

Ayushman Bharat Pradhan Mantri Jan Arogya Yojana Central Grievance Redressal Management System (CGRMS) Portal

User Manual

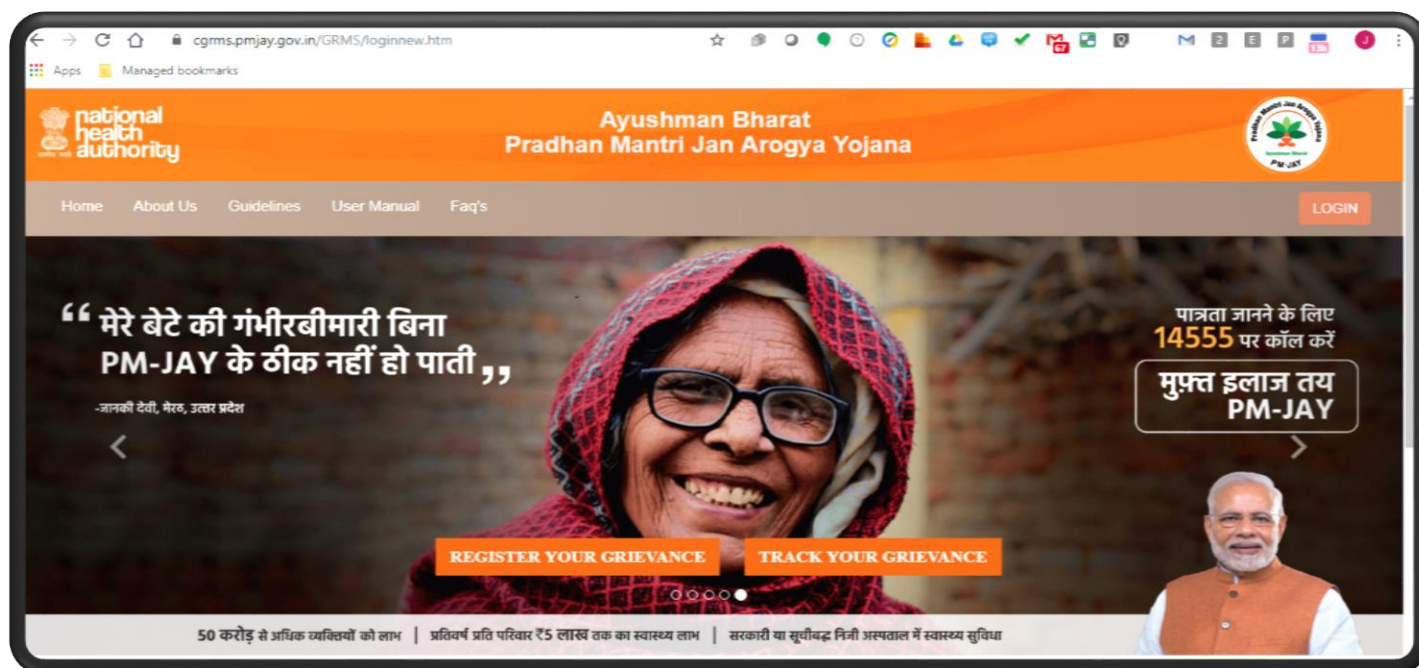


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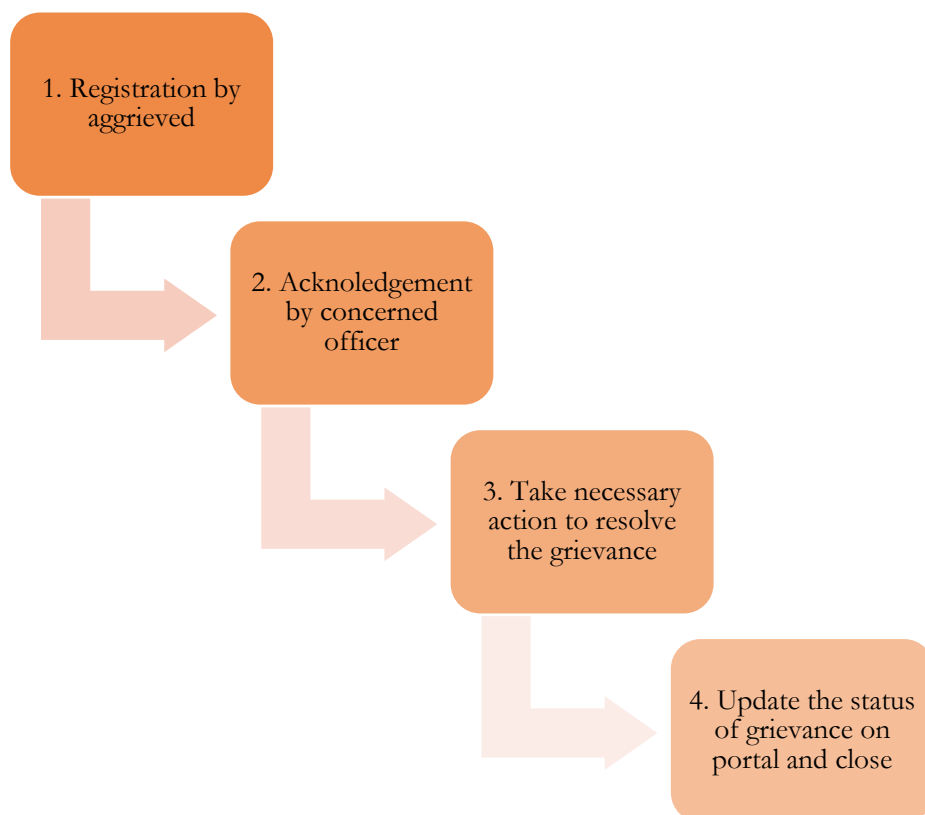
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I. Introduction

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 stake holders 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

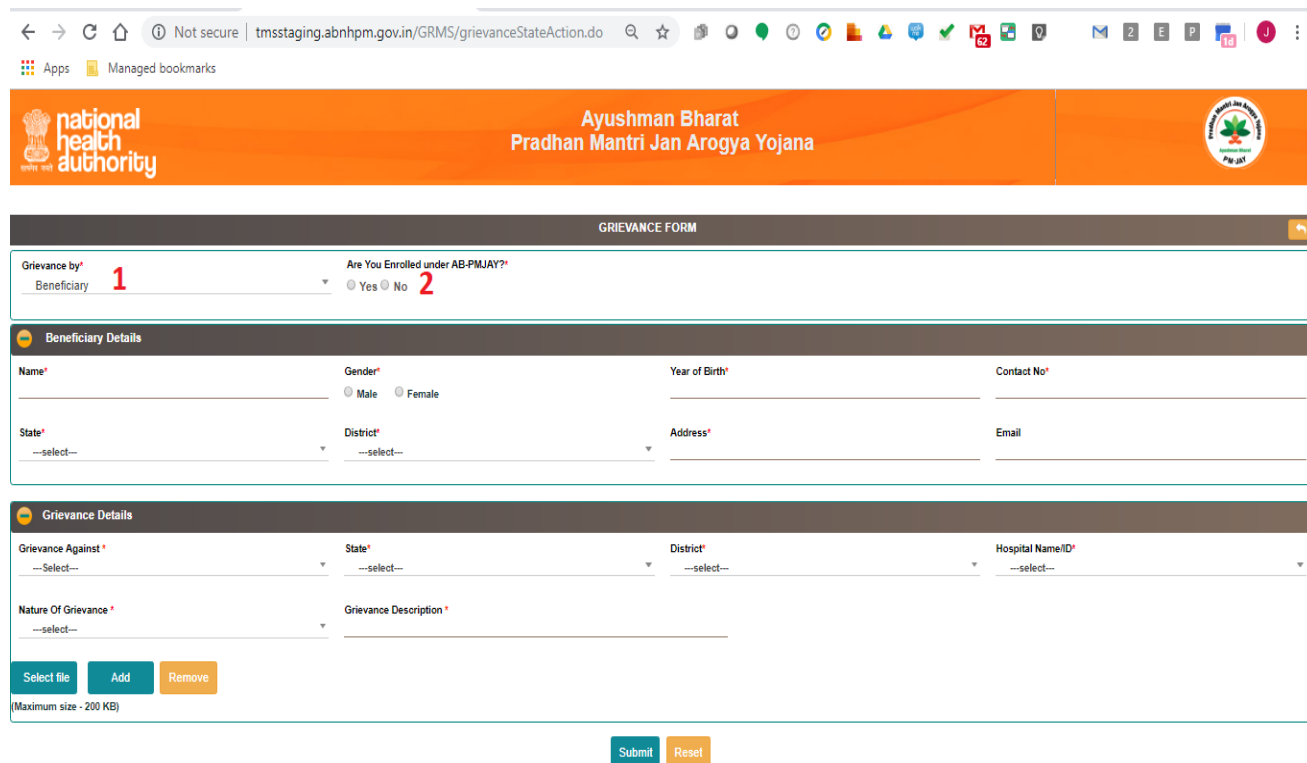
STEP 1: Click on “Register Your Grievance” button on the CGRMS home page



