

Ayushman Bharat

Pradhan Mantri Jan Arogya Yojana

Central Grievance Redressal Management System (CGRMS) Portal

User Manual

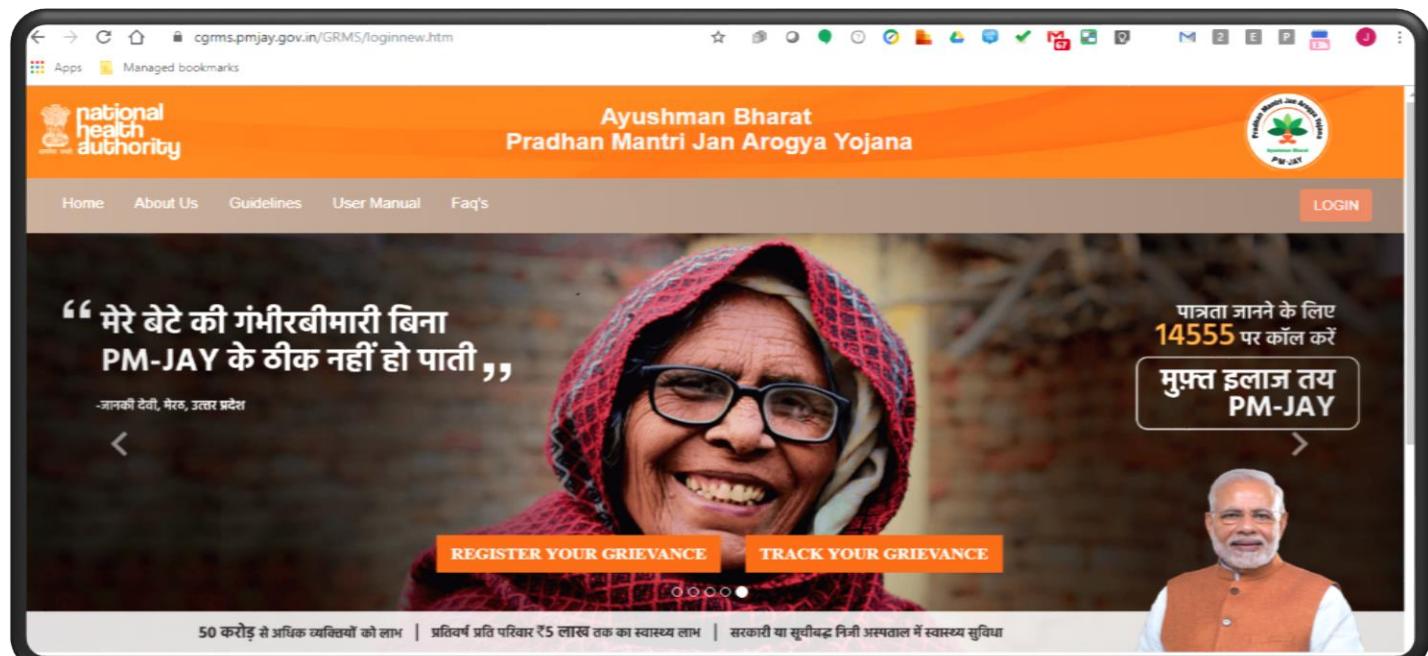


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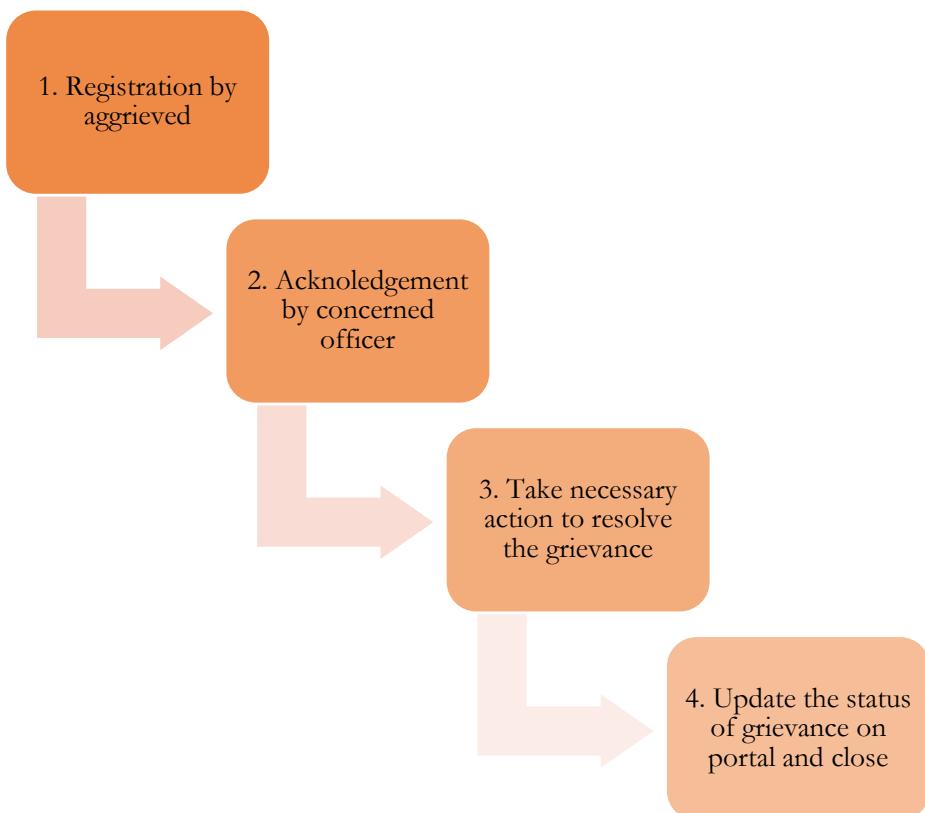
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I. Introduction

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 stakeholders 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.

Process of Grievance Handling in Portal



II. 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

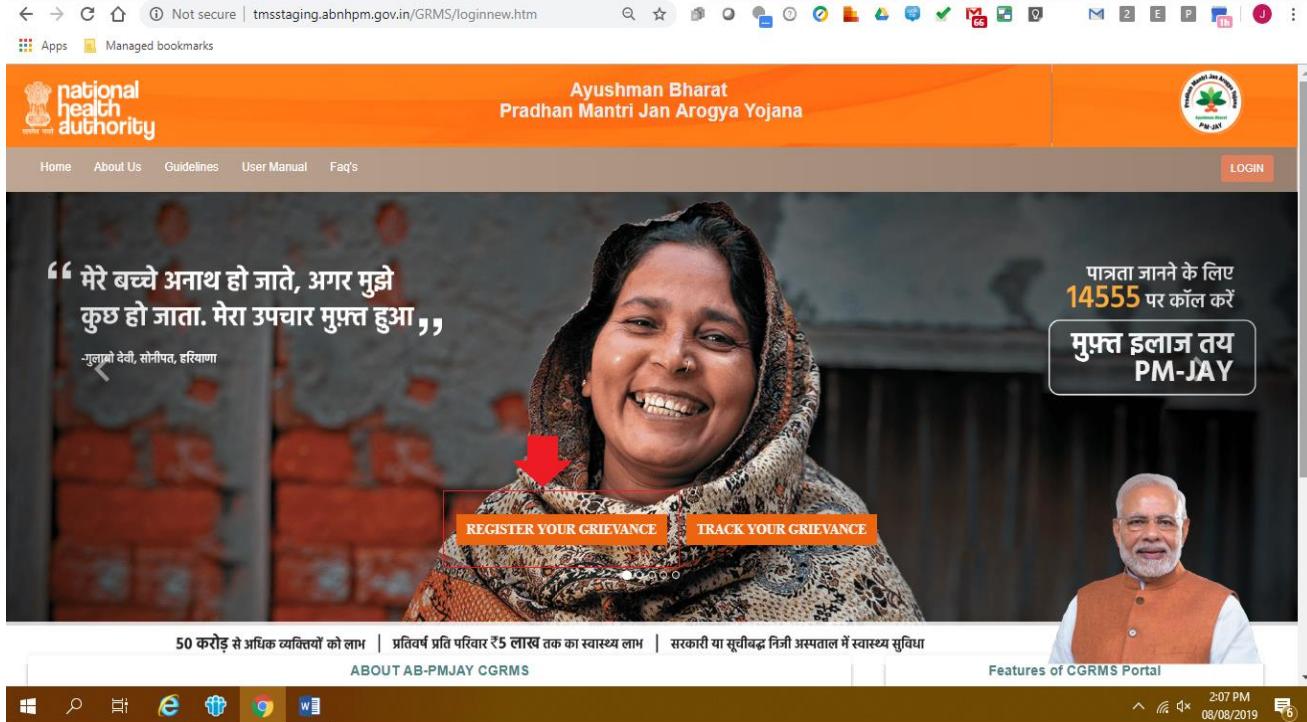
Grievance can come through two different modes:-

