

**GOVERNMENT OF MIZORAM**  
**HEALTH & FAMILY WELFARE DEPARTMENT**  
**MIZORAM SECRETARIAT, MIZORAM NEW CAPITAL COMPLEX, AIZAWL-796001**

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*Dated Aizawl, the 25<sup>th</sup> July, 2024*

**NOTIFICATION**

**F.14015/2/2022-HFW/88-92:** In order to provide a platform for the public to lodge their grievances on subjects related to service delivery and to enable the Government machinery to deliver quality service to citizens in a hassle-free manner, Health & Family Welfare Department, in collaboration with Mizoram Health System Strengthening Project (funded/supported by World Bank) has formulated the following guidelines for Grievance Redressal Mechanism known as 'VAHUI' for the Department.

**I. Structure of Grievance Redressal Mechanism:** A committee shall be constituted at different levels as shown below:

**(A) State Level Committee:**

Chairman : Secretary, H&FW  
Member Secretary: Principal Director, H&FW  
Members :  
(i) Director of Health Services  
(ii) Director of Hospital & Medical Education  
(iii) Mission Director, NHM  
(iv) Project Director, MSACS  
(v) Deputy Director (Admn), O/o PD, HFW

**(B) District Level Committee:**

Chairman : Chief Medical Officer  
Member Secretary: Medical Superintendent  
Members :  
(i) Deputy Chief Medical Officer  
(ii) Asst. Director, Food & Drugs  
(iii) Nursing Superintendent, District Hospital  
(iv) Any officer under HFW as nominated by the Committee

**(C) Facility Level Committee (DH/SDH/MSCI/IAH, Thenzawl/CHC/PHC/UPHC):**

Chairman : Medical Superintendent/Senior Medical Officer/Medical Officer in charge.  
Member Secretary: Senior-most Specialist/Medical Officer/Pharmacist  
Members :  
(i) Nursing Superintendent/Ward Superintendent  
(ii) Health Supervisor  
(iii) Head Assistant  
(iv) Staff Nurse  
(v) Pharmacist  
(vi) Jan Arogya Samiti (JAS) members  
(vii) Rogi Kalyan Samiti (RKS) members

**(D) Health & Wellness Center/Health Sub Center Level Committee:**

Chairman	:	Senior-most Health Worker
Member Secretary:		Health & Wellness Officer/Health Worker
Members	:	Jan Arogya Samiti (JAS) members

**II. Appointment of Nodal Officer & Setting up of Help Desk:** Member Secretary of each level of Committee shall act as Nodal Officer. Contact details of Nodal Officer should be prominently displayed at the facilities so that the aggrieved person(s)/complainant(s) can directly register grievances. Nodal Officer shall be responsible for monitoring, resolving and reporting of all grievances received.

Help Desk should be made available at Reception Desk of all health facilities for receiving grievances.

**III. Grievance Registration Mode:** Grievances can be filed in online as well as offline mode:

- (a) **Help Desk:** A complainant can directly approach the Help Desk/Nodal Officer at health facilities. Registration ID shall be issued to the complainant and will be entered in the web portal. Persons in charge at the Help Desk should check Complaint Box at the facility every day and shall be responsible for entering it in the web portal; along with other complaints received through other modes.
- (b) **Through Call:** Helpline number 104, toll-free shall be made available 24x7 so as to enable aggrieved person to lodge grievance. Registration ID shall be issued to the complainant and will be entered in the web portal.
- (c) **Web Portal:** The citizen can lodge/file grievance through portal [www.vahui.in](http://www.vahui.in) and Grievance Registration ID will be issued to the complainant. As soon as grievance is registered, the complainant will get notification via SMS for the successful registration of grievance and unique registration ID will be generated for tracking and monitoring of the status of grievance. Simultaneously, alert/notification regarding registration of complaint will be received by Nodal Officer, State Level Committee via SMS.

**IV. Requirements Before Filing Grievance:** The following shall be mandatory field while filing complaint:-

- (a) Name of the complainant
- (b) Contact Details (address/phone number/email-ID (optional))
- (c) Details and type of grievance

All anonymous complaints shall be registered and settled, however, feedback or any decision taken thereof shall not be communicated to the complainant.

**V. Procedure for Resolution of Grievance:**

- (a) All grievances shall be received by Nodal Officer of State Level Committee as well as Helpline 104 handlers, who shall be responsible for screening, sorting and forwarding it to the concerned Medical Officer/Nodal Officer as well as to the concerned domain team members.



- (b) Nodal Officer of the State Level Committee shall flag grievance of high urgency involving serious and immediate threat of harm to any person and critical infrastructure and shall communicate via telephone to the concerned level Chairman.
- (c) With a view to ensure prompt and effective redress to the grievances, the facility in charge/Nodal Officer should try to resolve the matter at the earliest. However, monthly meeting to review number of grievances received number of cases disposed/settled and pendency (if any) should be held.
- (d) Every grievance must be dealt in a fair, objective and just manner and issue reasons for every grievance rejected.
- (e) If the grievance is not settled, a well-reasoned reply should be given to the complainant.
- (f) In case, the complainant is not satisfied with the solution provided, or resolution could not be provided by the Committee, it shall be referred/escalated to the next higher level Committee.
- (g) Final reply to the complainant will be made by the concerned Nodal Officer and should be uploaded in the web portal.
- (h) (h) All complaints filed shall be properly maintained by concerned Nodal Officer and Action Taken Report shall be submitted to State Level Committee in the prescribed format placed at Annexure-I.

#### VI. Time Line:

- (a) All grievances shall be resolved within a period of **7 (seven) days** from the date of receipt of the complaint forwarded from State Level Committee. However, if it is referred to the next appropriate level committee, then the time-line will be extended for another **7 (seven) days** from the date of receipt of the complaints forwarded by Nodal Officer of the concerned level committee.
- (b) In case, resolution of grievance takes time, Nodal Officer may send interim reply to the complainant.
- (c) Grievances demanding prompt action(s) as mentioned in Para 5(b) shall be resolved within 24 hours.

#### VII. Cases not to be taken up for redress:

- (a) RTI
- (b) Court related/sub-judice matter
- (c) Suggestion

All offices/facilities are instructed to comply with the above instructions and take up necessary actions in constituting the Committee, appointment of Nodal Officer, putting up signage, etc at the earliest.

**Sd/-SANGCHHIN CHINZAH**  
Secretary to the Govt. of Mizoram  
Health & Family Welfare Department  
Dated Aizawl, the 25<sup>th</sup> July, 2024

Memo No. F. 14015/2/2022-HFW/88-92 :