The screenshot shows the CGRMS home page. At the top, there is a navigation bar with the National Health Authority logo, the text 'Ayushman Bharat Pradhan Mantri Jan Arogya Yojana', and a 'LOGIN' button. Below the navigation bar, there is a large banner featuring a smiling woman and the text 'मेरे बच्चे अनाथ हो जाते, अगर मुझे कुछ हो जाता. मेरा उपचार मुफ्त हुआ,'. A red arrow points to the 'REGISTER YOUR GRIEVANCE' button. To the right of the banner, there is a box with the text 'पात्रता जानने के लिए 14555 पर कॉल करें' and 'मुफ्त इलाज तय PM-JAY'. Below the banner, there is a section with the text '50 करोड़ से अधिक व्यक्तियों को लाभ | प्रतिवर्ष प्रति परिवार ₹5 लाख तक का स्वास्थ्य लाभ | सरकारी या सूचीबद्ध निजी अस्पताल में स्वास्थ्य सुविधा'. At the bottom, there is a footer with the text 'ABOUT AB-PMJAY CGRMS' and 'Features of CGRMS Portal'.

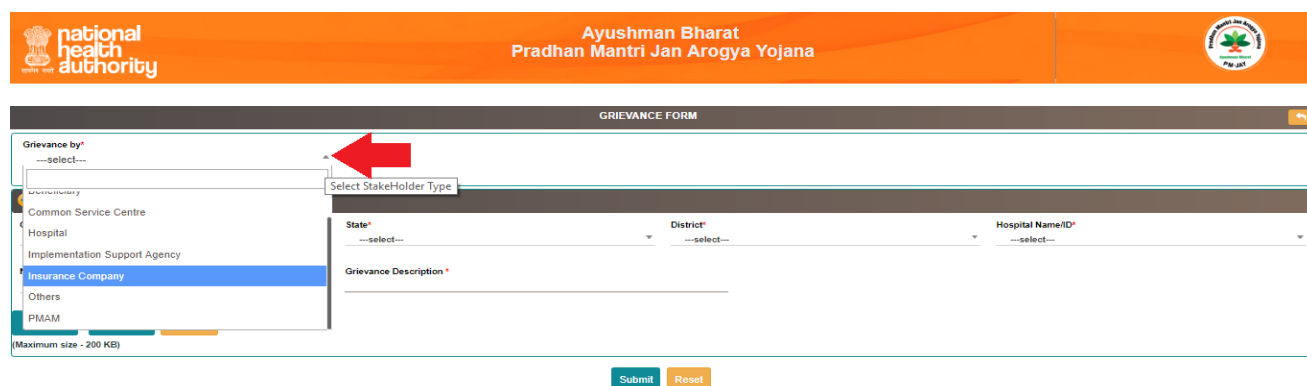
STEP 2: Fill Online Grievance Form

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



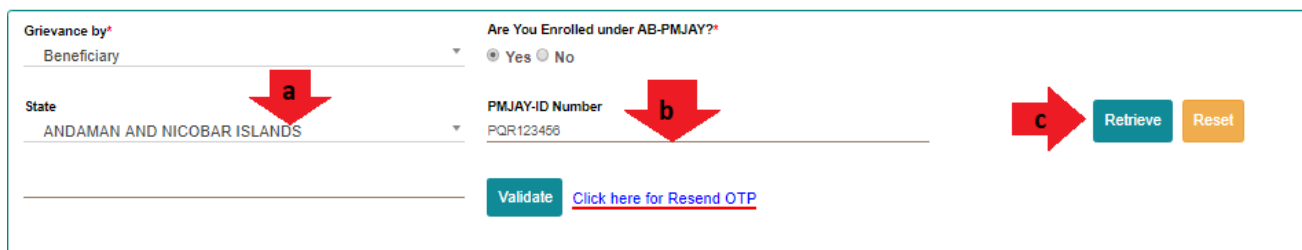
Note: All fields which are Mandatory are given * sign

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



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

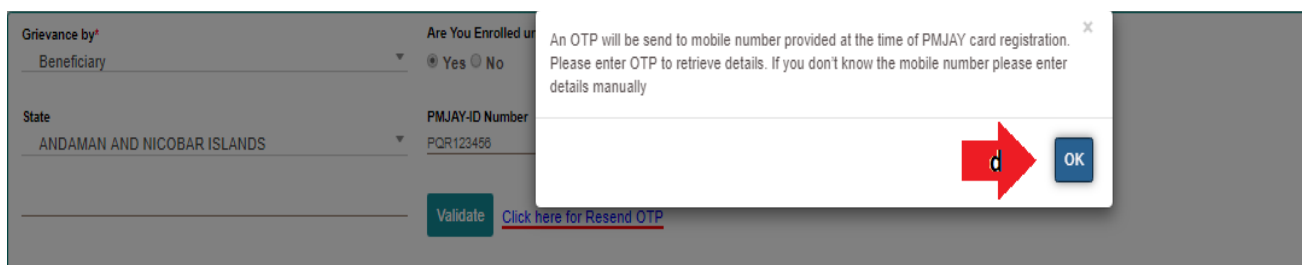
State
ANDAMAN AND NICOBAR ISLANDS

PMJAY-ID Number
PQR123456

Validate [Click here for Resend OTP](#)

Retrieve Reset

d) 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

Validate [Click here for Resend OTP](#)

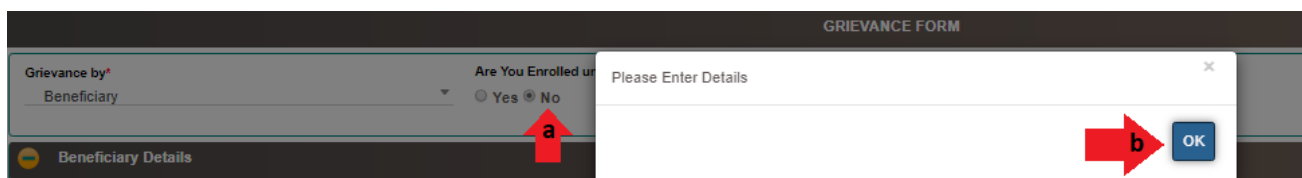
An OTP will be send to mobile number provided at the time of PMJAY card registration. Please enter OTP to retrieve details. If you don't know the mobile number please enter details manually

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

Please Enter Details

OK

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

Beneficiary Details

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

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

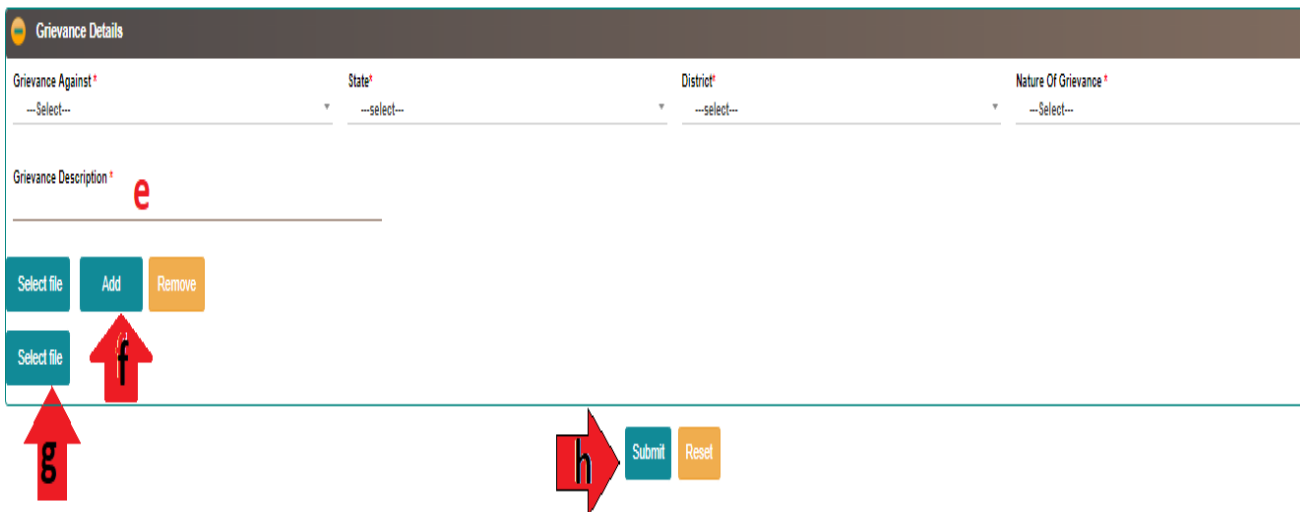
Grievance Against*	State*	District*	Nature Of Grievance*
--Select-- a	--select-- b	--select-- c	--select-- d

