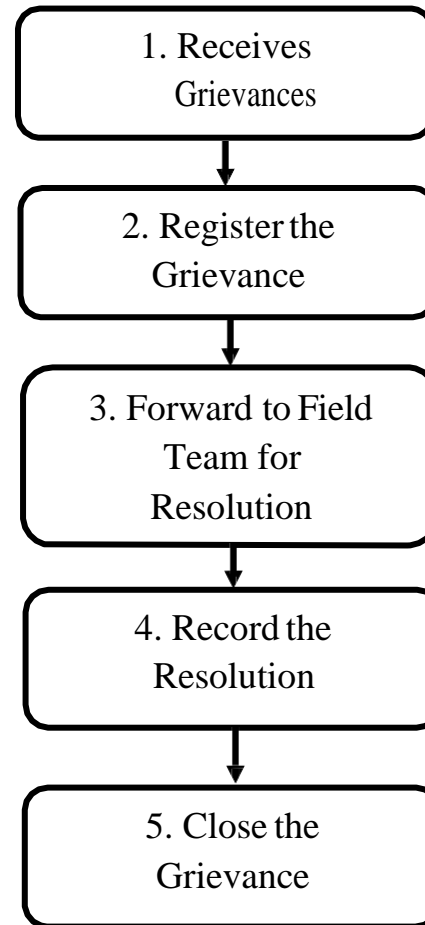


## **GRIEVANCE & FEEDBACK DEPARTMENT PROCESS FLOW**

### **Level-I**



- ❖ Receive Grievances: The grievance is received from the Patients through various sources.
- ❖ Register the Grievance: Registers the Grievances online in the Dr YSR Aarogyasri Module.
- ❖ Forward the Grievance: The registered grievance will be forwarded to the field team for resolution with proper evidences.
- ❖ Record resolution with evidences: Attach and file the evidences of resolution along with the relevant documents and close the Grievances

**Level-II**

