

For Circulation
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A.O. Admin
DMS

GOVT OF NCT OF DELHI
HEALTH & FAMILY WELFARE DEPARTMENT
9TH LEVEL, A-WING, I.P. ESTATE, DELHI SECRETARIAT, DELHI.

F. No. 2(234)/H&FW/Admin/Circular/2017/7/00-07

Date: 21/12/21
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CIRCULAR

Whereas, it has been observed that a large number of staff posted in the hospitals/ institutions under the Health & Family Welfare Department, GNCTD visit the secretariat office frequently with regard to their grievances/ problem related to their service matters. Such frequent visits by the staff of hospitals/ institutions is not only hampering the work/ functioning of the hospitals/ institutions but also affecting the functioning of Head Quarter of the Health & Family Welfare Department, GNCTD.

Therefore, it is ordered that:-

- (1) If there is any grievance, the same may be forwarded through concerned HOD of hospital/ institutions to the concerned officer through e-mail. The email-ID of branches of H&FW are as :-
 - (i) HR-Nursing Branch - osnursinghq@gmail.com
 - (ii) HR-Paramedical Branch - hrparamedicalhfw@gmail.com
 - (iii) HR-Medical Branch - deputysecretarymedical@gmail.com
 - (iv) Society Branch - hfwssocietybranch@gmail.com
 - (v) AYUSH Branch - soayush22@gmail.com
- (2) If no response is received within 15 working days from the date of sending the grievance, a reminder shall be sent by the concerned hospital/institution to the Health & Family Welfare Department.
- (3) After reminder is sent to the Health & Family Welfare Department, the staff may visit the Health & Family Welfare Department alongwith copies of e-mail if his/her grievance is not resolved within 15 working days from date of reminder sent.
- (4) In case where immediate action is required, the concerned staff along with the proper permission of the concerned HOD of hospital/institutions may visit the Head Quarter of Health & Family Welfare Department
- (5) Except the above, any visits to the Head office of Health & Family Welfare Department would be liable to be treated as a violation of departmental directions, and may attract disciplinary action as per rules against the concerned staff.
- (6) HOD of hospitals/ institutions is hereby also directed that proposal related to services matters, study leave etc. of staff posted in hospital/institution may be submitted timely so that staff of hospitals/ institutions may not suffer.
- (7) Further, all officials dealing with diary & dispatch of files/letters and grievance received on email in respect of all the branch of Health & Family Welfare Department will ensure that there is proper online movement of all the files/letters/emails diarized and further dispatched by them so that there is proper tracking of the same and there is timely disposal of matters. Non compliance will invite serious action in the matter.

- (8) These orders should be circulated/ communicated to all officials/staff for strict compliance.

This issues with the prior approval of Pr. Secretary, H&FW.



(AJAY BISHT)
DY. SECRETARY, H&FW

F. No. 2(234)/H&FW/Admin/Circular/2017/7/00-07

Date: 21/02/22

Copy for information:

1. PS to Pr. Secretary, Health & Family Welfare Department, GNCTD
2. PS to Secretary, Health & Family Welfare Department, GNCTD
3. PS to Spl. Secretaries/OSDs/Jt. Secretary, Health & Family Welfare Department, GNCTD
4. All MDs/MSs/Directors/HODs of hospitals/Institutions under H&FW Department, GNCTD for compliance.
5. All Dy. Secretary/DCA/Sr. AO/DD/AD, Section Officer, H&FW Deptt. GNCT of Delhi with the direction to ensure compliance of the time line prescribed for disposing the grievances so received.
6. All Officials of H&FW, GNCTD
7. Notice Board of H&FW Department, 9th Level, A- Wing, Delhi Sectt. GNCTD
8. Guard File.



(AJAY BISHT)
DY. SECRETARY, H&FW