

**GOVERNMENT OF NAGALAND
HEALTH & FAMILY WELFARE DEPARTMENT
NAGALAND::KOHIMA**

Dated, Kohima the 24th Oct 13

NOTIFICATION

No: HFW-28/B-20/2013 : In continuation of earlier Notifications, the Public Grievance Redressal Mechanism of the Department is hereby reorganised as mentioned below for handling grievance redress and to strengthen the grievance redress machinery in order to make the administration more responsive to the needs of the people.

A. State Level Public Grievance Redressal Committee and State Nodal Officer of Public Grievances:

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| 1. The Principal Director | : Chairman. |
| 2. The Director (Health) | : Member & State Nodal Officer of Public Grievances. |
| 3. The Director (Family Welfare) | : Member |
| 4. The Mission Director (NRHM) | : Member |
| 5. The Project Director | : Member |
| 6. The Additional Drugs Controller | : Member Secretary |

B. District Level Public Grievance Redressal Committee and District Nodal Officer of Public Grievances:

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| 1. The Chief Medical Officer | : Chairman |
| 2. One Representative of the District Administration not below the rank of Additional DC. | : Member |
| 3. One Representative of the Tribal Women Hoho | : Member |
| 4. Deputy CMO | : Member Secretary & District Nodal Officer of Public Grievances. |

C. Health Facility Level (For District Hospitals, TB Hospitals, Mental Hospitals, Community Health Centres and Primary Health Centres only) Public Grievance Redressal Committee and Health Facility Level Nodal Officer of Public Grievances:

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| 1. Medical Officer In-Charge of the Health Facility | : Chairman |
| 2. One Representative of the Local Administration | : Member |
| 3. One Representative of the Local Tribal Women Hoho | : Member |
| 4. Nursing Staff In-Charge | : Member |
| 5. One Senior Doctor | : Member Secretary & Health Unit Nodal Officer of Public Grievances |

NB: The Committee is authorised to co-opt upto to a maximum of 2 members from the members of the fraternity or civil societies on issue or case based for effective disposal of Complaints/Grievances.

D. Terms of Reference of various Grievance Redressal Committees and Nodal Officer of Public Grievances & Procedure for Filing and Handling of Complaints are given in Annexure: I.

E. The existing Grievance Redressal Committees shall be subsumed under the above mentioned Committees respectively.

(SENTIYANGER IMCHEN)
Commissioner & Secretary to the Govt of Nagaland

No: HFW-28/B-20/2013

Dated, Kohima the 24th Oct'13

Copy to:

1. The Special Secretary to the Hon'ble Chief minister, Nagaland for kind information.
2. The P.S to Hon'ble Minister of Health & Family Welfare, Nagaland, Kohima for information.
3. The P.S. to the Chief Secretary, Nagaland, Kohima for information.
4. The Principal Director, Directorate of Health & Family Welfare, Nagaland, Kohima for information.
5. The Mission Director, NRHM Department of Health & Family Welfare, Nagaland, Kohima for information.
6. The Deputy Commissioner & Chairman District Health Society
Dimapur/ Kiphire/ Kohima/ Longleng/ Mokokchung/ Mon/ Peren/ Phek/ Tuensang/ Wokha/
Zunheboto for information.
7. The Chief Medical Officer
Dimapur/ Kiphire/ Kohima/ Longleng/ Mokokchung/ Mon/ Peren/ Phek/ Tuensang/ Wokha/
Zunheboto for information.
8. Office Copy / Guard File



(SENTIYANGER IMCHEN)

Commissioner & Secretary to the Govt of Nagaland

Procedure for Filing and Handling of Complaints & Terms of Reference of various Grievance Redressal Committees and Nodal Officer of Public Grievances

A. Scope:

The Public Grievances Mechanism shall:

1. Deal with every grievance in a fair, objective and just manner.

B. Institutional Arrangements:

1. Constitution of Public Grievance Redressal Committees at State, District and health Facility Level.
2. Designation of Nodal Officer of Public Grievances at State, District and health Facility Level.
3. Each Office or Health Unit shall:
 - a. Display name, designation, room number, telephone number, email address etc. of Nodal Officer of Public Grievances and the details Helpline for Grievances at the reception and other convenient places
 - b. Install a secured/locked Complaint/Grievance box at reception wherein, the Frequency and Timing for Clearance is clearly inscribed.
4. Observe every Wednesday as a meetingless day in the all offices and health units under the department wherein the Nodal Officer of Public Grievances shall be available at their desks from 1000 hrs. to 1300 hrs. to receive and hear public grievances. Field level officers having contact with the public have also to declare one day in the week as a meetingless day.
5. Fixed time limits for disposal of work relating to public grievances.