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

Instructions to Fill Online Grievance Registration Portal

Following are the steps to register an online grievance in grievance portal

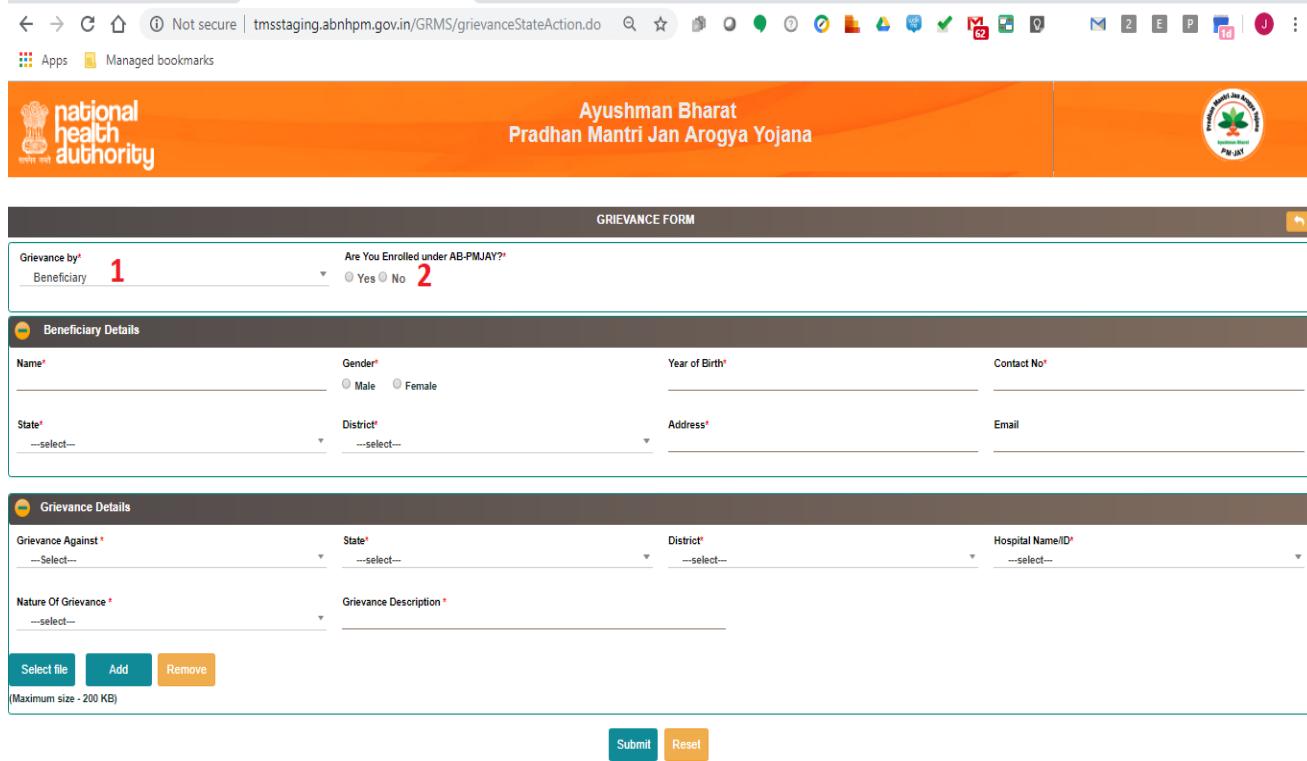
STEP 1: Click on “Register Your Grievance” button on the CGRMS home page



The screenshot shows the homepage of the Central Grievance Redressal Management System (CGRMS). The top navigation bar includes links for Home, About Us, Guidelines, User Manual, and Faq's. The main header features the National Health Authority logo, the Ayushman Bharat Pradhan Mantri Jan Arogya Yojana logo, and a portrait of Prime Minister Narendra Modi. A large banner in the center contains a quote in Hindi: "‘‘मेरे बच्चे अनाथ हो जाते, अगर मुझे कुछ हो जाता. मेरा उपचार मुफ्त हुआ,,’‘ -जुलाहो देवी, सोरीपट, हरियाणा". To the right, there is a call-to-action for the helpline number 14555 with the text "प्राप्ति जानने के लिए 14555 पर कॉल करें" and "मुफ्त इलाज तय PM-JAY". Below the banner are two orange buttons: "REGISTER YOUR GRIEVANCE" and "TRACK YOUR GRIEVANCE". A red arrow points to the "REGISTER YOUR GRIEVANCE" button. At the bottom of the page, there are sections for "ABOUT AB-PMJAY CGRMS" and "Features of CGRMS Portal". The status bar at the bottom right shows the date and time as 08/08/2019 2:07 PM.

STEP 2: Fill Online Grievance Form

Online Grievance registration form will open for registration of new grievance, as shown below.



The screenshot shows the 'GRIEVANCE FORM' page. At the top left, 'Grievance by*' has a dropdown menu with 'Beneficiary' selected, marked with a red '1'. To its right is a question 'Are You Enrolled under AB-PMJAY?' with two radio buttons: 'Yes' (selected) and 'No', marked with a red '2'. Below this is the 'Beneficiary Details' section, which includes fields for Name*, Gender* (Male/Female), Year of Birth*, Contact No*, State*, District*, Address*, Email, and Nature Of Grievance*. The 'Grievance Description*' field is also present. At the bottom are buttons for 'Select file', 'Add', and 'Remove' (Maximum size - 200 KB). At the very bottom are 'Submit' and 'Reset' buttons.

Note: All fields which are Mandatory are given * sign

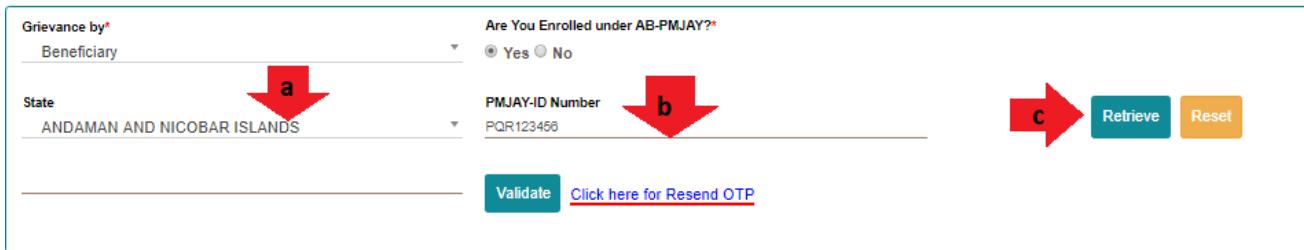
2. A. Grievance by – “Beneficiary” will be visible by default. Clicking on the drop down button, will populate the list of other stakeholders and based on the selection of stakeholder type, the fields will be populated. See figure below



The screenshot shows the same 'GRIEVANCE FORM' page. A red arrow points to the 'Select StakeHolder Type' dropdown menu, which is currently expanded. The menu lists several options: Beneficiary, Common Service Centre, Hospital, Implementation Support Agency, Insurance Company (which is highlighted in blue), Others, and PMAM. At the bottom are 'Submit' and 'Reset' buttons.

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

- Enter Beneficiary State
- Enter PMJAY ID
- Click on retrieve button



Grievance by*
Beneficiary

Are You Enrolled under AB-PMJAY?*
 Yes No

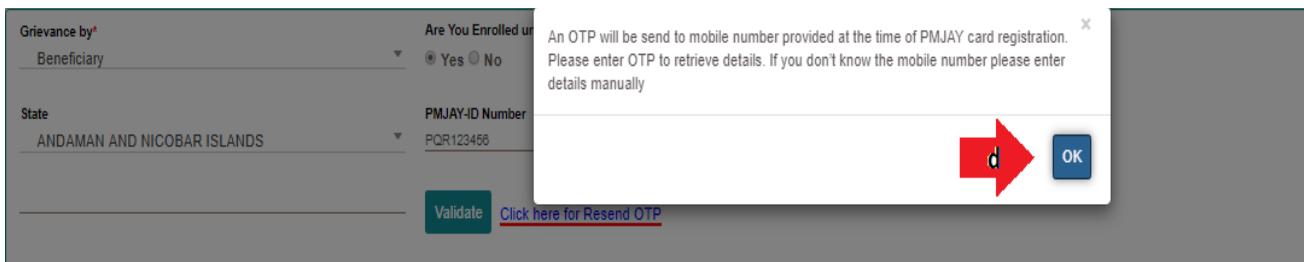
State
ANDAMAN AND NICOBAR ISLANDS

PMJAY-ID Number
PQR123456

Validate [Click here for Resend OTP](#)

Retrieve Reset

- 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.



Grievance by*
Beneficiary

Are You Enrolled under AB-PMJAY?*
 Yes No

State
ANDAMAN AND NICOBAR ISLANDS

PMJAY-ID Number
PQR123456

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

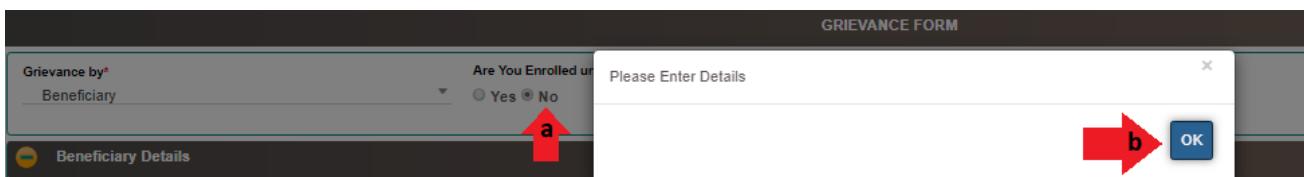
Validate [Click here for Resend OTP](#)

OK

Note: In case, if the beneficiary do 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

- Click radio button “No”, If beneficiary
 - Not covered under PMJAY, or
 - Do not have the mobile number provided at the time of registration (E-KYC), or
 - Does not remember the PMJAY ID



GRIEVANCE FORM

Grievance by*
Beneficiary

Are You Enrolled under AB-PMJAY?*
 Yes No

Beneficiary Details

Please Enter Details

OK

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

Beneficiary Details

Name*	Gender*	Year of Birth*	Contact No*
<input type="text"/>	<input checked="" type="radio"/> Male <input type="radio"/> Female	<input type="text"/>	<input type="text"/>
State*	District*	Address*	Email
<input type="text"/> --select--	<input type="text"/> --select--	<input type="text"/>	<input type="text"/>

2. D. Grievance Details

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

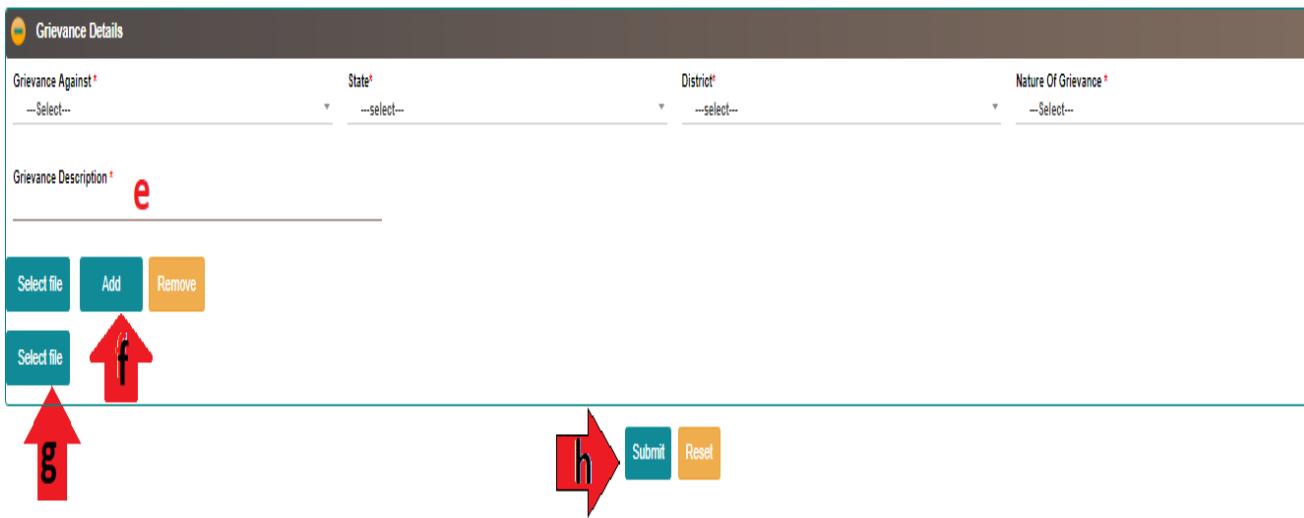
- Select the stakeholder against whom you have to raise the grievance from the drop-down
- Select state of stakeholder against whom you have to raise the grievance from the drop down
- Select district
- Select the Nature of Grievance

