

Government of Nepal

Ministry of Health & Population

Department of Health Services

Management Division

**(2078-79)**

Annual Report on Grievances Received and Resolved via the Web based

Grievance Handling and Redressal Mechanism (GHRM)

**Yearly Report from 2021/07/16 to 2022/07/16**

S.No Receiving Office Details

1. Grievances received within the report period **Numbers**

Written Letter 16

1. Received Grievance and its Category

Free medicine is not available 0

Grievance in procurement 16

Overstock and Expired Medicine 0

Unavailability and poor status of Equipment 0

1. Resolved Grievance and its Category

Grievance in Procurement 16

1. Average Time Taken to Resolve the Grievance {Category wise} **Days**

Free medicine is not available 0

Grievance in procurement 77

Overstock and Expired Medicine 0

Unavailability and poor status of Equipment 0

**Numbers**

1. Cumulative No of Public Users Accessing the GHRM webpage 10

**Note**: The average no. of days taken to resolve the grievances registered under grievance in procurement and corruption as shown is 77. As, all of the grievances received under above category were via written letter (which were resolved manually on time) but were registered and maintained in GHRM system latter on, so the average time taken to accomplish grievances under irregularities in procurement is shown high by the GHRM system.