



GOVERNMENT OF KERALA

Abstract

Health & Family Welfare Department - State Health Agency Kerala-
Implementation of AB PMJAY- KASP in the State - Constitution of State &
District Greivance Redressal Committees - modified - orders issued.

HEALTH & FAMILY WELFARE (M) DEPARTMENT

G.O.(Rt)No.821/2022/H&FWD Dated,Thiruvananthapuram, 11-04-2022

Read 1 GO (Rt) No.1294/2020/H&FWD dated 15.07.2020.

2 Office Memorandum of National Health Authority, S-12017/37-
C/2019-NHA regarding the revised guidelines for Grievance
Redressal Management under AB PMJAY dated 06.12.2021.

3 Letter No.SHA/475/2020-MGR(GRME) received from the Executive
Director, State Health Agency , dated 03.03.2022.

ORDER

As per the Government order read as 1st paper above, Government have constituted a State Empanelment Committee (SEC), a State Grievance Redressal Committee(SGRC) as well as a District Grievance Redressal Committee for the smooth functioning of AB PMJAY KASP at various levels. As per the office memorandum read as 2nd paper above, National Health Authority has revised the guidelines for Grievance Redressal Management under AB PMJAY. As per the letter read as 3rd paper above, Executive Director, State Health Agency, has requested Government to revise the existing Grievance Committees formed as per the Government order read 1st paper above, according to the revised guidelines of National Health Authority by forming State Appellate Authority (SAA) and assigning Principal Secretary, Health and Family Welfare Department as SAA and including District Programme Manager (DPM) , National Health Mission as a member of the existing DGRCs of AB PMJAY/KASP.

2. Government have examined the matter in detail and are pleased to revise the existing grievance committees according to the revised guidelines of National

Health Authority by forming a State Appellate Authority (SAA) as follows and also to include District Programme Manager (DPM), National Health Mission as a member of the existing District Grievance Redressal Committee of AB PMJAY/KASP.:

State Appellate Authority (SAA)

Principal Secretary, Health & Family Welfare Department, Government of Kerala, shall function as the State Appellate Authority.

Functions of SAA

The SAA shall perform all functions related to handling and resolution of all grievances received or escalated through the SGRC. The specific functions shall include

- a) Act as an Appellate Authority for appeal against the orders of the SGRC.
- b) Redressal of all grievances referred to it, following the principles of natural justice.
- c) Call for additional information as required either directly from an aggrieved party or from the concerned agencies/individuals.
- d) Oversee grievance redressal functions of the SGRC including but not limited to monitoring the turn around time for grievance redressal
- e) Perform all tasks necessary to decide on all appeals received within 30 days
- f) Adjudicate and issue final orders on grievances
- g) For any appeal escalated to the SAA, the SAA may at its sole discretion assign the task of investigation of the grievance to the independent agency or any official if need be
- h) The decision of SAA shall be final and binding wherein SHA and Insurance Company/ISA/TPA are the aggrieved parties.

- Complaints/grievances/appeals received against the orders of State Empanelment Committee as regards empanelment / de-empanelment shall be referred to State Appellate Authority for further action and disposal. These types of appeals/ representations/etc. should be filed directly to State Appellate Authority.
- Complaints / grievances received against any of the officials of the State Health Agency or State Government shall be referred to the State Appellate Authority.
- Appeals against the disputes between the State Health Agency and the

WD
insurance company/ TPA /ISA alone will be taken in the National Grievance Redressal Committee and the SAA will be final authority for all other appeals against State Grievance Redressal Committee.

3. The Government order read as 1st paper above stands modified to the above extant only.

(By order of the Governor)
B SURENDRAN PILLAI
ADDITIONAL SECRETARY

To:

The Executive Director, State Health Agency, Thiruvananthapuram.

The Director of Health Services, Thiruvananthapuram.

The Director of Medical Education, Thiruvananthapuram.

The Director, Information and Public Relations (Web & New Media)
Department.

The Principal Accountant General (Audit /A&E) Kerala, Thiruvananthapuram.

Stock file /Office copy.

Forwarded /By order

Hari
Section Officer