Hospital
Insurance Company (IC)
Implementation Support Agency (ISA)/TPA
District Grievance Nodal Officer (DGNO)
Call Centre
Common Service Centre

Submit 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



Grievance Details

Grievance Against* State* District* Nature Of Grievance*

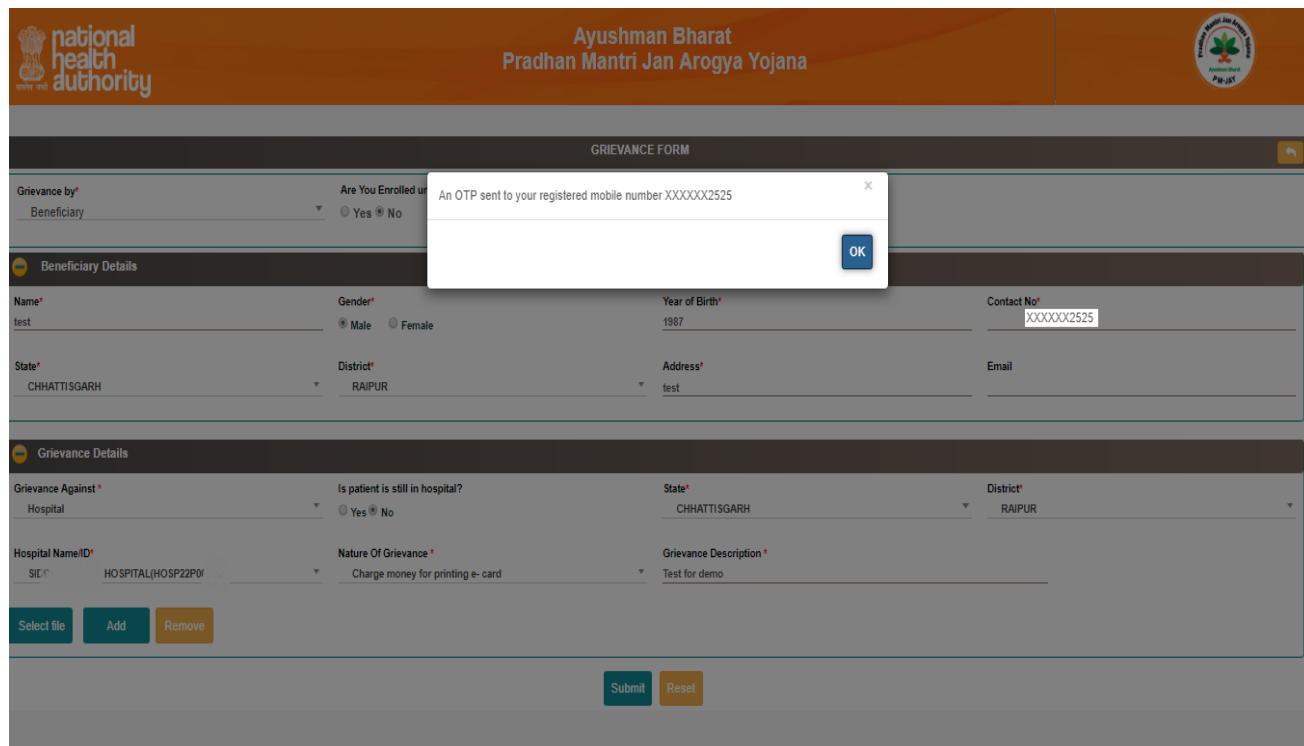
Grievance Description*

Select file Add Remove

Select file

Submit Reset

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



Ayushman Bharat Pradhan Mantri Jan Arogya Yojana

GRIEVANCE FORM

Grievance by* Are You Enrolled in the Scheme? ☐ Yes ☐ No

Beneficiary Details

Name* Gender* ☐ Male ☐ Female Year of Birth* Contact No*

State* District* Address* Email

Grievance Details

Grievance Against* Is patient is still in hospital? ☐ Yes ☐ No State* District*


Hospital Name/ID* Nature Of Grievance* Grievance Description*

Select file Add Remove

Submit Reset

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




 Submitted with UGN : 082019/5145

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.

GRIEVANCE FORM			
Grievance by Beneficiary		Are You Enrolled under AB-PMJAY? No	
Beneficiary Details			
Name test	Gender Male	Year of Birth 1987	Contact No 2525
State CHHATTISGARH	District RAIPUR	Address test	
Email			
Grievance Details			
Grievance Against Hospital	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			

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)

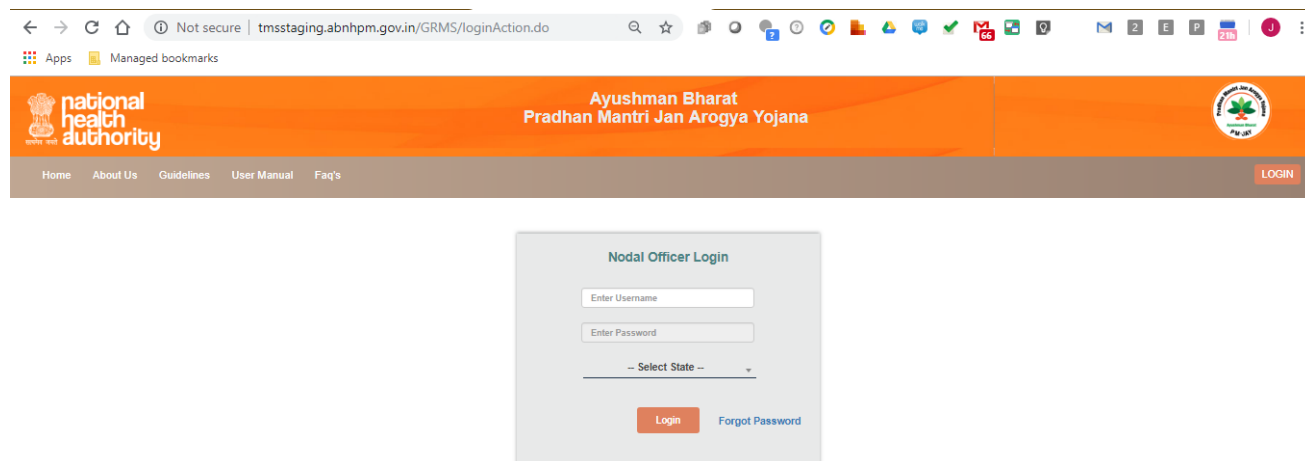
Separate user id and password will be provided to the SGNO and DGNO. If you have not received username and password to access the system or for any other technical issue, please contact **support.pmjay.gov.in** through your respective SHA or District Coordinators.

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



The screenshot shows the CGRMS Portal Home Page. At the top, there is a navigation bar with the National Health Authority logo on the left, the text "Ayushman Bharat Pradhan Mantri Jan Arogya Yojana" in the center, and the PM-JAY logo on the right. Below the navigation bar, there is a "LOGIN" button highlighted with a red box and a red arrow. The main content area features a large image of an elderly man with a mustache, looking slightly to the side. Overlaid on this image is a quote in Hindi: "“ दिल की धड़कनें बस रुक ही जातीं, अगर बड़े अस्पताल में मेरा मुफ्त इलाज ना होता ,”" and the name "देवेंद्र सिंह, मैनपुरी, उत्तर प्रदेश". To the right of the image, there is a text box that says "पात्रता जानने के लिए 14555 पर कॉल करें" and "मुफ्त इलाज तय PM-JAY". Below the main image, there are two buttons: "REGISTER YOUR GRIEVANCE" and "TRACK YOUR GRIEVANCE". At the bottom of the page, there is a footer with the text "50 करोड़ से अधिक व्यक्तियों को लाभ | प्रतिवर्ष प्रति परिवार ₹5 लाख तक का स्वास्थ्य लाभ | सरकारी या सूचीबद्ध निजी अस्पताल में स्वास्थ्य सुविधा" and "ABOUT AB-PMJAY CGRMS".

