

ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ANSARI NAGAR, NEW DELHI-110029
(GRIEVANCES CELL)

F.No. 3-1/2025/Grievance Cell(Misc.)

Dated:- 16.01.2025

CIRCULAR

Subject:- Qualitative improvements in the Grievance Redressal System of DoHFW of the Ministry of Health & Family Welfare (MoHFW)-reg.

Please find enclosed herewith an Office Memorandum vide No. B-13016/08/2024-W&PG, dated 30.12.024 issued by Ministry of Health & Family Welfare (W & PG Section) on the subject cited above for compliance. It is pertinent to mention that the points raised in the OM particularly(II) to (iv) may kindly be pursued for further necessary action.

This issue is with the approval of Competent Authority.


Administrative Officer
Grievance Cell

Distribution:-

1. All Chief of Centres/Dean(Acad.)/Dean-Exam/Dean-Research/MS/All HoDs/Addl.MS/ Sections / Units/ Cells etc.
2. AAO(Grievance) is directed to select 20-50 cases monthly and report to be submitted to Director Office.
3. PPS to Director/ADA/PA to Dy. Secretary/CAO/SE/CSO
4. The Prof.I/C Computer Facility for uploading on Institute Website.
5. Hindi Section-To provide Hindi translated copy to Grievance Cell.

अखिल भारतीय आयुर्विज्ञान संस्थान
अंसारी नगर, नई दिल्ली-110029
(शिकायत प्रकोष्ठ)

फा.सं.3-1/2025/शिकायत प्रकोष्ठ(विविध)

दिनांक:16.01.2025

परिपत्र

विषय:-स्वास्थ्य एवं परिवार कल्याण मंत्रालय के स्वास्थ्य एवं परिवार कल्याण विभाग की शिकायत निवारण प्रणाली में गुणात्मक सुधार संबंधी।

कृपया उपर्युक्त विषय पर इस पत्र के साथ संलग्न स्वास्थ्य एवं परिवार कल्याण मंत्रालय (डब्ल्यू एवं पी जी अनुभाग) द्वारा जारी दिनांक 30.12.2024 के कार्यालय ज्ञापन सं.बी-13016/08/2024-डब्ल्यू एवं पीजी का अनुपालन हेतु अवलोकन करें। यह उल्लेख करना उचित है कि कार्यालय ज्ञापन में निर्दिष्ट किए गए बिंदुओं विशेष रूप से (ii) से (iv) का आगे की आवश्यक कार्रवाई हेतु अनुसरण किया जाए।

इसे सक्षम प्राधिकारी के अनुमोदन से जारी किया जाता है।


प्रशासनिक अधिकारी
शिकायत प्रकोष्ठ

वितरण:-

1. सभी केंद्र प्रमुखगण/संकायध्यक्ष (शैक्षिक/परीक्षा/अनुसंधान)/चिकित्सा अधीक्षक/सभी विभागाध्यक्षगण/अपर चिकित्सा अधीक्षक/अनुभाग/एकक/प्रकोष्ठ आदि।
2. सहायक प्रशासनिक अधिकारी (शिकायत) को निदेश दिया जाता है कि मासिक आधार पर 20 से 25 मामलों का चयन करें और निदेशक कार्यालय में रिपोर्ट प्रस्तुत करें।
3. निदेशक/अपर निदेशक (प्रशा.) के प्रधान निजी सचिव/उप-सचिव/मुख्य प्रशासनिक अधिकारी/अधीक्षण अभियंता/मुख्य सुरक्षा अधिकारी के वैयक्तिक सहायक।
4. प्रभारी-आचार्य, कम्प्यूटर सुविधा - इसे संस्थान की वेबसाइट पर अपलोड करने के अनुरोध सहित।



grievance cell <grievancecell@aiims.edu>

Fwd: Qualitative improvements in the Grievance Redressal System of DoHFW of the Ministry of Health & Family Welfare (MoHFW)-reg.

1 message

R. Gopinath <dy.secretary@aiims.gov.in>

Thu, Jan 9, 2025 at 11:11 AM

To: grievancecell <grievancecell@gmail.com>, grievancecell <grievancecell@aiims.edu>

From: dda@aiims.edu

To: "R. Gopinath" <dy.secretary@aiims.gov.in>

Sent: Thursday, January 9, 2025 10:23:40 AM

Subject: Fwd: Qualitative improvements in the Grievance Redressal System of DoHFW of the Ministry of Health & Family Welfare (MoHFW)-reg.

----- Forwarded message -----

From: Srinivas.M <director@aiims.gov.in>

Date: Tue, Jan 7, 2025 at 5:54 PM

Subject: Fwd: Qualitative improvements in the Grievance Redressal System of DoHFW of the Ministry of Health & Family Welfare (MoHFW)-reg.

To: dda <dda@aiims.edu>, KARAN SINGH <adadmin@aiims.gov.in>

Dr. M. Srinivas

Director

AIIMS, New Delhi

From: "INI-I Section" <section-ini1-mohfw@gov.in>

To: "Srinivas.M" <director@aiims.gov.in>

Sent: Tuesday, January 7, 2025 3:52:03 PM

Subject: Qualitative improvements in the Grievance Redressal System of DoHFW of the Ministry of Health & Family Welfare (MoHFW)-reg.

