

No. DM&HO/EKH/MHIS/GR/07/2018/

Dated: 15 June 2020

From: Dr M.R. Basaiawmoit
District Medical & Health Officer
East Khasi Hills Shillong

To:

The Members Present:

1. Smt. M. War Nongbri (IAS), Deputy Commissioner, East Khasi Hills District cum Chairman District Grievance Redressal Committee -MHIS
2. Representative from MHIS, State Nodal Agency office, Shillong
3. Dr. J. Syiemlieh, Nodal Officer, and team representing Civil Hospital Shillong
4. Reliance General Insurance Co. Ltd.
5. Representatives from NEIGRIHMS Shillong.

Sub: District Grievance Redressal Committee MoM.

Dear Sir/Madam,

With reference to the subject mentioned above, the Office of the undersigned is enclosing the minutes of meeting of the District Grievance Redressal Committee conducted on the 20th Feb 2020 at DC office.

This for favor of your information and necessary action.

Yours faithfully,



Dr M.R. Basaiawmoit
District Medical & Health Officer
East Khasi Hills Shillong

District Medical Officer
Cum CEO, District Health Society
East Khasi Hills District, Shillong

No.DM&HO/EKH/MHIS/GR/ 07/2018

Date: 10th June 2020

District Grievance Redressal Committee Meeting-MHIS

Date: 20th February 2020, Time: 12:00 pm, Venue: Office of the Deputy Commissioner, East Khasi Hills

Members Present:

1. Smt. M. War Nongbri (IAS), Deputy Commissioner, East Khasi Hills District cum Chairman District Grievance Redressal Committee –MHIS.
2. Dr. M.R. Basaiawmoit. District Medical & Health Officer, East Khasi Hills.
3. Dr. J. Syiemlieh, Nodal Officer, Civil Hospital Shillong its representative
4. Stacey Passah, State Manager, State Nodal Agency, MHIS.
5. Shri Andrew Pyngrope, District Programme Manager, East Khasi Hills District.
6. Rahul Kumar, Associate Business Head, Reliance General Insurance.
7. Abhinandan Kumar & Sophia Marwein, District Coordinator, Reliance General Insurance.
8. Representatives from NEIGRIHMS and Civil Hospital Shillong.

Proceeding of the meeting

The Meeting was chaired by Smt. M. War Nongbri, Deputy Commissioner, East Khasi Hills District who welcomed all members present, and accordingly agenda wise points were discussed.

MHIS IV Registration and Claims updates:


The District Programme Manager updated the chairman with regards to the MHIS IV i.e. registration status and the current figures, static stations available in all blocks for registration of beneficiaries throughout the policy period, and also the chairman has been brief with regard to claims payment status of both private and public hospitals of East Khasi Hills District.

Beneficiaries Reimbursement Status:

- a. The chairman was briefed with regard to the issue of the reimbursement dues pending for payment by Public hospital to patients. This problem is prevalent in Govt hospital in Shillong especially in Civil hospital and NEIGRIHMS.
- b. This problem has arisen due to the reimbursement policy implemented in Public hospital whereby the patients pay for medicines not available in hospital or other hospital charges. When the particular claim is paid by the Insurance Company, only then reimbursement is made to the patients via e-transfer or cheque.
- c. With regard to **Civil Hospital Shillong** the Chairman has been updated with the following:
 - i. Having huge pending of reimbursement amount towards the beneficiaries for both MHIS III and MHIS IV, the nodal officer of civil hospital has informed that due to the non-availability of the Surgeon Superintendent the process of reimbursement has been stopped presently as there is no one to sign the transaction amount.
 - ii. The Nodal officer also informed that there is man power shortage managing MHIS. However, steps are being taken to hire more staff.

- iii. The Chairman has advised the Nodal officer to speed up the process of reimbursement since the government has appointed a new Surgeon Superintendent and also the hospital has been requested to share the reimbursement status report once a week.
- d. With regard to **NEIGRIHMS** the Chairman has been updated with the following:
- i. There is huge amount of pending reimbursement towards beneficiaries' since 2018 (i.e. MHIS III) **for NEIGRIHMS**. Under MHIS IV, amount pending from July 2019 amounts to more than 50 lakh rupees (as per last report shared by the hospitals). The State Nodal Agency (SNA) has recorded huge number of grievances frequently reported by beneficiaries.
 - ii. Several letters were sent to the hospital to address this issue both from SNA and the district authority; however improvements are yet to seen from the hospital.
 - iii. The other issue pertaining to NEIGRIHMS is the hospital's non-compliance with regard to submission of reports (fund utilization report) or any other urgent requirements both by SNA and DM&HO. This has also contributed to the deterioration instead of improvement with regard to the problems and issues prevailing in the hospital.
 - iv. With regard to the above points, the representative from the NEIGRIHMS expressed that MHIS in the hospital is managed by very few staff; moreover the staff in charge of MHIS has other additional responsibilities in the hospital and not fully dedicated to the scheme.
 - v. Request has been made to the Medical Superintendent on several occasions for appointment of more staff, but no concrete decision has been taken so far, though the MHIS in-charge has already identified people for the job. The MHIS in charge in the hospital does not have the authority to take any big decisions, therefore they are unable to perform the task as per required by SNA.
 - vi. In reply the Chairman has requested the hospital to deliver their responsibilities towards MHIS at their own pace and also promised to write to the Director of NEIGRIHMS to request appointment of more staff so that all the issues prevailing in the hospital can be resolved at the earliest.

The meeting ended with the chairman giving a note of thank to all the members present.


Dr M.R. Basaiawmoit
District Medical & Health Officer
East Khasi Hills District, Shillong

Enclosed: Attendance Sheet.

District Medical & Health Officer
Cum CEO, District Health Society
East Khasi Hills District, Shillong



MEGHA HEALTH INSURANCE SCHEME
DISTRICT GRIEVANCE REDRESSAL COMMITTEE EAST KHASI HILLS

VENUE: D.C Office

DATE: 20th February 2020

SL.NO	NAME	DESIGNATION	CONTACT NO	MAIL ID	SIGNATURE
1	Shri. M. War Nongbri (IAS)	Deputy Commissioner, East Khasi Hills			
2	Dr. M.R. Basaiawmoit	DM&HO East Khasi Hills	8987388178		
3	Dr. J. S. ...	DM&HO Office MHIS - cell	9436152572		
4	Bodily Dorgeh	MSW, 1/2 MHIS	8974878930		
5	Himabir Rongpa	WAO	9991560910		
6	Steven M. ...	FAM, MHIS	9794775267		
7	Mohamed Shamphean	Asst. Secretary MHIS cell	9366021911		
8	Rahul Kumar	State Co-ordinators Rgic	9849835689		
9	Rahul. T. Mankukhi.	Civil hospital skillons - MHIS - ilc.	8794725458		
10	Dr. Embabary Padit	Joint Sumner Manager District Coordinator Rgic	7085564797		
11	Sophiana Dasvein		9774277582		

SL.NO	NAME	DESIGNATION	CONTACT NO	MAIL ID	SIGNATURE
	A. Pympale	DOM KA	9856199857		