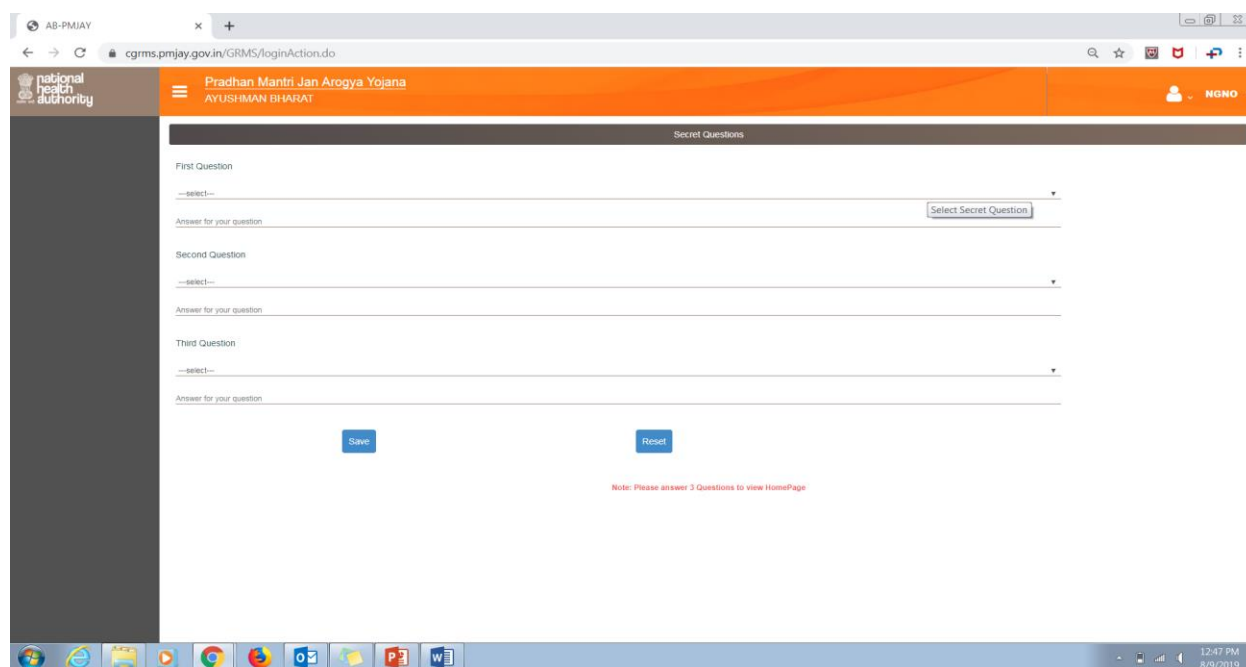
Click on the Login button and it will navigate you to the Nodal Officer Login page. Please enter the user name and password provided by NH.



The screenshot shows a web browser window with the URL `tmsstaging.abnhpm.gov.in/GRMS/loginAction.do`. The page header includes the National Health Agency logo, the text "Ayushman Bharat Pradhan Mantri Jan Arogya Yojana", and a "LOGIN" button. The main content area is titled "Nodal Officer Login" and contains the following fields:

- Enter Username
- Enter Password
- Select State -- (dropdown menu)
- Login button
- Forgot Password link

On the first login, application will prompt you to answer three security questions. Answer three questions and click Save Button

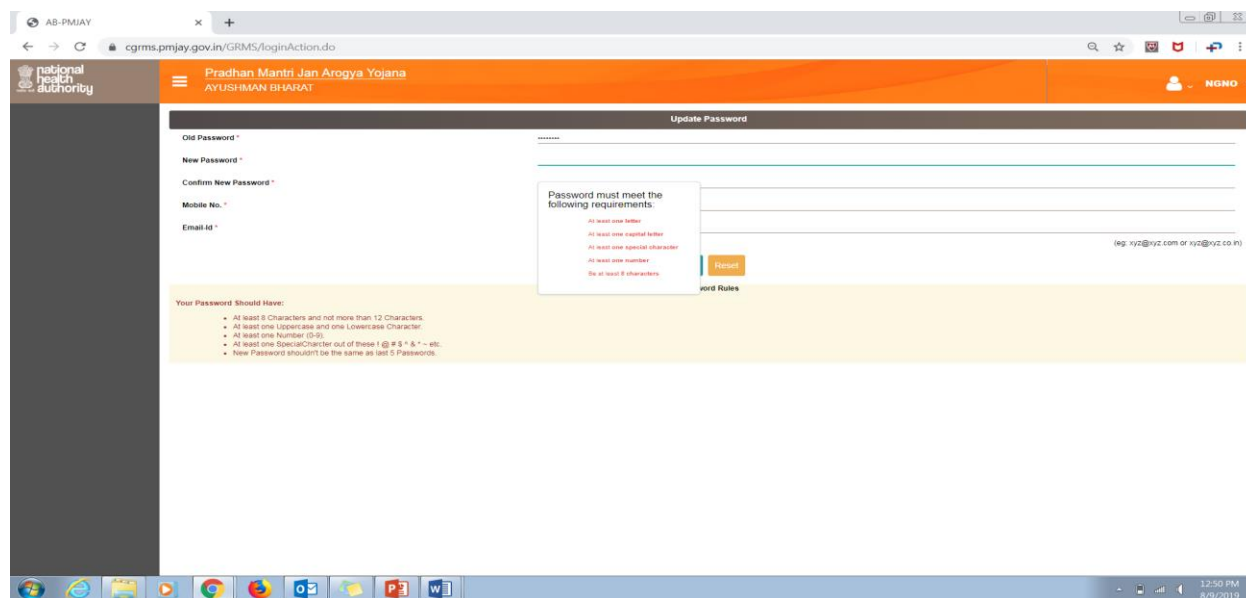


The screenshot shows a web browser window with the URL `cgrms.pmjay.gov.in/GRMS/loginAction.do`. The page header includes the National Health Agency logo, the text "Pradhan Mantri Jan Arogya Yojana AYUSHMAN BHARAT", and a "HOME" button. The main content area is titled "Secret Questions" and contains the following fields:

- First Question: --select-- (dropdown menu) with a "Select Secret Question" button
- Answer for your question: text input field
- Second Question: --select-- (dropdown menu)
- Answer for your question: text input field
- Third Question: --select-- (dropdown menu)
- Answer for your question: text input field
- Save button
- Reset button

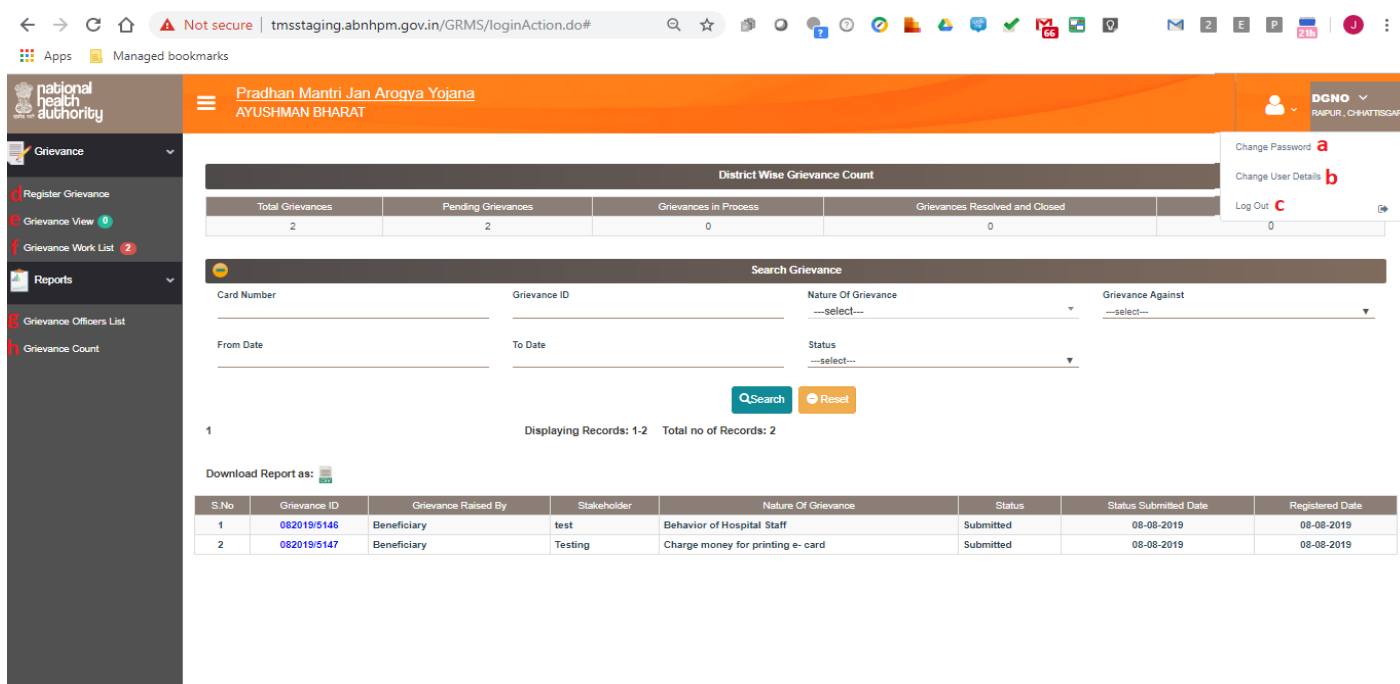
Note: Please answer 3 Questions to view HomePage

