



GOVT. OF ASSAM
OFFICE OF THE JOINT DIRECTOR OF HEALTH SERVICES CUM MEMBER SECRETARY,
DISTRICT HEALTH SOCIETY, SIVASAGAR

Date :28-05-2021

No: NHM/DHS/SIV/Grievance/2021-22/5/999

NOTIFICATION

No: Covid-19(N)/2/2021/11=In pursuance of the letter vide no NHM/20011/2/2021-grievance Redressal-NHM/4824 DATED 27/05/2021 (ecf No167928) received from the Mission Director National Health Mission Assam, District Grievance redressal cell for covid is hereby notified with the following members for timely response of the grievances raised by COVID patients and for effective management of COVID Pandemic in the District in addition to the present grievance redressal system through Sarathi 104.

Sl.No	Designation	Contact Numbers
1	Additional Deputy Commissioner (Health) as In-charge	8011068849
2	Addl. Deputy Commissioner, Sivasagar, & In-charge Vaccination	8011068849
3	Joint Director of Health Services, Sivasagar, Member	8403875247
4	District Project Officer, DDMA, Sivasagar, Member	9859032678
5	District Surveillance officer, Sivasagar, Member	9101419990
6	District Programme Manager, NHM, Sivasagar, Member	9854048922
7	District Media Expert as Nodal Officer	9678116088

Guidelines/Function

1. District Grievance redressal cell for Covid shall address all covid related issues immediately. Grievance received through 104 as well as through dedicated phone number or through written communication or through social media posts should be redressed. Dedicated phone number of the call centre, currently functioning in the office of the Joint Director of Health Services to be given adequate publicity.
2. Grievance related to Covid treatment, cremation/last rituals should be redressed immediately with top priority.
3. Grievance related to COVID Vaccination should also be redressed immediately.
4. District Grievance Redressal Cell for covid shall make follow up calls to confirm the status of grievance redressed and satisfaction level of the complainer.
5. District Media Expert shall submit daily report (both soft copy as well as signed by in-charge) by 6 PM to NHM, State HQ as per format mentioned at Annexure A.
6. They can contact with Ms. Pomi Baruah, ACS, Officer on Special Duty for any any Covid related Grievance Redressal issues.
7. The dedicated telephone no of District Grievance redressal cell for Covid

The undersigned will review the status of grievances redressal at least thrice in a week.


Deputy Commissioner
Sivasagar



5

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Copy for the information and the necessary action to:

1. The Mission Director ,National Health Mission,Assam,Saikia Commercial Complex,G.S Road,Chirstianbasti,GHY-05.
2. The Director of Health Services,Assam.
3. The Chief Executive Officer,Zila Parishad,Sivasagar.
4. The Superintendent of Police ,Sivasagar.
5. The District Development Commissioner,Sivasagar.
6. The all members concerned.
7. The Jt. Director of Health Services,Sivasagar.
8. The Immunization Officer,Sivasagar
9. The DPM,NHM,Sivasagar.
10. P.S TO THE Honb'le Minister Govt of Assam,Health Department for kind appraisal of the Hon'ble minister.
11. The DIPRO,Sivasagar for wide publicity.
12. The DIO,NIC,Sivasagar for uploaded in the district website.
13. Office Copy.


Deputy Commissioner
Sivasagar