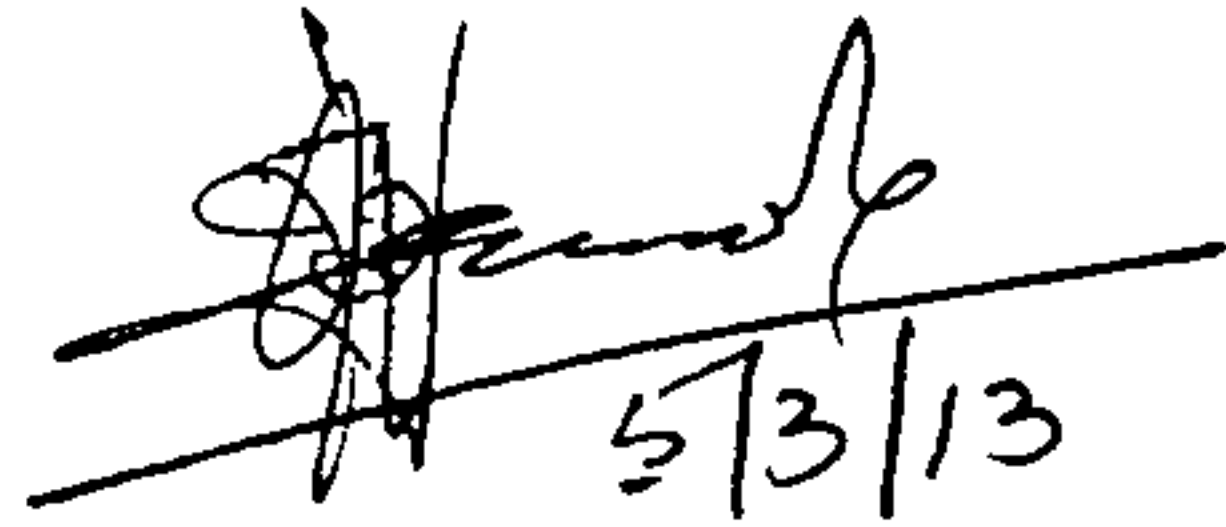


O & M - Inform all DMOs
Put in DHS website


5/3/13



016034

GOVERNMENT OF KERALA

Abstract

HEALTH & FAMILY WELFARE DEPARTMENT – DISTRICT LEVEL HEALTH ADALATHS 2013 – REDRESSAL OF GRIEVANCES OF THE PUBLIC REGARDING THE INFRASTRUCTURE INADEQUACIES, HUMAN RESOURCES SHORTAGE AND THE QUALITY OF PATIENT CARE IN OUR HEALTH CARE CENTRES RANGING FROM PRIMARY HEALTH CENTRES TO MEDICAL COLLEGES IN ALL DISTRICTS – DISTRICT LEVEL ADALATH CO-ORDINATION COMMITTEE CONSTITUTED – ORDERS ISSUED.

HEALTH & FAMILY WELFARE (M) DEPARTMENT

G.O.(Rt).No.738/2013/H&FWD

Dated, Thiruvananthapuram, 05.03.2013.

ORDER

Government are pleased to conduct District Level Health Adalaths 2013 for the redressal of grievances of the public regarding the infrastructure inadequacies, human resource shortage and the quality of patient care in our health care centres, ranging from Public Health Centres to Medical Colleges in all districts. This is meant to expedite the disposal of public complaints and grievances in the above mentioned areas in the Government Health Care Centres. **Establishment matters relating to employees will not be entertained during these adalaths.**

2) As a part of this adalath complaint boxes will be kept at PHC's, CHC's District Hospitals General Hospitals and Medical Colleges. These complaints will be forwarded to respective DMOs (Health Services & Homoeo and ISM) / Principals, Superintendents of Medical Colleges for their redressal with in a period of seven working days on receipt of the complaints, if these complaints are within their purview of redressal. Those which could not be redressed at their level and require higher level intervention will be taken up during the District level adalaths which will be chaired by the Hon'ble Minister for Health & Devaswoms and attended by Mission Director, NRHM, Director of Health Services, and Director of Medical Education (in districts where Government Medical Colleges are there). Health department officials like DMO's, DPM's, Superintendents of hospitals, Principals / Superintendents of Medical Colleges, and Medical Officers of the concerned hospitals should be present during the adalath. The complainants will be intimated regarding their participation, by post or phone by the district level coordination committee.

