



ALL INDIA INSTITUTE OF MEDICAL SCIENCES, BIBINAGAR,

अखिलभारतीय आयुर्विज्ञान संस्थान, बीबीनगर

HYDERABAD METROPOLITAN REGION (HMR) TELANGANA-508126, INDIA

हैदराबाद मेट्रोपोलिटन क्षेत्र (एच.एम.आर.), तेलंगाना - 508126, भारत

संख्या/No. AIIMS/BBN/Admin/Office Order/2026/992

दिनांक/Date : 25th Aug. 2026

कार्यालय आदेश/ OFFICE ORDER

विषय/Sub : Constitution of institute Grievance Redressal Cell for AIIMS Bibinagar -reg

Ref: PMSSY-IV, MoHFW, GoI vide letter No. C-17011/01/2026-PMSSY-IV dtd. 19th Aug 2026.

1. With reference to the above mentioned subject, the following faculty of this institute are hereby nominated to the Institute Grievance Redressal Cell, AIIMS Bibinagar to ensure the effective, timely and quantitative redressal of grievances received from patients, attenders, employees, students and other stakeholders **except outsourced employees** :

Sl. No.	Members	Designation
1.	Dr. Shashank Sekhar Panda, Prof. & Head, Deptt. of Paediatric Surgery	Chairperson
2.	Dr. Aparna Varma Bhongir, Prof., Deptt. of Biochemistry.	Co-Chairperson and Nodal Officer
3.	Dr. Durgesh Prasad Sahoo, Assoc. Prof., Deptt. of CM & FM	Member
4.	Dr. Sunil Kumar D Chavan, Assoc. Prof., Deptt. of Microbiology	Member
5.	Dr. Vandana S. Daulatabad, Assoc. Prof., Deptt. of Physiology	Member Secretary

2. The above committee will ensure compliance with the guidelines issued by the Ministry vide reference above.

3. This issues with the approval of the Competent Authority, AIIMS Bibinagar.



Siddharth
25/8/2026
डॉ. पी.एस. सिद्धार्थराव/Dr. P.S. Siddharth Rao)
संकायप्रभारी, प्रशासन/Faculty I/c, Administration

To,

(i) **Nominated Faculty as above**

प्रतिलिपि/Copy to :

- Executive Director
- Dean (Academic), Dean (Examination), Dean (Research)
- Medical Superintendent
- All Faculty
- Deputy Director (Admin.)
- Financial Advisor
- Registrar
- ACE
- Chief Nursing Officer
- Faculty I/c, College of Nursing
- Nodal Officer, IT - with a request to kindly upload on institute's website
- Accounts Officer
- AAO (Estt.)
- Office Copy

Government of India
Ministry of Health & Family Welfare
Department of Health & Family Welfare
PMSSY-IV Division

Kartavya Bhawan-01, New Delhi

Dated: 19.08.2026

To,
The Executive Directors
All New AIIMS

Sub: Strengthening of grievance redressal mechanism and improvement in quality of disposal of grievances in New AIIMS.

Sir/Madam,

I am directed to refer to the subject cited above and to say that the Government attaches high importance to the effective, timely and qualitative redressal of grievances received from patients, attendants, employees and other stakeholders through CPGRAMS and other grievance portals.

2. An effective grievance redressal mechanism requires not only timely disposal of individual grievances but also proper examination of the issues raised by the complainants. In particular, grievances which are not fully addressed at the initial stage may result in appeals and repeated representations. Replies furnished to grievances should, therefore, be specific, reasoned and should address all the issues raised by the complainant. The grievance redressal mechanism should also be utilised to identify recurring issues and undertake suitable systemic improvements.

3. In order to further strengthen the grievance redressal mechanism in new AIIMS, the following measures may be put in place:

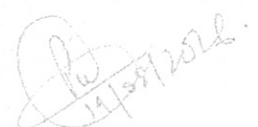
(i) Nomination of Senior-level Nodal Officer: A senior-level officer may be nominated by the Executive Director as the Nodal Officer for Grievance Redressal of the Institute. The Nodal Officer shall coordinate the receipt, examination, monitoring and timely disposal of grievances received through CPGRAMS and other grievance portals and ensure necessary follow-up with the concerned departments.

