

	Chacha Nehru Bal Chikitsalaya, Delhi
	Policy No:- CNBC/HWP/GRC/
	Released on: 1st May 2008
	Revised on: Sep 2013 vide Rev. No.:
Approved by	DrAnupMohta
Reviewed By	QMD

30.32 Complaints and Grievances Redressal Cell (GRC)

A Grievance Redressal Cell (GRC) was established in Chacha Nehru Bal Chikitsalaya to look into the complaints made by public and employees. The cell consists of medical officer incharge (grievance officer) and three members. The Director CNBC is the appellate authority. The Complaint/Suggestion Boxes are installed at strategic public locations in the hospital (registration counter in out patient department, casualty and ground floor ward block). The names, address and phone number of the medical officer incharge & members of GRC are also available at the hospital website. The complianants can also submit their complaints to the grievance officer on every Tuesday between 2pm to 4pm in room no 401 on the 4th Floor. The complaints can also be submitted directly to the Director, CNBC or Head of Office, CNBC. In case of any emergency beyond the routine working hours, the complianant 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 medical social worker. 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.

Name of Officers :

Dr. Deepshikha Khanna,
Medical Officer In-charge
(HOD Dermatology)

Dr. Geeta Kamal (Member)
(Junior Specialist Anaesthesia)

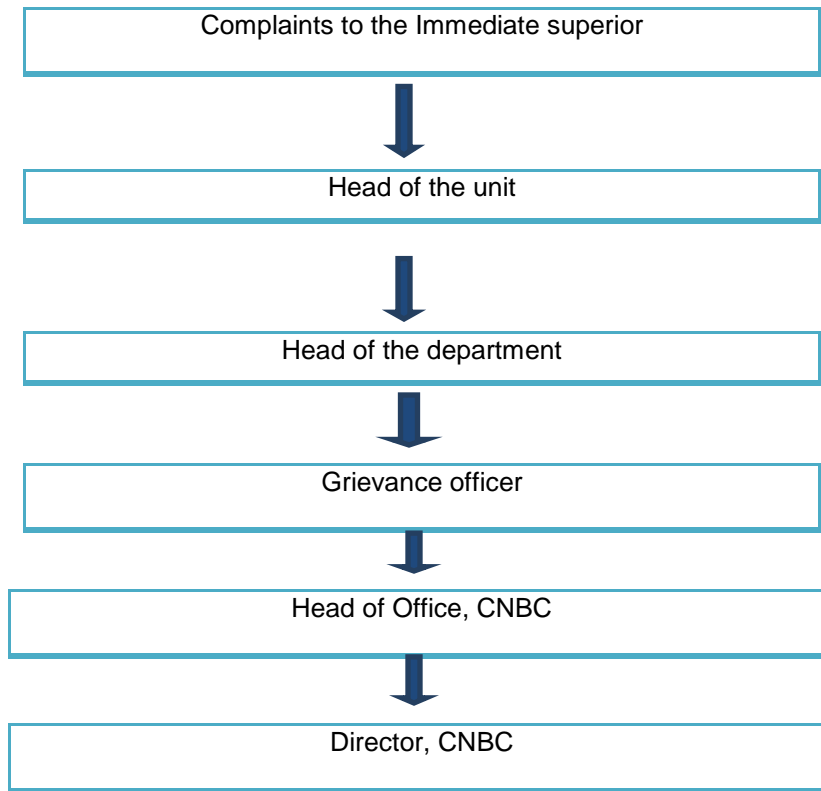
Shri Suresh Chand Verma (Member)
(Office Superintendent)

Tanu Girhotra (Member)
Medical Social Worker

1st Appellate authority – Dr. Vikas Manchanda (Head of Office), CNBC

2nd Appellate authority - Dr. Anup Mohta (Director), CNBC

MANAGEMENT OF GRIEVANCES FOR EMPLOYEES



MANAGEMENT OF GRIEVANCES OF PATIENTS/ ATTENDANTS

