

ANNUAL REPORT

MITANIN HELP LINE AND MITANIN HELP DESK 2014-15

Mitanin Helpline:

A toll free number based Mitanin Helpline is for resolving grievances of Mitanins and to provide them any information sought by them. This helpline also acts as the helpline for Janani Shishu Suraksha Karyakram (JSSK).

- During April to March 2015, 3431 grievances have been reported. Concerned CMHOs and state officers are sent written letters to resolve complaints and as on December 2014, around 65% issues have been resolved. Main issues relate to lack of drugs, gaps in hospital based MCH services, slow incentive payment, MKK. The largest numbers of unresolved complaints are related to drugs.
- A State level grievance redressal committee has been formed and one meeting conducted.
- Average cost per complaint received is around Rs.90 and per complaint resolved is around Rs.150.

Follow up plan: Follow-up of the pended cases. State Committee Meetings every month

Mitanin Patient Help Desks in Hospitals

- There are 168 Mitanin helpdesk are functional in District hospitals and CHCs of the state where helpdesk provides support to patients in accessing services.
- Assessment of this initiative shows that an average helpdesk in a hospital is able to help around 270 patients in a month, around 85 of them being IPD cases.
- The average cost of providing support to one patient is around Rs.17.
- Feedback from 254 patients on services of hospital and helpdesks has also been collected.