(ii) Dedicated grievance redressal mechanism: An appropriate Grievance Redressal Cell/Mechanism may be established or strengthened under the supervision of the Nodal Officer to monitor the receipt, processing and timely disposal of grievances and appeals. The Cell should maintain appropriate records of pending grievances, appeals, their age, category, concerned department and status of disposal.

(iii) Quality of disposal: The concerned officers may ensure that replies to grievances are specific, speaking and responsive to all the issues raised by the complainant. A grievance may not be treated as effectively disposed of merely by issuing a general or routine reply. Cases requiring examination at the Institute level should be appropriately re-examined before final disposal.

(iv) Monthly review by the Executive Director: The Executive Director may conduct a monthly review meeting in the third week of every month to review the status of grievances and appeals. The review should focus, *inter alia*, on:

- (a) pending grievances and appeals;
- (b) old and long-pending cases;



- (c) quality and completeness of disposal;
- (d) compliance with prescribed timelines;
- (e) grievances requiring re-examination;
- (f) recurring categories of grievances; and
- (g) corrective and preventive measures required to address systemic issues;
- (h) discussing few cases in detail to ensure quality in disposal.

(v) Minutes of monthly review meeting: The Minutes of the monthly review meeting chaired by the Executive Director may be forwarded to this Ministry within two working days of the meeting.

(vi) Executive Directors to telephonically contact at least 10 people randomly selected every month to ascertain the quality of disposal.

4.1 As a first step, Executive Directors of all new AIIMS are advised to undertake a category-wise analysis of grievances received during the financial years 2025-26 and 2026-27. The grievances for new AIIMS may broadly be categorized as per the Annexure. The analysis should identify the number of cases in each category, the concerned service/department and the status of their disposal. The analysis should particularly identify recurring and avoidable grievances, so that the underlying causes can be examined rather than merely disposing of individual complaints. Along with the category-wise analysis, the Institute may indicate the steps already taken and/or proposed to be taken to remove the underlying issues giving rise to such grievances. The analysis may specifically bring out the categories accounting for a significant proportion of grievances, recurring issues and areas requiring systemic improvement. This exercise should serve as the basis for subsequent monthly reviews by the Executive Director.

4.2 The above mechanism is intended not merely to monitor pendency but also to improve the quality of grievance disposal, reduce avoidable appeals and identify systemic deficiencies in service delivery. The Executive Directors are, therefore, requested to accord personal attention to the matter and ensure effective implementation of the above measures.

5. The details of the nominated Nodal Officer, including name, designation, official telephone number and e-mail address, alongwith the Grievances Analysis Report prepared on the basis of para 4.1 above, may be furnished to the Ministry at the earliest latest by 27.08.2026.

6. This issues with the approval of the Competent Authority.

Yours faithfully,


19/08/2026

(Prem Prakash)

Under Secretary to the Government of India

Broad categories of grievances for new AIIMS*

I. Hospital Infrastructure and Facilities

- (i) Unhygienic conditions, dirty wards, or unclean sanitation facilities.
- (ii) Long waiting times at outpatient departments (OPD), pharmacy queues, or registration counters.
- (iii) Lack of basic patient amenities like drinking water, shaded waiting areas, seating, or proper ventilation.

II. Patient Care and Medical Services

- (i) Medical negligence, delayed treatment, or improper clinical care.
- (ii) Denial of emergency care or refusal of government health scheme benefits (like PMJAY).
- (iii) Non-availability of essential medicines, diagnostic tests, hospital beds, or ambulances.
- (iv) Overcharging of fees or unauthorized out-of-pocket expenses.

III. Administrative and Staff Conduct

- (i) Misbehaviour or discourteous behaviour by doctors, nursing staff, or security personnel.
- (ii) Allegations of corruption, bribery, or demands for illegal payments.
- (iii) Delays in administrative paperwork, refunds, or processing health records.

IV. Academic and Student Affairs

- (i) Grievances related to admissions, fee refunds, or scholarship processing.
- (ii) Infrastructure issues in student hostels, lecture theatres, or residential quarters.
- (iii) Ragging complaints or internal campus disputes

V. Recruitment and Staff Service Matters

- (i) Internal staff grievances concerning recruitment, delayed promotions, emoluments or accommodation
- (ii) Non-service matters raised by the general public regarding hiring delays or transparency.

*More categories may be created, if necessary.
