

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

**NOTIFICATION**

No. \_\_\_\_\_

Dated, the 2<sup>nd</sup> May, 2016

**Subject: Constitution of District Grievance Redressal Committee (DGRC) under Bhagat Puran Singh Sehat Bima Yojana.**

The State Government is implementing Bhagat Puran Singh Sehat Bima Yojana for providing cashless health insurance up to Rs. 50000/- per family per year and Accidental Death & Permanent disability cover of Rs. 5.00 lac per HoF (Head of Family) of 28.90 lacs Blue Card Holders (covered under Atta Daal Scheme), 7 lacs Farmers, 2.33 lacs small Traders, and 2 lacs Construction Workers.

2. Coverage of Health Insurance is being provided by United India Insurance Company and coverage of accidental and disability compensation is being provided by Reliance General Insurance Company. Apart from this, fire insurance cover of Rs. 5.00 lacs under the scheme for the trader's premises 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 Nodal Officer of the Food and Civil Supplies Dept., Agriculture Dept., Excise & Taxation Dept., and Labour Dept.	Member
5	District level Representative of the Insurance Company and concerned TPA.	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 2<sup>nd</sup> May, 2016

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

Endst. No. 469-560

Dated, Chandigarh, the 2<sup>nd</sup>, May, 2016

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

- i) Financial Commissioner Development, Punjab, Chandigarh.
- ii) Financial Commissioner Excise & Taxation, Punjab, Chandigarh.
- iii) Managing Director, PHSC, Mohali.
- iv) Secretary, Punjab Mandi Board, Mohali.
- v) All Deputy Commissioners in State of Punjab.
- vi) All AC Grievances in Punjab.
- vii) All Civil Surgeons in Punjab.
- viii) 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.

A handwritten signature in blue ink, appearing to read 'U. B. S.', with a horizontal line extending to the right.