

Directorate of Health Services
Kashmir Division

Subject :- Redressal of grievances received from Hon'ble CM's Grievance Cell.

CIRCULAR

As per the decision taken in the meeting, which was conveyed under the chairmanship of the Coordinator Jammu & Kashmir Government Grievance Cell at Banquet Hall Srinagar. It is impressed upon all the Chief Medical Officers/ Medical Superintendents of District Hospitals of Kashmir Division, for the quick redressal of the complaints received from Hon'ble CM' Grievance Cell. Further, failure to respond shall result in a notice for personal appearance against the Nodal Officer and the Head of Department. Poor performance of officials shall be communicated to GAD and will be reflected in their APR's. The decision taken is as under:-

Case marked as	Time given for Nodal Officer for resolving the case
Urgent	02 days
Important	07 days
Normal	15 days

Sd/-

Director Health Services
Kashmir

NO;- DHSK/G.Cell/2017-18/259-88

Dated:- 25/05/2017

Copy for inf. and n.a to the:

01.Dy. Director HQ/ Plg/ Sch

02.Chief Medical Officer _____, with remarks to circulate the said circular among all BMO's and DTO's of their respective districts.

03.Medical Superintendent _____

04.S. officer (Est, Purchase, Planning, NRHM, Registration, Schemes, SHTO)

05.P.A to DHSK for inf. of DHSK

06. Copy to DHSK website Baryulla

Yours faithfully,

Dr. Abida Kawoosa

Public Information Officer
Directorate of Health Services
Kashmir