



**Support to the Health, Nutrition
and Population Sector Programme
in Bangladesh
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Component A:
Health Financing

**Annex 5
Grievance Rules 2013
DRAFT**

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Presented to:

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Government of the People's Republic of Bangladesh
Ministry of Health and Family Welfare

Shasthyo Surokhsha Karmasuchi (SSK) Grievance Procedures, 2013

In order to Implement the SSK pilot and to ensure quality of care to the SSK patients, the Ministry of Health and Family Welfare is pleased to make the following procedures, namely

1. Short title, extent and commencement

- (1) These procedures may be called the Shasthyo Surokhsha Karmasuchi (SSK) Grievance Procedures, 2013.
- (2) These procedures shall be applicable to SSK pilot areas, i.e. Modhupur., Kalihati & Ghatail Upazila of Tangail District and shall commence from the implementation of the pilot.

2. Definition

In these procedures, unless there is anything repugnant in the subject or context

- (a) “Medical grievance” includes but not limited to grievance or complaint regarding medical care such as medications, diagnostic procedure or medical opinion.
- (b) “Financial grievance” includes any grievance or complaint regarding any payment other than official fees for medical care to any person in the premises of the local health service provider (LHSP).

3. Local Grievance Committee

The Local Grievance Committee shall be constituted by the following members, namely:

- i. Upazila Nirbahi Officer (UNO);
- ii. Upazila Health and Family Planning Officer;
- iii. Upazila Women Affairs Officer, and
- iv. A member nominated by the Upazila Parishad.

Provided that in case of a complaint against the Upazila Health and Family Planning Officer, Resident Medical Officer shall substitute the Upazila Health and Family Planning Officer.

4. Powers and functions of the Local Grievance Committee

The Local Grievance Committee shall have the following powers and functions, namely:

- i. Receiving, hearing and disposal of a medical or a financial grievance;
- ii. Summoning any person against whom a grievance is filed;
- iii. Summoning any person as witness to a pending grievance;
- iv. Summoning any paper or register of a local health service provider;
- v. Investigating a grievance;
- vi. Inspecting a local health service provider;
- vii. Issue stricture to an employee or a doctor of a local health service provider against whom a grievance is proved;
- viii. Recommend departmental action against an employee or a doctor of a local health service provider against whom a grievance is proved; and

5. Complainant

Any SSK Member or representative of such member may file a grievance petition.

6. Opposite Party

A medical or a financial grievance lies against an employee or a doctor of a health service provider or any person who gets any financial benefit from a SSK member in the name of providing medical care.

7. Patient Grievance Procedure

(1) A medical or a financial grievance shall be filed in writing in a prescribed form with the Local Grievance Committee and shall include:

- i. The name of the Upazila
- ii. The name and address of the complainant;
- iii. The name and address of the person against whom the grievance is filed;
and
- iv. The description of grievance;

(2) Any SSK Member may send her/his complaint through SMS to the SSK Cell, which shall be referred to the Local Grievance Committee by the designated staff of the SSK Cell within two days of receiving such SMS.

(3) All grievance petitions shall be filed in the office of the Upazila Nirbahi Officer and all SMS shall be referred under sub rule (2) to the official mobile phone number of such officer.

- (4) The Local Grievance Committee shall examine the grievance petition or SMS received under sub rule (2) and on admission summon the opposite party fixing the time, date and venue of hearing the petition within 3 days of receiving such petition.
- (5) The Committee shall pass necessary order on summarily rejecting a grievance petition or SMS.
- (6) The Committee may inspect the local health service provider, summon any person as witness or ask local health service provider or relevant authority to provide any necessary document or register during the investigation of the grievance.
- (7) The Committee shall pass necessary order of stricture, recommend other actions as it deems fit or departmental action if the petition is proved or dismiss the petition if it is not proved, within 30 days from filing the grievance petition.
- (8) The order of the Local Grievance Committee shall be sent within ~~15~~ 7 days from passing such order to the Upazila Health and Family Planning Officer with a copy to the Civil Surgeon of the concerned District and to the SSK Cell who shall take necessary action against the concerned employee or doctor of the local health service provider.
- (9) The contents of all grievance petition, SMS and medical documents of a party shall be kept confidential by the Local Grievance Committee and the office of the Upazila Nirbahi Officer and can only disclose so much of the contents as may be necessary for the disposal of such petition or SMS.

8. Termination of the grievance process

The grievance process shall be terminated at any time by the complainant before it is finally disposed of by the Local Grievance Committee.

9. Appeal

- (1) Any person dissatisfied by a decision of the Local Grievance Committee may prefer an appeal to the SSK Cell by dropping a written petition in designated box within 7 days from such decision.
- (2) The appeal shall be in writing in a prescribed form shall consist of:
 - i. the name of the Upazila;
 - ii. the name and address of the appellant;
 - iii. the name and address of the respondent; and
 - iv. the grounds for appeal.
- (3) The SSK Cell shall dispose of the appeal within 15 days from the filing of the appeal.
- (4) The Cell shall examine the memo of appeal, written objection and documents on record to dispose of the appeal.
- (5) The Cell shall hear the parties at the concerned Upazila Health Complex in case the committee decides to hear them.



(6) The Cell shall keep the proceeding and medical documents of a party confidential and may disclose so much of those as may be necessary for disposal of such proceeding.

10. Powers and functions of the SSK Cell

SSK cell shall have the following powers and functions, namely:

- i. Receiving, hearing and disposal of an appeal;
- ii. Summoning the respondent;
- iii. Summoning any document or register from the local health service provider; and
- iv. Upholding or reversing the decision of the local health service provider.

11. Execution of decision of the SSK Cell regarding Appeal

The decision of the SSK cell shall be executed in the same manner as the decision of the Local Grievance Committee is executed.