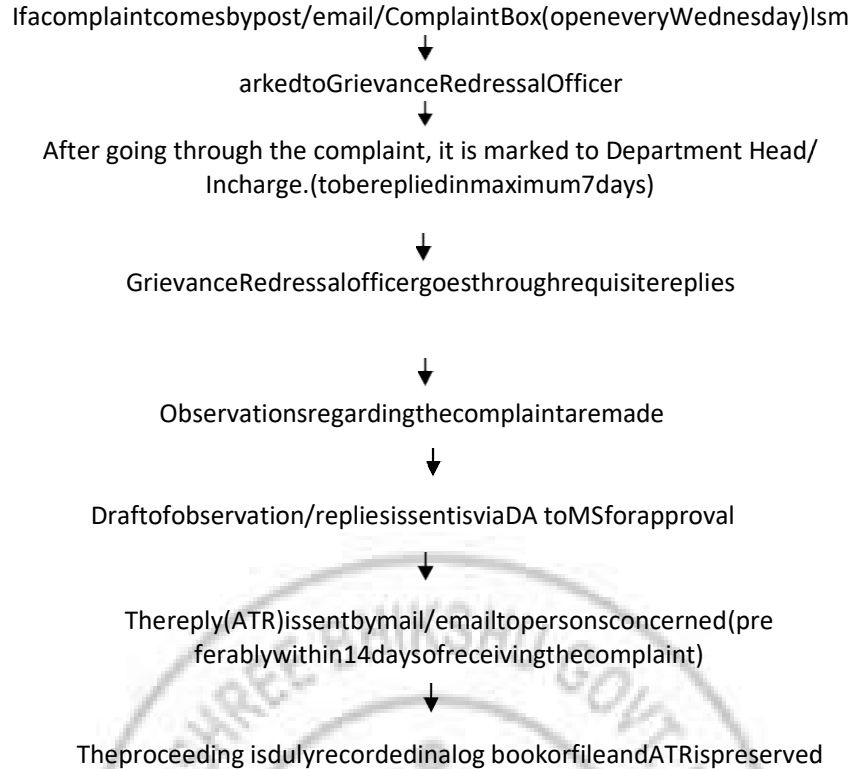
A complaint and Grievance Redressal Cell (CGRC) was established in ABGH to look into the complaints made by Public, Patient and Attendant. The Cell consists of Medical Officer in charge (Grievance Officer) and DA. PGIMS Grievances is seen by MS (MCH).

Patients/Relatives/Attendants having a Grievance can approach Grievance Redressal Officer directly in room no 1081st floor Pediatric OPD between 11:00 AM to 01:00 PM

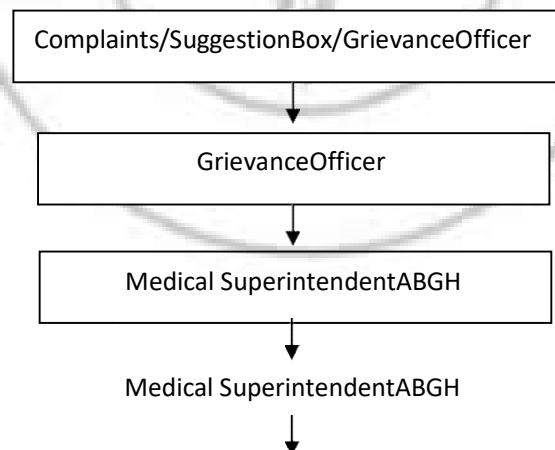
Appropriate help is offered to the patient carrying a verbal complaint/problem.

If problem still persists and not resolved a written complaint is taken from the complainant.

- ❖ The complaint is marked to concerned department for comments within 7 days by Grievance Medical Officer.
- ❖ 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 content in the complaint.
- ❖ All efforts are made to cordially settle the complaints and reach a conclusion.
- ❖ If the complainant, so demands she can discuss the matter with MS.
- ❖ The proceeding are numbered & duly recorded in a log book or file.
- ❖ 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.
- ❖ The reply (ATR) is sent by mail/email to persons concerned, including the complainant.
- ❖ Copy of ATR is preserved.



Management of Grievances of Patient/Attendants



Disciplinary authority—Executive body headed by the Medical Superintendent ABGH



शिकायत निवारण अधिकारी

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