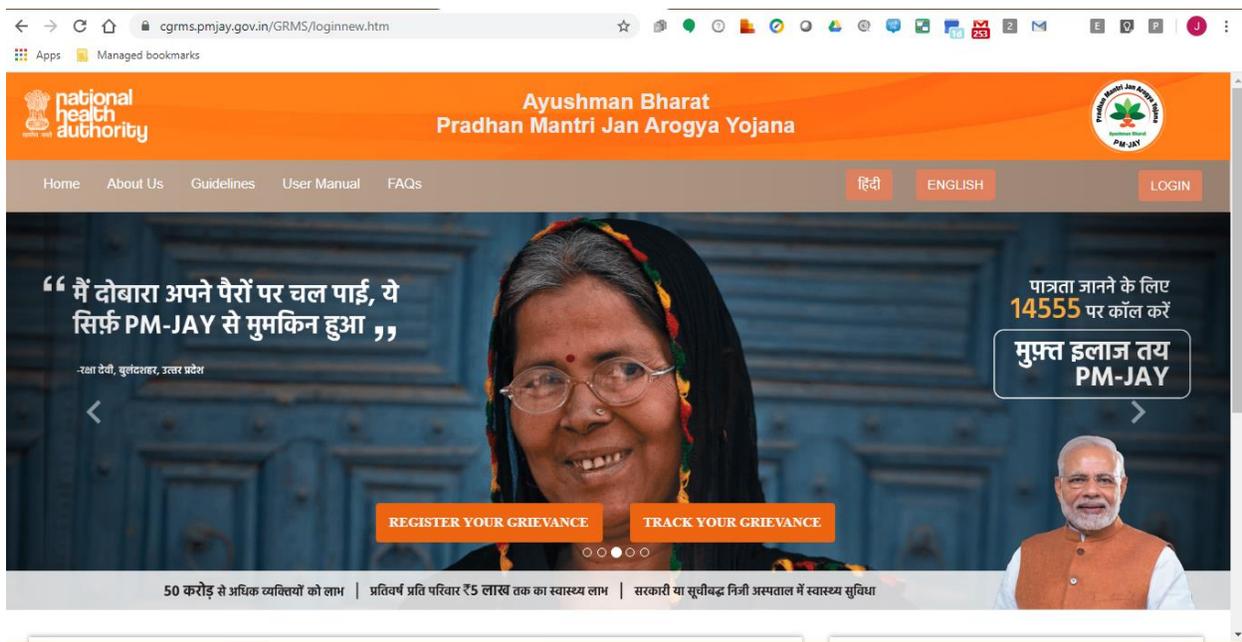


Ayushman Bharat Pradhan Mantri Jan Arogya Yojana Central Grievance Redressal Management System (CGRMS) Portal

User Manual (V.3)



The screenshot shows the home page of the CGRMS Portal. The browser address bar displays cgrms.pmjay.gov.in/GRMS/loginnew.htm. The page features the National Health Authority and Ayushman Bharat Pradhan Mantri Jan Arogya Yojana logos. The navigation menu includes Home, About Us, Guidelines, User Manual, and FAQs. Language options for Hindi and English are available, along with a LOGIN button. The main banner features a woman's portrait and the text: "मैं दोबारा अपने पैरों पर चल पाई, ये सिर्फ PM-JAY से मुमकिन हुआ", attributed to -खा देवी, बुलंदशहर, उत्तर प्रदेश. A call to action states: "पात्रता जानने के लिए 14555 पर कॉल करें" and "मुफ्त इलाज तय PM-JAY". Below the banner are buttons for "REGISTER YOUR GRIEVANCE" and "TRACK YOUR GRIEVANCE". The footer text reads: "50 करोड़ से अधिक व्यक्तियों को लाभ | प्रतिवर्ष प्रति परिवार ₹5 लाख तक का स्वास्थ्य लाभ | सरकारी या सूचीबद्ध निजी अस्पताल में स्वास्थ्य सुविधा".

Table of Contents

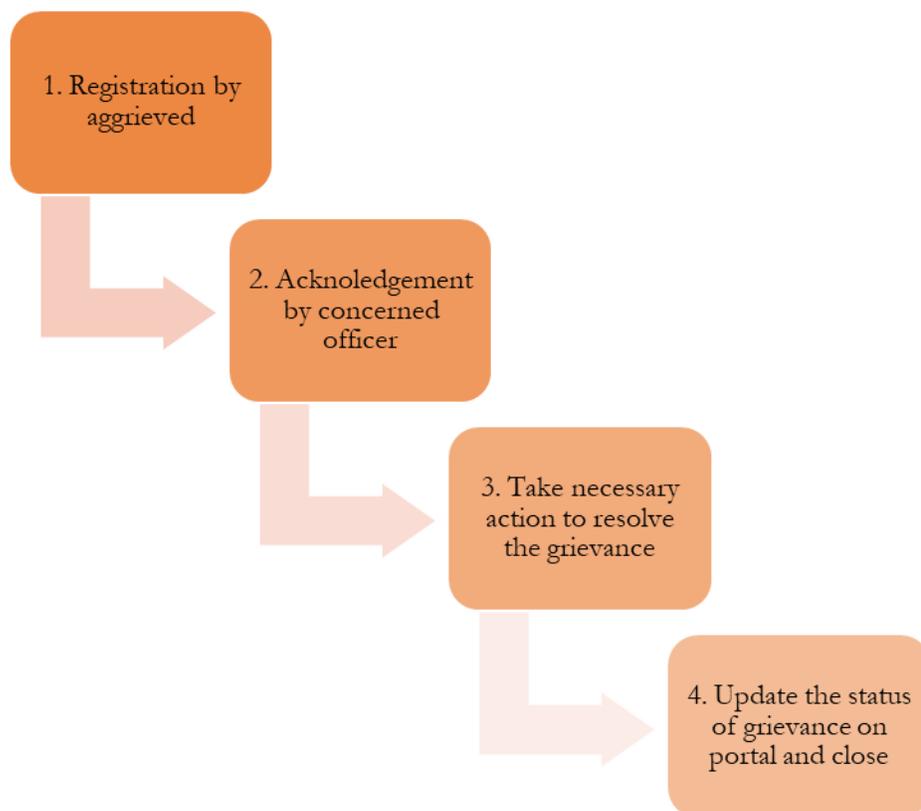
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1. Introduction

Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB PM-JAY) is providing cashless health care benefits to poor and deprived families entitled under the scheme. With an objective to provide a forum for resolving disputes and grievances from beneficiaries, providers and other stake holders involved in the scheme, a Central Grievance Redressal Management System (CGRMS) is constituted to ensure efficient, transparent and speedy redressal of grievances in a time bound manner. The grievances will be addressed and resolved by a District Grievance Nodal Officer (DGNO) who will be a member of the committee constituted at district level.

Under the scheme, District Grievance Nodal Officer (DGNO) plays a pivotal role in resolving all sorts of grievances.

2. Process of Grievance Handling in Portal



3. Grievance Registration

Grievance Registration through beneficiary or other stakeholders

Beneficiary or different stakeholders of AB PMJAY can register grievance through Central Grievance Redressal Management System (CGRMS) web portal <https://cgrms.pmjay.gov.in>

Modes of Grievances

Grievance may come through two different modes: -

- 1) **Online Grievances**- registered through different stakeholders by directly visiting the portal or by calling 14555
- 2) **Offline grievances**- may be written application or through e-mails, newspaper, social media etc (which will be entered by concerned DGNO into portal)

4. Instructions to Fill Online Grievance Registration Portal

Following are the steps to register online grievance in CGRMS portal

STEP 1: Click on “Register Your Grievance” button on the CGRMS home page



national health authority
Ayushman Bharat Pradhan Mantri Jan Arogya Yojana

Home About Us Guidelines User Manual FAQ's LOGIN

“ मेरे बच्चे अनाथ हो जाते, अगर मुझे कुछ हो जाता. मेरा उपचार मुफ्त हुआ ”
-गुलाबो देवी, सोनीपत, हरियाणा

पात्रता जानने के लिए 14555 पर कॉल करें
मुफ्त इलाज तय PM-JAY

REGISTER YOUR GRIEVANCE TRACK YOUR GRIEVANCE

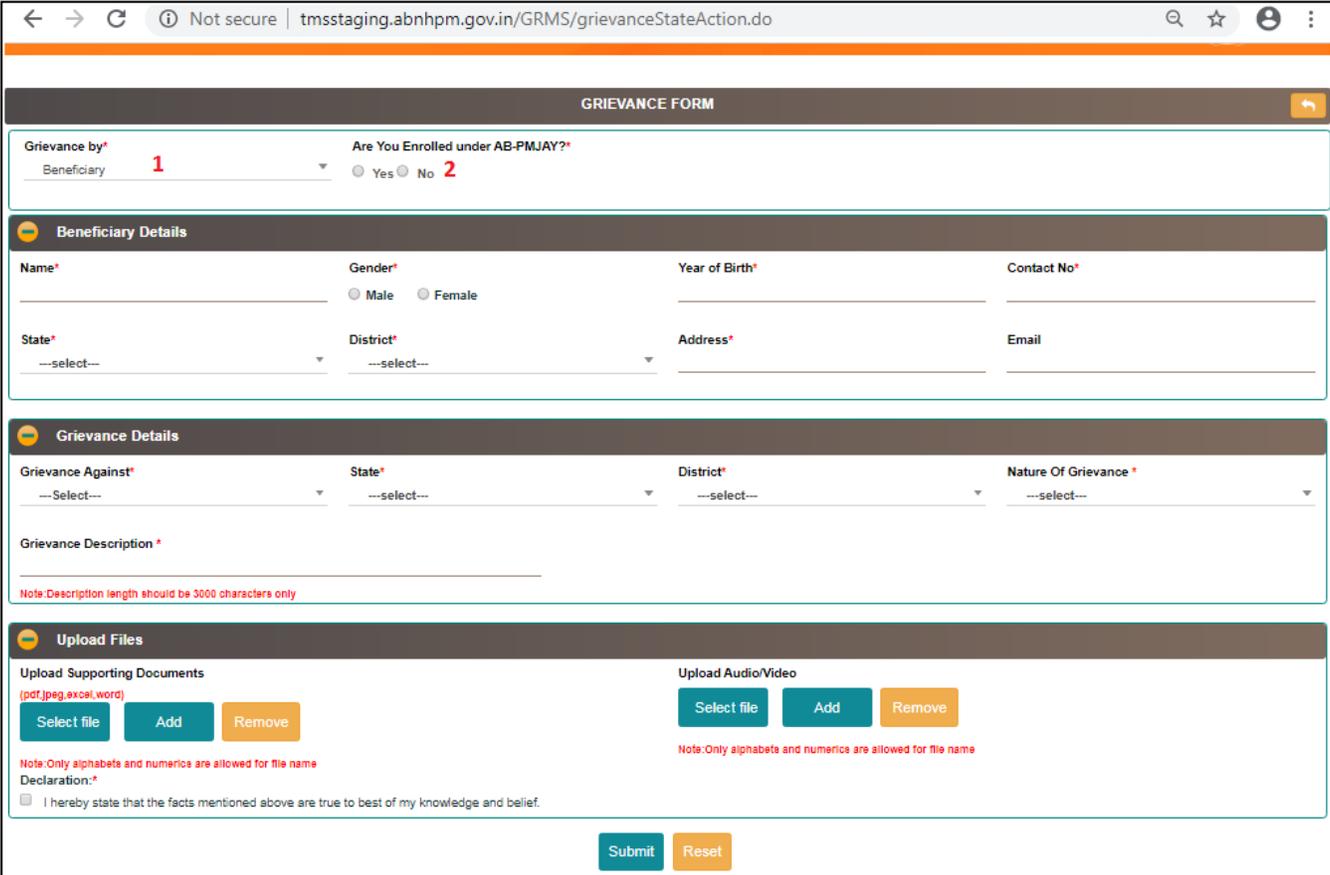
50 करोड़ से अधिक व्यक्तियों को लाभ | प्रतिवर्ष प्रति परिवार ₹5 लाख तक का स्वास्थ्य लाभ | सरकारी या सूचीबद्ध निजी अस्पताल में स्वास्थ्य सुविधा

ABOUT AB-PMJAY CGRMS Features of CGRMS Portal

2:07 PM 08/08/2019

STEP 2: Fill Online Grievance Form along with required attachment and submit

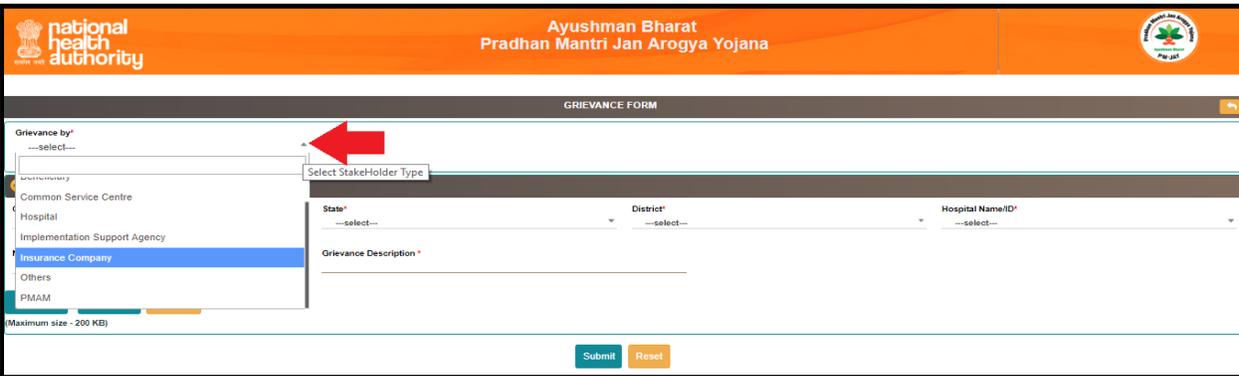
*Note: All fields which Mandatory are given * sign*



The screenshot shows the 'GRIEVANCE FORM' interface. At the top, there is a navigation bar with the URL 'tmsstaging.abnhpm.gov.in/GRMS/grievanceStateAction.do'. The form is divided into several sections:

- Grievance by***: A dropdown menu with 'Beneficiary' selected and a red '1' next to it.
- Are You Enrolled under AB-PMJAY?***: Radio buttons for 'Yes' and 'No', with 'No' selected and a red '2' next to it.
- Beneficiary Details**: Fields for Name*, Gender* (Male/Female), Year of Birth*, Contact No*, State* (dropdown), District* (dropdown), Address*, and Email.
- Grievance Details**: Fields for Grievance Against* (dropdown), State* (dropdown), District* (dropdown), Nature Of Grievance* (dropdown), and a text area for Grievance Description*. A note below states: 'Note: Description length should be 3000 characters only'.
- Upload Files**: Two sections: 'Upload Supporting Documents' (pdf, jpeg, excel, word) and 'Upload Audio/Video'. Each has 'Select file', 'Add', and 'Remove' buttons. A note below states: 'Note: Only alphabets and numerics are allowed for file name'.
- Declaration***: A checkbox with the text 'I hereby state that the facts mentioned above are true to best of my knowledge and belief.'
- At the bottom, there are 'Submit' and 'Reset' buttons.

