

**No.D.11011/8/2023-CMO(Lti)/MHSSP/DHT
GOVERNMENT OF MIZORAM
OFFICE OF THE CHIEF MEDICAL OFFICER
LAWNGTLAI DISTRICT, LAWNGTLAI**

Dated Lawngtlai the 10th October, 2023

To,

The Director of Health Services,
Department of Health and Family welfare
Mizoram, Aizawl

Subject: Submission of Grievance Report for 2nd year. 3rd Quarter.

Sir,

I have the honour to submit herewith the compiled grievance report for the month of July, August and September 2023 from 5 IPA facilities (Chawngte CHC, Bungtlang South PHC, Bualpui NG PHC, S. Lungpher PHC and Sangau PHC) under Chief Medical Officer, Lawngtlai District.

This is for your kind information and perusal.

Enclo: As above

Yours Sincerely,


(Dr. S THAZI)

For Sr. Chief Medical Officer
Lawngtlai District, Lawngtlai

Memo No.D.11011/8/2023-CMO(Lti)/MHSSP/DHT

Dated Lawngtlai the 10th October 2023

Copy to:

1. The project Director, Mizoram Health System Strengthening System Project, for Kind information.
2. Office file

(Dr. S THAZI)
for Sr. Chief Medical Officer
Lawngtlai District, Lawngtlai

**DISTRICT GRIEVANCE REDRESSAL COMMITTEE
LAWNGTLAI DISTRICT**

**MONTHLY GRIEVANCE REPORT
Reporting Month: July 2023**

| S.no | Name of Facility | Grievances | Action |
|------|-------------------|--|---|
| 1. | Chawngte CHC | NIL | NIL |
| 2. | Bungtlang 'S' PHC | NIL | NIL |
| 3. | S. Lungpher PHC | Patient request to procure Danguie rapid test kit for use in PHC laboratory. | <ul style="list-style-type: none">• Dengue rapid test kit was bought on 05th July 2023 by Lab Technician Lalsangzuali Chhangte. which is planned to be used by PHC laboratory free of cost.• Awareness given through Social media (Whatsapp) and to whoever visited the hospital. |
| 4. | Sangau PHC | NIL | NIL |
| 5. | Bualpui NG PHC | NIL | NIL |


Senior Medical Officer
Lawngtlai District : Lawngtlai

**DISTRICT GRIEVANCE REDRESSAL COMMITTEE
LAWNGTLAI DISTRICT**

MONTHLY GRIEVANCE REPORT
Reporting Month: August 2023

| S.no | Name of Facility | Grievances | Action |
|------|-------------------|--|--|
| 1. | Chawngte CHC | NIL | NIL |
| 2. | Bungtlang 'S' PHC | NIL | NIL |
| 3. | S. Lungpher PHC | <ul style="list-style-type: none">• Patient request the PHC to provide more variety of essential medicines to be dispensed from OPD & IPD free of cost to relieve the burden of poor patients. | <ul style="list-style-type: none">• Order had been placed for procurement of essential drug for outpatient and in patient department. |
| 4. | Sangau PHC | <ul style="list-style-type: none">• Regarding the cleanliness of Toilet.• Requirement of more seats for outpatients | <ul style="list-style-type: none">• Group D staff started cleaning the toilet twice a day thoroughly after being told to the concerned staff.• Fund Required for the cost of extra seats for out patients will be included in IPA 2nd yr. 4th qtr. Action plan. |
| 5. | Bualpui NG PHC | NIL | NIL |


Senior Medical Officer
Lawngtlai District : Lawngtlai

**DISTRICT GRIEVANCE REDRESSAL COMMITTEE
LAWNGTLAI DISTRICT**

MONTHLY GRIEVANCE REPORT
Reporting Month: September 2023

| S.no | Name of Facility | Grievances | Action |
|------|-------------------|---|--|
| 1. | Chawngte CHC | NIL | NIL |
| 2. | Bungtlang 'S' PHC | NIL | NIL |
| 3. | S. Lungpher PHC | <ul style="list-style-type: none">There is repeated suggestion from patient and staff regarding the inter changing of Casualty room, main center room, BAM and PMJAY room for proper function and better access for patients. | <ul style="list-style-type: none">Inter-changing of rooms to be done before 10th Oct 2023. Responsible staff are BAM & DEO. |
| 4. | Sangau PHC | NIL | NIL |
| 5. | Bualpui NG PHC | NIL | NIL |


Senior Medical Officer
Lawngtlai District : Lawngtlai