

**Dr. YSR Aarogyasri Health Care Trust**  
**Government of Andhra Pradesh**

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**Circular**

**Dr. YSR AHCT/FOSS/411/2020-2, dated: 26.11.2020**

Sub: Dr. YSR AHCT - Revision of Flags System, Grievance Redressal Mechanism and formation & delegation of some powers to District Disciplinary Committee — Orders – Issued – Reg.

Ref: 1. G.O.Rt.No.646, HM & FW (I.1) Dept., dated 28.10.2020.  
2. MoM dated 18.11.2020 with all JCs (V&WS and D, H) & Ex-Officio Additional CEOs of Dr. YSR AHCT  
3. Recommendation of JCs Committee dated 24.11.2020.

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In pursuance of the orders issued in the G.O. reference 1<sup>st</sup> cited, Trust has formed District Disciplinary Committees in all Districts by delegating the some powers of State Level Disciplinary Committee of the Trust with following members.

- a) Joint Collectors (V&WS and D, H) and Ex-Officio Additional CEOs of Dr. YSR AHCT - Chairperson.
- b) District Medical & Health Officer (DM &HO) - Member
- c) District Coordinator of Hospital Services (DCHS) - Member
- d) Independent Nominee appointed by the District Collector - Member
- e) District Coordinator, Dr. YSR AHCT - Member Convener

Further, the Trust has revised the guidelines for Flagging System (Annexure -1) and Grievance Redressal Mechanism (Annexure-2) for providing the cashless services to eligible Dr. YSR Aarogyasri beneficiaries. Hence, you are instructed to follow the above guidelines without any deviations otherwise disciplinary action will be initiated as per the revised guidelines.

The Revised Flagging System and Grievance Redressal Mechanism will be implemented from the 1<sup>st</sup> December 2020 onwards. If flag or Grievance raised against any Network Hospital after 1<sup>st</sup> December 2020, those cases will be treated as per the revised guidelines of Flagging System and Grievance Redressal Mechanism and old cases will be treated as per the present guidelines only.

The above instructions shall be followed without any deviations.

Encl: Annexure – 1 & 2

  
Dr. A. Mallikarjuna I.A.S.  
Chief Executive Officer  
Dr. YSR Aarogyasri Health Care Trust

To

1. The Managing Directors/ Chief Executive Officers/Medical Superintendents of all Network Hospitals both Government and Corporate.
2. All the MEDCOs of all Network Hospitals both Government and Private.

Copy submitted to the Principal Secretary to Govt., HM & FW Department, 5<sup>th</sup> Block,  
Velagapudi, Amaravathi.

Copy to:

1. All the Collectors & District Magistrates, Govt. of A.P.
2. All the Joint Collectors (V&WS and D, H) & Ex-Officio Add. CEOs of Dr. YSR AHCT
3. All the HODS of the Dr. YSR AHCT.
4. All the DCS of the Dr. YSR AHCT and instructed to communicate to all the Network Hospitals and District level Field Staff and followed without any deviations.
3. CC to CEO, Dr. YSR AHCT.

