

දුරකථන) 0112669192 , 0112675011
தொலைபேசி) 0112698507 ,
0112694033
Telephone) 0112675449 , 0112675280

ෆැක්ස්) 0112693866
பெக்ஸ்) 0112693869
Fax) 0112692913

විද්‍යුත් තැපෑල) postmaster@health.gov.lk
மின்னஞ்சல் முகவரி)
e-mail)

වෙබ් අඩවිය) www.health.gov.lk
இணையத்தளம்)
website)



සුවසිරිපාය

சுவசிரிபாய

SUWASIRIPAYA

මගේ අංකය)
எனது இல) Addsec(ms)/GCU/CE/01/2023

My No.)

ඔබේ අංකය)
உமது இல)
Your No.)

දිනය)
திகதி) 11.05.2023

සෞඛ්‍ය අමාත්‍යාංශය சுகாதார அமைச்சு Ministry of Health

All Provincial Directors of Health
All Regional Directors of Health
Heads of all Primary Healthcare Institutions

Revised Guidelines on community engagement and grievance redress mechanism for the Primary Health Care

The Government of Sri Lanka endorsed a policy in 2018 in order to reorganize the primary healthcare system in Sri Lanka to address the emerging health needs in the country. The policy recommends the establishment of a mechanism for addressing public/patient concerns, suggestions, and complaints. It has also been recognized that there is a felt need for a formal accountability mechanism within the health system of Sri Lanka.

Based on the above key recommendations, guidelines on community engagement and Grievance Redress Mechanism (GRM) for Primary Health Care have been developed by the Ministry of Health in 2018. These guidelines have been used for community engagement in PMCIs for the last four and half years. Based on the learned facts and experiences gained through the period this revised guideline was developed. All healthcare providers under the Ministry of Health as well as under the provincial ministries of health are instructed to follow these guidelines and establish friends of facility committees to enhance community engagement for the successful implementation of reorganization and strengthening of primary healthcare services.

Please note that these guidelines are subject to review and update from time to time, so that you are kindly requested to submit your suggestions to Grievance Coordinating Unit under the Additional Secretary medical services if you feel any amendment is required.


Secretary

S. Janaka Sri Chandraguptha

Secretary

Ministry of Health

"Suwasiripaya"

385, Rev. Baddegama Wimalawansa Thero Mawatha,
Colombo 10.

Cc:
Additional Secretary (Medical Services)
Additional Secretary (Development)
Director General Health Services
Project Director- PSSP