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



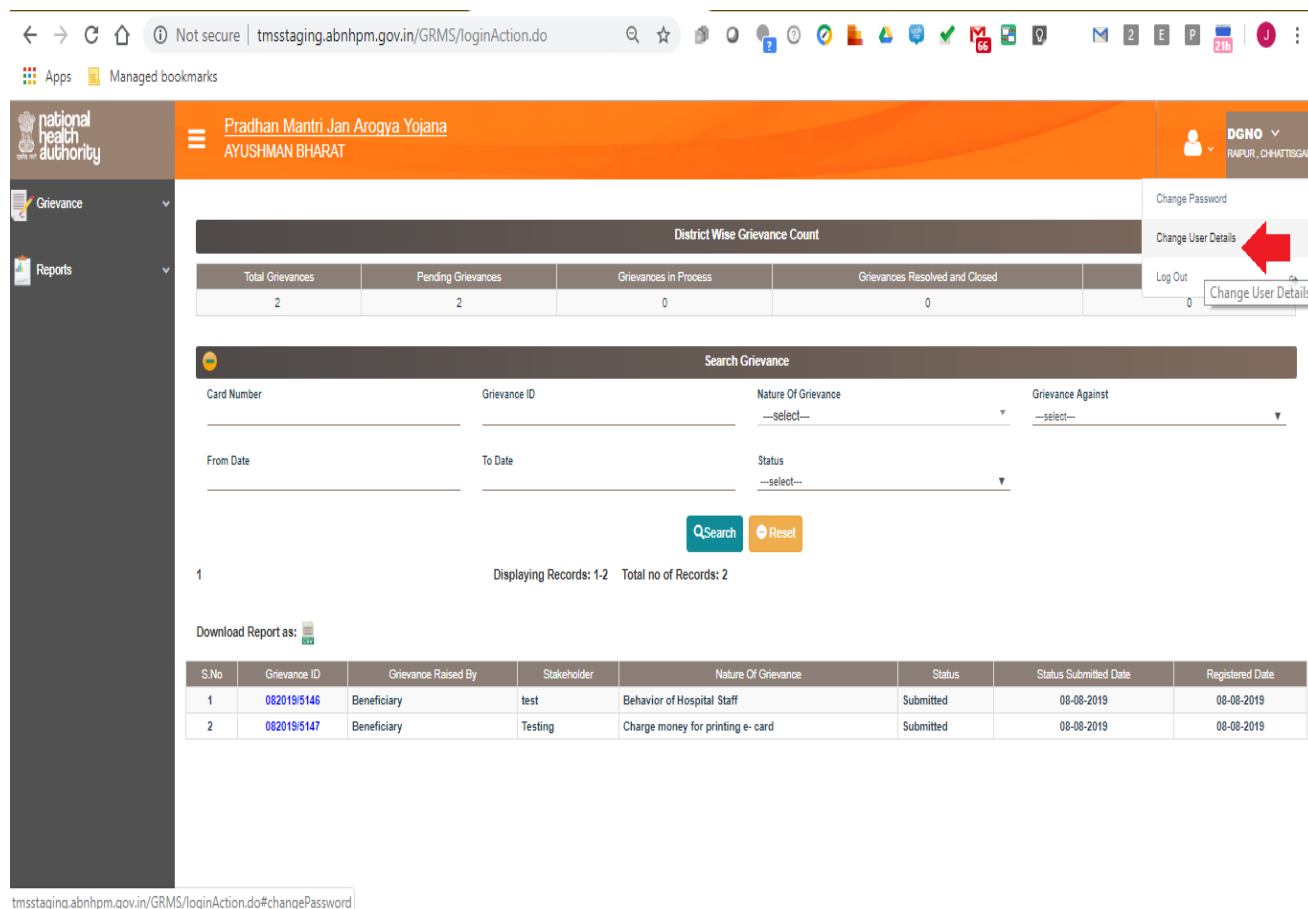
S.No	Grievance ID	Grievance Raised By	Stakeholder	Nature Of Grievance	Status	Status Submitted Date	Registered Date
1	082019/5146	Beneficiary	test	Behavior of Hospital Staff	Submitted	08-08-2019	08-08-2019
2	082019/5147	Beneficiary	Testing	Charge money for printing e- card	Submitted	08-08-2019	08-08-2019

- Change Password
- Change User Details
- Logout
- Register Grievance
- Grievance View
- Grievance Work List
- Grievance Officers List
- 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

- Change Password
- Change User Details
- Logout

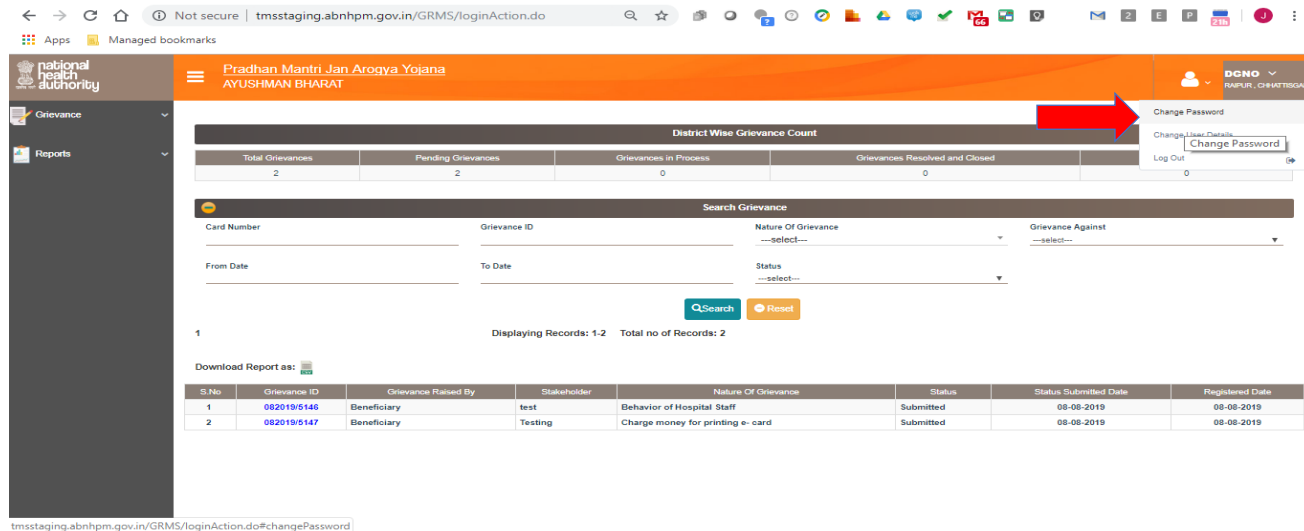


The screenshot shows the user interface of the Grievance Redressal Portal. The top navigation bar is orange and contains the National Health Agency logo, the text "Pradhan Mantri Jan Arogya Yojana AYUSHMAN BHARAT", and a user profile dropdown menu. The dropdown menu is open, showing options: "Change Password", "Change User Details" (highlighted with a red arrow), and "Log Out". Below the navigation bar, there is a "District Wise Grievance Count" table with columns: Total Grievances, Pending Grievances, Grievances in Process, and Grievances Resolved and Closed. The table shows 2 Total Grievances, 2 Pending Grievances, 0 Grievances in Process, and 0 Grievances Resolved and Closed. Below the table is a "Search Grievance" section with fields for Card Number, Grievance ID, Nature Of Grievance, Grievance Against, From Date, To Date, and Status. There are "QSearch" and "Reset" buttons. Below the search section, it says "Displaying Records: 1-2 Total no of Records: 2". There is a "Download Report as:" button. At the bottom, there is a table with 8 columns: S.No, Grievance ID, Grievance Raised By, Stakeholder, Nature Of Grievance, Status, Status Submitted Date, and Registered Date. The table contains 2 records.

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	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

6. B. Changing Password

Click on Change Password



The screenshot shows the login page of the Grievance Redressal Portal. The URL in the browser is tmsstaging.abnhpm.gov.in/GRMS/loginAction.do. The page features a sidebar with 'Grievance' and 'Reports' options. The main content area displays a 'District Wise Grievance Count' table and a 'Search Grievance' section. A red arrow points to the 'Change Password' button located in the top right corner of the main content area.