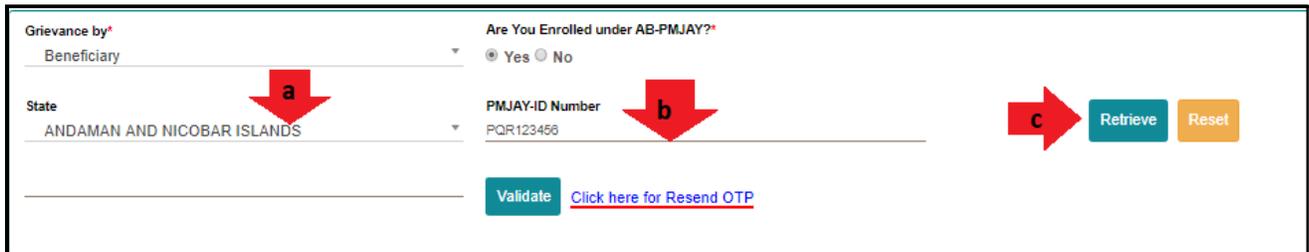
2. A. Grievance by – “Beneficiary” will be visible by default. Clicking on the drop-down button, will populate the list of other stakeholders and based on selection of stakeholder type, fields will change



This screenshot shows the 'Grievance by' dropdown menu open. A red arrow points to the dropdown arrow. The menu lists the following options: Beneficiary, Common Service Centre, Hospital, Implementation Support Agency, Insurance Company (highlighted in blue), Others, and PMAM. Below the menu, the form fields for State*, District*, and Hospital Name ID* are visible. A note at the bottom left of the menu area states: '(Maximum size - 200 KB)'. 'Submit' and 'Reset' buttons are at the bottom.

2. B. Are you Covered under PMJAY – if the beneficiary is already covered under PMJAY scheme then click the radio button “Yes” and provide the following information

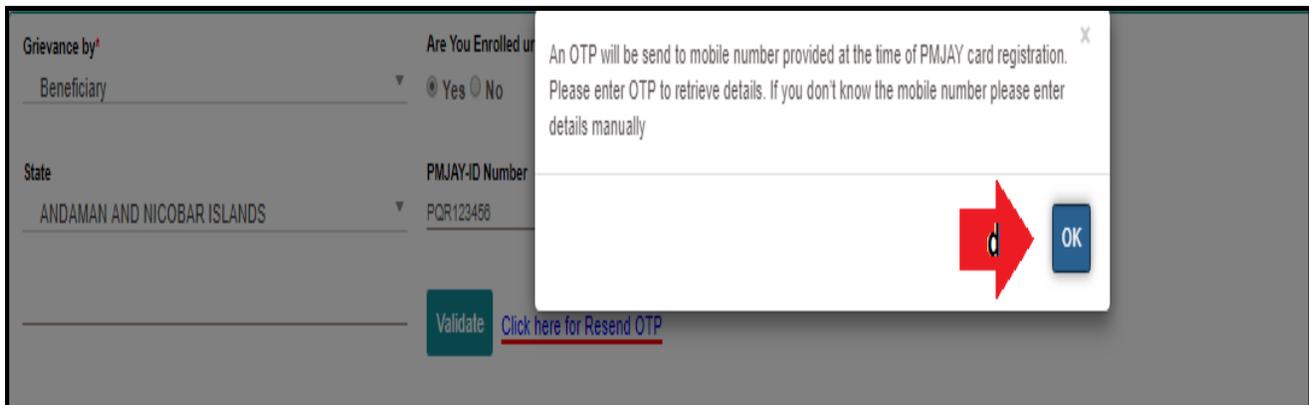
- a) Enter Beneficiary State
- b) Enter PMJAY ID, click on retrieve button



The screenshot shows a web form with the following fields and annotations:

- Grievance by***: Beneficiary (dropdown menu)
- Are You Enrolled under AB-PMJAY?***: Radio buttons for Yes (selected) and No
- State**: ANDAMAN AND NICOBAR ISLANDS (dropdown menu) - annotated with a red arrow 'a' pointing to the dropdown arrow.
- PMJAY-ID Number**: PQR123456 (text input) - annotated with a red arrow 'b' pointing to the input field.
- Buttons**: Validate (blue), [Click here for Resend OTP](#) (blue link), Retrieve (teal), and Reset (orange).
- A red arrow 'c' points to the Retrieve button.

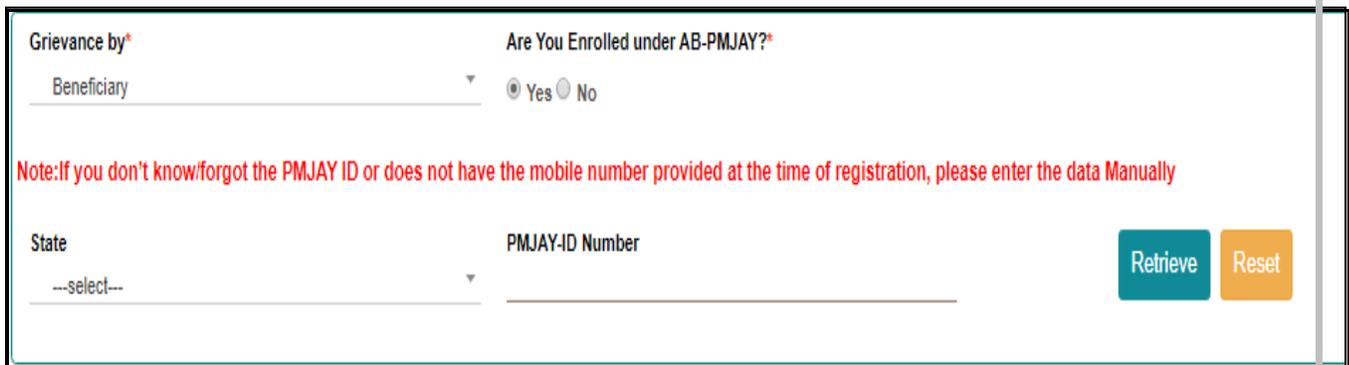
d) Clicking on retrieve button, system will fetch the information of beneficiary after validating OTP sent to the mobile number provided at the time of registration of PMJAY card (BIS)



The screenshot shows the same form as above, but with a modal popup window overlaid. The popup contains the following text:

An OTP will be send to mobile number provided at the time of PMJAY card registration. Please enter OTP to retrieve details. If you don't know the mobile number please enter details manually

An 'OK' button is visible in the bottom right corner of the popup, with a red arrow 'd' pointing to it.



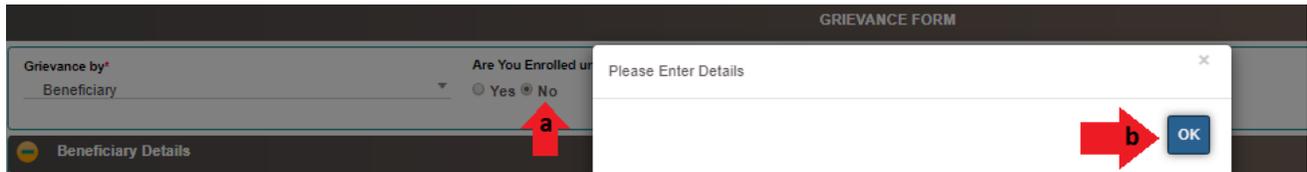
The screenshot shows the form with the following changes:

- Are You Enrolled under AB-PMJAY?***: Radio buttons for Yes and No (No is selected).
- Note**: A red text note reads: "Note: If you don't know/forgot the PMJAY ID or does not have the mobile number provided at the time of registration, please enter the data Manually".
- State**: --select-- (dropdown menu)
- PMJAY-ID Number**: (empty text input)
- Buttons**: Retrieve (teal) and Reset (orange).

Note: In case, if the beneficiary does not have the mobile number provided at time of registration, then beneficiary has to click “No” and enter data manually

2. C. Entering Details Manually

- a) Click radio button “No”, If beneficiary is not covered under PMJAY



GRIEVANCE FORM

Grievance by*
Beneficiary

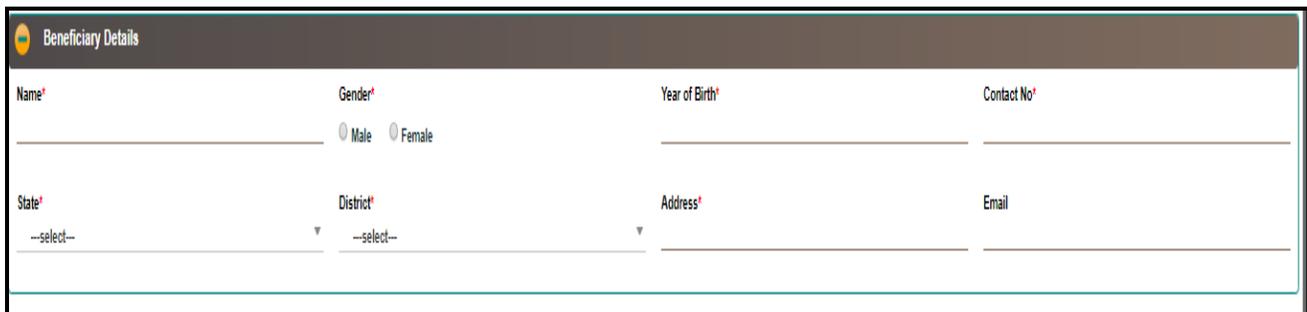
Are You Enrolled under PM-JAY*
 Yes No

Please Enter Details

Beneficiary Details

OK

- b) Click “OK” as shown in the figure above, to enter details manually



Beneficiary Details

Name* Gender* Year of Birth* Contact No*

Male Female

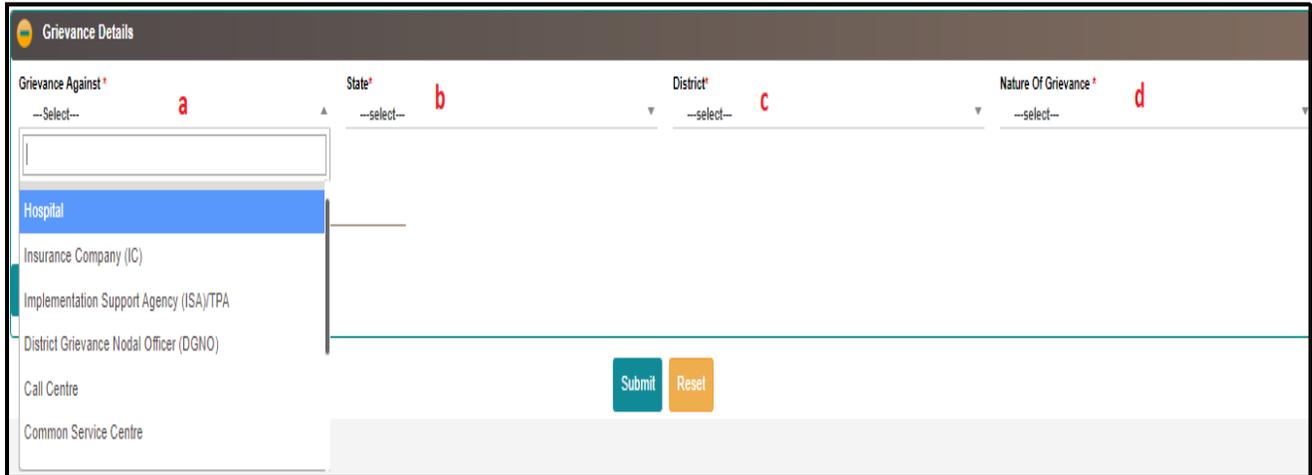
State* District* Address* Email

--select-- --select--

2. D. Grievance Details

Once beneficiary details are given, provide details of stake holder against whom grievance is raised

- Select the stakeholder against whom grievance has to be raised, from the drop-down
- Select state of stakeholder against whom grievance has to be raised, from the drop down
- Select district
- Select the Nature of Grievance



Grievance Details

Grievance Against* **a** State* **b** District* **c** Nature Of Grievance* **d**

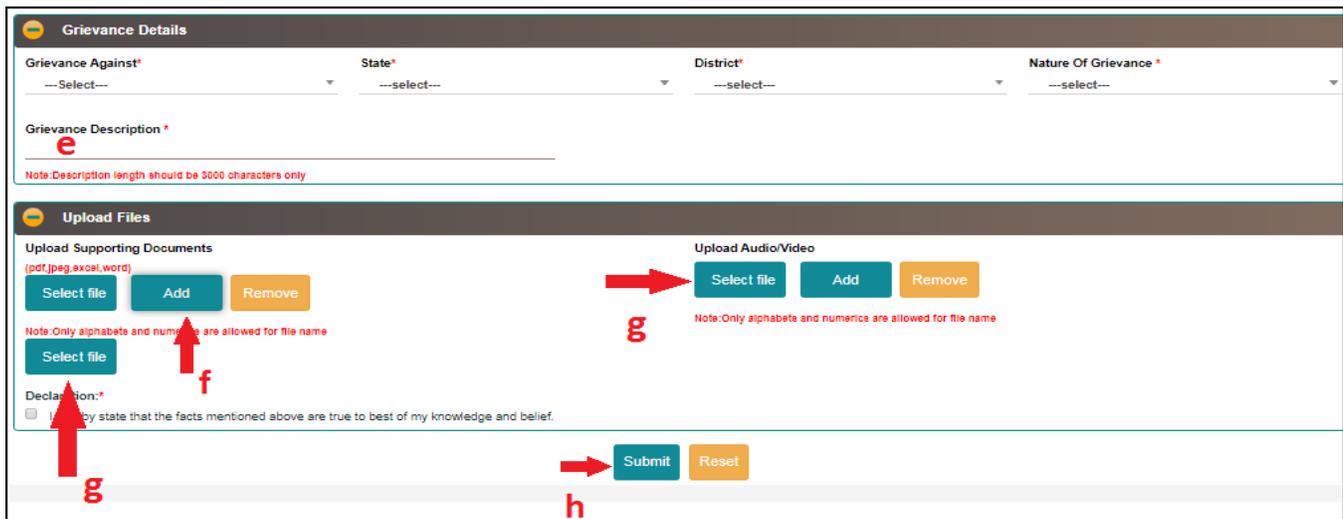
---Select--- --select-- --select-- --select--

