

 GOVERNMENT OF MIZORAM
HEALTH & FAMILY WELFARE DEPARTMENT
MIZORAM SECRETARIAT, MINECO, AIZAWL-796001

OFFICE MEMORANDUM

Dated Aizawl, the 6th August, 2026

Subject: Constitution of the State Appellate Authority, State Grievance Redressal Committee and District Grievance Redressal Committees under Mizoram Universal Health Care Scheme (MUHCS).

In compliance with section 4 of the *Mizoram Universal HealthCare Scheme (MUHCS) Grievance Redressal Guidelines, 2025*, and in supersession of all previous orders, if any, on the subject, the following multi-tier grievance redressal structure is hereby constituted with immediate effect and shall remain in force until further orders:

1. State Appellate Authority (SAA): The Commissioner & Secretary, Health & Family Welfare Department.

Terms of Reference:

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

- i. Act as an Appellate Authority for appeal against the orders of the SGRC.
- ii. Redressal of all all grievances referred to it, following the principles of natural justice.
- iii. Call for additional information as required either directly from an aggrieved party or from the concerned agencies/individuals.
- iv. Oversee grievance redressal functions of the SGRC including but not limited to monitoring the turnaround time for grievance redressal.
- v. Perform all tasks necessary to decide on all appeals received within 30 days.
- vi. Adjudicate and issue final orders on grievances.
- vii. 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 an official as and when necessary.
- viii. The decision of the SAA shall be final and binding wherein SNA and Insurance/ISA are the aggrieved parties.

2. State Grievance Redressal Committee (SGRC)

- Chairman:** Chief Executive Officer, Mizoram State Health Care Society (MSHCS)
- Convener:** State Grievance Nodal Officer (SGNO), MSHCS (SHA)
- Members:**
1. Deputy Chief Executive Officer, MSHCS
 2. Medical Superintendent, Civil Hospital, Aizawl
 3. Director of Finance/State Accounts Officer, MSHCS (SHA)
 4. State Programme Manager, MSHCS (SHA)
 5. Representative from ISA (Implementing Support Agency)/TPA (Third Party Administrator) – if any
 6. Representative from Federation of Mizoram Government Employees and Workers (FMGE&W) (as and when applicable)
 7. Representative from empanelled hospital against which grievance is submitted by the aggrieved party (as and when applicable)
 8. Aggrieved party (as and when applicable)
 9. Other experts for specific cases as determined by the Chairperson or Convener or the Convener on behalf of the Chairperson.

Terms of Reference:

- i. Act as an Appellate Authority for appealing against the orders of the DGRC.
- ii. Track and redress all grievances referred to it, following the principles of natural justice.
- iii. Call for additional information as required either directly from an aggrieved party or from the concerned agencies/individuals.
- iv. Conduct grievance redressal proceedings as required.
- v. Nominate District Grievance Redressal Committee (DGRC) at each District.
- vi. Oversee grievance redressal functions of the DGRC including but not limited to monitoring the turnaround time for grievance redressal.
- vii. Perform all tasks necessary to decide on all such appeals within 30 days of receiving such appeal.
- viii. Adjudicate and issue final orders on grievances.
- ix. Ensure compliance to the Grievance Redressal Guidelines of MUHCS.

x. Meeting Schedule of Committee: The SGRC meeting should be conducted Quarterly or as required, on a specific day on a regular basis. State can decide a particular date/day based on the convenience and availability of the members of the committee.

3. District Grievance Redressal Committees (DGRC): The following District Grievance Redressal Committees are hereby constituted in each District:

Chairman: Deputy Commissioner

Convener: Senior Medical Officer or equivalent rank officer

Members:

1. District Grievance Nodal Officer (DGNO)/ District Coordinator, MSHCS
2. District Coordinator of the ISA- if any
3. Other experts for their inputs for specific cases, if necessity arises

Terms of Reference:

- i. Track and redress all grievances referred to it, following the principles of natural justice.
- ii. Call for additional information as and when required either directly from an aggrieved party or from the concerned agencies/individuals.
- iii. Conduct grievance redressal proceedings as required.
- iv. If required, call for hearings and representation from the parties concerned while determining the merits and demerits of the case.
- v. Adjudicate and issue final orders on grievances.
- vi. 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 DGRC.
- vii. Review grievance records.
- viii. Monitor the grievances to ensure that all grievances are resolved within 30 days or earlier.
- ix. DGRC shall be competent to seek report or assistance of any authority in the district to take suitable action as deemed appropriate.
- x. Issue directions/take action like recommending de-empanelment of the hospitals, recommending suspension of license of the hospitals, etc. Principles of natural justice should be followed while taking such actions.
- xi. In case the DGRC is unable to conduct the meeting in foreseeable future, the Chairman or an officer authorized by the Chairman in this regard may take any of the above actions. However, such actions should be placed in front of the Committee during the next meeting for ratification.
- xii. Ensure compliance to the Grievance Redressal Guidelines of MUHCS.

xiii. Meeting Schedule of Committee: The DGRC meeting should be conducted quarterly or as required, on a specific day on a regular basis. State can decide a particular date/day based on the convenience and availability of the members of the committee.

Sd/-LALZARMAWII

Commissioner & Secretary to the Govt. of Mizoram
Health & Family Welfare Department

Memo No.B-35012/20/2025-HFW

:: **Dated Aizawl, the 6th August, 2026**

Copy to:

- 1) Commissioner & Secretary to Governor, Mizoram
- 2) PS to Chief Minister, Mizoram
- 3) PS to Minister, Health & Family Welfare Department
- 4) Sr. PPS to Chief Secretary, Govt. of Mizoram
- 5) PS to Commissioner & Secretary, Health & Family Welfare Department.
- 6) Principal Director, Health & Family Welfare
- 7) Chief Executive Officer, Mizoram State HealthCare Society
- 8) Director of Health Services/ Hospital & Medical Education/ Zoram Medical College/ AYUSH/ Nursing
- 9) All concerned officials.
- ✓ 10) Web Manager, IT Section, Dte. of Health Services, Mizoram.
- 11) Guard file.

Digitally signed by
Marilyn Rualzakhumthangi
Date: 06-08-2026
18:37:07

(MARILYN RUALZAKHUMTHANGI)
Deputy Secretary to the Govt. of Mizoram
Health & Family Welfare Department