

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

No: ABPMJAY/GRIEVANCE/2019/414

Dated Kohima, the 15th Feb 2023

NOTIFICATION

The National Health Authority (NHA) has developed a robust Grievance Redressal Management System (CGRMS) to register, monitor and dispose of grievances under AB PM-JAY CMHIS transparently and effectively. It has a multi-tier system at District, State, and National Level to ensure timely redressal of grievances. For effective management of grievances within a given time frame and the satisfaction of the aggrieved party while ensuring access to cashless treatment and quality health care remains uncompromised with respect to implementation of the Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB PM-JAY) and Chief Minister Health Insurance Scheme (CMHIS), the under mentioned Grievance Redressal mechanism is hereby revised and constituted with immediate effect:

A. Grievance Officer

The State Nodal Officer (AB PM-JAY CMHIS) of State Health Agency (SHA) and District Nodal Officer (AB PM-JAY CMHIS) of District Implementation Unit (DIU) are designated as Grievance Officers at State and District level respectively.

B. State Grievance Redressal Committee (SGRC)

The State Grievance Redressal Committee (SGRC) should be constituted by the SHA at State level. The members shall include-

1	CEO	Chairperson
2	State Grievance Nodal Officer (SGNO) of the SHA	Convener
3	Representatives of the Departments of Rural Development, Women & Child Development, Labor, Tribal Welfare	Member
4	Director Health Services	Member
5	Medical Superintendent of the leading State level government hospital or the Dean of the leading medical college in the State	Member
6	Representative of Insurance Company	Member
7	Other experts for specific cases as determined by the Chairperson or the convener on behalf of the Chairperson	Member

C. District Grievance Redressal Committee

A District Grievance Redressal Committee (DGRC) should be constituted by the SHA in all the Districts. The members shall include-

1	Deputy Commissioner	Chairperson
2	Chief Medical Officer	Convener
3	Chief Executive Officer/District Development Officer or ADC/ADM (Development) in-charge of Zilla Panchayat	Member
4	District Coordinator of the Insurer	Member
5	District Grievance Nodal Officer (DGNO)	Member
6	Other experts for specific cases as determined by the Chairperson or the Convener on behalf of the Chairperson	Member



The functions of the SGRC and DGRC are given in Annexure 1 and Grievance Redressal Guidelines in Annexure 2. All grievances are to be logged and tracked to close in the AB PM-JAY Grievance Redressal Portal at <https://cgrms.pmjay.gov.in/>




(THAVASEELAN K, IAS)
CEO, Nagaland Health Protection Society

No: ABPMJAY/GRIEVANCE/2019

Dated Kohima, the ____ Feb 2023

Copy to:

1. The Deputy Commissioner & Chairman of District Implementation Unit (AB PM-JAY CMIIS) of all districts.
2. The Principal Director, Directorate of Health & Family Welfare, Nagaland, Kohima.
3. The CMO/ DNO (AB PM-JAY CMIIS) of all Districts.
4. for information and necessary action
5. The Insurance Company, for information and necessary action
6. Office copy



(THAVASEELAN K, IAS)
CEO, Nagaland Health Protection Society