Hospital
Insurance Company (IC)
Implementation Support Agency (ISA)/TPA
District Grievance Nodal Officer (DGNO)
Call Centre
Common Service Centre

Submit Reset

After selecting the above details, provide

- e) Grievance Description- Describe the grievance
- f) Click on add button to upload attachment/supporting document for grievance
- g) Click on select file (s) button to go to the location of file
- h) After entering all mandatory fields, click on submit button



Grievance Details

Grievance Against* State* District* Nature Of Grievance*

---Select--- --select-- --select-- --select--

Grievance Description* **e**

Note: Description length should be 3000 characters only

Upload Files

Upload Supporting Documents (pdf, jpeg, excel, word)

Select file Add Remove

Note: Only alphabets and numerics are allowed for file name

Select file **f**

Upload Audio/Video

Select file Add Remove

Note: Only alphabets and numerics are allowed for file name

g

Declaration*

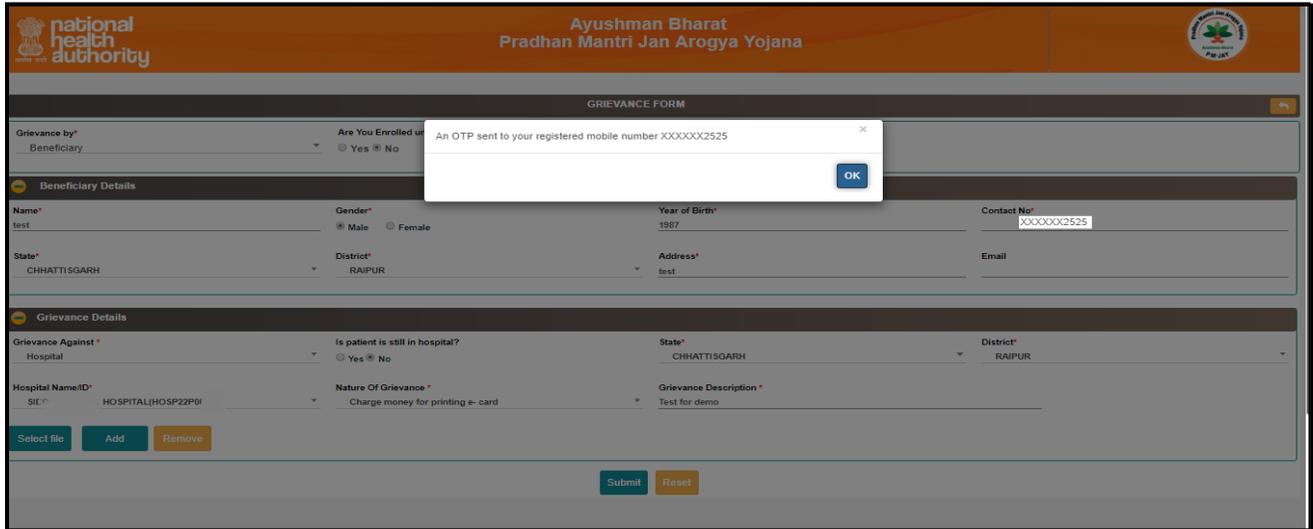
I hereby state that the facts mentioned above are true to best of my knowledge and belief.

g

Submit Reset

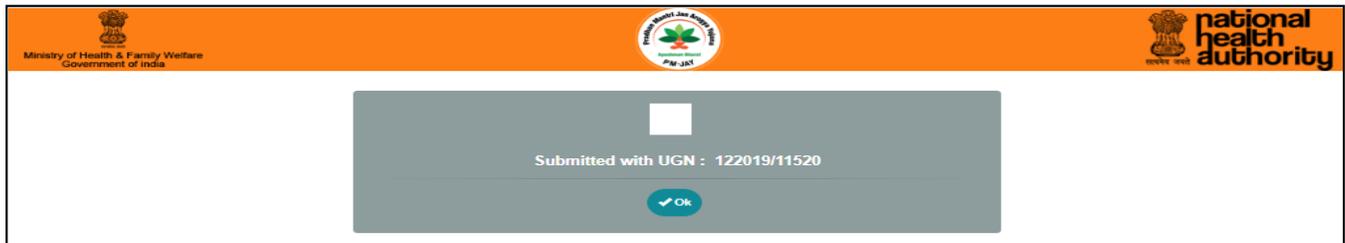
h

On clicking submit button, an OTP will be sent to the mobile number provided in the grievance form, Click OK and enter the received OTP



The screenshot shows the 'GRIEVANCE FORM' interface. At the top, it displays the National Health Authority and Ayushman Bharat logos. The form is divided into sections: 'Beneficiary Details' and 'Grievance Details'. A modal window is open, displaying an OTP verification message: 'An OTP sent to your registered mobile number XXXXXX2525' with an 'OK' button. The form fields include: Name (test), Gender (Male), Year of Birth (1987), Contact No (XXXXXX2525), State (CHHATTISGARH), District (RAIPUR), Address (test), Email, Grievance Against (Hospital), Is patient still in hospital? (Yes/No), State (CHHATTISGARH), District (RAIPUR), Hospital Name/ID (HOSPITAL(HOSP22P0)), Nature Of Grievance (Charge money for printing e-card), and Grievance Description (Test for demo). Buttons for 'Select file', 'Add', 'Remove', 'Submit', and 'Reset' are visible at the bottom.

After entering correct OTP, the grievance will be submitted and Unique Grievance Number (UGN) will be generated and it can also be used for tracking the grievance.



The screenshot shows a confirmation message box with the text: 'Submitted with UGN : 122019/11520'. There is an 'Ok' button with a checkmark icon.

Click on “OK” button, an acknowledgment slip will generate, you may also take a printout of the same for future reference

NHPS - Google Chrome
Not secure | tmsstaging.abnhpm.gov.in/GRMS/grievanceStateAction.do

Ministry of Health & Family Welfare
Government of India

Pradhan Mantri Jan Arogya Yojana
Ayushman Bharat
PM-JAY

national health authority

GRIEVANCE FORM 122019/11520

Grievance by Beneficiary Are You Enrolled under AB-PMJAY?
No

Beneficiary Details

Name adssfd	Gender Female	Year of Birth 2015	Contact No 9247179682
State CHHATTISGARH	District RAIPUR	Address FDHSFJ	
Email SDGDFH@FGJ.COM			

Grievance Details

Grievance Against Hospital	State CHHATTISGARH	District RAIPUR	Nature Of Grievance Denied treatment
Is patient is still in hospital? No	Hospital Name/ID UPHC GUDHIYARI		
Grievance Description FGJDGHJK			

Print Close

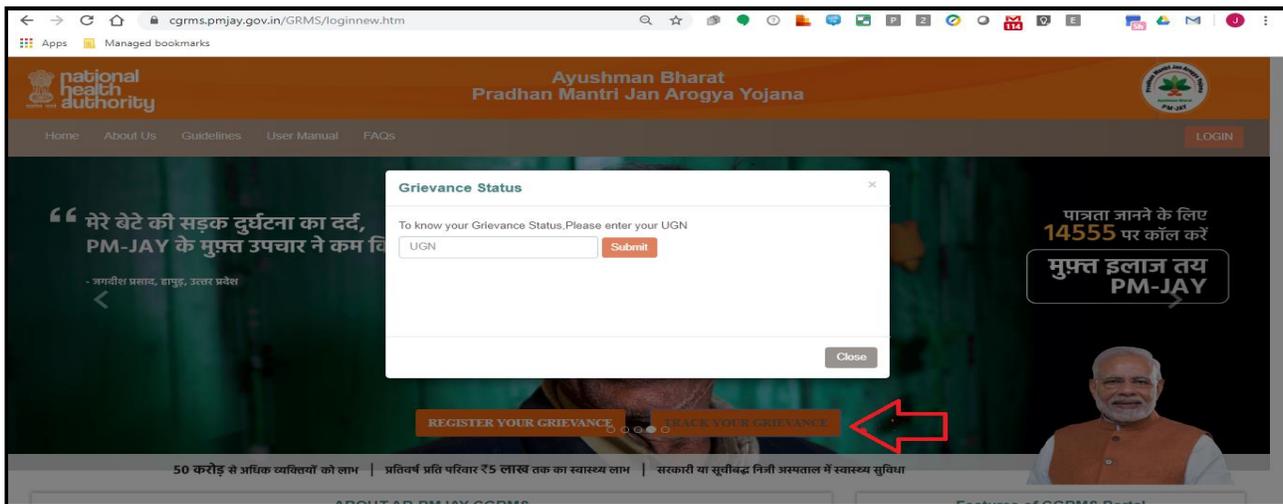
Note: The petitioner will receive SMS alerts on

- *Submission of grievance with UGN and*
- *Whenever the status of grievance changes.*

Also, a link to track the status of grievance is provided in the SMS

5. Track your Grievance

In order to track the status of grievance, go to <https://cgrms.pmjay.gov.in>, click the track your grievance button

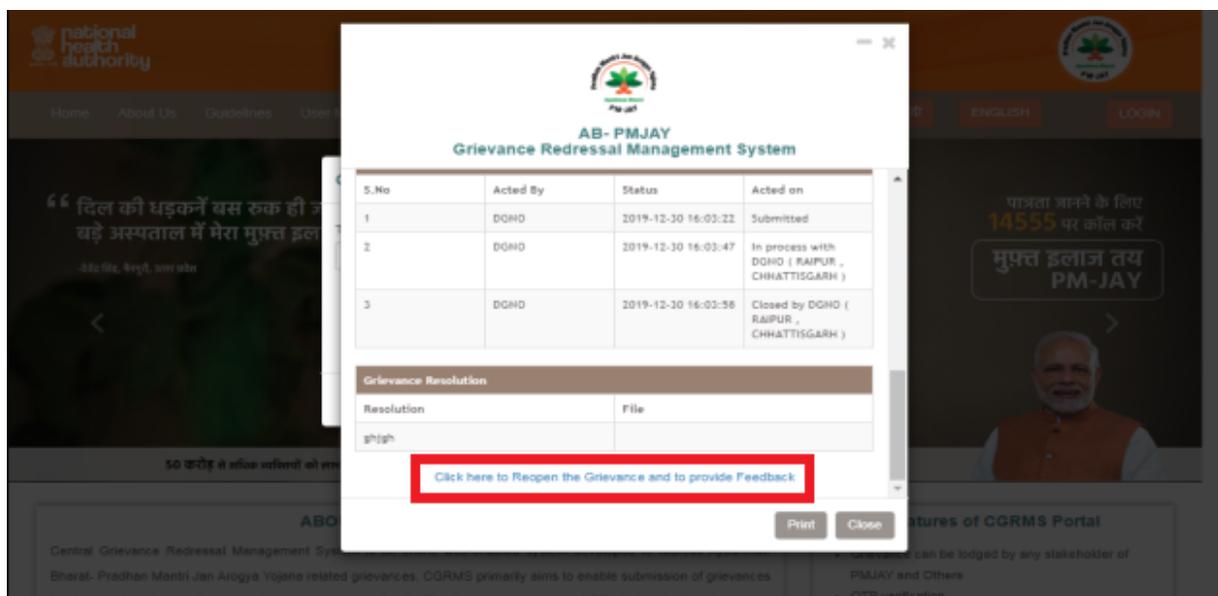


Enter the Unique Grievance Number (UGN) and click on submit button. On clicking the submit button an OTP will be send to the mobile number provided at the time of registration. On entering the OTP, the status of grievance will be displayed.

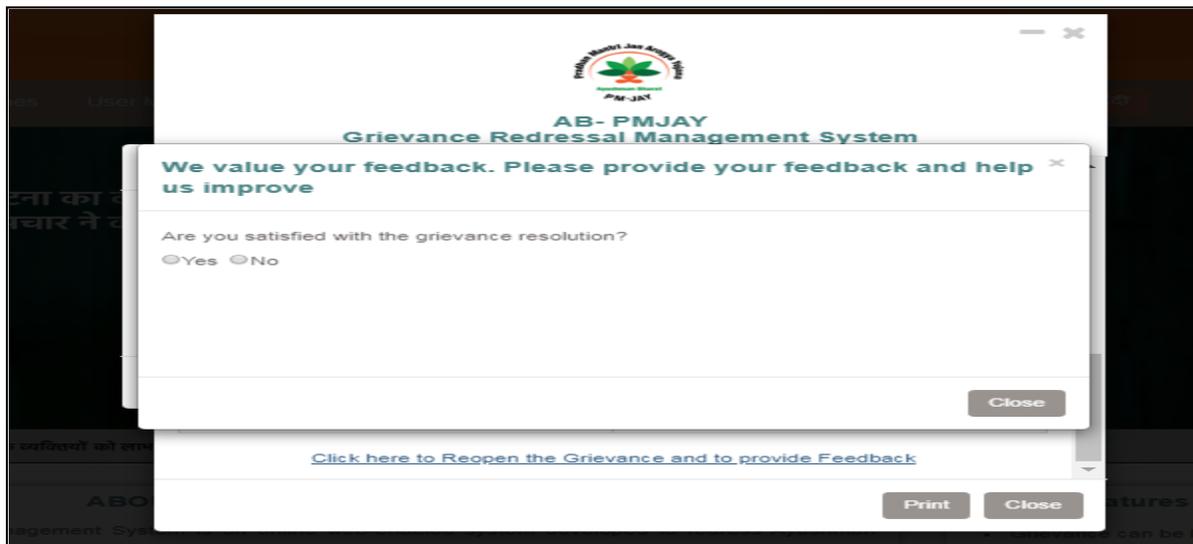
5. Grievance Reopen and Feedback

Re-open grievance through track your grievance option in Portal

User may now reopen and give feedback for the grievance which was closed or discarded. The Turn Around Time (TAT) to reopen a grievance is 30 days from date of final resolution. The hyperlink is provided at the bottom of the page as shown in the following screen shot.