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

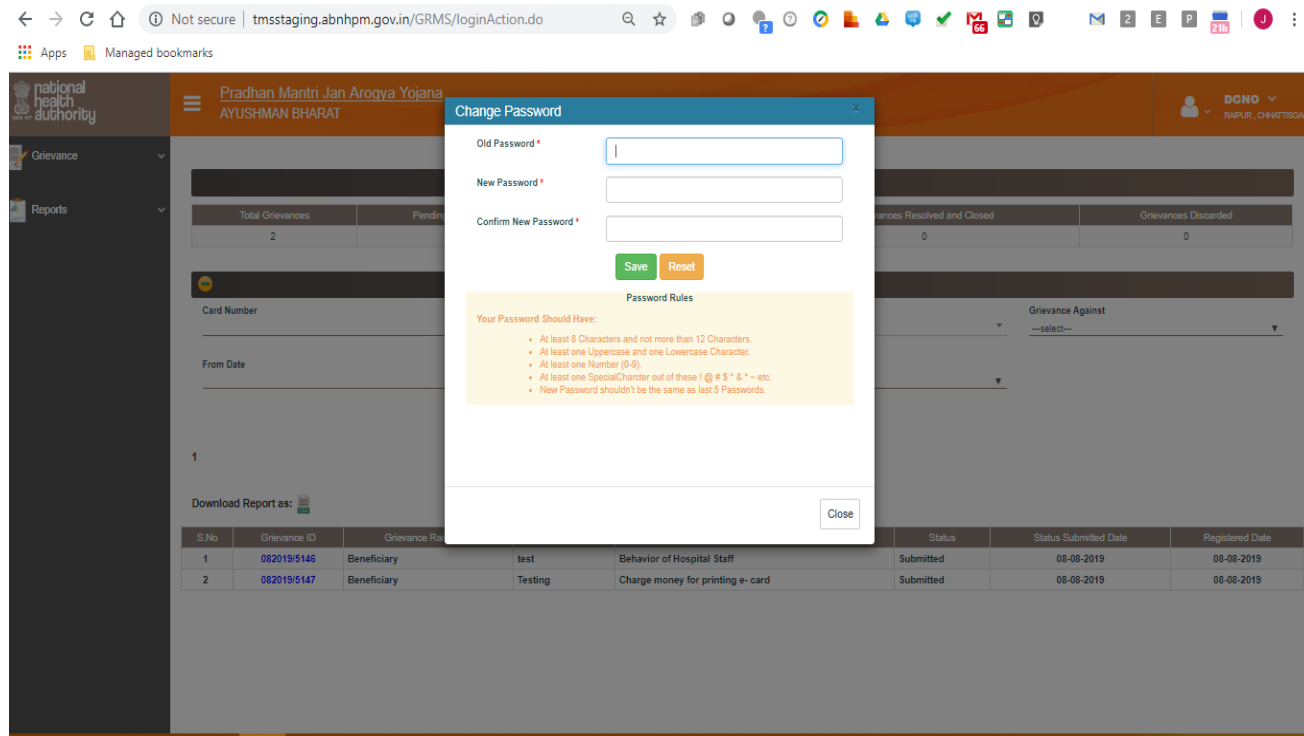
Card Number	Grievance ID	Nature Of Grievance	Grievance Against
		—select—	—select—
From Date	To Date	Status	—select—

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	082019/5146	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

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



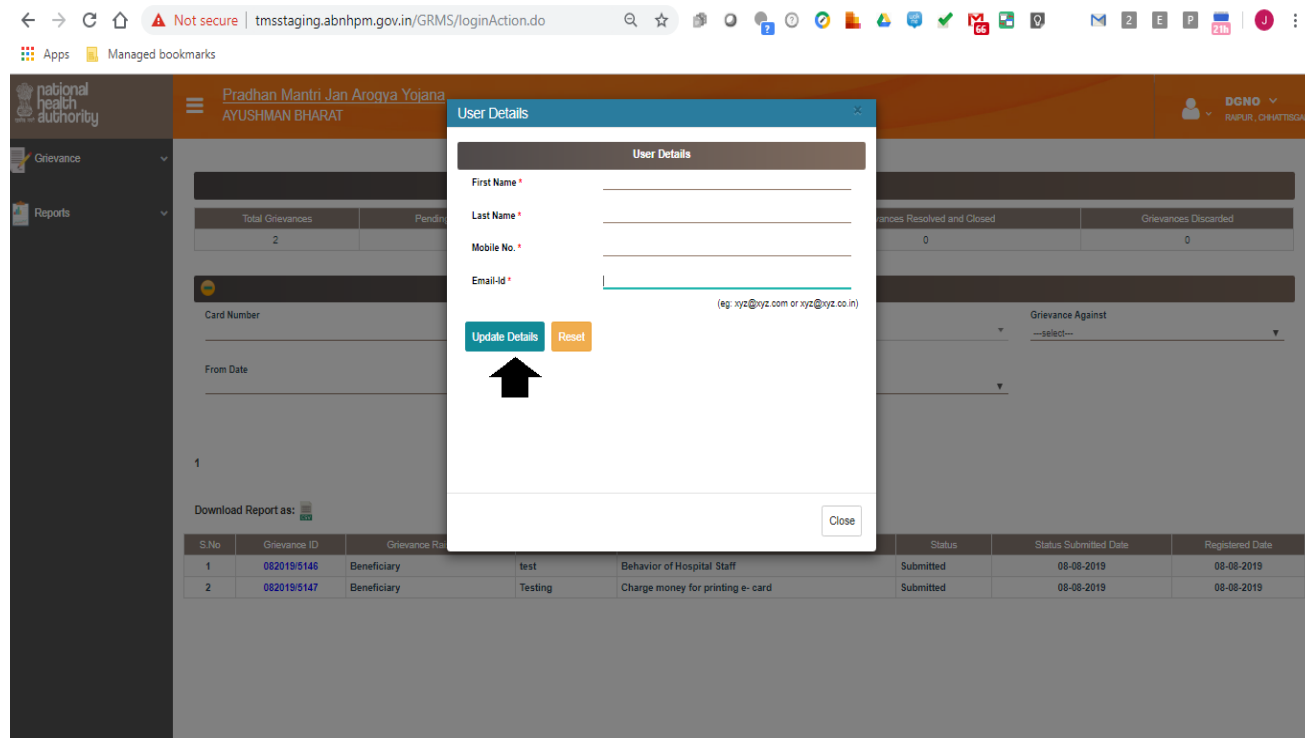
The screenshot shows the 'Change Password' dialog box. It contains three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Below these fields are 'Save' and 'Reset' buttons. A 'Password Rules' section lists the requirements for the new password:

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

The background shows the same portal interface as the previous screenshot, with the 'Change Password' button highlighted.

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 web browser window with the URL tmsstaging.abnhpm.gov.in/GRMS/loginAction.do. The page displays the 'User Details' form for updating the user profile. The form includes the following fields:

- First Name *
- Last Name *
- Mobile No. *
- Email-id * (with a note: eg. xyz@xyz.com or xyz@xyz.co.in)

Below the fields are two buttons: 'Update Details' (highlighted with an arrow) and 'Reset'. A 'Close' button is located at the bottom right of the form. The background shows the portal's main interface with a sidebar menu and a table of grievances.

S.No	Grievance ID	Grievance Raised By	Category	Issue Description	Status	Status Submitted Date	Registered Date
1	082019/5146	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

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

← → ↻ ⬆ ⚙ Not secure | tmsstaging.abnhpm.gov.in/GRMS/loginAction.do# 🔍 ☆ 🗄 📱 📧 📅 📁 📌 📎 📏 📐 📑 📔 📕 📖 📗 📙 📚 📛 📞 📟 📠 📡 📢 📣 📤 📥 📦 📧 📨 📩 📪 📫 📬 📭 📮 📯 📰 📱 📲 📳 📴 📵 📶 📷 📸 📹 📺 📻 📼 📽 📾 📿 📠 📡 📢 📣 📤 📥 📦 📧 📨 📩 📪 📫 📬 📭 📮 📯 📰 📱 📲 📳 📴 📵 📶 📷 📸 📹 📺 📻 📼 📽 📾 📿

Apps Managed bookmarks



Pradhan Mantri Jan Arogya Yojana
AYUSHMAN BHARAT

DGNO

Grievance

Register Grievance

Grievance View (1040)

Grievance Work List (492)

Reports

GRIEVANCE FORM

Grievance by* Are You Enrolled under AB-PMJAY?*

Beneficiary ☐ Yes ☐ No

Beneficiary Details

Name* Gender* ☐ Male ☐ Female Year of Birth* Contact No*

State* District* Address* Email

---select--- ---select--- --- ---

Grievance Details

Grievance Against* Is patient is still in hospital? ☐ Yes ☐ No District* Hospital Name/ID*