C. Role of Public Grievance Redressal Committee:

1. The Public Grievance Redressal Committee shall meet once every month.
2. The compilation of Action Taken Reports of the Health Facility level Grievance Redressal Committee shall be submitted to the Chief Medical Officer on or before 5th of every month.
3. Accordingly, any issues beyond the capacity of the lower level committees shall be brought to the immediate higher level of Grievance Redressal Committee.
4. To Constitute Lok Adalats/Staff Adalats, if not already constituted, and hold them every quarter for quicker disposal of public as well as staff grievances and pensioners' grievances.
5. For the purpose of awareness among the citizens, the State Grievance Redressal Committee shall give a wide publicity about complaints handling process through print, web and other media.
6. The State Public Grievance Redressal Committee shall take the leadership to analyse public grievances received to help identification of the grievance prone areas in which modification of policies and procedures could be undertaken with a view to making the delivery of services easier and more expeditious.
7. The Public Grievance Redressal Committee shall be responsible for placing the Citizen's Charters of respective Office or Health Unit in an appropriate area of the Office or Health Unit and on the departmental website.
8. Citizens' level of satisfaction should be measured on a regular basis.
9. In order to make the grievance redress mechanism more effective, the Public Grievance Redressal Committee shall take up the following steps:
 - a. Careful analysis of grievances.
 - b. Decision on grievances to be taken at a fairly senior level.
 - c. Forwarding the grievances to the departments concerned for prompt redress.
 - d. Reply to complainant informing details of authorities setting grievances.
 - e. Obtaining reply/report from the departments concerned.
 - f. A reasoned reply to the complainant, if a grievance cannot be settled.

10. The Committee shall entertain grievances relating to the entire range of service matters and conditions of various category of personnel working in the Department. Wherever considered necessary, the committee shall grant a personal hearing to the aggrieved party (s) provided grievances relating to matter is not sub judice or form part of a disciplinary proceeding.

D. Role of Nodal Officer of Public Grievances

1. Every Wednesday as a meetingless day in all offices and health units under the department wherein the Nodal Officer of Public Grievances shall be available at their desks from 1000 hrs. to 1300 hrs. to receive and hear public grievances. Field level officers having contact with the public have also to declare one day in the week as a meetingless day.
2. The Nodal Officer of Public Grievances shall compile and present the Reports of the lower level committees at the respective Grievance Redressal Committee.
3. The assignment of Nodal Officer of Public Grievances and his staff shall be additional responsibilities and the said staff being selected out of the existing staff strength of the Department. No new posts shall be created for setting up the Grievances Cell in the Department.
4. The Nodal Officer of Public Grievances shall be responsible for clearance of Complaint/Grievance Box at the end of every working day.
5. The Nodal Officer Public Grievances/ the Committee shall Pick up grievances appearing in newspaper columns which relate to them and take remedial action on them in a time bound manner. Issue rejoinders to newspapers after investigation in cases which are found to be baseless and/or damaging to the image of the Organisation.

E. Procedure for filing the complaints:

1. Every complaint/grievance received shall contain the following:-
 - a. The name of the complainant, individual or the organisation, postal address and telephone number, fax number and the e-mail address (if any) of the complainant.
 - b. The name of the office or health unit to which the complaint pertains.
 - c. Full description or narration of the complaint/grievance including copies of the relevant and supporting documents, if any.
 - d. The relief sought, if any.
 - e. There is no prescribe format for filing of the complaint.
2. The complainant shall lodge the complaint with Nodal Officer of Public Grievances in person or the Complaint/Grievance Box or by post or by courier service or Helpline for Grievance or by any other means of transmission of documents (including newspaper, fax message & email).
3. Citizens are advised to take up matter regarding pendency of their grievance directly with the State Government concerned.

F. Procedure for handling the complaints:

1. On receipt of the complaint/grievance, the Nodal Officer of Public Grievances shall make an endorsement on the complaint/grievance subscribing his initial with date and complaint number as assigned. All complaints shall be registered and serially numbered for each year.
2. The Nodal Officer of Public Grievances shall be responsible for scrutiny of the complaint and its categorization as critical, major or minor depending upon its seriousness and severity.
3. Within 2 (two) working days from the date of the receipt of a complaint/grievance, the Nodal Officer of Public Grievances shall send an acknowledgement to the complainant, indicating the name, designation and telephone number of the official who is processing the case. The time frame in which a reply will be sent should also be indicated. A copy of the same alongwith a copy of complaint/grievance, shall be forwarded to the concerned section of the office or Health Unit for necessary action
4. The concerned section of the office or Health Unit shall be responsible for filing of reply, making submission, providing issue-wise comments on the complaint/grievance, submitting compliance status/reports, etc on the complaint/grievance within 10 Working Days from the date of receipt of the letter from Nodal Officer of Public Grievances to the State, District or Health Facility Committee, as the case may be with a copy to the complainant.

5. On receipt of the comments from the office or Health Unit or otherwise and after conducting or having such inquiry or local inspection conducted or after affording reasonable opportunity of hearing to the parties as the Committee may consider necessary, the Committee shall pass appropriate orders for disposal of the grievance, as far as possible, within 7 days of conclusion of the proceedings.
6. Where concerned section of the office or Health Unit fails to furnish such information, document or record and the Committee is satisfied that the party in possession of the record is withholding it deliberately, it may draw an adverse inference.
6. The office or Health Unit or otherwise shall comply with the order of the Committee within 21 days from the date of receipt of the order.
7. No adjournment shall be ordinarily granted by the Committee unless sufficient cause is shown and the reasons for the grant of adjournment have been recorded in writing by Committee
8. The proceedings and decisions of the Committee shall be recorded and shall be supported by reasons.
9. The Committee shall analyse public grievances received to help identification of the problem areas in which modifications of policies and procedures could be undertaken with a view to making the delivery of services easier and more expeditious.
10. The Committee shall include the public grievances work and receipt/disposal statistics relating to redress of public grievances in the Annual Action Plan and Annual Administrative Report of the Ministries/Departments.



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