Upon clicking the hyperlink user can give the feedback as shown in the following screen shot



**AB- PMJAY
Grievance Redressal Management System**

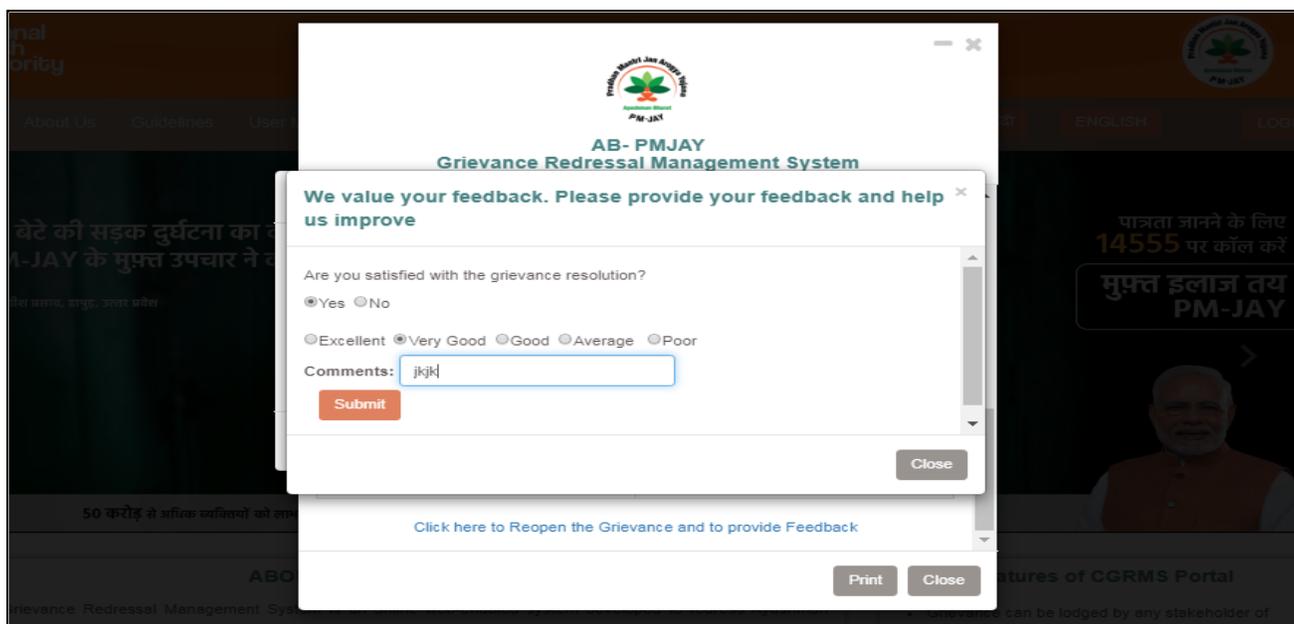
We value your feedback. Please provide your feedback and help us improve

Are you satisfied with the grievance resolution?
 Yes No

Close

[Click here to Reopen the Grievance and to provide Feedback](#)

Print Close



**AB- PMJAY
Grievance Redressal Management System**

We value your feedback. Please provide your feedback and help us improve

Are you satisfied with the grievance resolution?
 Yes No
 Excellent Very Good Good Average Poor

Comments:

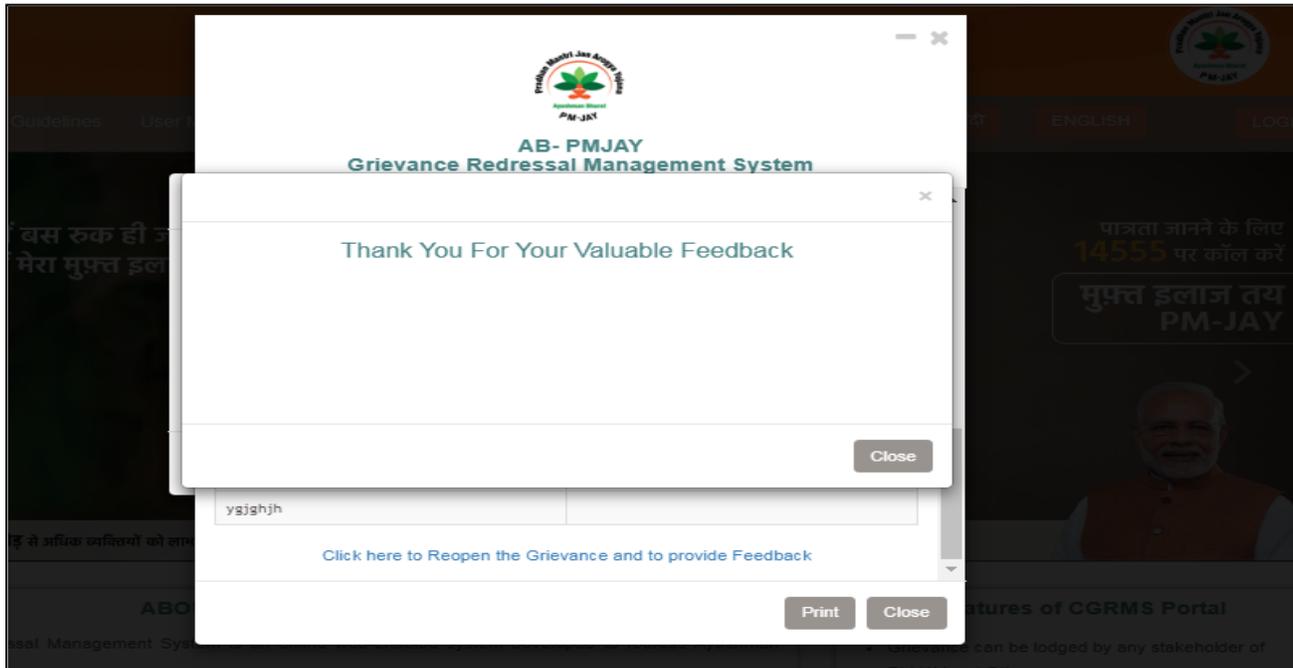
Submit

Close

[Click here to Reopen the Grievance and to provide Feedback](#)

Print Close

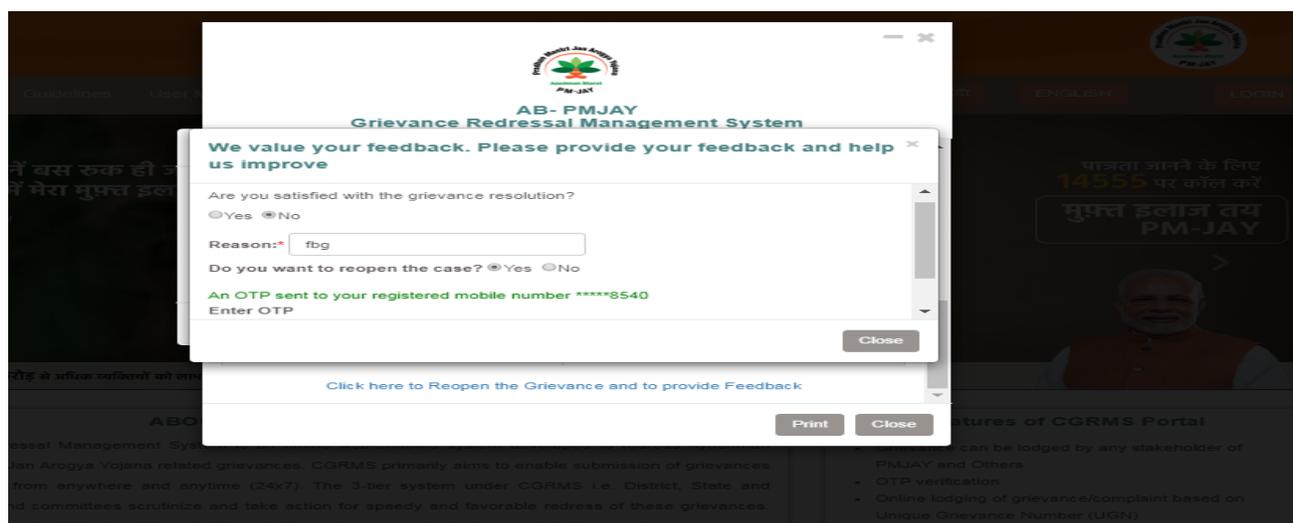
After successfully giving the required feedback, the following screen shot is displayed.



In case, the petitioner is not satisfied with resolution, petitioner can reopen the grievance after entering reason for dissatisfaction. After entering reason, if petitioner wishes to reopen case, an OTP shall be sent to mobile number provided at the time of registration of grievance.

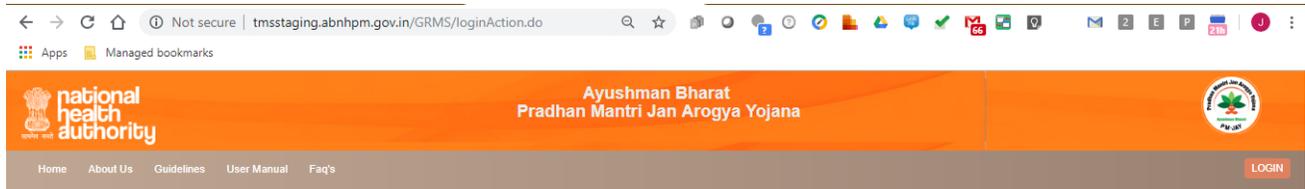
On validation of OTP, the grievance shall be reopened and escalated to higher level authority for resolution.

Note: In case, if grievance is filed by or against Beneficiary and PMAM, decision taken by SGRC shall be considered as final.



Nodal Officers (DGNO/SGNO/NGNO) Login

Click on the Login button and it will navigate you to the Nodal Officer Login page. Please enter the user name and password provided by NHA.



Nodal Officer Login

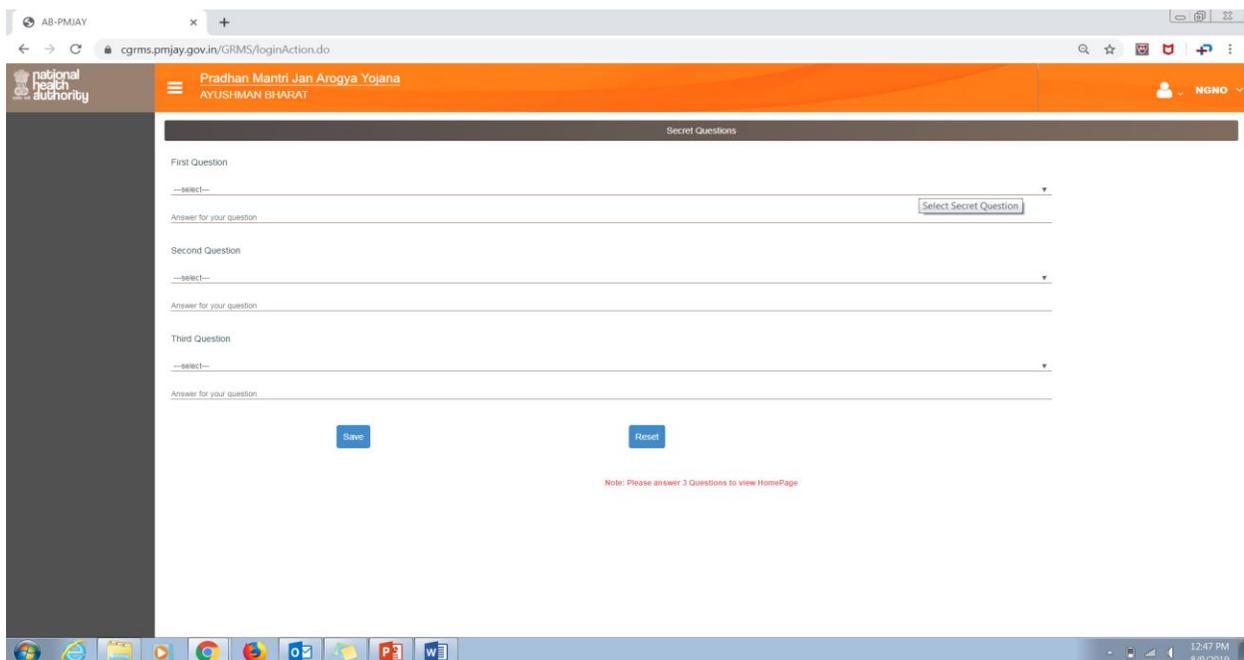
Enter Username

Enter Password

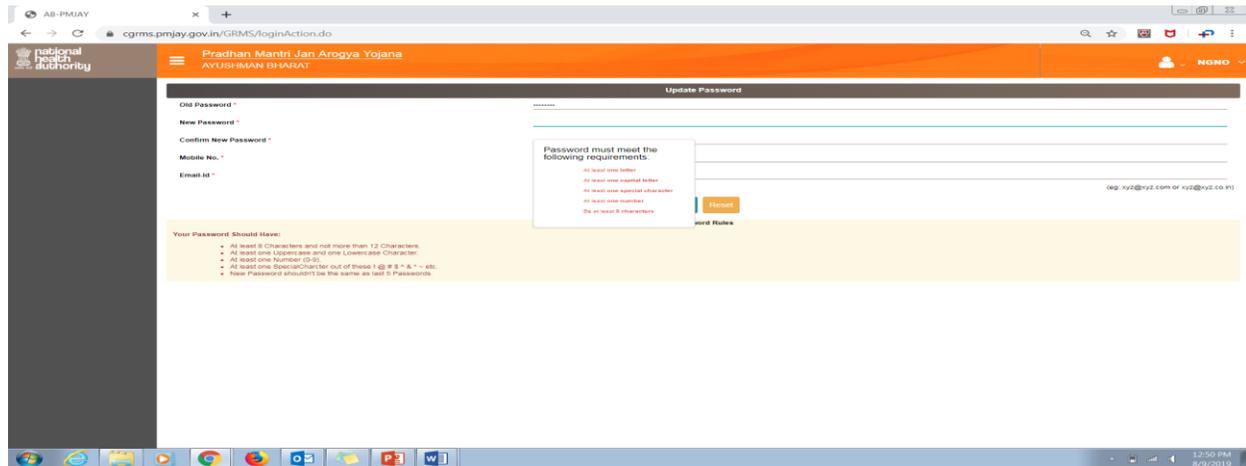
-- Select State --

Login Forgot Password

On the first login, application will prompt you to answer three security questions. Answer three questions and click Save Button