Hospital ---select--- ---select---

Nature Of Grievance* Grievance Description* Offline Mode*

---Select--- --- ---select---

Comments/Remarks*

Select file Add Remove

Submit Reset

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

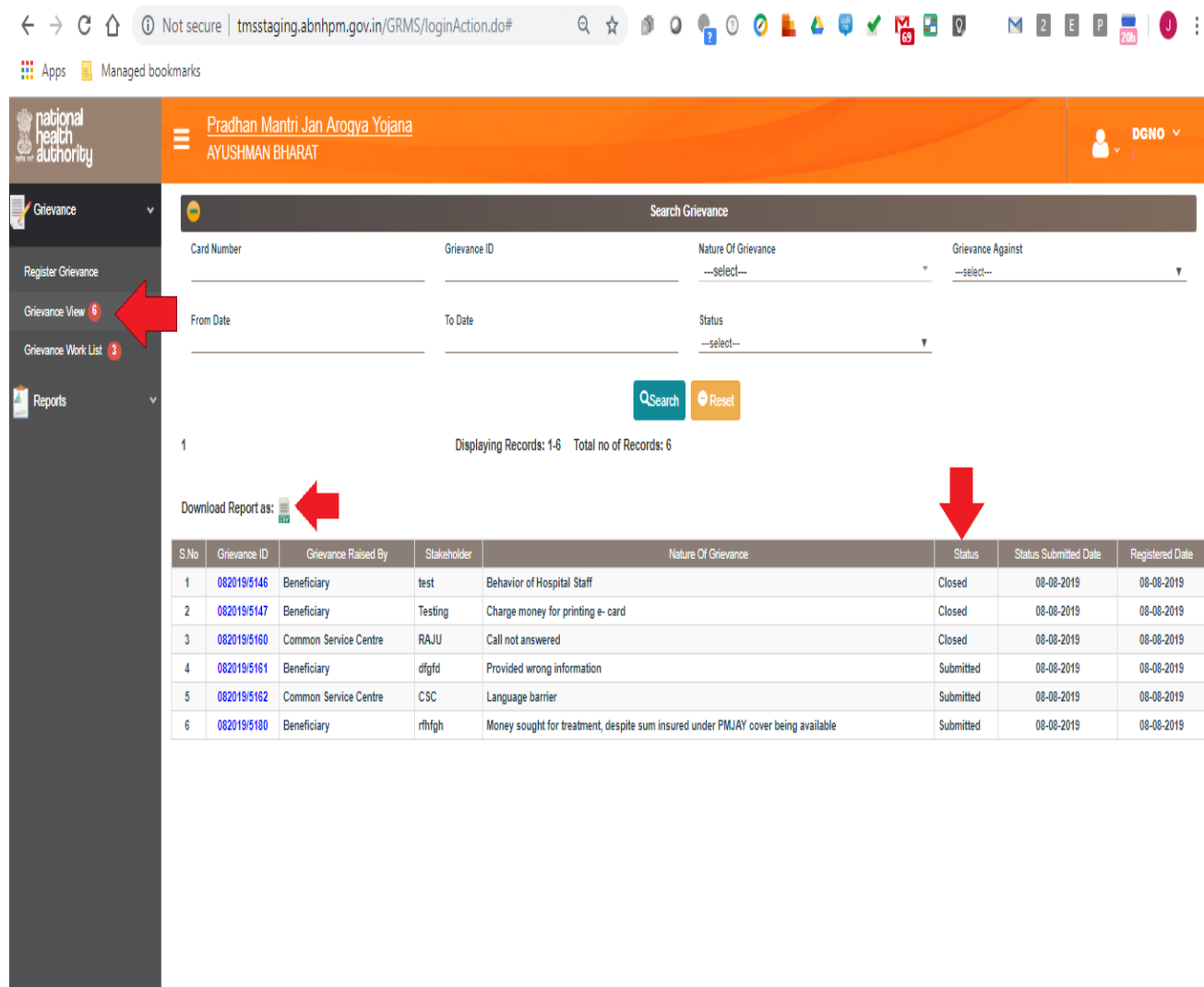
- UGN will be generated
- SMS alert will be sent to petitioner contact number provided in the grievance form

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

- Grievances submitted
- Grievances in process
- Grievances Closed
- Grievances Discarded



Pradhan Mantri Jan Arogya Yojana
AYUSHMAN BHARAT

Search Grievance

Card Number Grievance ID Nature Of Grievance Grievance Against

From Date To Date Status

QSearch Reset

1 Displaying Records: 1-6 Total no of Records: 6

Download Report as:

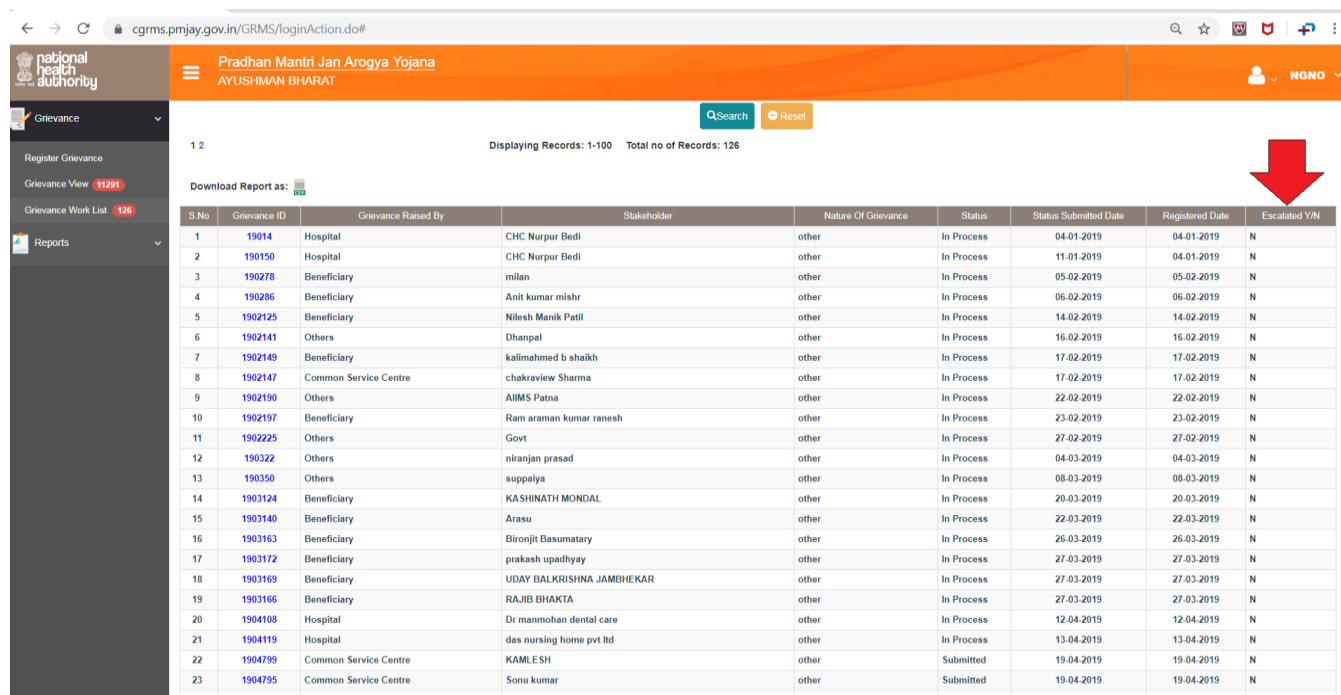
S.No	Grievance ID	Grievance Raised By	Stakeholder	Nature Of Grievance	Status	Status Submitted Date	Registered Date
1	082019/5146	Beneficiary	test	Behavior of Hospital Staff	Closed	08-08-2019	08-08-2019
2	082019/5147	Beneficiary	Testing	Charge money for printing e- card	Closed	08-08-2019	08-08-2019
3	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	rthfgh	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



Displaying Records: 1-100 Total no of Records: 126

Download Report as: 

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	chakraview Sharma	other	In Process	17.02.2019	17.02.2019	N
9	1902190	Others	AIIMS Patna	other	In Process	22.02.2019	22.02.2019	N
10	1902197	Beneficiary	Ram araman kumar ramesh	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	suppalya	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 DATEI	other	Submitted	30.04.2019	30.04.2019	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

- Acknowledging the Grievance
- Close Grievance
- Discard Grievance

← → ↻ 🏠 Not secure | tmsstaging.abnhpm.gov.in/GRMS/loginAction.do# 🔍 ☆ ⚙️ 🔒 📧 🗂️ 📅 📁 📄 📑

Apps 📁 Managed bookmarks

[Pradhan Mantri Jan Arogya Yojana](#)
 AYUSHMAN BHARAT

DCNO ▼
RAMPUR, CHHATTISGARH

Grievance ▼

 Register Grievance

 Grievance View 0

 Grievance Work List 2 ←

Reports

District Wise Grievance Count

Total Grievances	Pending Grievances	Grievances In Process	Grievances Resolved and Closed	Grievances Discarded
5	2	0	3	0