3) Those complaints which need Governmental intervention, during these adalaths, will be taken up at the Government level and the progress will be intimated to the concerned by post/SMS. Those which can be disposed at the district level adalath will be disposed then and there. A district level register should be kept for entering the complaints and acknowledgement should be given to the complainant directly or by post or SMS. A help line number will be publicised and necessary publicity will be given at the district level regarding these adalaths.

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4) For the successful conduct of these adalaths, Government are also pleased to constitute a committee as below.

District Collector	- Chairman
District Medical Officer (Health), ISM, Homoeo	- Co-Chairman
District Programme Manager	- Convenor

5) The proposed dates and time for the district level adalaths are as follows

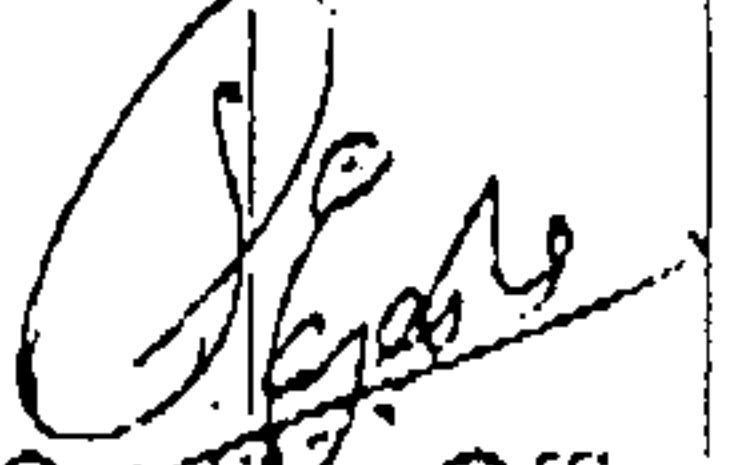
	Date	Month	Time
Ernakulam	23	March	10 AM - 1 PM
Thrissur	04	April	11AM - 2 PM
Idukki	26	April	10 AM - 1 PM
Kottayam	27	April	10 AM - 1 PM
Waynad	06	May	10 AM - 1 PM
Kozhikode	07	May	10 AM - 1 PM
Kannur	19	April	10 AM - 1 PM
Kasargod	18	April	10 AM - 1 PM
Malappuram	20	May	10 AM - 1 PM
Trivandrum	20	April	10 AM - 1 PM
Kollam	05	April	10 AM - 1 PM
Pathanamthitta	14	May	10 AM - 1 PM
Alappuzha	03	May	10 AM - 1 PM
Palakkad	21	May	10 AM - 1 PM

(By Order of the Governor)
MUHAMMED SHARIFF. K
Deputy Secretary

To

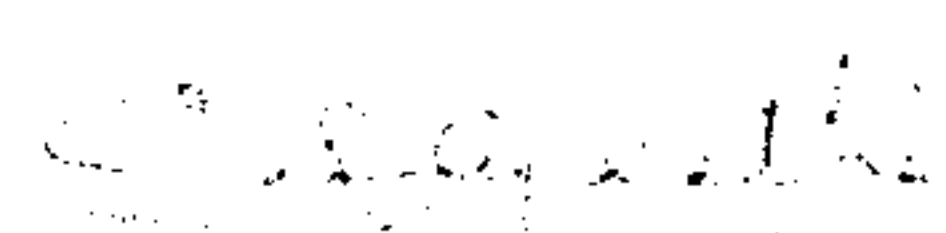
The State Mission Director, NRHM
The District Collectors of all Districts
The Director of Medical Education, Thiruvananthapuram
The Director of Health Services, Thiruvananthapuram
The Director, Indian Systems of Medicine, Thiruvananthapuram
The Director, Homoeopathy, Thiruvananthapuram
The District Medical Officers of all districts (through DHS/DISM/DH)
The District Programme Managers of all districts (Through SMD, NRHM)
The Principal Accountant General (A&E/Audit) Kerala, Thiruvananthapuram.
The Director, I&PRD.
Stock File / Office Copy.

Forwarded / By Order


Section Officer

Encl.No. O & MI- 16034/13/DHS/Dated, 6.3.2013

Copy communicated to all DMO(H)s for information and to make necessary arrangements to conduct the adalaths at the dates prescribed above.


For Director of Health Services.

To All DMOHS