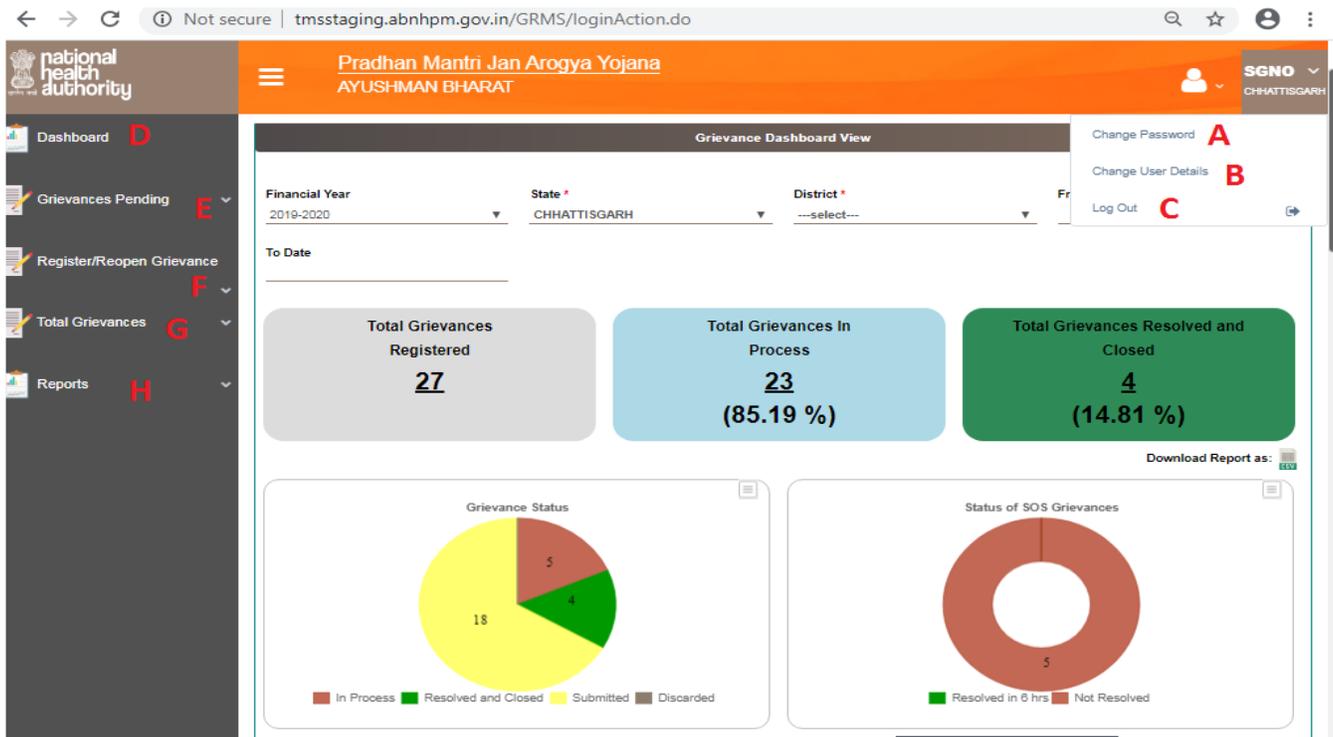


Once this information is saved, system will prompt you change the password. Provide new password following the instruction and click on save. After changing password, application will be logged out and you have to login with the username and new password



6. Features available in DGNO, SGNO & NGNO Login

The landing page of SGNO login is shown in the screenshot below. Features of SGNO/DGNO/NGNO login Includes



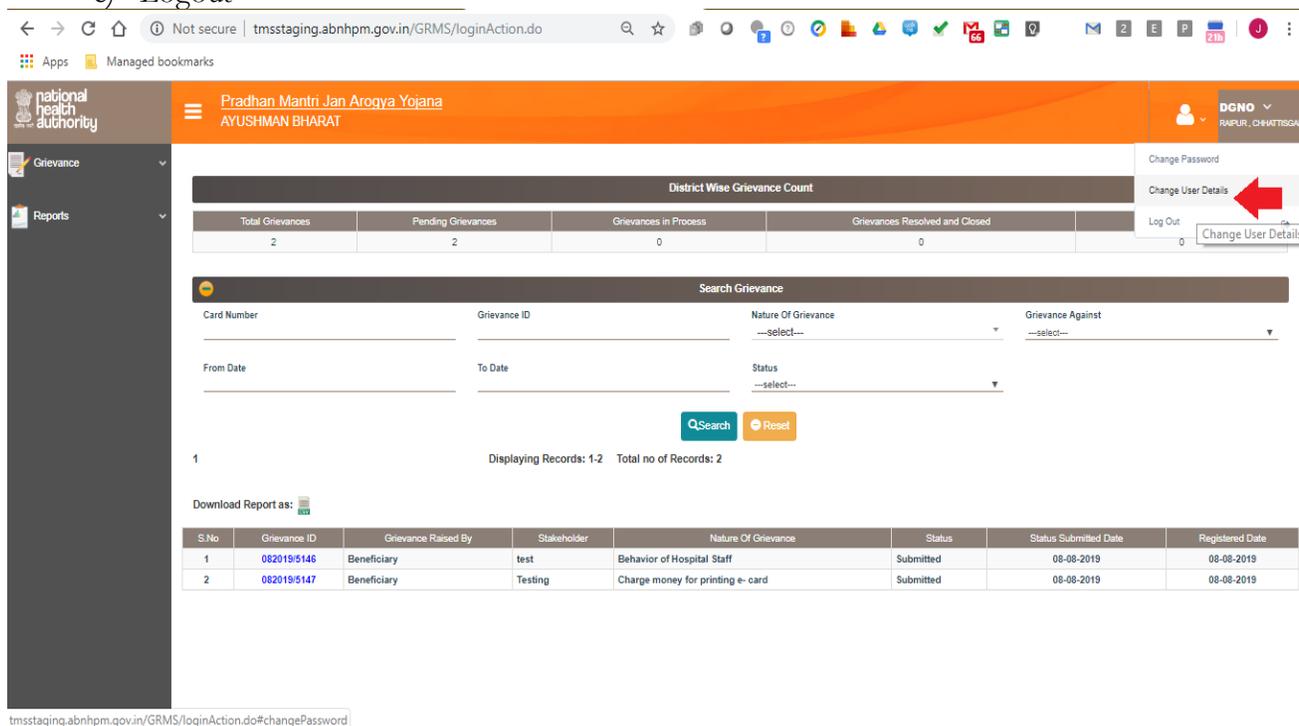
- Change Password
- Change User Details
- Logout
- Dashboard

- e) Grievance Pending
 - Grievance Work List
 - Forwarded Inbox
 - DGRC/SGRC/NGRC
- f) Register/Reopen Grievance
 - Register Grievance
 - Reopen Grievance
- g) Total Grievances
 - Grievance View
 - Forwarded Outbox
- h) Reports
 - Grievance Officers worklist
 - Grievance Count
 - Age-wise Pendency Report

6. A. Updating user profile and Change Password

To update user profile and change password, on the arrow on top right corner, click on the user name and drop down will populate with following options

- a) Change Password
- b) Change User Details
- c) Logout

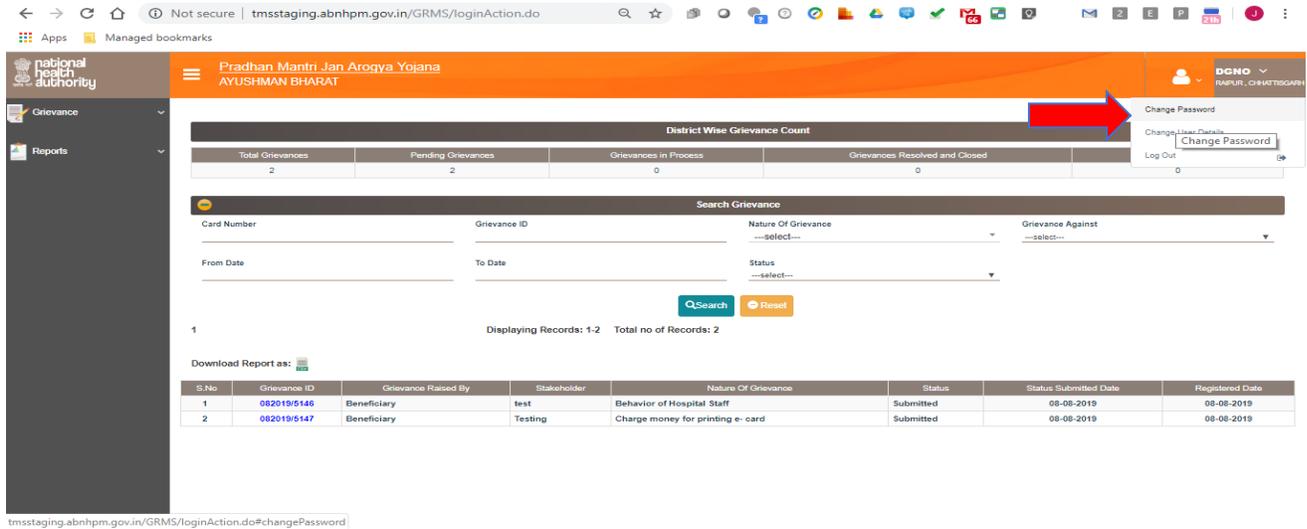


The screenshot shows the login page of the Central Grievance Redressal Management System (GRMS). The user is logged in as 'DCNO' from 'RAIPUR, CHHATTISGARH'. The dropdown menu is open, showing options: 'Change Password', 'Change User Details' (highlighted with a red arrow), and 'Log Out'. Below the menu, there is a 'District Wise Grievance Count' table and a 'Search Grievance' form. The search form includes fields for Card Number, Grievance ID, Nature Of Grievance, Grievance Against, From Date, To Date, and Status. Below the search form, there is a table displaying records.

S.No	Grievance ID	Grievance Raised By	Stakeholder	Nature Of Grievance	Status	Status Submitted Date	Registered Date
1	082019/5146	Beneficiary	test	Behavior of Hospital Staff	Submitted	08-08-2019	08-08-2019
2	082019/5147	Beneficiary	Testing	Charge money for printing e- card	Submitted	08-08-2019	08-08-2019

6. B. Changing Password

Click on Change Password

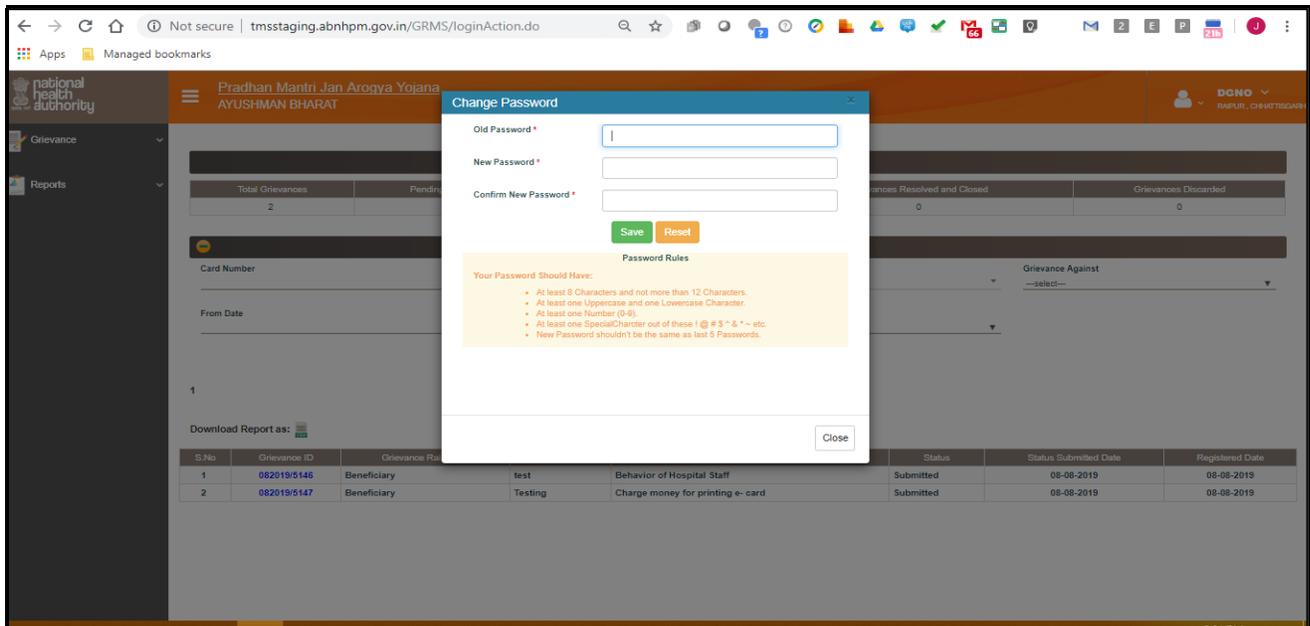


The screenshot shows the user interface of the Central Grievance Redressal Management System. In the top right corner, there is a user profile dropdown menu with the name 'DCNO' and 'RAIPUR, CHHATTISGARH'. Below this, there are three links: 'Change Password', 'Change User Details', and 'Log Out'. A red arrow points to the 'Change Password' link.