Search Grievance

Card Number

Grievance ID

Nature Of Grievance
—select— ▼

Grievance Against
—select— ▼

From Date

To Date

Status
—select— ▼

Q Search
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	082019/5161	Beneficiary	dtgfd	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




national health authority

2019

Pradhan Mantri Jan Arogya Yojana

AYUSHMAN BHARAT



DCNO

RAIPUR, CHHATTISGARH

Grievance

Register Grievance

Grievance View 0

Grievance Work List 2

Reports

GRIEVANCE FORM

08/2019/5146

Beneficiary Details

Name	Gender	Year of Birth	Contact No
test	Male	1990	9999990525
Address	State	District	
test@123	CHHATTISGARH	RAIPUR	

Grievance Details

State	District	Hospital Name/ID	Nature Of Grievance
CHHATTISGARH	RAIPUR	RAIPUR 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 18:51:45	
2	DCNO	In Process	NA	2019-08-08 17:07:49	Grievance.PDF

Remarks

Remarks *

Attachments

Select file

Add

Remove

Discarded

Closed

Note:

1. *If the grievance is not addressed by the DGNO within 15 days, system will automatically escalate the grievance to SGNO.*
2. *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


- Grievance Officers List
- Grievance Count

a) Grievance Officers List


- View the contact details of other DGNOs, SGNO of other State

← → ↻ ⬆ ⚙ Not secure | tmsstaging.abnhpm.gov.in/GRMS/loginAction.do# 🔍 ☆

Apps Managed bookmarks



Pradhan Mantri Jan Arogya Yojana
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DGNO ▼
RAIPUR, CHHATTISGARH

Grievance

Reports

Grievance Officers List

DGNO

SGNO

Others

Grievance Count

Search District Grievance Officer's

State

---select---

District

---select---

Q Search

Reset

1

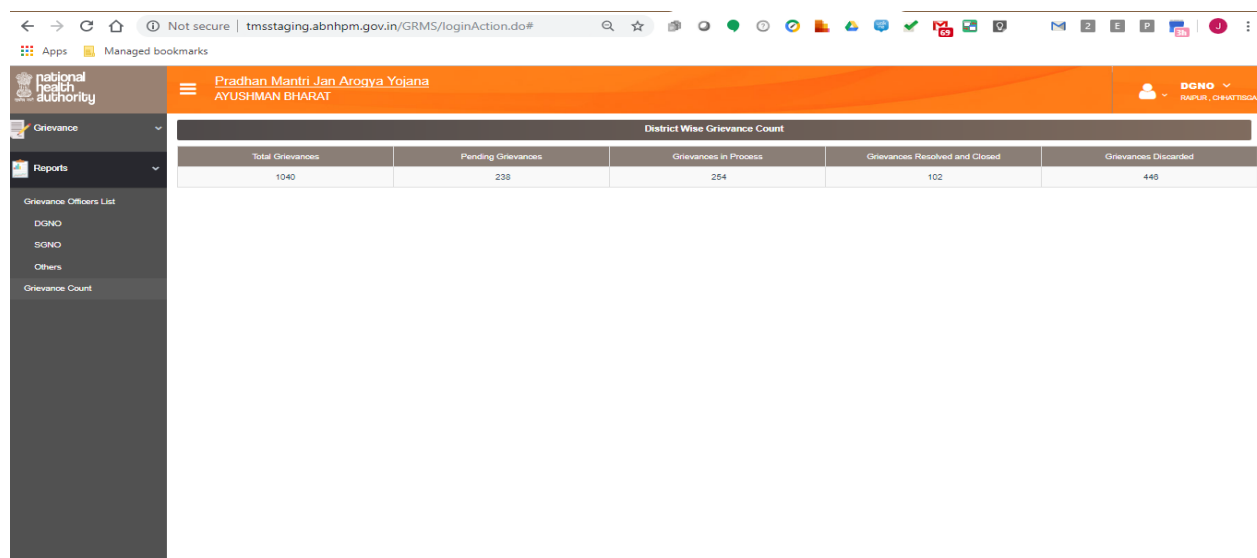
Displaying Records: 1-4 Total no of Records: 4

S.No	NAME	STATE	DISTRICT	Email	CONTACT NO
1	XXXXXXXXXX MITHRA	CHHATTISGARH	RAIPUR	xyz@gmail.com	XXXXXXXXXX
2	DGNO2 Greviance	CHHATTISGARH	RAIGARH	DGNO2@gmail.com	9999999999
3	DGNO3 Greviance	CHHATTISGARH	SURGUJA	DGNO3@gmail.com	9999999999
4	USER1 DGNO	GUJARAT	ANAND	xxx@xxx.com	9999999999

avascrptdгноOfficers()

b) Grievance Count DGNO

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

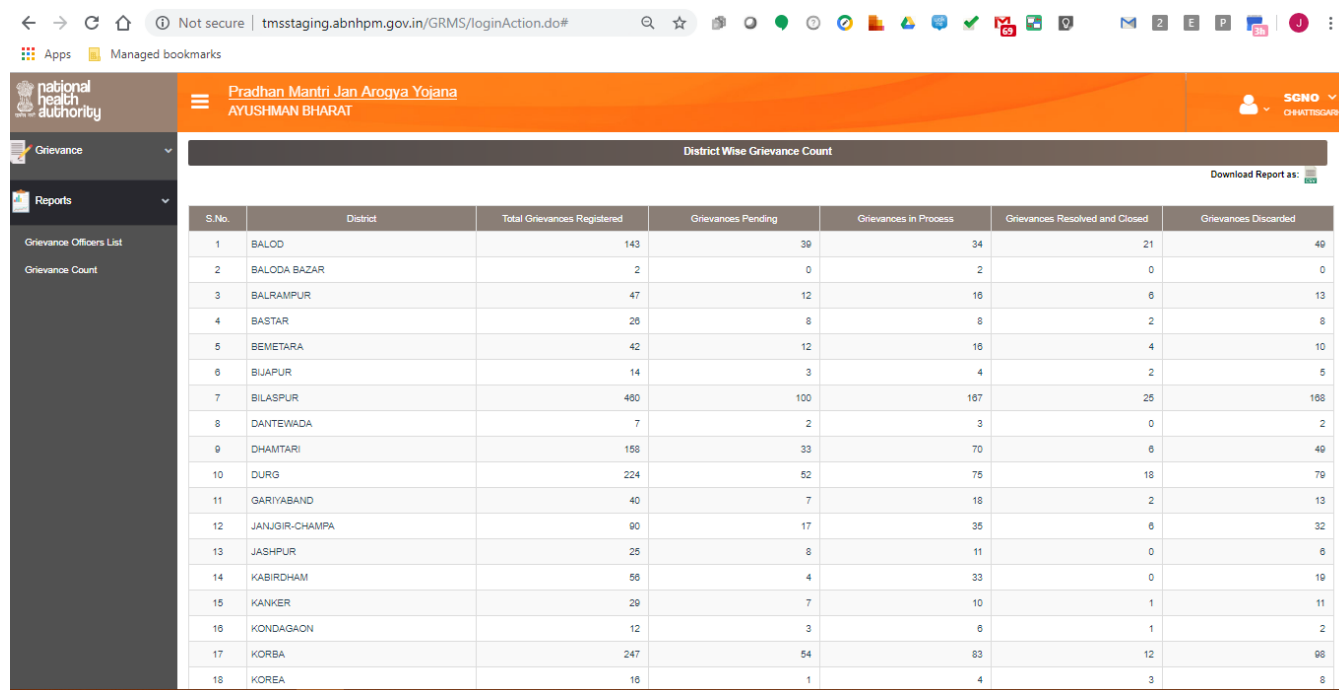


The screenshot shows the 'District Wise Grievance Count' for a DGNO user. The interface includes a sidebar with 'Grievance' and 'Reports' sections. The main content area displays a table with the following data:

Total Grievances	Pending Grievances	Grievances In Process	Grievances Resolved and Closed	Grievances Discarded
1040	238	254	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 'District Wise Grievance Count' for an SGNO user. The interface includes a sidebar with 'Grievance' and 'Reports' sections. The main content area displays 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	16	4	10
6	BIJAPUR	14	3	4	2	5
7	BILASPUR	480	100	167	25	168
8	DANTEWADA	7	2	3	0	2
9	DHAMIARI	158	33	70	6	49
10	DURG	224	52	75	18	79
11	GARIYABAND	40	7	18	2	13
12	JANJIR-CHAMPA	90	17	35	6	32
13	JASHPUR	25	8	11	0	6
14	KABIRDHAM	56	4	33	0	19
15	KANKER	28	7	10	1	11
16	KONDAGAON	12	3	6	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>