

590450/2019

अखिल भारतीय आयुर्विज्ञान संस्थान
(समन्वय प्रकोष्ठ)

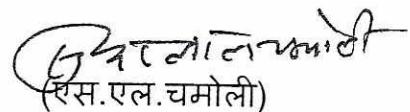
फा.सं.35-2/2018-समन्वय प्रकोष्ठ-स्था.-I

दिनांक: 23.07.2019

परिपत्र**विषय:** Common Service Centre (CSC) Complaint Centres –reg.

कृपया उपर्युक्त विषयक स्वास्थ्य एवं परिवार कल्याण मंत्रालय के माध्यम से प्राप्त दिनांक 08.07.2019 के पत्र सं. V-16020/153/2019-INI-I की प्रति के साथ संलग्नि O.M. No. B.12020/01/2019-Welfare दिनांकित 03.07.2019, एतद्द्वारा, सूचना एवं आवश्यक कार्रवाई हेतु प्रेषित की जाती है।

संलग्न: उपर्युक्त परिपत्र


 (रस.एल.चमोली)

प्रशासनिक अधिकारी

वितरण:

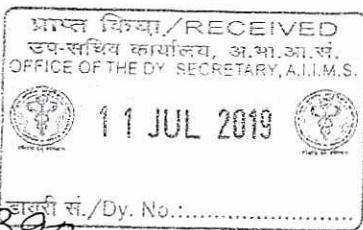
5. सभी केन्द्र प्रमुखगण।
6. सभी विभागाध्यक्षगण।
7. सभी भण्डार अधिकारीगण।
8. सभी प्रशासन अधिकारीगण।

प्रतिलिपि:

- निदेशक महोदय के प्रधान निजी सचिव।
- उप-निदेशक (प्रशासन) महोदय के निजी सचिव।
- उप-सचिव महोदय के वैयक्तिक सहायक।
- कंप्यूटर सुविधा- कृपया इसे एम्स की वेबसाइट पर अपलोड कराने तथा ई-मेल द्वारा सभी संबंधित व्यक्तियों को भेजने की कृपा करें।



23/7/19
 24/7/19
 कृपया संज्ञान
 दिनांक 24/7/19
 कृपया संज्ञान
 दिनांक 24/7/19
 कृपया संज्ञान
 दिनांक 24/7/19



D.NO.390
Dated 11/7/2019

File No.V-16020/153/2019-INI-I

प्राप्त किया अनुभाग/अ.भा.आ.सं.
GENERAL SECTION/A.I.I.M.S.
एफ.टी.एस. नं. 985934
दिनांक/DATED. 9/7/19

9/7/19
11/7/19

V-16020/153/2019-INI-I
Govt. of India
Ministry of Health and Family Welfare
(INI-I Section)

Nirman Bhawan, New Delhi
Dated 8th July, 2019

To,
✓ The Director,
AIIMS,
Ansari Nagar,
New Delhi-29

प्राप्त किया/RECEIVED
उप विदेशी (अ.भा.) कार्यालय, अ.भा.आ.सं.
Dy. Director (Admn.) Office, A.I.I.M.S.
10 JUL 2019

Subject:-Common Service Centres (CSC) Complaint Centres -reg

Sir,

I am directed to forward herewith a copy of W & PG Section, MoHFW's OM No. B. 12020/01/2019-Welfare dated 03.07.2019 alongwith its enclosures on the above subject, which is self-explanatory, for necessary action.



Yours faithfully,
Signature valid
Digitally signed by SUMITA
DHAUNDIYAL
Date: 2019.07.08 17:34:14 IST
Reason: Approved
(Sunita Dhaundiyal)
Under Secretary to the Govt. of India
Tel:-23061843

Encl:-As above.