The main content area displays a 'District Wise Grievance Count' table and a 'Search Grievance' form. Below the search form, there is a table with the following data:

S.No	Grievance ID	Grievance Raised By	Stakeholder	Nature Of Grievance	Status	Status Submitted Date	Registered Date
1	082019/5146	Beneficiary	test	Behavior of Hospital Staff	Submitted	08-08-2019	08-08-2019
2	082019/5147	Beneficiary	Testing	Charge money for printing e- card	Submitted	08-08-2019	08-08-2019

Clicking on change password, will provide an input box to enter the old password followed by new password. Follow the instructions while setting the new password. Once the new password is set, click on **Save** button and then **Ok** button



The screenshot shows the 'Change Password' dialog box. It has three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Below these fields are 'Save' and 'Reset' buttons. A 'Close' button is located at the bottom right of the dialog box. Below the buttons, there is a section titled 'Password Rules' with the following instructions:

Your Password Should Have:

- At least 8 Characters and not more than 12 Characters.
- At least one Uppercase and one Lowercase Character.
- At least one Number (0-9).
- At least one Special Character out of these | @ # \$ % & * - etc.
- New Password shouldn't be the same as last 5 Passwords.

6. C. Updating the User Profile

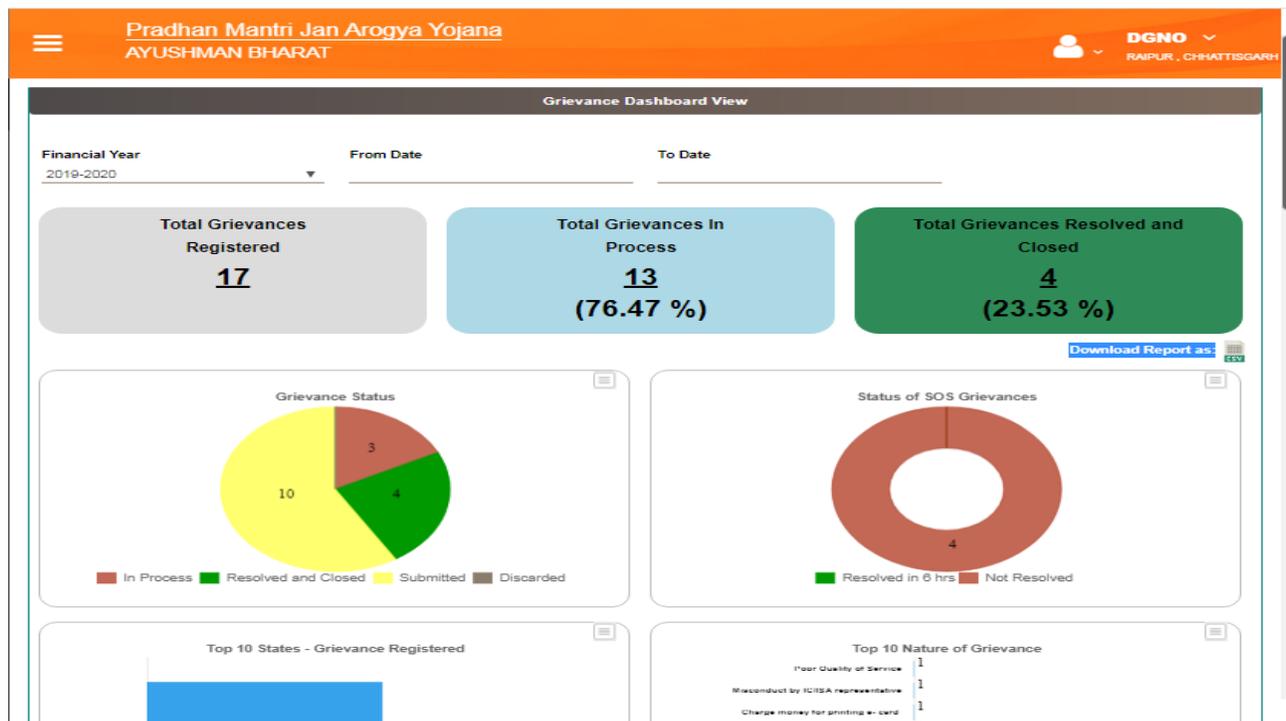
For changing the user profile, click on the change user details and the following page will be displayed



Enter the following information

- First name
- Last name
- Official Mobile Number
- Official Email Id
- Click on update details button to save the information

6. D. Dashboard



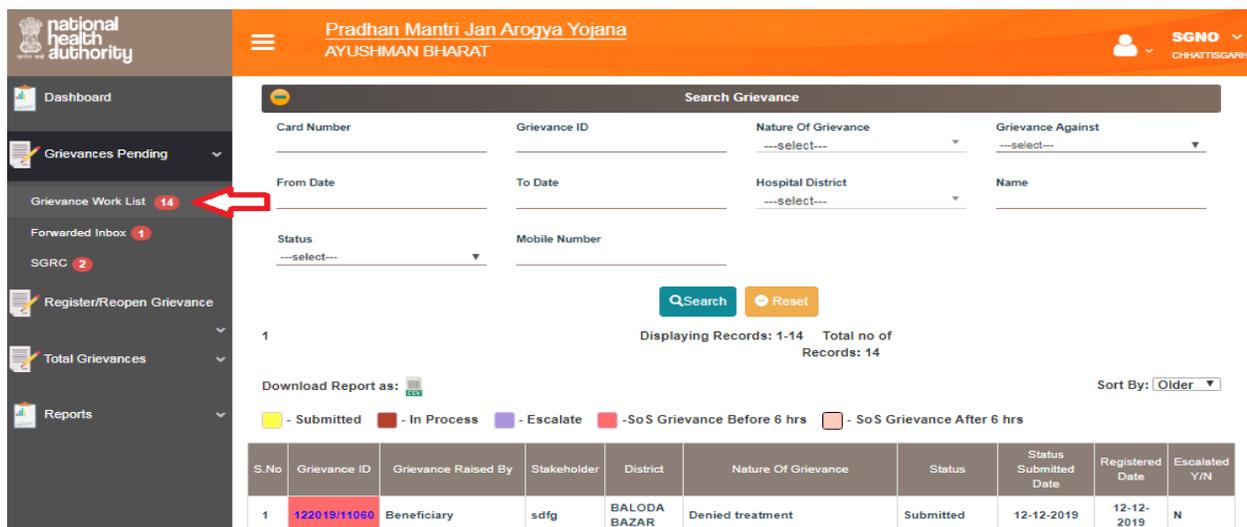
The following dashboard page shall be displayed upon logging into the application.

- Financial Year
- From Date
- To Date
- Total Grievances Registered

- e) Total Grievances In Process
- f) Total Grievances Resolved and Closed
- g) Grievance Status
- h) Status of SOS Grievance
- i) Top 10 states- Grievance Registered (NGNO logins)
Top 10 districts - Grievance Registered (SGNO logins)
- j) Top 10 - Nature of Grievance
- k) Age wise Pendency
- l) Monthly Trend
- m) Grievance Registered by Call Center
- n) Grievance by and Grievance Against
- o) Top 10 Hospital against which Grievance is raised
- p) Top 10 Hospital who have raised Grievance
- q) Reports can be downloaded in .csv and graphs can be downloaded in jpeg and png

6. E. Grievance Pending – This bucket shall reflect all the grievances for which the nodal officer has to take action and includes the following sub menus

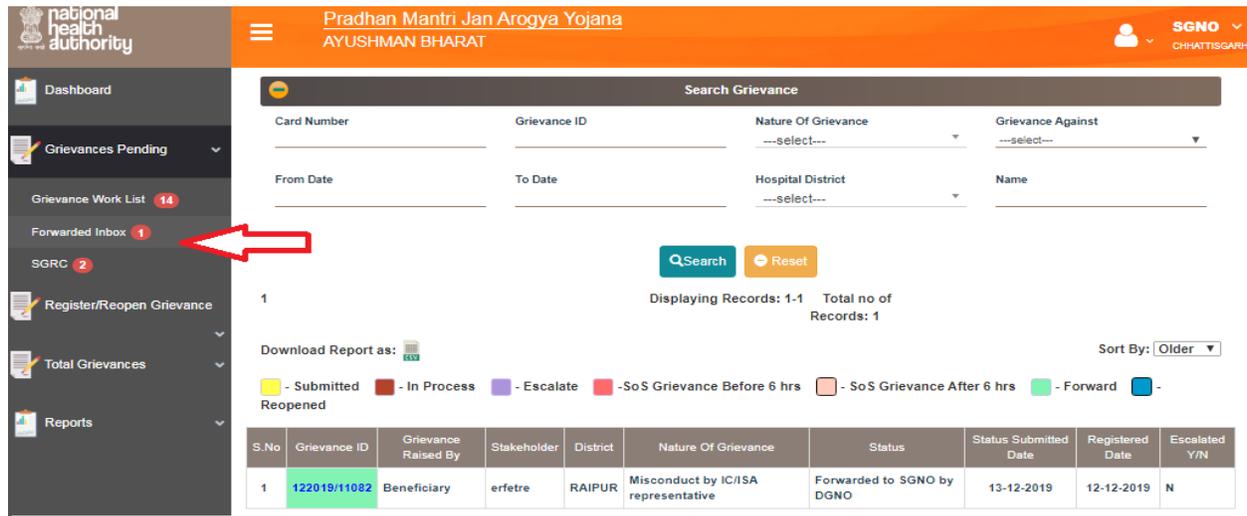
- **Grievance Work list** consists of grievances on which action has to be taken by the nodal officer. The screenshot of grievance worklist is shown below.



The screenshot displays the 'Grievance Work List' interface. The sidebar on the left shows the 'Grievance Work List' menu item with a notification badge of '14'. The main content area shows a search bar and filters for Card Number, Grievance ID, Nature Of Grievance, Grievance Against, From Date, To Date, Hospital District, Name, Status, and Mobile Number. Below the search bar, there are 'Search' and 'Reset' buttons. The interface indicates 'Displaying Records: 1-14' and 'Total no of Records: 14'. A legend shows the status of grievances: Submitted (yellow), In Process (red), Escalate (purple), So-S Grievance Before 6 hrs (pink), and So-S Grievance After 6 hrs (light pink). A table below shows the list of grievances.

S.No	Grievance ID	Grievance Raised By	Stakeholder	District	Nature Of Grievance	Status	Status Submitted Date	Registered Date	Escalated Y/N
1	122019/11060	Beneficiary	sdfg	BALODA BAZAR	Denied treatment	Submitted	12-12-2019	12-12-2019	N

- **Forwarded Inbox** consists of grievances which are received from other users (DGNO,SGNO,NGNO)



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Search Grievance

Card Number: _____ Grievance ID: _____ Nature Of Grievance: ---select--- Grievance Against: ---select---

From Date: _____ To Date: _____ Hospital District: ---select--- Name: _____

Search Reset

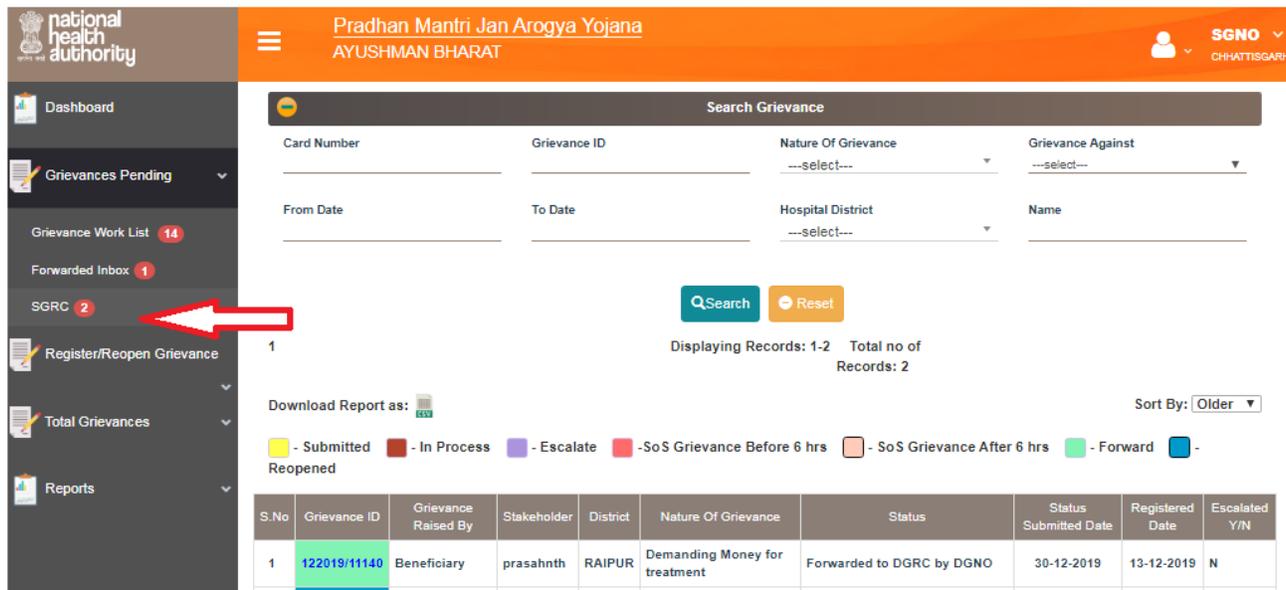
1 Displaying Records: 1-1 Total no of Records: 1

Download Report as:  Sort By: Older

Submitted - In Process - Escalate - SoS Grievance Before 6 hrs - SoS Grievance After 6 hrs - Forward - Reopened

S.No	Grievance ID	Grievance Raised By	Stakeholder	District	Nature Of Grievance	Status	Status Submitted Date	Registered Date	Escalated Y/N
1	122019/11082	Beneficiary	erfetre	RAIPUR	Misconduct by IC/ISA representative	Forwarded to SGNO by DGNO	13-12-2019	12-12-2019	N

- **DGRC/SGRC/NGRC** - consists of grievances which are re-opened/escalated and forwarded by DGNO/ SGNO/ NGNO respectively.