Grievance Details

Grievance Against*	State*	District*	Nature Of Grievance*
<input type="text"/> --Select-- a <ul style="list-style-type: none"> <input type="text"/> Hospital <input type="text"/> Insurance Company (IC) <input type="text"/> Implementation Support Agency (ISA)/TPA <input type="text"/> District Grievance Nodal Officer (DGNO) <input type="text"/> Call Centre <input type="text"/> Common Service Centre 	<input type="text"/> --select-- b	<input type="text"/> --select-- c	<input type="text"/> --select-- d
<input type="button" value="Submit"/> <input type="button" value="Reset"/>			

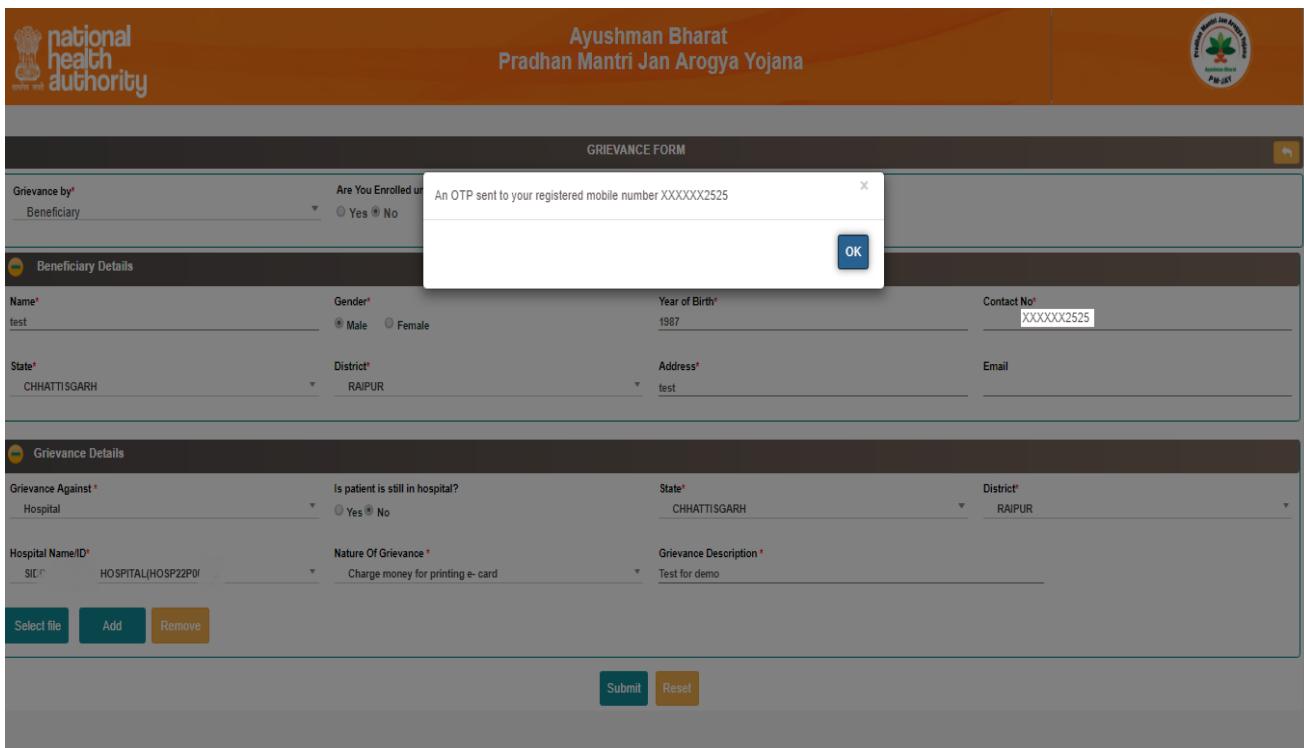
After selecting the above details, provide

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



The screenshot shows the 'Grievance Details' section of the portal. It includes fields for 'Grievance Against*', 'State*', 'District*', and 'Nature Of Grievance*'. Below these is a 'Grievance Description*' field containing the letter 'e'. Underneath are buttons for 'Select file', 'Add', and 'Remove', with a red arrow 'f' pointing to the 'Add' button. Another red arrow 'g' points to the 'Select file' button. To the right, there are 'Submit' and 'Reset' buttons, with a red arrow 'h' pointing to the 'Submit' button.

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

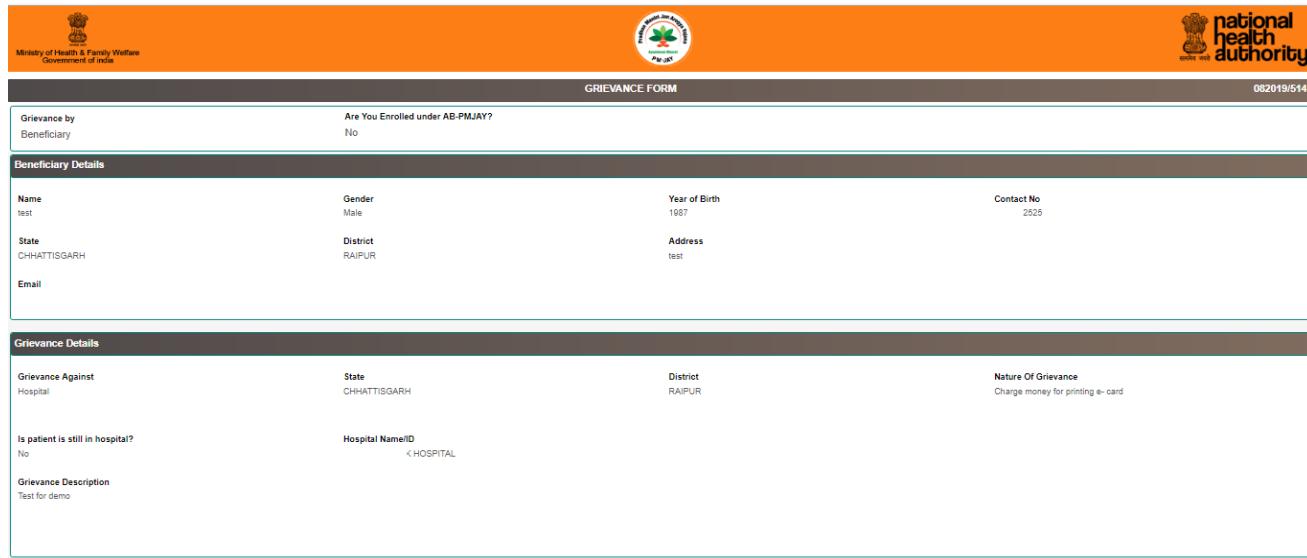


The screenshot shows the 'GRIEVANCE FORM' page. At the top, it displays 'Ayushman Bharat' and 'Pradhan Mantri Jan Arogya Yojana'. The main form includes sections for 'Beneficiary Details' and 'Grievance Details'. In the 'Beneficiary Details' section, there is a modal window titled 'An OTP sent to your registered mobile number XXXXX2525' with an 'OK' button. The 'Grievance Details' section contains fields for 'Grievance Against*', 'Is patient still in hospital?', 'State*', 'District*', 'Nature Of Grievance*', and 'Grievance Description*'. At the bottom are 'Submit' and 'Reset' buttons.

After entering correct OTP, the grievance will be submitted and Unique Grievance Number (UGN) will be generated



Click on “OK” button, an acknowledgement slip will generate, you may also take a printout of the same, if required and it can also be used for further tracking the grievance.



The screenshot shows a "GRIEVANCE FORM" page with the following details:

- Beneficiary Details:**
 - Grievance by Beneficiary: test
 - Are You Enrolled under AB-PMJAY?: No
 - Name: test
 - Gender: Male
 - Year of Birth: 1987
 - Contact No: 2525
 - State: CHHATTISGARH
 - District: RAIPUR
 - Address: test
 - Email:
- Grievance Details:**
 - Grievance Against Hospital: CHHATTISGARH
 - State: CHHATTISGARH
 - District: RAIPUR
 - Nature Of Grievance: Charge money for printing e-card
 - Is patient is still in hospital?: No
 - Hospital Name/ID: < HOSPITAL
 - Grievance Description: Test for demo

At the bottom right of the form are "Print" and "Close" buttons.

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

Nodal Officers (DGNO and SGNO) Login

III. Nodal Officers (DGNO and SGNO) Login

On submission of grievance, it will reflect on the concerned DGNO Login. DGNO will be able to view and act on all the grievances raised in his/her district.

District Grievance Nodal Officer (DGNO) is a person in charge of acknowledging and acting upon the grievances received. How to acknowledge the grievance??

5. Accessing CGRMS Portal by Nodal Officers (DGNO and SGNO)

Separate user id and password will be provided to the SGNO and DGNO. If you have not received username and password to access the system or for any other technical issue, please contact **support.pmjay.gov.in** through your respective SHA or District Coordinators.

On the top right side of the CGRMS home page, "login" button is provided.



The screenshot shows the homepage of the CGRMS portal. At the top, there is a navigation bar with links for Home, About Us, Guidelines, User Manual, and Faq's. The main header features the National Health Authority logo, the Ayushman Bharat Pradhan Mantri Jan Arogya Yojana logo, and a portrait of an elderly man. Below the header, there is a quote in Hindi: "दिल की धड़कनें बस रुक ही जातीं, अगर बड़े अस्पताल में मेरा मुफ्त इलाज ना होता , , , " attributed to देवेंद्र सिंह, नैपुरी, उत्तर प्रदेश. To the right, there is a call to action for PM-JAY with the number 14555 and a portrait of Prime Minister Narendra Modi. At the bottom, there are buttons for 'REGISTER YOUR GRIEVANCE' and 'TRACK YOUR GRIEVANCE'. The 'LOGIN' button is highlighted with a red box in the top right corner of the main content area.



