

F. No. S-11011/80/2017-CGHS (HEC)
Ministry of Health & Family Welfare
Directorate General Central Govt. Health Scheme
(Hospital Empanelment Cell)

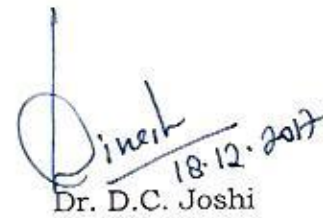
Nirman Bhawan, New Delhi-110011
Dated: 18th December, 2017

OFFICE MEMORANDUM

Sub: Public grievances received on **consumerhelpline.gov.in** portal of the Department of Consumer Affairs – Registration as Convergence Partner-regarding.

The undersigned is directed to state that **consumerhelpline.gov.in** portal for resolution of consumer complaints is in operation by the Department of Consumer Affairs for quite some time now. Complaints received on the portal are forwarded to concerned Ministries/Departments for further necessary action. In a meeting taken by Secretary (Consumer Affairs) on 15-11-2017, it was suggested that the empanelled hospitals/ diagnostic centres under CGHS may be made 'Convergence Partner' so that the complaints pertaining to them could be sent directly to them by the National Consumer Helpline (NCH), Deptt. of Consumer Affairs instead of routing them through the DoHFW/Director(CGHS) which will help in reducing the load on DoHFW/Director (CGHS). The empanelled hospitals/ diagnostic centres under CGHS are therefore directed to sign up as convergence partners by registering themselves on the consumerhelpline.gov.in portal or by contacting Prof. Suresh Mishra, Project Director (Tel # 011-23468394)/ Ms. Deepika Sur. Project Manager (Tel # 011-23708398). National Consumer Helpline (NCH).

This issues with approval of competent authority.


18.12.2017

Dr. D.C. Joshi
Director (CGHS)

Tel. No. 011-23062800

To,

All the empanelled Health Care Organizations (HCOs) under CGHS for information and compliance.

Copy to:-

- (i) PPS to Secretary (H&FW)
- (ii) PPS to AD & DG (CGHS).