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Search Grievance

Card Number: _____ Grievance ID: _____ Nature Of Grievance: ---select--- Grievance Against: ---select---

From Date: _____ To Date: _____ Hospital District: ---select--- Name: _____

Search Reset

1 Displaying Records: 1-2 Total no of Records: 2

Download Report as:  Sort By: Older

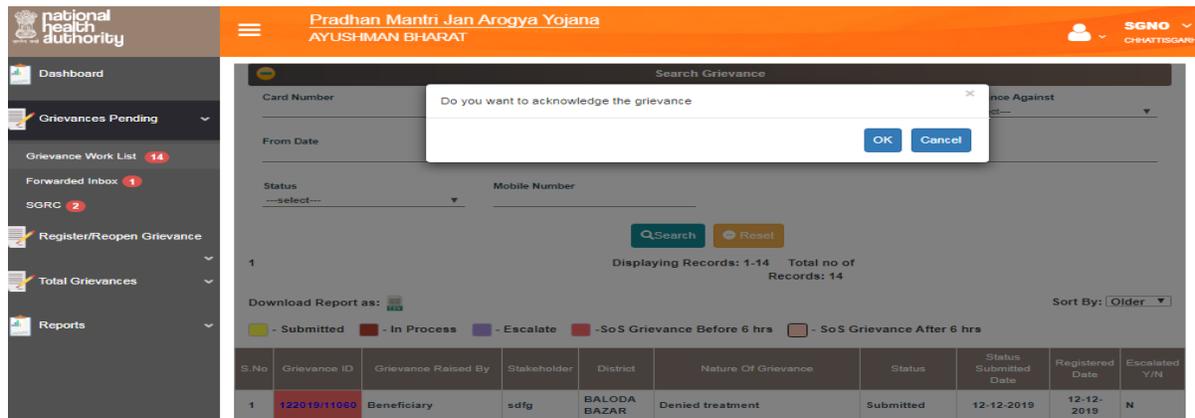
Submitted - In Process - Escalate - SoS Grievance Before 6 hrs - SoS Grievance After 6 hrs - Forward - Reopened

S.No	Grievance ID	Grievance Raised By	Stakeholder	District	Nature Of Grievance	Status	Status Submitted Date	Registered Date	Escalated Y/N
1	122019/11140	Beneficiary	prasahnth	RAIPUR	Demanding Money for treatment	Forwarded to DGRC by DGNO	30-12-2019	13-12-2019	N

a) Acknowledgement of the Grievances

The concerned DGNO, SGNO or NGNO will login to the portal and should acknowledge the grievance visible in the “Grievance Work List”. For acknowledging the grievance

- Click on Grievance ID
- A pop-up message will be shown “Do you want to acknowledge the Grievance”
- Click OK



Note: The pop up will be shown only while opening a case for the first time. Once a grievance is acknowledged the grievance status will be changed from “submitted” to “in process” and an SMS alert will be sent to the petitioner with updated status.

Actions that can be performed by a DGNO /SGNO include

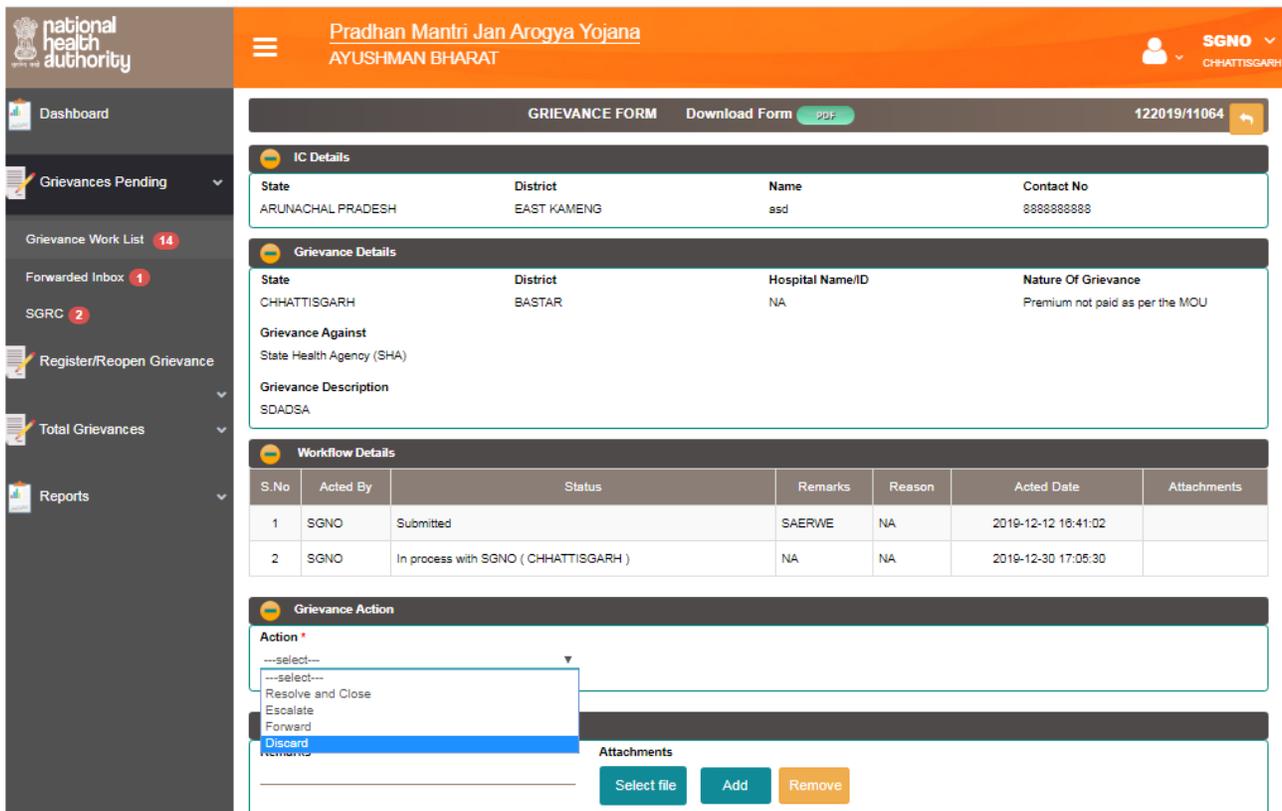
- Acknowledging the Grievance
- Resolve and Close
- Forward- to another DGNO, SGNO and DGRC
- Escalate
- Discard

Grievance Action

Once grievance is acknowledged, it will populate the detailed grievance form as shown below.

The process for taking grievance action includes

- DGNO shall view the grievance details and attachment
- Decide on the validity of the grievance
- If Grievance is invalid, mention the reason in remarks and discard
- If grievance is valid, after appropriate action
- Option to attach supporting documents is also available



The screenshot displays the user interface for the Grievance Redressal Management System. The top navigation bar includes the National Health Authority logo, the Pradhan Mantri Jan Arogya Yojana (PM-JAY) logo, and the user's role (SGNO) and location (CHHATTISGARH). The main content area is divided into several sections:

- GRIEVANCE FORM**: A header section with a "Download Form" button and a unique identifier (122019/11064).
- IC Details**: A table showing the state (ARUNACHAL PRADESH), district (EAST KAMENG), name (asd), and contact number (888888888).
- Grievance Details**: A table showing the state (CHHATTISGARH), district (BASTAR), hospital name/ID (NA), and nature of grievance (Premium not paid as per the MOU). It also includes the grievance against (State Health Agency (SHA)) and a description (SDADSA).
- Workflow Details**: A table showing the status of the grievance, including the S.No, acted by (SGNO), status (Submitted), remarks (SAERWE), reason (NA), and acted date (2019-12-12 16:41:02).
- Grievance Action**: A section with a dropdown menu for selecting an action (Resolve and Close, Escalate, Forward, Discard, Renew) and an "Attachments" section with "Select file", "Add", and "Remove" buttons.

b.1. Grievance Action – Resolve and Close

- For resolving and closing a grievance at the DGNO level, select resolve and close under grievance action drop down
- Enter the remarks or grievance resolution, attached the resolution document if any
- Click on Resolve and close button

2	SGNO	In process with SGNO (CHHATTISGARH)	NA	NA	2019-12-30 17:05:30
---	------	---------------------------------------	----	----	---------------------

Grievance Action

Action *

Resolve and Close

Remarks

Remarks *

Attachments

Select file Add Remove

Resolve and Close

Note:

1. If the grievance is not addressed by the DGNO within 15 days, system will automatically escalate the grievance to SGNO.
2. If action is performed by DGNO an SMS alert will be send to the petitioner updating the status of the grievance

b.2. Grievance Action – Escalate

In case, DGNO requires further opinion from the higher authority (SGNO), then he/she can escalate the case to SGNO before the TAT of 15 days. For escalating a grievance case to next level follow the steps

- Select Escalate under action drop down
- Select the reason for escalation
- Enter the remarks or support required
- Click on Escalate button

← Grievance Action

Action * Escalate ▼	Reason * ---Select--- ▼
-------------------------------	-----------------------------------

---Select---
 ---Select---
Requires further opinion
 Other

← Remarks

Remarks *	Attachments <div style="display: flex; justify-content: space-around; align-items: center;"> Select file Add Remove </div>
------------------	---

Escalate

Note:

1. All the escalated cases shall be visible in the grievance worklist
2. If the grievance is not addressed by the DGNO within 15 days, system will automatically escalate the grievance to SGNO.
3. If action is performed by DGNO an SMS alert will be send to the petitioner updating the status of the grievance

b.3. Grievance Action – Forward

In case, DGNO requires to forward a case to another DGNO or SGNO before the TAT of 15 days

- Select Forward under action drop down
- Select the reason for Forwarding
- Select the relevant stakeholder from the drop down
- Select the State and District
- Enter the remarks
- Click on forward button

← Grievance Action

Action * Forward ▼	Reason * Requires further opinion ▼
------------------------------	---

Select Stakeholder *
 SGRC ▼

---select---
 DGNO
 SGNO
 SGRC
 NGNO
Hospital

← Attachments

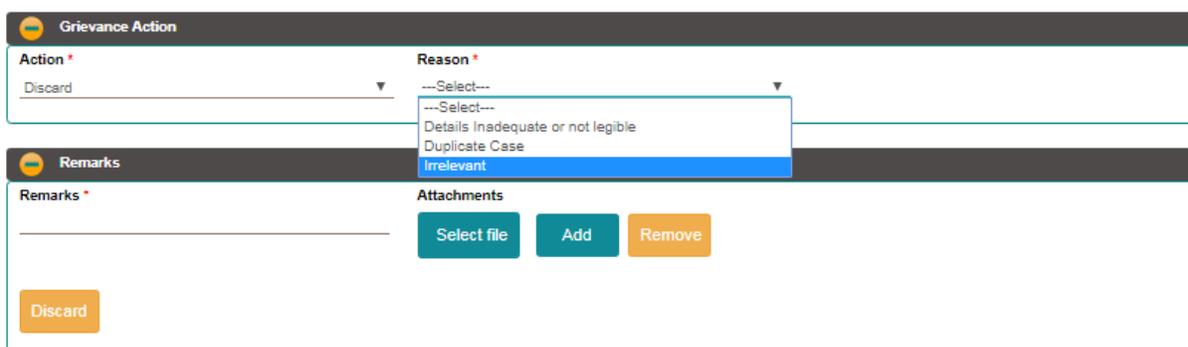
	Attachments <div style="display: flex; justify-content: space-around; align-items: center;"> Select file Add Remove </div>
--	---

Forward

b.4. Grievance Action – Discard

For discarding a grievance, the perform the following steps

- Select Discard under action drop down
- Select the reason for Discarding
- Enter the remarks
- Click on Discard button



The screenshot shows a web form titled "Grievance Action". It has two main sections: "Action" and "Remarks". In the "Action" section, a dropdown menu is open, showing "Discard" as the selected option. Below it, a list of reasons is displayed, with "Irrelevant" highlighted. The "Remarks" section has a text input field and an "Attachments" section with "Select file", "Add", and "Remove" buttons. A "Discard" button is located at the bottom left of the form.

Emergency Grievance (SOS)- SGNO

All grievance registered of the following nature shall be considered as an emergency grievance. All the SOS grievances will be populated in Grievance Worklist of SGNO

A) All cases registered when the patient is admitted in hospital

- SGNO has to acknowledge and resolve such cases in 6 working hours. SGNO shall be able to forward the case to concerned DGNO, however SGNO has to ensure that action is taken on the grievance within 6 working hours.
- A system generate email and SMS alert will be send to the SGNO, whenever SOS grievance is registered
- If the SGNO is not resolving the case within specified TAT, a system generated email shall be sent to the CEO of SHA, requesting attention to intervene in this case.



national health authority

Dashboard

Grievances Pending

Grievance Work List 14

Forwarded Inbox 1

SGRC 2

Register/Reopen Grievance

Total Grievances

Reports



Pradhan Mantri Jan Arogya Yojana
AYUSHMAN BHARAT



SGNO

CHHATTISGARH



Search Grievance

Card Number	Grievance ID	Nature Of Grievance	Grievance Against
<input type="text"/>	<input type="text"/>	---select---	---select---
From Date	To Date	Hospital District	State
<input type="text"/>	<input type="text"/>	---select---	---select---
District	Name	Registered By	Status
---select---	<input type="text"/>	---select---	None selected
Status	Status	Mobile Number	Stakeholder By
---select---	---select---	<input type="text"/>	---select---
Stakeholder To			
---select---			

Search

Reset

1

Displaying Records: 1-14 Total no of Records: 14

Download Report as: 

Sort By: Older

S.No	Grievance ID	Grievance Raised By	Stakeholder	District	Nature Of Grievance	Status	Status Submitted Date	Registered Date	Escalated Y/N
	122019/11060	Beneficiary	sdfg	BALODA BAZAR	Denied treatment	Submitted	12-12-2019	12-12-2019	N

SOS Grievance Action

After acknowledging the SOS grievance, SGNO will be able to perform the following actions

- a) Resolve and Close
- b) Discard
- c) Forward



Grievance Action

<p>Action *</p> <p>Forward ▼</p>	<p>Reason *</p> <p>Send for further explanation ▼</p>
<p>Select Stakeholder *</p> <p>Hospital ▼</p>	<p>District *</p> <p>---select--- ▼</p>