User Manual for Grievance Redressal Portal



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 NH.

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

First Question

Second Question

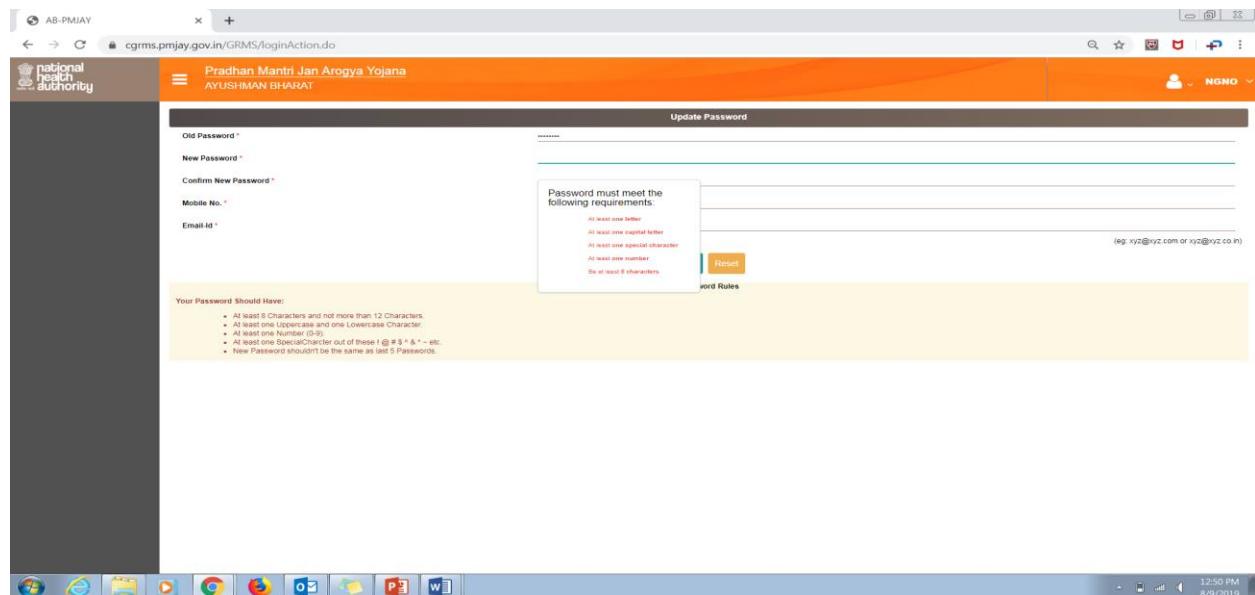
Third Question

Select Secret Question

Save Reset

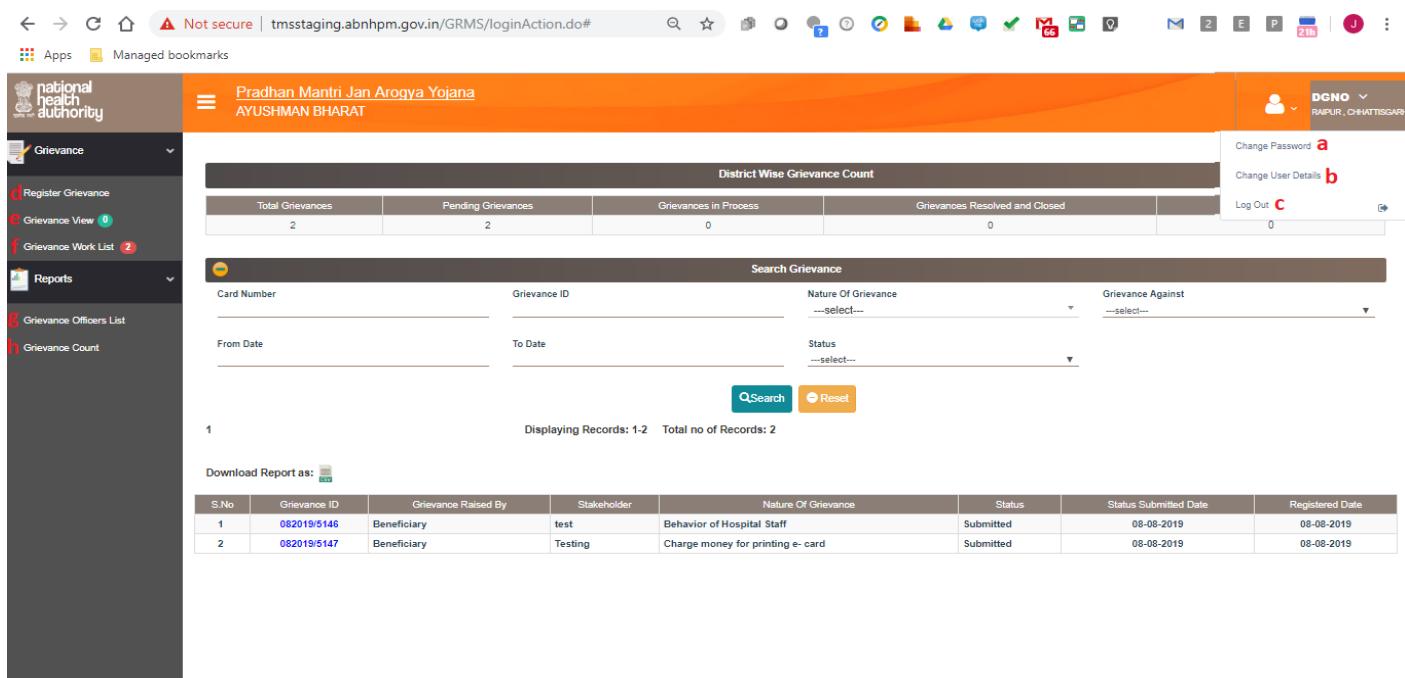
Note: Please answer 3 Questions to view HomePage

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 Login

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

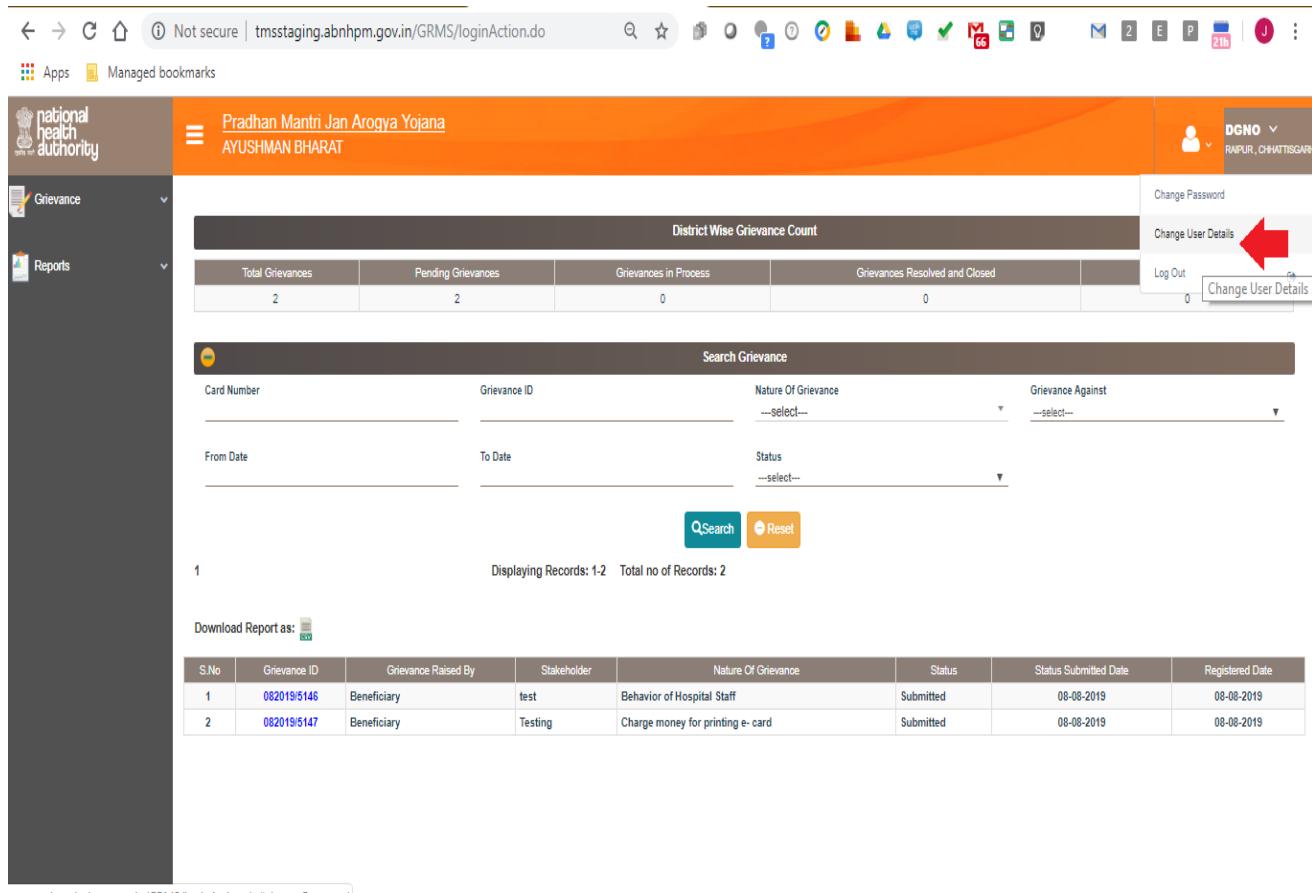


- a) Change Password
- b) Change User Details
- c) Logout
- d) Register Grievance
- e) Grievance View
- f) Grievance Work List
- g) Grievance Officers List
- h) Grievance Count

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



Not secure | tmsstaging.abnphm.gov.in/GRMS/loginAction.do

Pradhan Mantri Jan Arogya Yojana
AYUSHMAN BHARAT

DGNO ✓
RAIPUR, CHHATTISGARH

Grievance

Reports

Change Password

Change User Details

Log Out

Change User Details

Total Grievances	Pending Grievances	Grievances in Process	Grievances Resolved and Closed
2	2	0	0