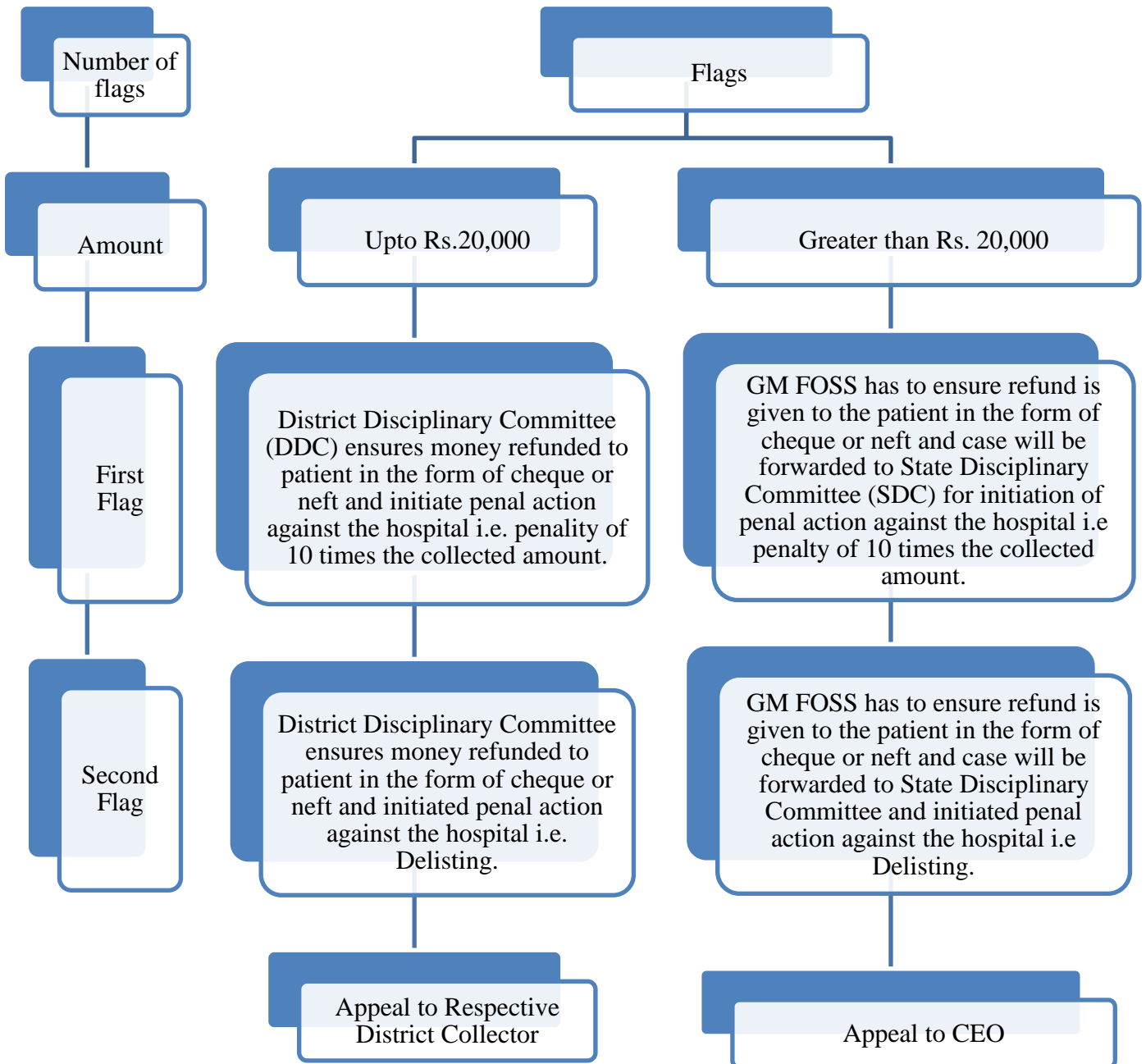
## Annexure -1

### Flags System:

A case is flagged when Aarogya Mithra / Team Leader or District Coordinator identifies money collection. Other types of complaints will be registered as grievances. Once a case is flagged, all further activity after discharge update will be frozen till a decision is made by either District Disciplinary Committee or State disciplinary Committee. SLA's will be not be applicable for these cases. Once a decision is made, case will either be de-flagged with penalty (in case allegations are proved) or de-flagged without penalty (in case of false allegations). Flags are divided into 2 categories based on the amount of money collected. The details of which are explained below.

1. Flags to be raised by Mithra, Team leaders, District Coordinators on their visits when the patient is on-bed.
2. Mithra should do on bed status updating for all in patients and should give either satisfied or flagged outcome.
3. Aarogya Mithra / Team leader will be responsible in case of discrepancy between the reports of on-bed and patient feedback.
4. TL and DC should also update on bed status verification for fifteen patients per week in 5 different hospitals each.
5. Flags raised amount less than or equal Rs.20,000/- will be forwarded to District Disciplinary committee – they should ensure money is refunded to the patient and initiated penal action against the hospital i.e. penalty of 10 times the collected amount. If, Second Flag raised, penal action initiated against the hospital i.e. Delisting as mentioned in Flow Chart 1.
6. Flags raised amount greater than Rs.20,000/- will be directly forwarded to GM FOSS, Trust Head Office will be rectified in 15 days ensuring refund is given to the patient in the form of Cheque or Neft, for such cases, case will be forwarded to State Disciplinary Committee and penal action initiated against the hospital as mentioned in Flow Chart 1.
7. Disciplinary Actions initiated by State / District Disciplinary Committees will be communicated to each other immediately.
8. Penal Actions: –
  - a. First flag in one year – Penalty of 10 times the collected amount
  - b. Second flag in one year – Delisting.

**Flow Chart 1**



## Annexure -2

### **Grievance Redressal Mechanism:**

- Grievances can be received in the following ways:
  - a) Grievances can be registered by Aarogyamithra / Team leader or District Coordinator if any patient approaches them with a complaint against the hospital after attaching all the supporting documents.
  - b) Grievances can also be initiated by 104 executive after conversation with patient on their outbound feedback / inbound calls in case of any complaints. the Grievance executive will collect and attach all the supporting documents from the patient and register the Grievance.
  - c) Direct complaints made to Trust by personal complaint / on telephone / letter / email will be registered by grievance executive at Trust Level.

### ➤ **Nature of Grievances:**

- a. Money Collection
- b. Admission Denial
- c. Treatment Denial
- d. Follow-up Denial
- e. Network Hospital Service Deficiency
- f. Request for Treatment
- g. Post operative Complications
- h. Death Grievances

### **Grievance Workflow (SLAs):**

- i. Grievance executive / Aarogya Mithra – 24 working hrs
- ii. Field Team leader / District Coordinator. – 1 week
- iii. Grievance Executive – 1 day
- iv. Grievance Team Leader – 2 days
- v. Zonal Coordinator – 3 days
- vi. GM FOSS – 3 days
- vii. Disciplinary Committee – 2 weeks

Grievance Department will send the Grievance to the District Coordinator of patient's district for collecting supporting documents if required.

Disciplinary Committee will take penal action against the network hospitals as per the guidelines mentioned at flow chart 2.

Flow Chart 2

