

## Updated report on GRM

In accordance with the guideline on “Community engagement and GRM” issued by the Ministry of Health and endorsed by the provincial and regional authorities, the GRM was established and is implemented under the purview of the Additional Secretary of Medical Services, Ministry of Health, since March 2021.

Following functionalities are enabled in the system at present with provisions for further expansion:

- Grievances can be received through postal mail, e-mail, short-code hotline (1907) and social media, including WhatsApp/Viber
- Grievances are manually analyzed based on selected criteria and forwarded to relevant authorities for action
- Regular reviews conducted to monitor responsiveness and attending to non- responsive grievances
- Generation of status report

In addition to the above-mentioned functionalities, an IT system to automate the GRM was established. A robust and streamlined IT platform, the Grievance Information Management System (GIMS) facilitates smooth functioning of the GRM by managing and processing received suggestions/complaints fed in to the system. This system facilitates multi-modal reception of grievances with provision for automatic report generation.

The Grievance Coordinating Unit (GCU), a separate well-equipped unit with staff specially trained for the management of the GRM, acts as the National Call Centre (NCC) and the National level focal point of this system. Curative institutions from all 9 provinces were selected by the Primary Healthcare Services Strengthening Project (PSSP) for the stage-wise implementation of this programme. Representatives from these selected institutions, as well as from the offices of Provincial and Regional directors of health services were nominated by institution heads.



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Implementation of the GRM was piloted in Southern and Sabaragamuwa provinces. Province-wise training programmes with regard to GRM and GIMS software for all nominated representatives were conducted virtually by the GRM team in collaboration with the Health Information Unit of the Ministry of Health.

Promotion of community engagement was initiated by creating “Suwa mithuro” community groups from members from the community surrounding the curative institutions where the GRM system has been established.

Updated status report as of 31.12.2021

**Summary of number of grievances received and responded to:**

1. Number of grievances received and responded (2021.03.01 -2021.12.31)

Mode	Number of grievances received as at <b>31.12.2021</b>	Number of grievances resolved
Postal letters	1399	551
Email	04	04
Hotline call	1650	1650
Social media (Whatsapp, Viber)	12	12
SMS	None	-
<b>Total</b>	<b>3065</b>	<b>2217</b>



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Grievance's category	Number of grievances received as at 31.12.2021	Number of grievances resolved
Quality of Services	52	26
Drug availability	43	12
Accessibility of services	23	8
Social needs <ul style="list-style-type: none"> <li>• Kidney transplantation</li> <li>• Knee replacement</li> <li>• Lenses</li> <li>• Hearing aids</li> <li>• Stenting</li> <li>• Other</li> </ul>	61 5 16 8 6 18	45 2 8 5 4 09
professional <ul style="list-style-type: none"> <li>• Ethics</li> <li>• Negligence</li> <li>• Misconduct</li> </ul>	21 29 47	17 05 07
Employee- <ul style="list-style-type: none"> <li>• Transfers</li> <li>• Restoration of services</li> <li>• Disciplinary issues</li> <li>• Salary</li> <li>• Promotion</li> <li>• Loans</li> <li>• Welfare</li> <li>• Appointment</li> <li>• Extension of Services</li> <li>• Other</li> </ul>	218 67 14 47 42 8 18 102 31	71 23 9 09 09 5 12 23
Lab Facilities	59	22
Unavailability of Services	31	19
Lack of facilities	68	27
Miscellaneous	232	41
Covid patient related	663	663
Covid vaccination related	1136	1136
<b>Total</b>	<b>3065</b>	<b>2217</b>



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