Search Grievance

Card Number: _____

Grievance ID: _____

Nature Of Grievance: ---select---

Grievance Against: ---select---

From Date: _____

To Date: _____

Status: ---select---

QSearch Reset

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

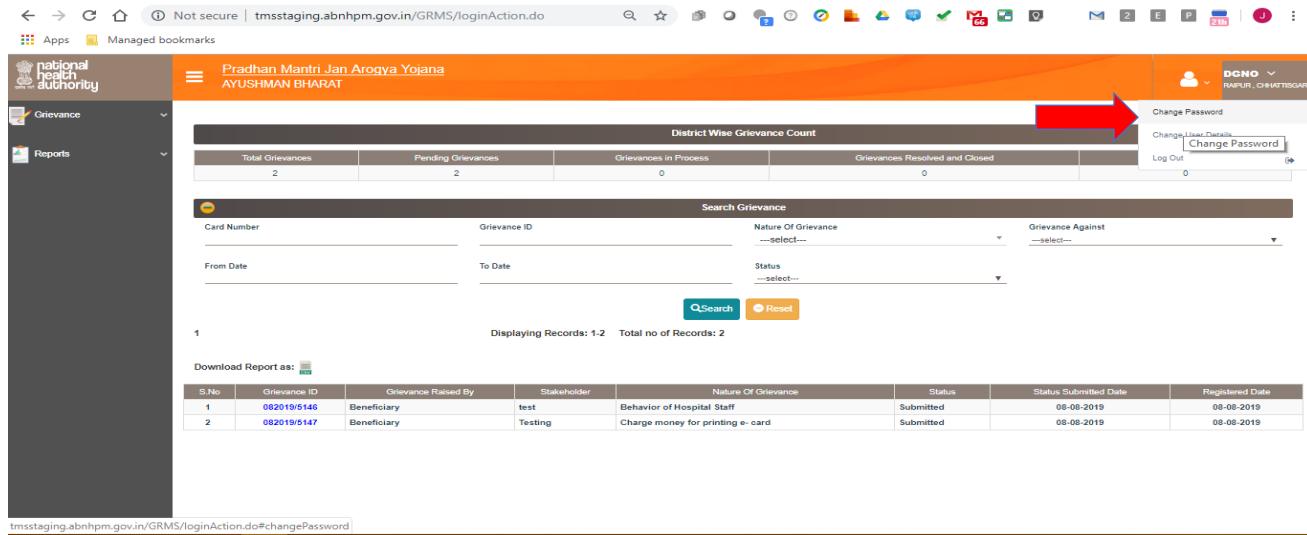
Download Report as:

S.No	Grievance ID	Grievance Raised By	Stakeholder	Nature Of Grievance	Status	Status Submitted Date	Registered Date
1	0820195148	Beneficiary	test	Behavior of Hospital Staff	Submitted	08-08-2019	08-08-2019
2	0820195147	Beneficiary	Testing	Charge money for printing e-card	Submitted	08-08-2019	08-08-2019

tmsstaging.abnphm.gov.in/GRMS/loginAction.do#changePassword

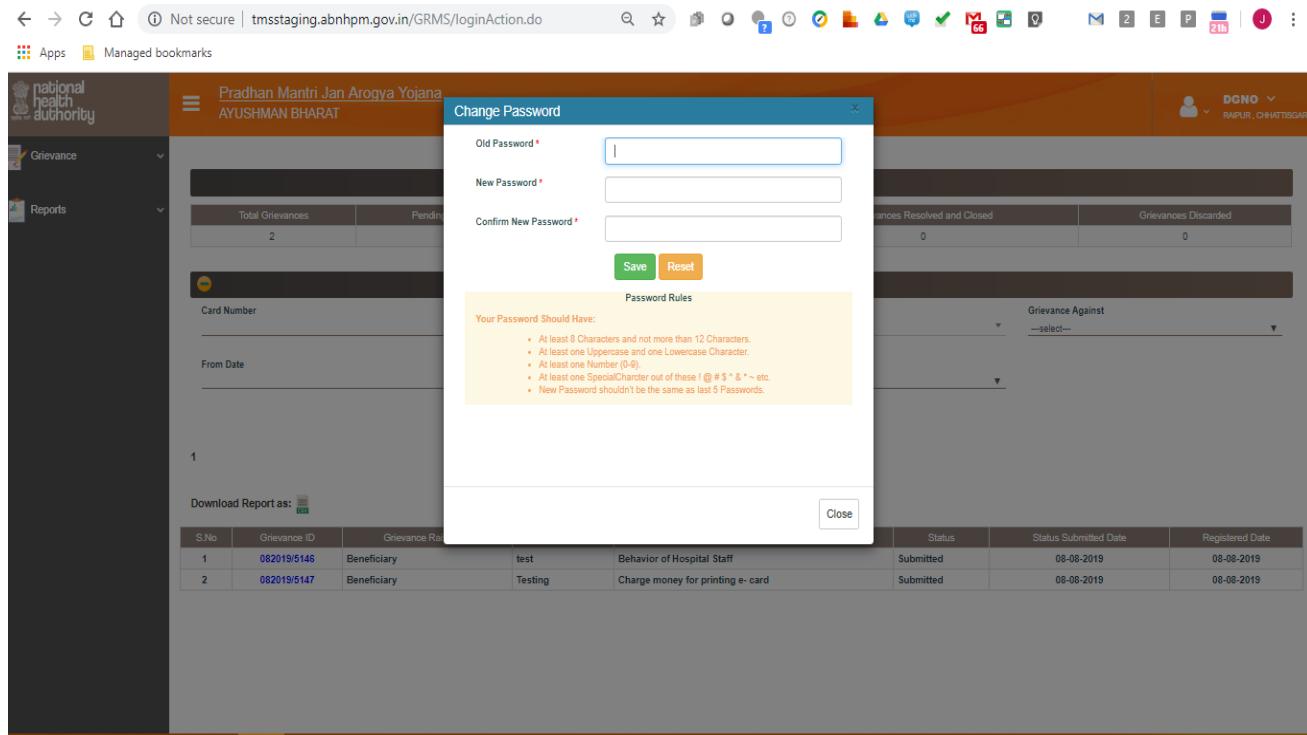
6. B. Changing Password

Click on Change Password



The screenshot shows the Pradhan Mantri Jan Arogya Yojana (AYUSHMAN BHARAT) portal. At the top right, there is a user profile icon, the text 'DGNO RAIPUR, CHHATTISGARH', and a 'Change Password' link. A large red arrow points to the 'Change Password' link. Below the header, there is a 'District Wise Grievance Count' table and a 'Search Grievance' section. The search section includes fields for 'Card Number', 'Grievance ID', 'Nature Of Grievance', 'Grievance Against', 'From Date', 'To Date', 'Status', and buttons for 'QSearch' and 'Reset'. Below the search section, it says 'Displaying Records: 1-2 Total no of Records: 2'. At the bottom, there is a table titled 'Download Report as:' showing two records.

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



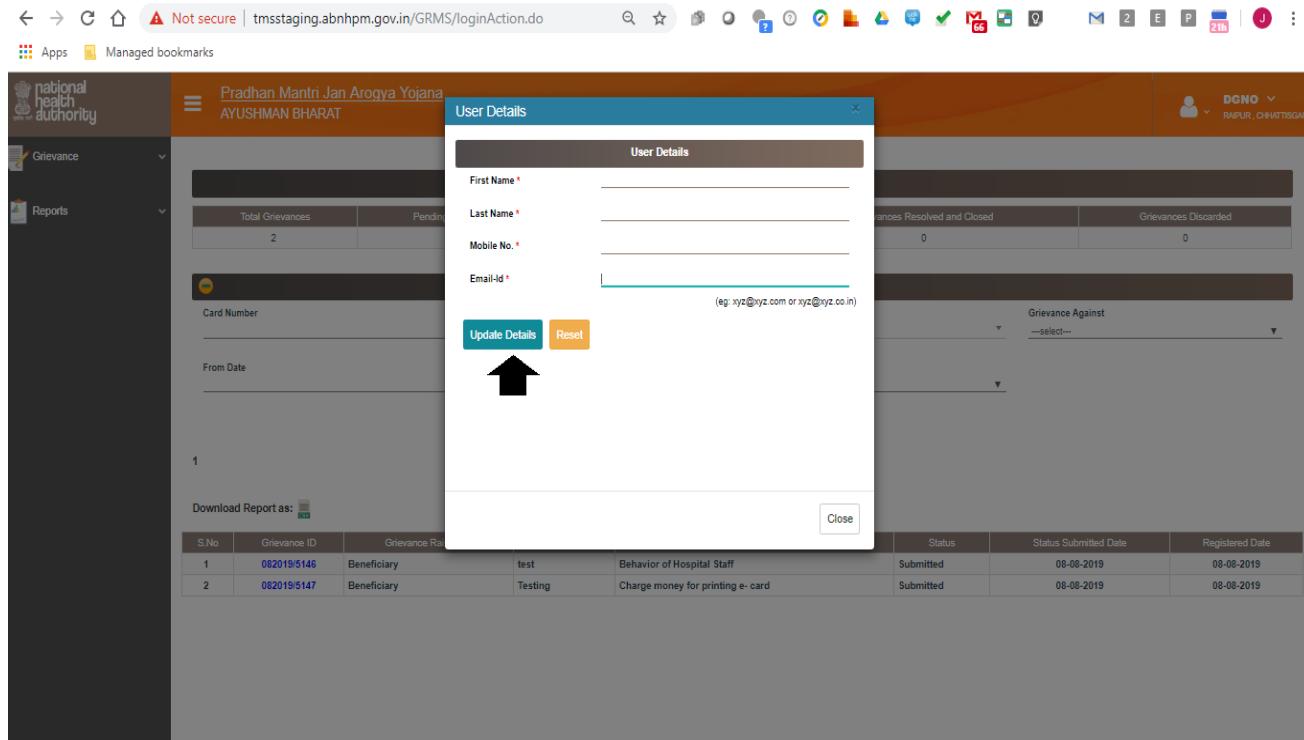
The screenshot shows the same portal interface as above, but with a 'Change Password' modal dialog box overlaid. The dialog box has three input fields: 'Old Password *', 'New Password *', and 'Confirm New Password *'. Below these fields is a 'Save' button and a 'Reset' button. Underneath the input fields, there is a yellow box containing 'Password Rules' with the following text:

- 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 SpecialCharacter out of these ! @ # \$ ^ & * - etc.
- New Password shouldn't be the same as last 5 Passwords

At the bottom right of the dialog box is a 'Close' button.

