

**S-12017/125/2022-NHA**  
**Government of India**  
**Ministry of Health & Family Welfare**  
**National Health Authority**

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New Delhi-110001

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**Office Memorandum**

**Importance of Timely Redressal on SOS and Non-SOS Grievances**

This memorandum aims to emphasize the critical significance of understanding the importance of SOS grievances and ensuring adherence to the Turnaround Time (TAT) for both SOS and Non-SOS grievances. It is imperative that all redressal processes align with the principles of natural justice and strive for complainant satisfaction.

**1 Understanding the Significance**

**SOS Cases:** Recognizing the urgency and critical nature of SOS cases is paramount. These instances require immediate attention and swift action to address pressing concerns while upholding the principles of natural justice.

**Redressal TAT:** Timeliness in grievance redressal is of utmost importance. Ensuring that both SOS and Non-SOS grievances are resolved within the designated TAT (i.e within 6 working hours for SOS and within 15 days for Non-SOS) is essential to maintain accountability, responsiveness, and quick resolution.

**2 Action Required**

**Prioritization Based on Nature:** Nodal Officers are requested to prioritize grievances based on their nature, distinguishing between SOS and Non-SOS grievances. Urgent matters should receive prompt attention.

**Initiate Action Accordingly:** Once the nature of the grievance is determined, take appropriate and immediate action. Engage in discussions with the complainant to fully understand concerns and facilitate resolutions in a timely manner.

**Daily Practice:** Prioritization based on the nature of grievances and swift action should become a daily practice. Consistency is vital in maintaining an effective and responsive grievance redressal system.

**3. Nodal Officers' Role**

Nodal Officers plays a pivotal role in upholding the principles of natural justice, ensuring timely redressal, and enhancing complainant satisfaction. The success of the grievance redressal system relies on nodal officers' commitment to prioritizing grievances and taking swift, appropriate actions.

### Certain scenario's highlighted for resolution (for guidance)

- After analyzing the resolved grievances, observations were gathered, and the following suggestions are proposed for the identified issues:

Case type	Action to be taken
In case of card creation/ E-KYC	The DGNO/SGNO is responsible for aiding beneficiaries in acquiring their Ayushman card and guiding them through the process of downloading the card from the mobile app
In case of inadequate description mentioned for Eg. –ABC, 1, 0, 3000, xyz, etc	SGNO must consistently contact the complainant to assess the reason behind the complaint and provide a suitable resolution.  It is advisable to discourage the practice of grievance nodal officers closing or discarding SOS grievances with resolution remarks such as "No details found, hence discarded," "No proper description," or simply stating "Resolved." Such approaches should be avoided, NHA discourage such responses.
In case of complainant consent letter shared by Hospital	The grievance nodal officer is required to verify the consent letter provided by the complainant and obtain confirmation on its contents.
In case of Denial of Treatment/ Out of Pocket Expenditure/ Prescribed medicines and diagnostic outside	DIU resources must visit the hospital premises, validate information with the complainant, and determine the exact cause of the complaint to provide a resolution.  As time elapses, there is a possibility that the evidence may become compromised.  Moreover, confirm the hospital's affiliation with the designated specialty. If needed, aid in streamlining the referral process to the nearest hospital and ensure the patient has undergone the required treatment.

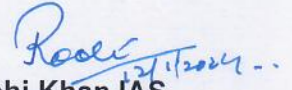
### 4 Strengthening the role of DIU

- The utilization of DIU should be proactive in the comprehensive grievance redressal process, and efforts should be made to enhance the role of DIU.
- SHA should leverage the services of DIU to reach out to field personnel such as ASHA workers, Gram Panchayat, Village Sarpanch, etc., for card creation. Furthermore, SGNO & DGNO should analyse cases, particularly those with a high number of eligibility-related cases in the CGRMS portal from a specific district or village. In such instances, DGNO/SGNO should organize a camp for card creation, consulting with the CEO & Competent Authority.

- DGNO/SGNO/DIU are obligated to personally visit hospitals where cases are filed against hospitals. They should thoroughly understand the concerns, engage with the complainant, and implement necessary actions to resolve the issue.

#### 5. General steps for resolution

- SHA is responsible for conducting weekly reviews of all grievances, with a special focus on SOS grievances, to fortify the system and ensure timely resolution. It is important to note that resolutions should be detailed, specifying the complaint details and actions taken, with supporting documents.
- When addressing the grievance, it is essential for DGNO/SGNO to secure the complainant's consent for the resolution of the grievance as a mandatory step.
- Additionally, it is recommended that resolutions be provided in the portal in either Hindi or English.



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To

Chief Executive Officer of all States/ UTs

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State Grievance Nodal Officer (SGNO) of all States/ UTs