	Chacha Nehru Bal Chikitsalaya, Delhi
	Policy No:- CNBC/HWP/GRC/28.34
	Released on: 1st May 2008
	Revised on: August 2022
Approved by	Director
Reviewed By	HOO, Grievance Officer and QMD.

Grievance

Definition-

An official statement of a complaint over something believed to be wrong or unfair.
or

A feeling of resentment over something believed to be wrong or unfair.

PURPOSE:

- The purpose of this policy and procedure is to provide a complaint and Grievance handling framework for the complainants as well as complaint recipients,
- To provide guidelines on how to lodge a complaint or grievance and how that Complaint or grievance will be dealt with.
- To investigate the complaint by unbiased and experienced people of hospital, solve the matter and do CAPA for it.

RESPONSIBILITY: HOD/Supervisor, HOO, Director, Grievance committee

DISTRIBUTION: All the employee of the Hospital.

A Complaint and Grievance Redressal (CGRC) Committee

A Complaint and Grievance Redressal) Committee (CGRC) was established in Chacha Nehru Bal Chikitsalaya to look into the complaints made by public and employees.. The hospital has a Grievance Redressal Committee (Public and Staff) constituted as follows:

1. Dr Mamta Jajoo ,HOO -- Chairman
2. Dr D Saikia, HOD (Pediatrics) Staff Grievance Officer --Member
3. Dr Manoj Kumar Gupta, Public Grievance Resolution Officer --Member
(CPGRAMS Portal, PGMS Portal , Govt of NCT of Delhi and through CNBC Diary)
4. Dr. RPS Dhingra, Grievance Resolution Officer ,1031 Helpline --Member Secretary
5. Dr. Shikha Sharma Grievance Resolution Officer ,for complaint received from citizen in complaint box and through email. ---- Member

The Complaints/Suggestions boxes are installed at strategic public locations in the hospital (Out Patient Department registration counter, casualty and ward block area. complaints can also be submitted directly to the Director, CNBC or Medical Superintendent, CNBC. In case of any emergency beyond the routine working hours, the complainant can contact the casualty medical officer (CMO) or senior resident (SR) posted in casualty. The Complaint/Suggestion Boxes are opened weekly (Thursday) in the presence of designated officer and documented in register. . In case of any public holiday on Thursday, the box is opened on next working day. If required, the recommendation of the Committee are subsequently sent to the administration / concerned section for action taken under intimation to GRC.

Smt. Beena, Pharmacist is designated as Nodal Officer (1031 helpline).

Disciplinary authority – Executive body headed by the Director CNBC
Appellate authority - Governing council CNBC.