6. C. Updating the User Profile

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



The screenshot shows a modal window titled "User Details" over a dashboard for the Pradhan Mantri Jan Arogya Yojana (AYUSHMAN BHARAT). The modal contains four input fields: "First Name", "Last Name", "Mobile No.", and "Email-Id". Below these fields are two buttons: "Update Details" (highlighted with a large black arrow) and "Reset". The background dashboard displays various statistics and navigation menus.

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. Registration of offline Grievance by DGNO/SGNO

The DGNO has to login to the portal using DGNO 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 Grievance menu and it will populate the grievance form
- 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



**national
health
agency**

User Manual for Grievance Redressal Portal



 Apps Managed bookmarks

Pradhan Mantri Jan Arogya Yojana
AYUSHMAN BHARAT

GRIEVANCE FORM

Grievance by* Are You Enrolled under AB-PMJAY?* Yes No

Beneficiary Details

Name* <input type="text"/>	Gender* <input checked="" type="radio"/> Male <input type="radio"/> Female	Year of Birth* <input type="text"/>	Contact No* <input type="text"/>
State* <input type="text" value="--select--"/>	District* <input type="text" value="--select--"/>	Address* <input type="text"/>	Email <input type="text"/>

Grievance Details

Grievance Against* <input type="text" value="Hospital"/>	Is patient is still in hospital? <input checked="" type="radio"/> Yes <input type="radio"/> No	District* <input type="text" value="--select--"/>	Hospital Name/ID* <input type="text" value="--select--"/>
Nature Of Grievance* <input type="text" value="--Select--"/>	Grievance Description* <input type="text"/>	Offline Mode* <input type="text" value="--select--"/>	<ul style="list-style-type: none"> <input type="radio"/> Letter <input type="radio"/> Email <input type="radio"/> Telephone <input type="radio"/> Walk in
Comments/Remarks* <input type="text"/>			
<input type="button" value="Select file"/> <input type="button" value="Add"/> <input type="button" value="Remove"/>		<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

Select the mode through which the grievance was received from the drop down list

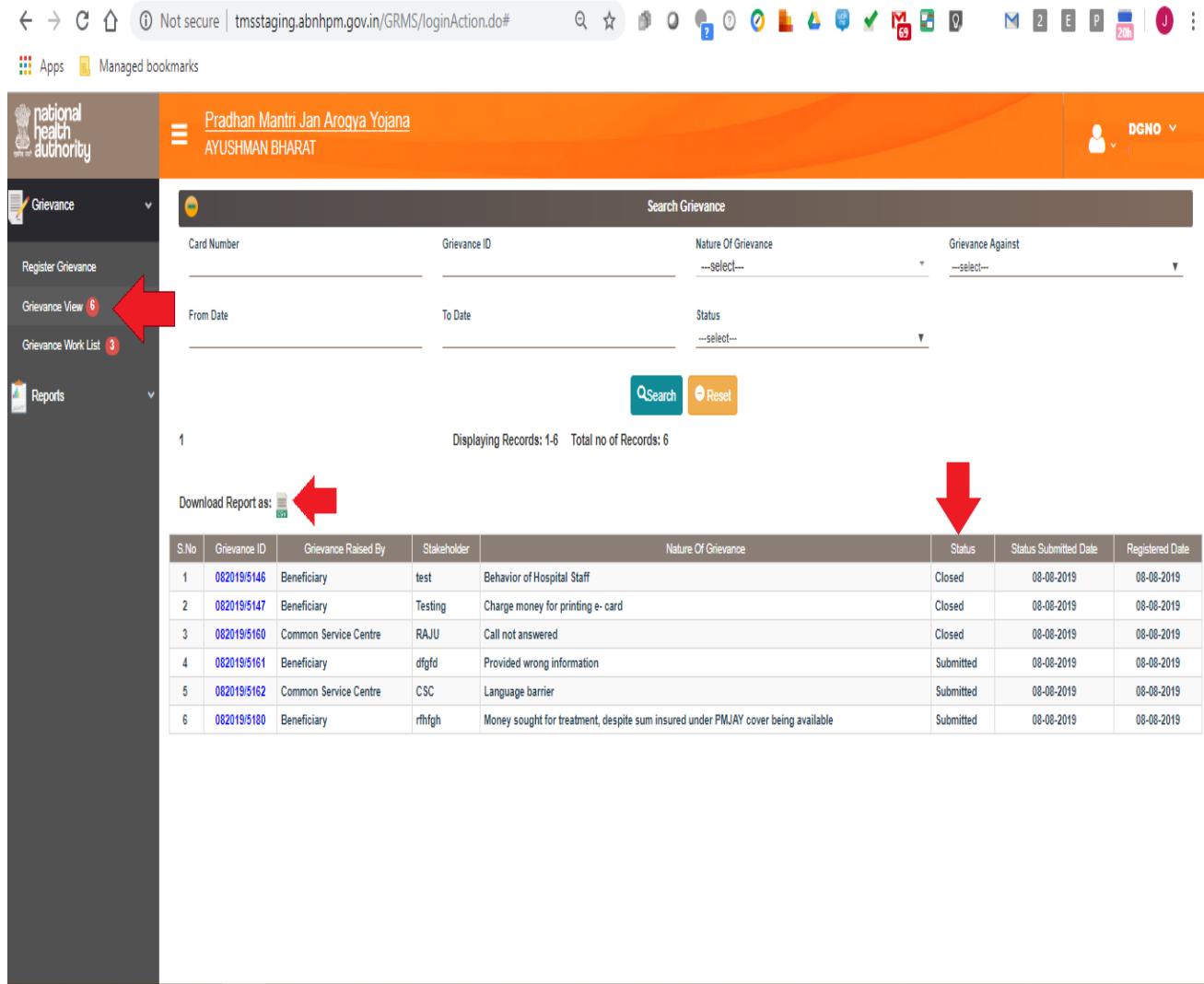
- a) UGN will be generated
 - b) SMS alert will be sent to petitioner contact number provided in the grievance form

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

6. E. DGNO Grievance View Bucket

In Grievance View Bucket, DGNO will be able to view all the grievances viz

- a) Grievances submitted
- b) Grievances in process
- c) Grievances Closed
- d) Grievances Discarded



The screenshot shows the 'Pradhan Mantri Jan Arogya Yojana AYUSHMAN BHARAT' portal. The sidebar on the left has links for 'Grievance', 'Register Grievance', 'Grievance View' (with a red notification bubble '6'), and 'Grievance Work List' (with a red notification bubble '3'). The main content area is titled 'Search Grievance' and includes fields for 'Card Number', 'Grievance ID', 'Nature Of Grievance', 'Grievance Against', 'From Date', 'To Date', 'Status', and search buttons ('QSearch', 'Reset'). Below this, it says 'Displaying Records: 1-6 Total no of Records: 6'. At the bottom, there is a table with 6 rows of grievance data, and a 'Download Report as: CSV' button with a red arrow pointing to it.

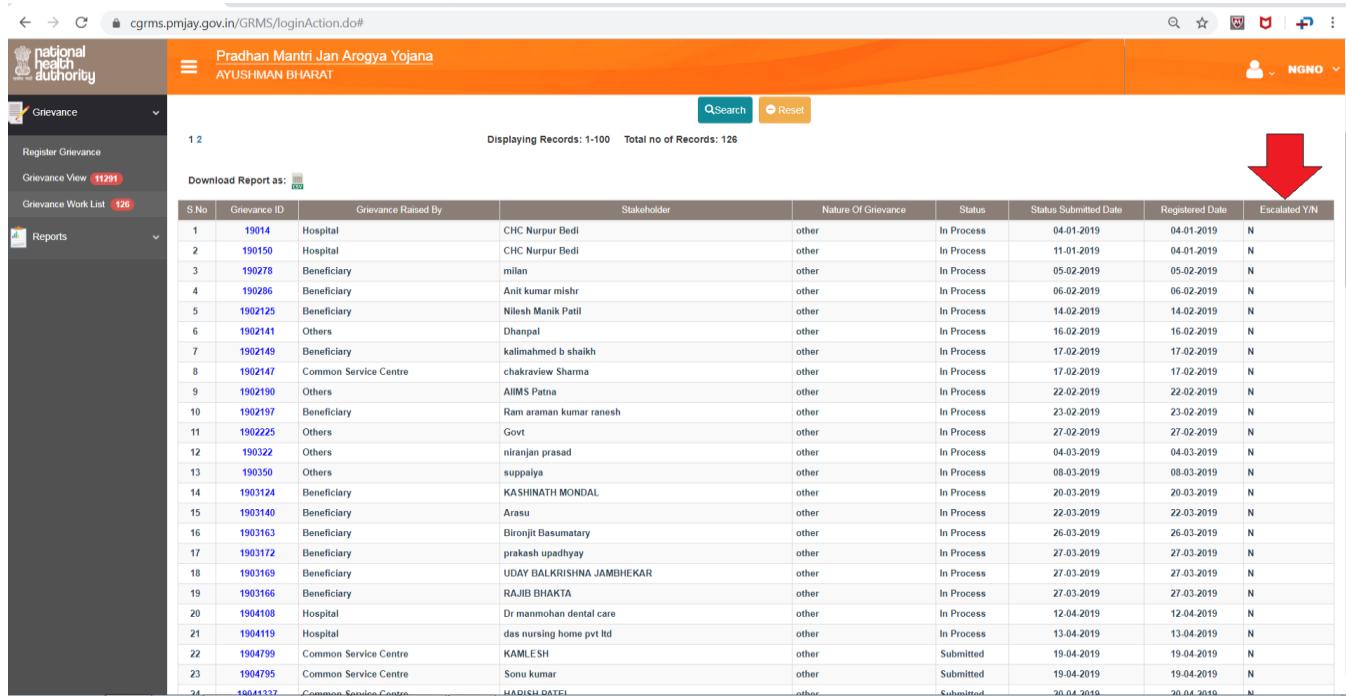
S.No	Grievance ID	Grievance Raised By	Stakeholder	Nature Of Grievance	Status	Status Submitted Date	Registered Date
1	082019/5146	Beneficiary	test	Behavior of Hospital Staff	Closed	08-08-2019	08-08-2019
2	082019/5147	Beneficiary	Testing	Charge money for printing e-card	Closed	08-08-2019	08-08-2019
3	082019/5160	Common Service Centre	RAJU	Call not answered	Closed	08-08-2019	08-08-2019
4	082019/5161	Beneficiary	dfgfd	Provided wrong information	Submitted	08-08-2019	08-08-2019
5	082019/5162	Common Service Centre	CSC	Language barrier	Submitted	08-08-2019	08-08-2019
6	082019/5180	Beneficiary	rffgh	Money sought for treatment, despite sum insured under PMJAY cover being available	Submitted	08-08-2019	08-08-2019

DGNO can search the grievance by different parameters i.e. PMJAY ID, Grievance ID, Nature of grievance, Grievance Against, By Date and Status of Grievance.