Sir,

PFA a copy of letter dated 07.01.2025 on the subject mentioned above.

Regards,

INI-I Section, MoHFW


Tel. (011) 23063021

Office of Addl. Director (Admn.)
A.I.I.M.S., New Delhi
011-26594804

2 attachments

 Enclosure.pdf
589K

ASO may please see for
CPGRAMS
10/1/2025
ASO.
Me. Y. Srinivas
P.
10/1/25

 **Letter dated 07.01.2025.pdf**
1382K

No.V-16020/1/2025-INI-I (e-8313623)
Government of India
Ministry of Health & Family Welfare
Department of Health & Family Welfare
(INI-I Section)

Nirman Bhawan, New Delhi
Date: 07-01-2025

To

The Director,
All India Institute of Medical Sciences,
Ansari Nagar,
New Delhi - 110029

Subject: **Qualitative improvements in the Grievance Redressal System of DoHFW of the Ministry of Health & Family Welfare (MoHFW).**

Sir,

I am directed to forward herewith a copy of MoHFW OM dated 30.12.2024 (*copy enclosed*) vide which it has been apprised that a review meeting was held in PMO on 20.12.2024 and it was desired to make qualitative improvements in the Grievance Redressal system to make it more sensitive, accessible and meaningful. The following action points have been decided:

- i. 20 cases (received on the CPGRAMS portal) will be randomly reviewed by Secretary (HFW) in a month.
- ii. All Sub-Appellate Authorities (SAAs) of CPGRAMS are required to review 10 cases monthly, by calling the complainants, where 'Poor' feedback has been received from the complainants on the portal.
- iii. Each Division should carry out Root Cause Analysis of public Grievances received in the Division to identify areas of concerns as well as requirement of any systemic reforms and should take necessary action.
- iv. Further, Head of the Institutions should review 20-50 cases monthly and the report of the same should be submitted to the concerned Divisional Heads in MoHFW.

(For points (ii) and (iii), AIIMS is required to take necessary action on part of the Institute.)

2. The institute is requested to take necessary action in compliance of above directions and to furnish requisite information to this Ministry at the earliest. It may be noted that compliance to above action points is required to be submitted on monthly basis. AIIMS may ensure to submit the compliance report within 1st week of every month positively.

Encl. as above.

Yours faithfully,

Signed by Neelam

Date: 07-01-2025 14:39:41

(Neelam)

Under Secretary to the Govt. of India

Tel: 011-23061881(0)

PRIORITY

F. No. B-13016/08/2024-W&PG
Government of India
Ministry of Health and Family Welfare
(W&PG Section)

Nirman Bhawan, New Delhi-110011
Dated 30th December, 2024

OFFICE MEMORANDUM

Subject: Qualitative improvements in the Grievance Redressal System of DoHFW of the Ministry of Health & Family Welfare (MoHFW).

The undersigned is directed to inform that a review meeting, under the Chairmanship of Advisor to Hon'ble Prime Minister, was held on 20.12.2024 in Prime Minister's Office and, during the course of meeting, it was desired that the Ministry should make qualitative improvements in its Grievance Redressal System to make it more sensitive, accessible and meaningful.

2. In this connection, the following action points have been decided:

(i) 20 cases (*received on the CPGRAMS portal*) will be randomly reviewed by Secretary (HFW) in a month.

(ii) All Sub-Appellate Authorities (SAAs) of CPGRAMS are required to review 10 cases monthly, **by calling the complainants**, where 'Poor' feedback has been received from the complainants on the portal.

(iii) Each Division should carry out **Root Cause Analysis** of Public Grievances received in the Division to identify areas of concerns as well as requirement of any systemic reforms and should take necessary action.

(iv) Further, **Head of the Institutions** should review 20-50 cases monthly and the report of the same should be submitted to the concerned Divisions Heads in MoHFW.

3. Action taken on the points mentioned above will be reviewed by Secretary (HFW) every 2nd week of the month. **All are, therefore, requested to take necessary action for compliance of aforesaid directions.**

Signed by

Jitender Singh (Jitender Singh)
Deputy Secretary to the Government of India &
Nodal Grievance Redressal Officer

Date: 30-12-2024 17:04:42

Tele No. 011-23062292

To
(through e-Office's Notice Board)

(i) AS(RS)/ AS(LSC)/ AS(VHZ)/ AS&MD(NHM)

(ii) JS(PR)/ JS(AMB)/ JS(SJ)/ JS(MK)/ JS(VJ)/ JS(ERS)/ JS(LG)/ JS(NG)/ JS(MKB)/ JS(MS)/ JS(GM) of Dte.GHS/ Sr EA(İK)/ EA(KKT)/ CCA/ Adv (RW)

(iii) All Directors/ Deputy Secretaries/ Joint Directors and equivalent officers (who are Grievance Redressal Officers on CPGRAMS)

Copy to (for information):
PSO to Secretary (HFW)