Remarks

Remarks *

Attachments

Select file

Add

Remove

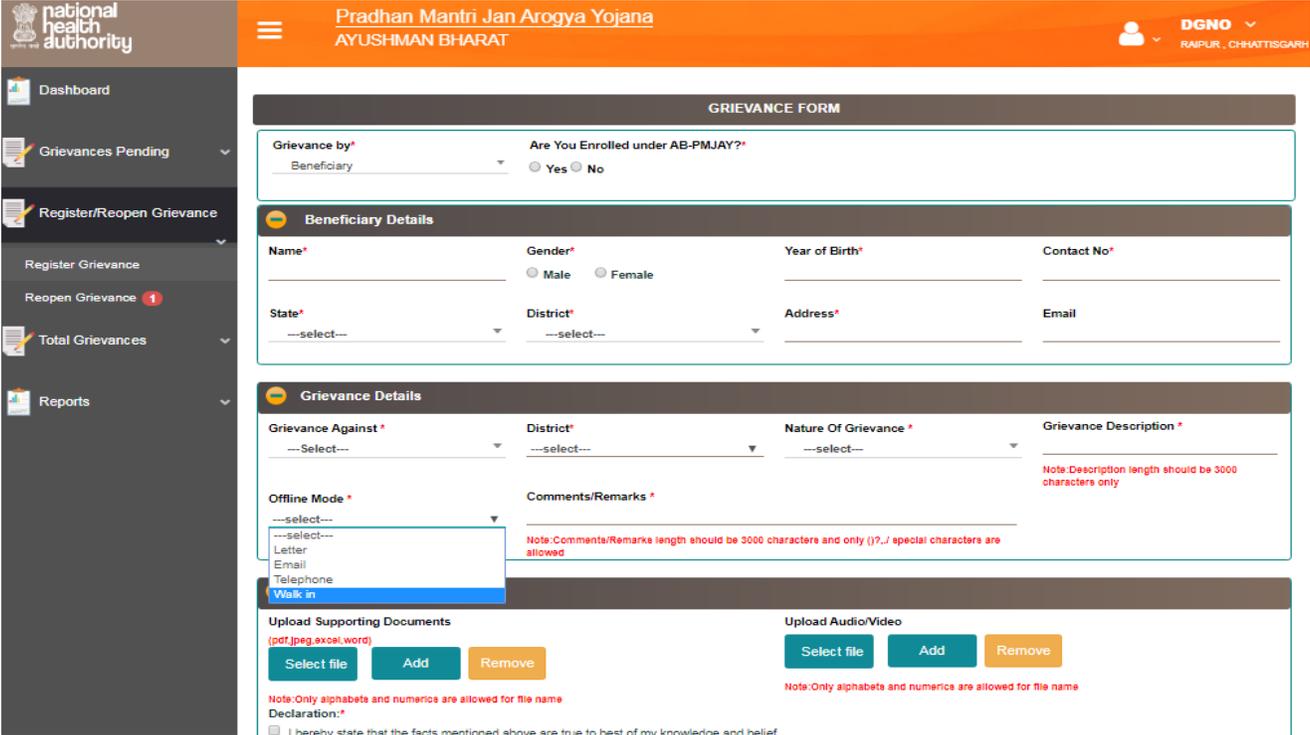
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6. F. Register/ Re Open Grievance

Registration of offline Grievance by DGNO/SGNO

The DGNO/SGNO has to login to the portal using DGNO/SGNO login details and register all Grievances received through written application, e-mails, newspaper, social media or telephone. For registering offline grievance, the following steps shall be followed

- Click on the Register/Re-Open Grievance menu and it will expand giving the below mentioned sub menus. After clicking on Register Grievance, the Grievance Form will get opened
- Enter grievance by and grievance against details
- Select the mode through which the grievance was received
- Upload supporting document if any
- Click on submit button



The screenshot shows the 'GRIEVANCE FORM' interface. The top navigation bar includes the National Health Authority logo, the Pradhan Mantri Jan Arogya Yojana logo, and the user's role as 'DGNO' in 'RAIPUR, CHHATTISGARH'. The left sidebar contains navigation options: Dashboard, Grievances Pending, Register/Reopen Grievance (with sub-options for Register Grievance and Reopen Grievance), Total Grievances, and Reports. The main form area is divided into several sections:

- GRIEVANCE FORM**: Includes 'Grievance by*' (Beneficiary) and 'Are You Enrolled under AB-PMJAY?' (Yes/No).
- Beneficiary Details**: Fields for Name*, Gender* (Male/Female), Year of Birth*, Contact No*, State* (dropdown), District* (dropdown), Address*, and Email.
- Grievance Details**: Fields for Grievance Against* (dropdown), District* (dropdown), Nature Of Grievance* (dropdown), and Grievance Description* (with a note: 'Note: Description length should be 3000 characters only'). It also includes Offline Mode* (dropdown with options: Letter, Email, Telephone, Walk in) and Comments/Remarks* (with a note: 'Note: Comments/Remarks length should be 3000 characters and only ({}?./ special characters are allowed').
- Upload Supporting Documents**: Fields for document upload with 'Select file', 'Add', and 'Remove' buttons. Note: 'Note: Only alphabets and numerics are allowed for file name'.
- Upload Audio/Video**: Fields for audio/video upload with 'Select file', 'Add', and 'Remove' buttons. Note: 'Note: Only alphabets and numerics are allowed for file name'.
- Declaration**: A checkbox with the text 'I hereby state that the facts mentioned above are true to best of my knowledge and belief.'

- UGN will be generated
- SMS alert will be sent to petitioner contact number provided in the grievance form

Note: For raising offline grievance, OTP validation is not required

Re Open of Grievance by DGNO / SGNO / NGNO / DGRC/ SGRC

Nodal Officers shall be able to re-open the grievance, which was resolved and discarded within 30 days of decision on grievance (TAT). Cases which can be re-opened are shown in Re Open sub menu under Register/Re Open grievance menu until the case reaches higher authority as shown in the following screen shot.



S.No	Grievance ID	Grievance Raised By	Stakeholder	Nature Of Grievance	Status	Status Submitted Date	Registered Date
1	122019/11360	Beneficiary	Phase 3 Test	Grievance not addressed by the concerned officer	Reopened Grievance Closed by SGRC	19-12-2019	17-12-2019

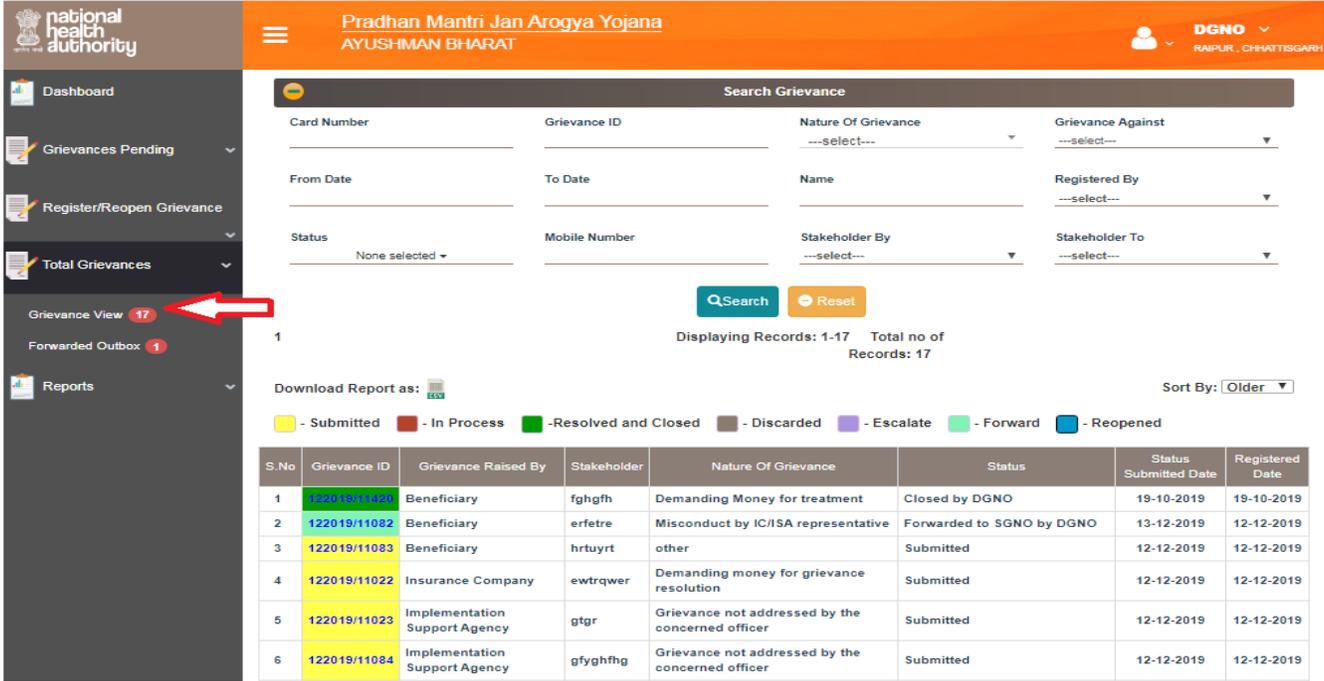
6. G. Total Grievances

Grievance View

Screen shot below shows the Grievance View Bucket in DGNO Login. DGNO/SGNO/NGNO will be able to view all the grievances along with the colour coding viz



- Submitted
- In Process
- Discarded
- Escalate
- Forward
- Resolved and Closed
- Reopened



The screenshot shows the 'Pradhan Mantri Jan Arogya Yojana' interface. On the left is a navigation menu with 'Grievance View' highlighted and a red arrow pointing to it. The main area features a 'Search Grievance' form with fields for Card Number, Grievance ID, Nature Of Grievance, Grievance Against, From Date, To Date, Name, Registered By, Status, Mobile Number, Stakeholder By, and Stakeholder To. Below the form are 'Search' and 'Reset' buttons. A status legend includes Submitted, In Process, Resolved and Closed, Discarded, Escalate, Forward, and Reopened. A table displays 6 records with columns for S.No, Grievance ID, Grievance Raised By, Stakeholder, Nature Of Grievance, Status, Status Submitted Date, and Registered Date.

S.No	Grievance ID	Grievance Raised By	Stakeholder	Nature Of Grievance	Status	Status Submitted Date	Registered Date
1	122019/11080	Beneficiary	fghgfh	Demanding Money for treatment	Closed by DGNO	19-10-2019	19-10-2019
2	122019/11082	Beneficiary	erfetre	Misconduct by IC/ISA representative	Forwarded to SGNO by DGNO	13-12-2019	12-12-2019
3	122019/11083	Beneficiary	hrtuyrt	other	Submitted	12-12-2019	12-12-2019
4	122019/11022	Insurance Company	ewtrqwer	Demanding money for grievance resolution	Submitted	12-12-2019	12-12-2019
5	122019/11023	Implementation Support Agency	gtgr	Grievance not addressed by the concerned officer	Submitted	12-12-2019	12-12-2019
6	122019/11084	Implementation Support Agency	gfghfghg	Grievance not addressed by the concerned officer	Submitted	12-12-2019	12-12-2019

DGNO can search the grievance by different parameters i.e. PMJAY ID, Grievance ID, Nature of grievance, Grievance Against, By Date, name, Registered By, Status of Grievance, Mobile Number, Stakeholder by and Stakeholder to.

Also, report can be downloaded in CSV format. Sorting can also be done as required.

6. H. Reports

Under report Bucket, following options are available

- Grievance Officers List
- Grievance Count
- Age wise Pendency

a) Grievance Officers List

View the contact details of other DGNOs, SGNOs and others



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Search District Grievance Officer's

State: District: Search Reset

1 Displaying Records: 1-6 Total no of Records: 6

S.No	NAME	STATE	DISTRICT	Email	CONTACT NO
1	RAIPUR DGNO	CHHATTISGARH	RAIPUR	nav@gmail.com	6303178540
2	DGNO2 Grievance	CHHATTISGARH	RAIGARH	DGNO2@gmail.com	9999999999
3	DGNO3 Grievance	CHHATTISGARH	SURGUJA	DGNO3@gmail.com	9999999999
4	USER1 DGNO	GUJARAT	ANAND	xxx@xxx.com	9999999999
5	DGNO WEST BENGAL	WEST BENGAL	KOLKATA	DGNOdec3@gmail.com	9999999999
6	DGNO WEST BENGAL	WEST BENGAL	KOLKATA	dsfsdfd@gmail.com	6303178540

b) Grievance Count DGNO/SGNO/NGNO

DGNO/SGNO/NGNO will be able to view the total count of grievance registered, pending and resolved in their district/State.



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District Wise Grievance Count

From Date: To Date: Grievance Against: Grievance by:

Search Reset

Download Report as: 

S.No.	District	Total Grievances Registered	Pending Grievances (Including Escalated and Forwarded)	Grievances in Process	Grievances Resolved and Closed	Grievances Discarded
1	BALOD	0	0	0	0	0
2	BALODA BAZAR	1	0	1	0	0
3	BALRAMPUR	1	1	0	0	0
4	BASTAR	8	5	3	0	0
5	BEMETARA	0	0	0	0	0
6	BUJAPUR	0	0	0	0	0
7	BILASPUR	0	0	0	0	0
8	DANTEWADA	0	0	0	0	0
9	DHANTARI	0	0	0	0	0

Age wise Pendency

The grievance which are pending with respect to different day ranges .



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CHHATTISGARH

Age Wise Pendency Count-District Wise

From Date: _____ To Date: _____ Grievance Against: _____ Grievance by: _____

Download Report as:

S.No	District	0-15 Days	16-30 Days	31-60 Days	61-90 Days	91-180 Days	181-365 Days	more than a year
1	BALOD	0	0	0	0	0	0	0
2	BALODA BAZAR	0	1	0	0	0	0	0
3	BALRAMPUR	0	1	0	0	0	0	0
4	BASTAR	0	8	0	0	0	0	0
5	BEMETARA	0	0	0	0	0	0	0
6	BIJAPUR	0	0	0	0	0	0	0
7	BILASPUR	0	0	0	0	0	0	0
8	DANTEWADA	0	0	0	0	0	0	0
9	DHAMTARI	0	0	0	0	0	0	0
10	DURG	0	0	0	0	0	0	0
11	GARIYABAND	0	0	0	0	0	0	0
12	JANJGIR-CHAMPA	0	0	0	0	0	0	0
13	JASHPUR	0	0	0	0	0	0	0

Thank You

For any technical assistance, please raise a ticket at <https://support.pmjay.gov.in>

