

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

Dated Lawngtlai the 18<sup>th</sup> January, 2024

To,

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

**Subject: Submission of Grievance Report for 2<sup>nd</sup> year. 4<sup>th</sup> Quarter.**

Sir,

I have the honour to submit herewith the compiled grievance report for the month of October, November and December 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.

Encl: As above

Yours Sincerely,

(Dr. S THAIZI)

For Sr. Chief Medical Officer  
Lawngtlai District, Lawngtlai

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

Dated Lawngtlai the 18<sup>th</sup> January 2024

Copy to:

- ✓ The Project Director, Mizoram Health System Strengthening System Project, for Kind information.
2. Office file

(Dr. S THAIZI)

For Sr. Chief Medical Officer  
Lawngtlai District, Lawngtlai

**DISTRICT GRIEVANCE REDRESSAL COMMITTEE  
LAWNGTLAI DISTRICT**

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

S.no	Name of Facility	Grievances	Action / Follow up
1.	Chawngte CHC	NIL	NIL
2.	Bungtlang 'S' PHC	NIL	NIL
3.	S. Lungpher PHC	Establish Help Desk at the entry of main gate.	Help Desk with signage was done on 8 <sup>th</sup> November 2023 as per timeline. Putting one staff to show directions and help visitors and patients. Responsible Person/ Incharge: 1. RL Hmingthanzuala (BAM) 2. C. Vanlalthungliani. (SN)
4.	Sangau PHC	NIL	NIL
5.	Bualpui NG PHC	NIL	NIL

  
Senior Chief Medical Officer  
Lawngtlai District : Lawngtlai

**DISTRICT GRIEVANCE REDRESSAL COMMITTEE  
LAWNGTLAI DISTRICT**

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

S.no	Name of Facility	Grievances	Action
1.	Chawngte CHC	NIL	NIL
2.	Bungtlang 'S' PHC	NIL	NIL
3.	S. Lungpher PHC	Suggestion to make a Back rest or Handle bar at the newly constructed waiting shed to prevent accidental fall or other injuries.	Back rest/ Handle bar was made on 8 <sup>th</sup> December 2023 as per suggested. Responsible person/Incharge: 1 Dr. Lalchamliana (MO) 2 RL Hmingthanzuala (BAM)
4.	Sangau PHC	NIL	NIL
5.	Bualpui NG PHC	NIL	NIL

  
Senior Chief Medical Officer  
Lawngtlai District : Lawngtlai

DISTRICT GRIEVANCE REDRESSAL COMMITTEE  
LAWNGTLAI DISTRICT

MONTHLY GRIEVANCE REPORT  
Reporting Month: December 2023

S.no	Name of Facility	Grievances	Action to be taken with timeline
1.	Chawngte CHC	NIL	NIL
2.	Bungtlang 'S' PHC	NIL	NIL
3.	S. Lungpher PHC	To setup ventilation window in labour room and Toilets to avoid foul smell.	Setting up of ventilation window should be finish before 20 <sup>th</sup> January. Responsible person/ Incharge: - RL Hmingthanzuala (BAM)
4.	Sangau PHC	NIL	NIL
5.	Bualpui NG PHC	NIL	NIL

  
Senior Chief Medical Officer  
Lawngtlai District : Lawngtlai