

OFFICE OF THE MEDICAL SUPERINTENDENT
HAHC HOSPITAL, HIMSR, NEW DELHI 62

HAHCH/MS/2281

Date: 08.10.2024

Sub: Constitution of Patient Grievance Redressal Committee

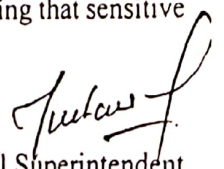
Sanction is hereby accorded to the constitution of committee which is designated as **Patient Grievance Redressal Committee** for Hamdard Institute of Medical Sciences & Research and HAHCH hospital.

Following are committee members:

- | | |
|---|--------------------|
| 1. Prof. (Dr.) Anwar Habib, HOD Dept. of Medicine - | Chairperson |
| 2. Prof. (Dr.) Aqsa Sheikh, Patient Safety Nodal Officer - | Member |
| 3. Dr. Sumedha Sharma, Assoc. Prof Dept. of OBG - | Member |
| 4. Asst. Medical Superintendent - | Member |
| 5. Mr. M.H Zahidi, Legal Advisor - | Member |
| 6. Quality Manager/Executive - | Member |
| 7. Special Invitees: Senior Consultant from relevant dept. (as per case requirements) | |

Scope & Functions:

1. **Grievance Collection:** the committee will handle grievance submitted through suggestion boxes, feedback forms, email, and direct complaints received by hospital staff.
2. **Regular meetings:** The PGRC will convene fortnightly to review complaints. In the case of urgent issues, the committee will meet within 48 hours of receiving the grievance.
3. **Grievance resolution:** Each complaint will be thoroughly reviewed, and recommendations will be made to resolve the issue within a defined timeframe. All efforts will be made to address the grievance within 07 days.
4. **Reporting:** A monthly report on grievance and resolutions will be submitted to the Medical Superintendent and reviewed for trends and patterns to address systematic issues.
5. **Confidentiality:** All grievance will be handled with confidentiality, ensuring that sensitive patient information is not disclosed beyond authorized personnel.


Medical Superintendent

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Dean, HIMSR
All Concern
Sr. PS to CEO