Also, report can be downloaded in CSV format

SGNO Grievance Work List and Grievance View

In Addition to DGNO login, SGNO Grievance Work List will have additional column to identify the escalated grievances



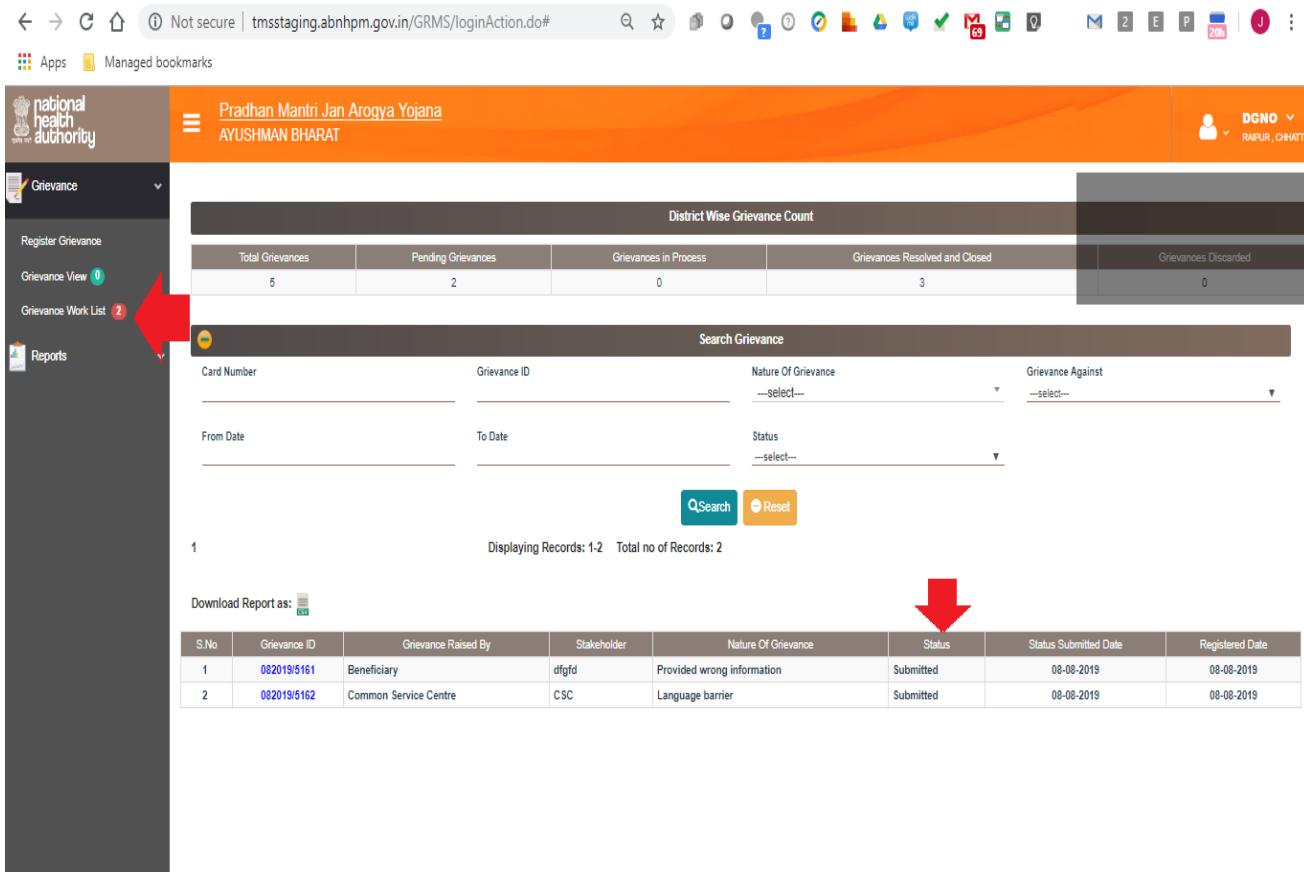
The screenshot shows a web-based application for managing grievances. The header includes the National Health Authority logo, the Pradhan Mantri Jan Arogya Yojana logo, and a search bar. On the left, there's a sidebar with navigation links for 'Grievance', 'Register Grievance', 'Grievance View (11291)', 'Grievance Work List (126)', and 'Reports'. The main content area displays a table titled 'Grievance Work List' with 126 records. The table has columns for S.No, Grievance ID, Grievance Raised By, Stakeholder, Nature Of Grievance, Status, Status Submitted Date, Registered Date, and Escalated Y/N. A red arrow points to the 'Escalated Y/N' column. The table shows various grievance types such as Hospital, Beneficiary, Others, and Common Service Centre, along with details like names and dates.

S.No	Grievance ID	Grievance Raised By	Stakeholder	Nature Of Grievance	Status	Status Submitted Date	Registered Date	Escalated Y/N
1	19014	Hospital	CHC Nurpur Bedi	other	In Process	04-01-2019	04-01-2019	N
2	190150	Hospital	CHC Nurpur Bedi	other	In Process	11-01-2019	04-01-2019	N
3	190278	Beneficiary	milan	other	In Process	05-02-2019	05-02-2019	N
4	190286	Beneficiary	Anit kumar mishr	other	In Process	06-02-2019	06-02-2019	N
5	1902125	Beneficiary	Nilesh Manik Patil	other	In Process	14-02-2019	14-02-2019	N
6	1902141	Others	Dhanpal	other	In Process	16-02-2019	16-02-2019	N
7	1902149	Beneficiary	kalimahmed b shaikh	other	In Process	17-02-2019	17-02-2019	N
8	1902147	Common Service Centre	chakrawi Sharma	other	In Process	17-02-2019	17-02-2019	N
9	1902190	Others	AllIMS Patna	other	In Process	22-02-2019	22-02-2019	N
10	1902197	Beneficiary	Ram araman kumar ranesh	other	In Process	23-02-2019	23-02-2019	N
11	1902225	Others	Govt	other	In Process	27-02-2019	27-02-2019	N
12	190322	Others	niranjan prasad	other	In Process	04-03-2019	04-03-2019	N
13	190350	Others	suppaiya	other	In Process	08-03-2019	08-03-2019	N
14	1903124	Beneficiary	KASHINATH MONDAL	other	In Process	20-03-2019	20-03-2019	N
15	1903140	Beneficiary	Arasu	other	In Process	22-03-2019	22-03-2019	N
16	1903163	Beneficiary	Bironjit Basumatary	other	In Process	26-03-2019	26-03-2019	N
17	1903172	Beneficiary	prakash upadhyay	other	In Process	27-03-2019	27-03-2019	N
18	1903169	Beneficiary	UDAY BALKRISHNA JAMBHEKAR	other	In Process	27-03-2019	27-03-2019	N
19	1903166	Beneficiary	RAJIB BHAKTA	other	In Process	27-03-2019	27-03-2019	N
20	1904108	Hospital	Dr manmohan dental care	other	In Process	12-04-2019	12-04-2019	N
21	1904119	Hospital	das nursing home pvt ltd	other	In Process	13-04-2019	13-04-2019	N
22	1904799	Common Service Centre	KAMLESH	other	Submitted	19-04-2019	19-04-2019	N
23	1904795	Common Service Centre	Sonu kumar	other	Submitted	19-04-2019	19-04-2019	N
24	19044337	Common Service Centre	HADISH DATEL	other	Submitted	20-04-2019	20-04-2019	N

6. F. DGNO Grievance Work List

This bucket will show all grievances pending at DGNO level, for which DGNO has to take action. As per the current functionality, actions will include

- a) Acknowledging the Grievance
- b) Close Grievance
- c) Discard Grievance



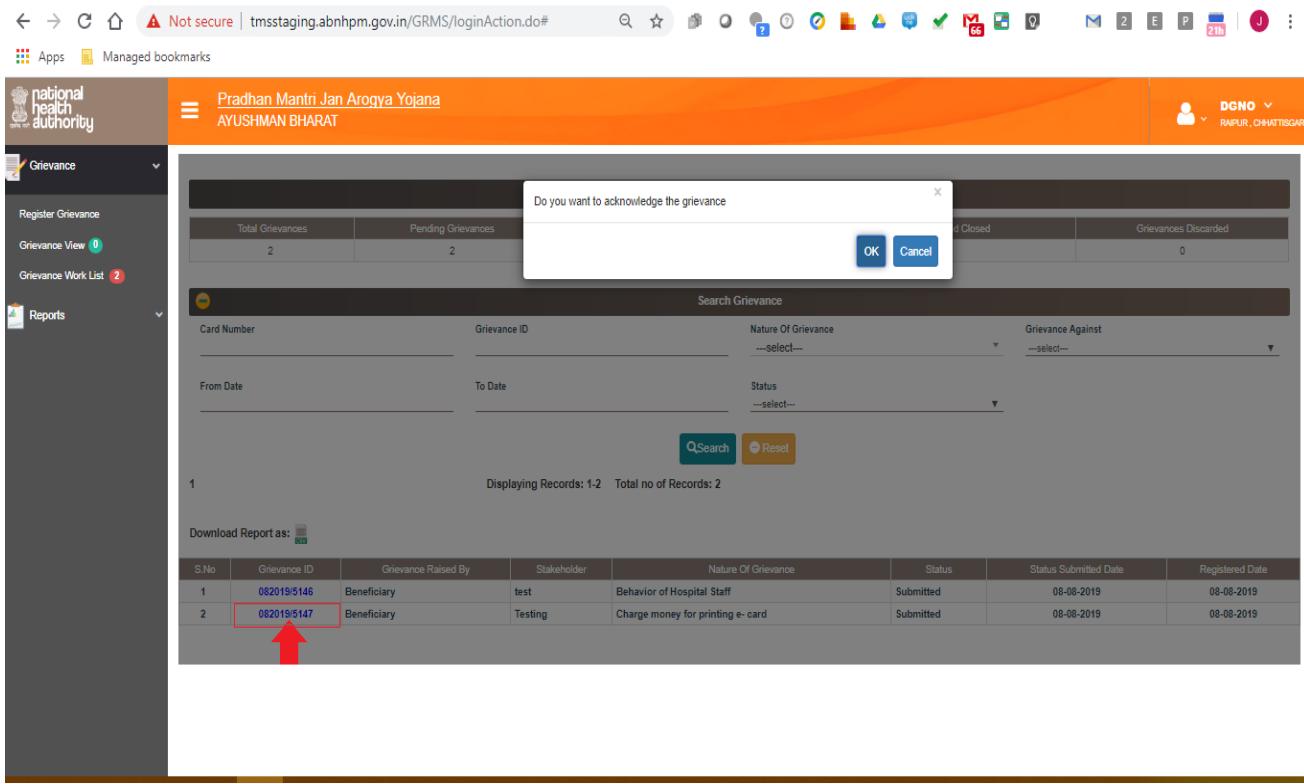
The screenshot shows the 'Grievance Work List' section of the portal. The sidebar on the left has a 'Grievance Work List' link with a red badge '2'. The main area displays a search form for grievances and a table of grievances. A red arrow points to the 'Status' column in the table, which contains entries like 'Submitted'.

