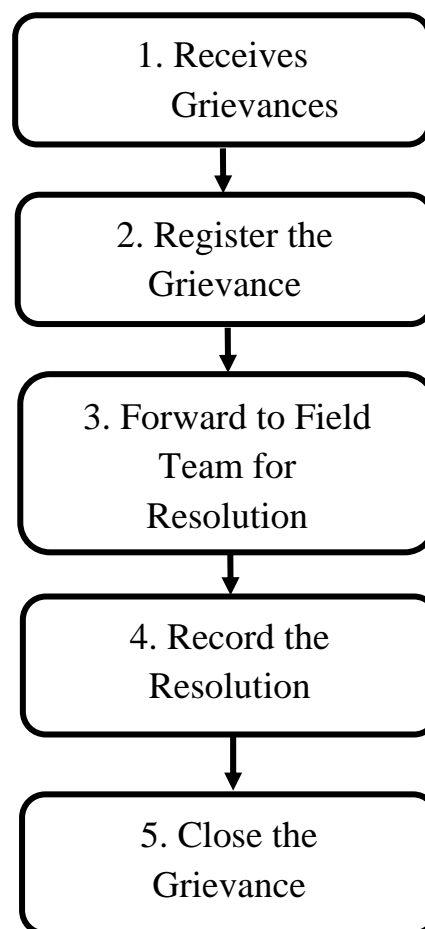


GRIEVANCE & FEEDBACK DEPARTMENT PROCESS FLOW

Level-I



- ❖ Receive Grievances: The grievance is received from the Patients through various sources.
- ❖ Register the Grievance: Registers the Grievances online in the Aarogyasri Module.
- ❖ Forward the Grievance: The registered grievance will be forwarded to the field team for resolution with proper evidences.
- ❖ Record resolution with evidences: Attach and file the evidences of resolution along with the relevant documents and close the Grievances

Level-II

SOURCES OF GRIEVANCES

**1. Receive Grievance from
CM Feedback letters**

**2. Receives Grievances
through News Articles**

**3. Receives Grievances
through CTT**

**4. Receives through direct
Walk-ins**

**5. Receives through
Government Programs**

**6. Receives through
CMCO**

**7. Receives calls through
104 call center/AHCT**