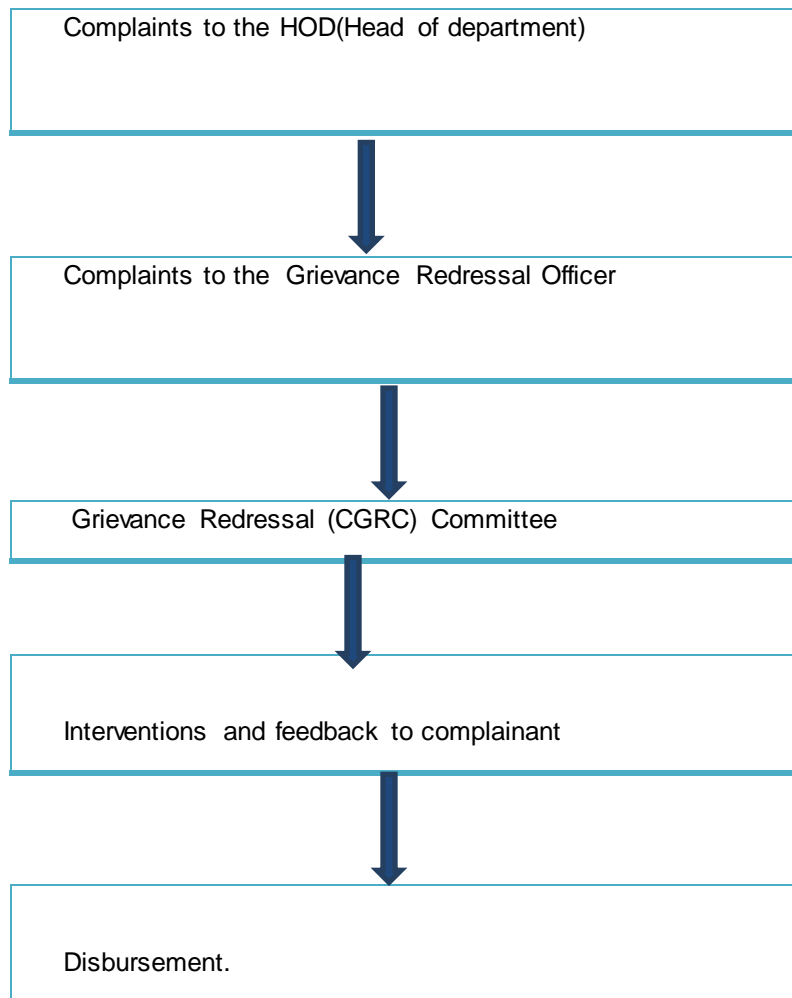
Management Of Grievances For Employees

POLICY:

Grievance redressal procedure shall be explained to the employees during the hospital orientation programme so that they can address their grievances to their supervisors / Section Heads / HOD / Senior Management.

The redressal procedure shall address the grievance and with help and advice of the supervisor / section head / HOD / Senior Management attempts to redress the grievance and sort out the problems at all levels. If not satisfied then they can appeal the committee through Grievance redressal officer as shown below.

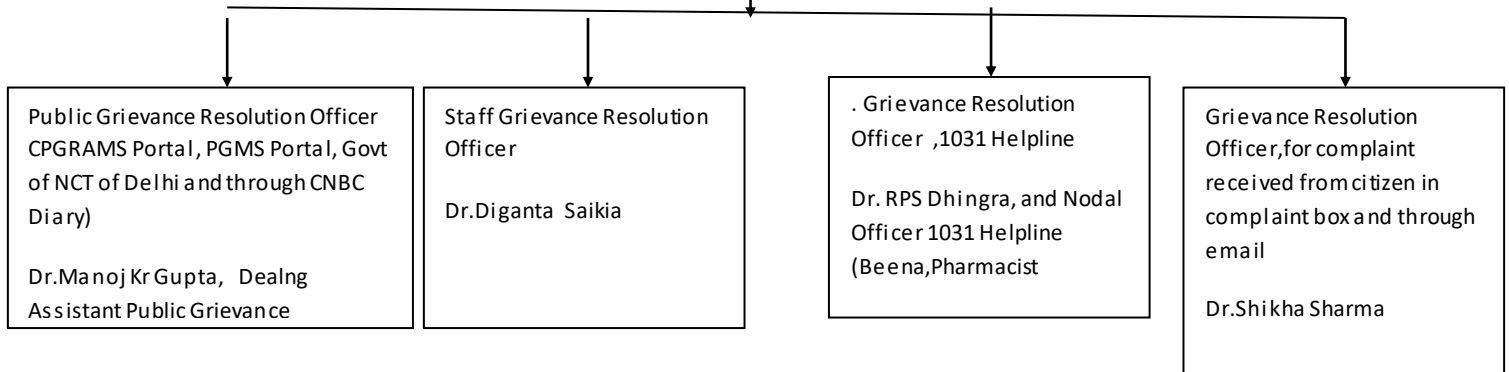
Appropriate actions shall be taken to redress the grievance by the HOD and Senior Management. Counseling sessions shall be scheduled, with the individual and all attempts shall be made to ensure that there is a redressal of the grievance to everyone's satisfaction.



Appellate Authority (Director,CNBC)

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Chairperson GRC cum Nodal
Grievance Resolution Officer



Management of grievances of patients/ attendants.

CNBC receives grievances by different modes

1. Directly lodge the complaint to the HOO
2. through suggestion box
3. PGMS Portal
4. CPGRAM portal .

Dealing of complaint through various modes

1. Directly received complaint (HOO office) and through suggestion box are marked to committee . If required complaint sent to Grievance Redressal (CGRC) Committee for detailed investigation and feed back communicated to complainant accordingly.

2.PGMS Portal (Public Grievance Monitoring System) : PGMS system is owned and maintained by PGMS,Chief Ministers officers,Govt of NCT of Delhi.

All complaints/grievances concerned to CNBC are forwarded to CNBC by PGMS and addressed by concerned individual/HOO

1. CPGRAM portal (Central Public Grievance Redressal and monitoring portal /toll free no.1031) at <https://pgportal.gov.in/Home/LodgeGrievance>
It is a standardized web based solution.CPGRAM is functional at the board (CBEC) level. Grievance lodged by citizen are received by the nodal officer and then forwarded to CNBC for appropriate action. CNBC deals with the grievance and update the portal with feedback by HOO