

CHAPTER XIII
**GRIEVANCE REDRESSAL AND CITIZEN'S
CHARTER**

13.1 Each Hospital should have effective Grievance Redressal machinery for Patients.

13.2 A Grievance Redressal Officer should be designated in each hospital. The name of this Officer, location of office, timings, phone numbers etc. should be prominently displayed in important locations of the hospital.

13.3 A number of Complaint Boxes should be placed at strategic locations for collection of complaints from the patients and their relatives. These should be opened regularly at least once in a month and all complaints should be duly registered and action taken thereof.

13.4 The follow up action on the complaints registered by the patients should be prompt and disposed off in a time bound manner. All complaints by patients should be duly acknowledged.

13.5 A Committee headed by Chief of Hospital should monitor the complaints received and follow up action taken.

13.6 A Grievance Redressal Committee also exists in the Directorate General of Health Services and cases are examined in this Committee periodically.

13.7 Preferably, a Citizen's Charter should be prepared and adopted by each hospital. This Charter should be the guiding force in providing the services with a customer focus in view. The Citizen's Charter should enlist the level of services being pledged by hospital towards patients. The copies of the Citizen's Charter should be made available to patients on request.

13.8 The copy of Citizen Charter already adopted by Central Government Hospital like Dr. R.M.L. Hospital is placed at Appendix VII. The other hospital should follow the same. These Charters should be periodically reviewed and updated. A nodal officer should be designated to monitor the implementation of the Charter.