S.No	Grievance ID	Grievance Raised By	Stakeholder	Nature Of Grievance	Status	Status Submitted Date	Registered Date
1	082019/5161	Beneficiary	dfgfd	Provided wrong information	Submitted	08-08-2019	08-08-2019
2	082019/5162	Common Service Centre	CSC	Language barrier	Submitted	08-08-2019	08-08-2019

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



Do you want to acknowledge the grievance

OK Cancel

Search Grievance

Card Number	Grievance ID	Nature Of Grievance	Grievance Against
		--select--	--select--
From Date	To Date	Status	

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

Download Report as:

S.No	Grievance ID	Grievance Raised By	Stakeholder	Nature Of Grievance	Status	Status Submitted Date	Registered Date
1	082019/5145	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

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.

b) Grievance Action – Close and Discard

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 investigation, close the grievance after mentioning the resolution in the remarks field.
- Option to attach supporting documents is also available

Not secure | tmsstaging.abnhp.gov.in/GRMS/loginAction.do#

Apps Managed bookmarks

Grievance DGNO RAIPUR, CHHATTISGARH 082019/5146

Beneficiary Details

Name	Gender	Year of Birth	Contact No
test	Male	1980	0987654321
Address	State	District	
test@123	CHHATTISGARH	RAIPUR	

Grievance Details

State	District	Hospital NameID	Nature Of Grievance
CHHATTISGARH	RAIPUR	CGHMC CENTRE	Behavior of Hospital Staff
Grievance Against			
Hospital			
Grievance Description	testt		

Workflow Details

S.No	Acted By	Status	Remarks	Acted Date	Attachments
1	PORTAL	Submitted	NA	2019-08-08 16:51:45	
2	DGNO	In Process	NA	2019-08-08 17:07:49	Grievance.PDF

Remarks

Remarks* Attachments

Note:

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

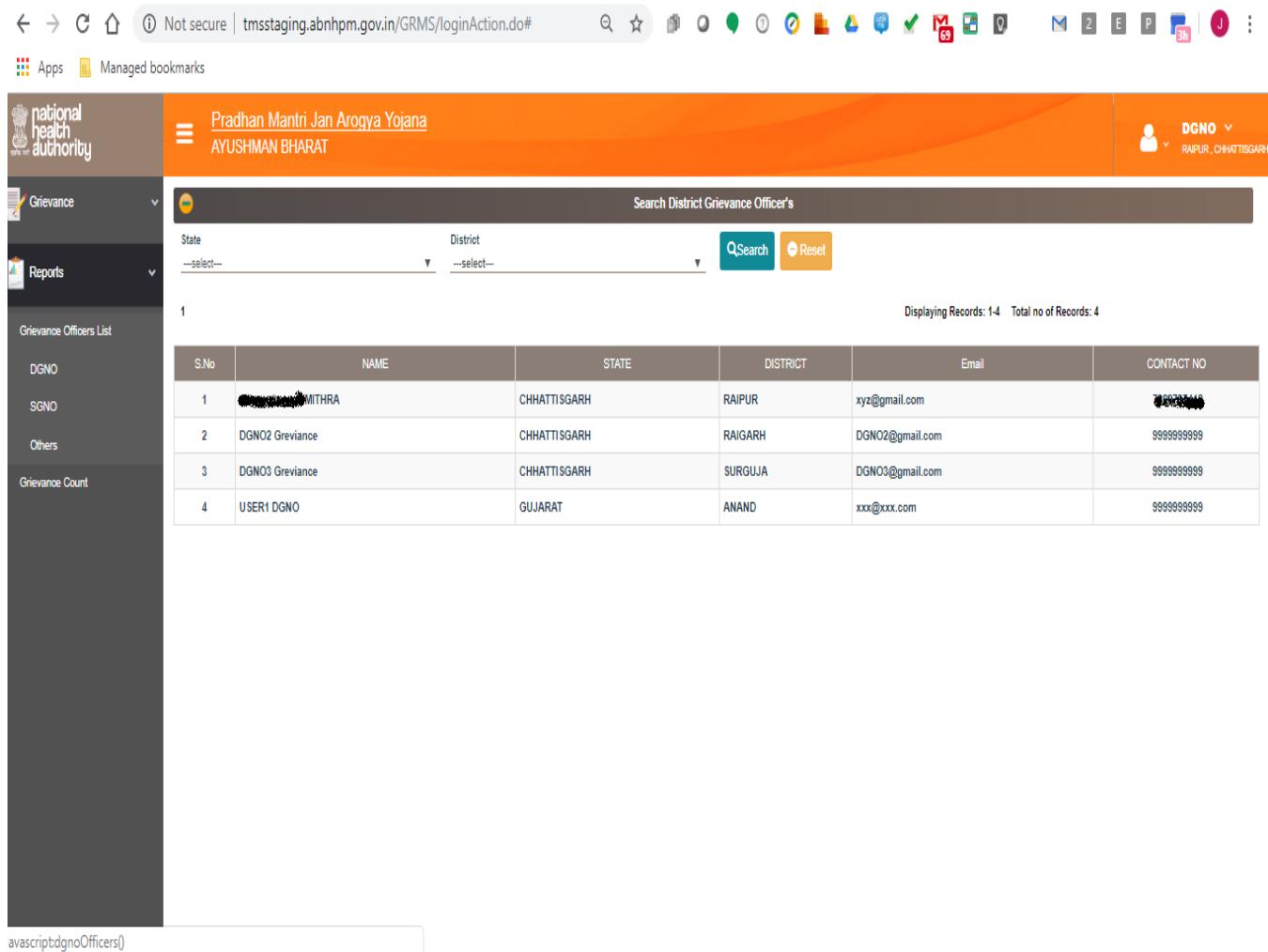
6. G. Reports

Under report Bucket, following options are available

- a) Grievance Officers List
- b) Grievance Count

a) Grievance Officers List

- 1) View the contact details of other DGNOS, SGNO of other State



The screenshot shows the 'Grievance Officers List' section of the PM-JAY portal. The left sidebar has navigation links for 'Grievance', 'Reports', 'Grievance Officers List', 'DGNO', 'SGNO', and 'Others'. The main content area displays a search interface for 'District Grievance Officer's' with dropdowns for 'State' (---select--) and 'District' (---select--), and buttons for 'QSearch' and 'Reset'. Below this is a table showing 4 records:

S.No	NAME	STATE	DISTRICT	Email	CONTACT NO
1	[REDACTED] MITHRA	CHHATTISGARH	RAIPUR	xyz@gmail.com	[REDACTED]
2	DGNO2 Grievance	CHHATTISGARH	RAIGARH	DGNO2@gmail.com	9999999999
3	DGNO3 Grievance	CHHATTISGARH	SURGIJA	DGNO3@gmail.com	9999999999
4	USER1 DGNO	GUJARAT	ANAND	xxx@xxx.com	9999999999

At the bottom of the page, there is a script tag: `avascript:dgnoOfficers()`.



User Manual for Grievance Redressal Portal



b) Grievance Count DGNO

DGNO will be able to view the total count of grievance registered, pending and resolved in his/her district.

The screenshot shows the Grievance Redressal Portal interface. The top navigation bar includes links for 'Not secure | tmsstaging.abnphm.gov.in/GRMS/loginAction.do#', search, and various icons. The main header displays 'Pradhan Mantri Jan Arogya Yojana' and 'AYUSHMAN BHARAT'. On the left, a sidebar menu under 'Reports' shows 'Grievance Officers List', 'DGNO', 'SGNO', 'Others', and 'Grievance Count'. The central content area is titled 'District Wise Grievance Count' and contains a table with the following data:

Total Grievances	Pending Grievances	Grievances in Process	Grievances Resolved and Closed	Grievances Discarded
1040	238	264	102	446

C) Grievance Count SGNO

SGNO will be able to view the total count of grievance registered, pending and resolved of all districts in his/her State.

The screenshot shows the Grievance Redressal Portal interface. The top navigation bar includes links for 'Not secure | tmsstaging.abnphm.gov.in/GRMS/loginAction.do#', search, and various icons. The main header displays 'Pradhan Mantri Jan Arogya Yojana' and 'AYUSHMAN BHARAT'. On the left, a sidebar menu under 'Reports' shows 'Grievance Officers List', 'Grievance Count', and other options. The central content area is titled 'District Wise Grievance Count' and contains a table with the following data:

S.No.	District	Total Grievances Registered	Grievances Pending	Grievances in Process	Grievances Resolved and Closed	Grievances Discarded
1	BALOD	143	39	34	21	49
2	BALODA BAZAR	2	0	2	0	0
3	BALRAMPUR	47	12	16	6	13
4	BASTAR	26	8	8	2	8
5	BEMETARA	42	12	18	4	10
6	BILAPUR	14	3	4	2	5
7	BILASPUR	460	100	167	25	168
8	DANTEWADA	7	2	3	0	2
9	DHAMTARI	158	33	70	6	49
10	DURG	224	52	75	18	79
11	GARIYABAND	40	7	18	2	13
12	JANJGIR-CHAMPA	90	17	35	6	32
13	JASHPUR	25	8	11	0	6
14	KABIRDHAM	56	4	33	0	19
15	KANKER	29	7	10	1	11
16	KONDAGAON	12	3	8	1	2
17	KORBA	247	54	83	12	98
18	KOREA	16	1	4	3	8

Thank You

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