



GOVERNMENT OF JAMMU AND KASHMIR,
GENERAL ADMINISTRATION DEPARTMENT,
Civil Secretariat, Jammu.

Subject: Constitution of State Grievance Redressal Committee, District Grievance Redressal Committee and Coordination Committee for implementation of Ayushman Bharat – Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) in the State.

Reference: U.O. No. HD/Plan/111/2018 dated 09.10.2018 from Health & Medical Education Department.

Government Order No. 1630-GAD of 2018
Dated: 12.11.2018

Sanction is hereby accorded to the constitution of the following Committees for implementation of Ayushman Bharat – Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) in the State:-

I. State Grievance Redressal Committee (SGRC).

1	Chief Executive Officer, State Health Agency.	Chairperson
2	Representative of Labour & Employment Department.	Member
3	Representative of Department of Rural Development & Panchayati Raj.	Member
4	Representative of Social Welfare Department.	Member
5	Representative of Department of Tribal Affairs.	Member
6	Representative of Directorate of Health Services, Jammu/Kashmir.	Member(s)
7	Representative of Government Medical College, Jammu/Srinagar.	Member(s)
8	State Grievance Nodal Officer (SGNO) of the SHA.	Convener
9	Expert for Special Cases.	Special invitee

In case of any grievance between SHA and Insurance Company, SGRC shall be chaired by the Administrative Secretary, Health & Medical Education Department.

The role and responsibilities of the State Grievance Redressal Committee (SGRC) shall be to:-

- perform all functions related to handling and resolution of all grievances received either directly or escalated through the DGRC;
- oversee grievance redressal functions of the DGRC including but not limited to monitoring the turnaround time for grievance redressal;

- iii. act as an Appellate Authority for appealing against the orders of the DGRC;
- iv. perform all tasks necessary to decide on all such appeals within 30 days of receiving such appeal;
- v. adjudicate and issue final orders on grievances; and
- vi. direct the concerned Insurance Company to appoint District Nodal Officer of each district.

II. District Grievance Redressal Committee (DGRC).

1	District Development Commissioner (concerned).	Chairperson
2	Chief Medical Officer (concerned).	Convener
3	Representative of District Level Office of the Department of Rural Development & Panchayati Raj (concerned).	Member
4	District Coordinator of the Insurer.	Member
5	District Grievance Nodal Officer to be hired at District Level.	Member/District Grievance Officer
6	Experts for their inputs for specific cases.	Special Invitee

The role and responsibilities of the District Grievance Redressal Committee (DGRC) shall be to:-

- i. Perform all functions related to handling and resolution of grievances within their respective Districts;
- ii. review grievance records;
- iii. call for additional information as required either directly from the complainant or from the concerned agencies which could be the Insurer or an EHCP or the SHA or any other agency/individual directly or indirectly associated with the Scheme;
- iv. conduct grievance redressal proceedings as required;
- v. if required, call for hearings and representations from the parties concerned while determining the merits and demerits of a case;
- vi. adjudicate and issue final orders on grievances;
- vii. monitor the grievance database to ensure that all grievances are resolved within 30 days; and
- viii. in case of grievances that need urgent redressal, develop internal mechanisms for redressing the grievances within the shortest possible time, which could include but not be limited to convening special meetings of the committee.

III. Coordination Committee.

1	Administrative Secretary, Health & Medical Education Department.	Chairperson
2	Chief Executive Officer, State Health Agency.	Member Secretary
3	Mission Director, NHM.	Member
4	Director, Health Services, Jammu/ Kashmir.	Member(s)
6	State Nodal Officer, Ayushman Bharat.	Special Invitee
7	State Consultant, Ayushman Bharat.	Member
8	State Coordinator(s) of the Insurance Companies.	Member
9	Representative of Corporate/Regional office of the Insurer.	Member

The role and functions of the Coordination Committee shall be to:-

- i. ensure smooth interaction and process flow between the SHA and the Insurer;
- ii. review the implementation and functioning of the Scheme and initiating discussions between the Parties to ensure efficient management and implementation of the Scheme;
- iii. review the performance of the Insurer under the Insurance Contract; and
- iv. any other matter that the parties may mutually agreed upon.

The final Appellate Authority for Grievance Redressal shall be National Grievance Redressal Committee (NGRC).

By order of the Government of Jammu and Kashmir.

Sd/-

(Hilal Ahmad) IAS,
Commissioner/Secretary to the Government.

No. GAD(Adm)203/2018-IV

Dated:12.11.2018.

Copy to the:-

1. **Principal Secretary to the Government, Health & Medical Education Department. His U.O. file is also returned herewith. He is requested to inform all the concerned members of the Committees.**
2. Commissioner/Secretary to the Government, Labour & Employment Department.
3. Secretary to the Government, Department Rural Development & Panchayati Raj.
4. Secretary to the Government, Social Welfare Department.
5. Secretary to the Government, Department of Tribal Affairs.
6. Mission Director, National Health Mission, J&K.
7. Director Health Services, Jammu/Kashmir.
8. All Deputy Commissioners.
9. Director, Archives, Archaeology and Museums, J&K.
10. Principal Government Medical College Jammu/Srinagar.
11. OSD/Spl. Assistant to Advisor (V), (K), (G) and (S) to the Hon'ble Governor.
12. Private Secretary to the Chief Secretary.
13. Private Secretary to the Commissioner/Secretary to the Government, GAD.
14. Government Order file/Stock file/ GAD website.

(Chander Parkash),

Deputy Secretary to the Government.

12/11/18 7/12/11