10/7/19
11/7/19
Sunita Dhaundiyal
Pl. put up for consideration
Xmb chf.
Delhi
11/7/19
Sunita Dhaundiyal
11/7/19
Hokwan
11/7/19

1400977(7)/2019/WELFARE AND PG

File No.B.12020/01/2019-Welfare

No. B.12020/01/2019-Welfare
 Government of India
 Ministry of Health & Family Welfare
 W&PG Section

Nirman Bhawan, New Delhi
 Dated 03 July, 2019

OFFICE MEMORANDUM

Subject: Common Service Centres (CSC) Complaint Centres

The undersigned is directed to forward herewith a copy D.O.No.1 07-(1)/2017 MC/DHRA dated June 03, 2019 from Shri Jaideep Govind, Secretary General, National Human Rights Commission informing that NHRC has recently initiated new modes for filing complaints by the common public, so as to extend the outreach in the Country. There are following six modes through which people can file their Human Rights Complaints:

- a. its online free net portal www.hrenet.nic.in
- b. letters through post and through speed post
- c. the Madad Toll Free No. 14433
- d. individuals who visit the Madad Centre in the NHRC office and write their complaints,
- e. Cell No. 9810298900 for Human Right Defenders to lodge complaints to the NHRC focal point and
- f. the 3 lakh Common Service Centres in the Country on payment of Rs. 30/- at the Rural and Urban Kiosks.

The NHRC in addition to the violation of rights to life liberty, equality and dignity, also takes cognizance of complaints of denial of benefits under various Central and State welfare schemes run by various Departments/ Ministries.

2. Secretary General, NHRC has urged this Ministry to popularize and spread the word of the new online complaint filing through CSCs for the benefit of employees, through various Organizations under Ministry of Health & Family Welfare.

3. It is, therefore, requested, that the enclosed NHRC DO letter dated June 03, 2019 may be circulated to all the Organizations viz. Hospitals/ Institutes/ Subordinate Offices/ Attached Offices/ Autonomous Bodies/ PSUs under the administrative control of this Ministry to make employees aware of the new modes of filing of Human Rights Complaints.

Encl. As above.

Signature valid
 Digitally signed by SOMA SANYAL
 Date: 2019.07.03 09:30:15 IST
 Reason: Approved

(Soma Sanyal)
 Under Secretary to the GoI
 Tel: 011-2306 1203

To: All JSSs / EAs / JS(Dte.GHS) / CD(Stat) / Dir(CGHS) / CCA

1400977(7)/2019/WELFARE AND PG

File No.B.12020/01/2019-Welfare

Copy for necessary action to: All Directors/ Deputy Secretaries

Copy for information to:

National Human Rights Commission
(Dr. Sanjay Dubey, Director)
Manav Adhikar Bhawan, C-Block,
GPO Complex, INA, New Delhi-110023

1400977(7)/2019/WELFARE AND PG

जयदीप गोविन्द, प्राप्तिकर्ता
महासचिव
Jaideep Govind, IAS
Secretary General



राष्ट्रीय मानव अधिकार आयोग
मानव अधिकार भवन, सी-ब्लॉक,
गैरीबी कम्प्लेक्स, आईएनए, नई दिल्ली-110 023 भारत

D.O. No. 1 07-(1)/2017 MC/DHRA

Dated: June 03, 2019

Dear Mr. Sandan

Regarding: CSC Complaint Centres

The National Human Rights Commission has recently initiated new modes for filing complaints by the common public. This is part of its exercise to extend the outreach in the country. NHRC receives human rights complaints through 6 modes: (1) its online free net portal www.hrcnet.nic.in, (2) letters through post and through speed post, (3) the Madad Toll Free No.14433, (4) individuals who visit the Madad Centre in the NHRC office and write their complaints, (5) Cell No.9810298900 for Human Right Defenders to lodge complaints to the NHRC focal point and the latest through (6) the 3 lakh Common Service Centres in the country on payment of Rs.30/- at the Rural and Urban Kiosks.

The NHRC in addition to the violation of rights to life, liberty, equality and dignity, also takes cognizance of complaints of denial of benefits under various Central and State welfare schemes run by various Departments/Ministries.

Therefore, I request and urge you to popularize and spread the word of the new online complaint filing through CSCs for the benefit of your employees, through various Organizations under your Ministry. Your cooperation in this regard will go a long way, in the betterment of Human Rights in country.

With regards,

Yours sincerely,

Ms. Preeti Sudan, IAS
Secretary
Ministry of Health and Family Welfare
Nirman Bhawan, C-Wing
New Delhi - 110001

AS(AS)

JS (Adm.)

(Jaideep Govind)

फोन : 91-11-24663211, 24663212, फैक्स : 91-11-24663262
Phone : 91-011-24663211, 24663212, Fax : 91-011-24663262 - E-mail : jaideep.govind@nic.in, sgnhrc@nic.in
Website : www.nhrc.nic.in

W. S. P. H.