



Dr. Manohar Agnani, IAS

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स्वास्थ्य एवं परिवार कल्याण मंत्रालय
निर्माण भवन, नई दिल्ली - 110011
Government of India
Ministry of Health & Family Welfare
Nirman Bhavan, New Delhi - 110011

F. No. 9(5)/2016-NRHM-I

Dated the 5th June, 2018

Dear Colleague,

As you are aware, the guidelines for DH strengthening & developing them as Training Hubs and Grievance Redressal & Health Helpline has been released by GOI in July, 2017 to ensure strengthening of the basic service delivery of the DHs, ensuring multi-speciality care by strengthening add-on specialities, developing DH into a training hub which is able to provide skill based in-service training and act as a clinical training site for nursing and para-medical programs.

Guidelines on Grievance Redressal and Health Helpline has been released for setting up of effective grievance redressal mechanism to enforce the NHM service guarantees including JSSK, RBSK, provision of free drugs, free diagnostic etc. and also to improve the quality of services being rendered. For effective implementation of GR system state needs to establish GR help Desk, Call Centre and Web Portal.

However, it has been observed that there is inadequate understanding of the guidelines among States for both the initiatives resulting in slow pace of implementation. In view of this, a National Workshop on these guidelines is planned on 10th July, 2018.

May I request you to please nominate nodal officer in charge of these programmes to attend the workshop. You may send your nomination to Mr. Prasanth K.S. (Email id - prasanth.mph@gmail.com, Phone no. 9310353647) with copy to Dr. Himanshu Bhushan (Email id - drhbhushan@gmail.com, phone no. 9910045260).

with kind regards,

Yours Sincerely

[Handwritten Signature]
(Dr. Manohar Agnani)

Mission Directors (NHM) – All States/UTs