

**S-12017/37-C/2019-NHA**  
**Government of India**  
**Ministry of Health & Family Welfare**  
**(National Health Authority)**

3<sup>rd</sup> Floor, Jeevan Bharati Building,  
Connaught Place, New Delhi – 110001

12<sup>th</sup> Aug'2024

**Office Memorandum**

**Subject – Regarding changes in Grievance Redressal Matrix – Grievance Redressal Guidelines December-2021.**

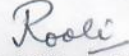
In reference to Annexure 1 Grievance Redressal Matrix - Grievance Redressal Guidelines December-2021, In order to make the system more robust and practical, certain changes are necessitated.

2. The following changes have been incorporated in the existing **Grievance Redressal Matrix**.

<b>S.No</b>	<b>Existing</b>	<b>Revised</b>
1	Grievance raised by Beneficiary against EHCP, in the current scenario the SOS grievance gets routed to SGNO, and SGNO forward the case to DGNO for necessary action and Non-SOS grievance routed to DGNO.	SOS grievances will now be routed to DGNO login, further DGNO may forward the case to SGNO in case of any clarification required.
2	TAT for resolving the SOS grievance is Within 6 working hours.	TAT has been revised to Within 6 Hours for SOS grievances.

3. Furthermore, SHAs are requested to get the details updated of the nodal officers at both the District and State levels in their CGRMS 1.0 logins. The updated information will then be retrieved to update the directory in CGRMS 2.0.

4. This is being issued with approval of Competent Authority.

  
**Roohi Khan IAS**  
**Joint Director, NHA**

To

1. Principal Secretary (Health and Family Welfare)
2. The Chief Executive Officer (SHA) – All State/ UTs

Copy To:

1. PPS to CEO, NHA
2. PS to Addl. CEO, NHA
3. All Division Heads, NHA
4. SGNO & DGNO, All States/ UTs