

**GOVERNMENT OF PUNJAB**  
DEPARTMENT OF HEALTH AND FAMILY WELFARE  
(HEALTH - V BRANCH)

**NOTIFICATION**

No. PGEPHIS/1180-1269

Dated, the 21/09/2016

**Subject: Constitution of District Grievance Redressal Committee (DGRC) under Punjab Government Employees & Pensioner Health Insurance Scheme (PGEPHIS).**

The State Government is implementing PGEPHIS for providing cashless indoor health insurance and chronic disease reimbursement up to Rs. 3.00 lacs per family per year and accordingly Government has issued a notification on 20.10.2015, which is available on website www.pbhealth.gov.in. Coverage of Health Insurance is being provided by Oriental Insurance Company.

3. Following District level Committee is constituted to redress grievances of the beneficiaries, service provider hospitals, Insurance Company and other stake;

1	Assistant Commissioner Grievances of the concerned district.	Chairman
2	Assistant Civil Surgeon of the concerned district.	Member
3	Deputy Medical Commissioner.	Convenor
4	District level Representative of Pensioners & Employees.	Member
5	District level Representative of the Oriental Insurance Co.	Member

3. The committee should hold the meeting regularly on fortnightly basis. Terms of Reference (ToR) of the committee is enclosed as **Annexure**.

4. Decision of the DGRC can be challenged by any Stake Holder to the State level Grievances Committee (SLGC) constituted under chairmanship of Secretary Health cum Managing Director PHSC.

**Dated, Chandigarh**  
The

**Vini Mahajan, IAS**  
Principal Secretary Health & Family Welfare  
Punjab, Chandigarh

**Endst. No.**

**Dated, Chandigarh, the**

A copy of the above is forwarded to the following for information and necessary action.

- i) Managing Director, PHSC, Mohali.
- ii) All Deputy Commissioners in State of Punjab.
- iii) All AC Grievances in Punjab.
- iv) All Civil Surgeons in Punjab.
- v) All Deputy Medical Commissioners, PHSC

  
**Director (P&F)**  
Punjab Health Systems Corporation

## ANNEXURE

### TERMS OF REFERENCE

- a) **From beneficiaries:** Against insurance company or service provider hospital relating to card issues, denial of services by the hospital, charging of money or any breach in service provisions etc.
- b) **From service provider hospitals:** Against insurance company relating to empanellment issues, suspension and de-empanelment issues, claim related issues, claim settlement issues etc. or any grievance with respect to beneficiary.
- c) **From Insurance Company:** Against any empanelled hospital.
- d) The Committee will periodically review (preferably on fortnightly basis) all the grievances/complaints received at helpline **104** by the convener and ensure appropriate redressal of same.