

Annexure 2: Setting up a Grievance Redressal Committee- District Structure:

(i) A five member committee will be notified by the District Health Society (DHS) (under the leadership of the Chief Medical Officer (CMO) and District Collector). The composition of the Committee would be as follows:

- Two of the five members will be representatives from Non Governmental agencies, of which one could be from an academic institution
- Two would be government representatives from a non health sector (WCD, ICDS, Education, Rural Development, PRI), and
- One would be a nominee of the CMO

At least three of the selected members would be women in leadership positions or from within academic institutions.

(ii) The DHS will allocate to the ASHA Grievance Redressal Committee an office with a full time secretary and a functioning landline number and P.O Box number both of which are to be widely publicized and displayed at PHC, CHC and District hospitals.

(iii) The ASHAs should be made aware of the existence of the Grievance Redressal Committee and the processes by which their grievances can be communicated.

(iv) The complaint may be initiated telephonically but should be submitted in writing and a signed receipt of the complaint should be provided to the ASHA.

(v) The working hours of the office would be concomitant with those of the DHS. The secretary will maintain a register of grievances in a format which will include the name, date of receipt of grievance, and the specific complaint.

(vi) The secretary will write to the concerned officer who is required to take action on the grievance. A reply has to be sent within 21 days to the complainant. A written documentation of the Action taken report will also be maintained and certified by the members of the committee. If the officer denies the substance of the complaint, that too has to be recorded.

(vii) The committee will meet once a month to review the grievances and action taken. The committee will decide on the appropriate action for commonly recurring grievances.

(viii) Where the complainant is not satisfied, she could appeal to the Chairperson of the District Health Society or the Mission Director, State Health Society.