

F.No.44-49/2018/MCTC/CGHS/ 2920-3029
Monitoring Computerization and Training Cell
Directorate of CGHS
CGHS Building Kalibari, New Delhi.

Date: 21st August 2018

A Quick Response Code (QR Code) based Mobile Application has been developed for CGHS beneficiaries to submit their feedback on defined CGHS Services. QR codes will be displayed in the Wellness Centres and CGHS beneficiaries, using Mobile Application will scan the QR code and submit their feedback.

With the approval of the competent authority is has been decided that to begin with this service will be available to the beneficiaries of Wellness Centres (WCs) of Delhi only. A beneficiary can download the Application named '**CGHS Service Feedback**' from Google Play store on his mobile.

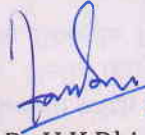
CGHS beneficiaries can submit their feedback on the following CGHS services:

1. Registration of beneficiary
2. Consultation with Medical Officer
3. Dispensing of Medicines
4. Dressing Room services
5. Cleanliness of Wellness Centre
6. Punctuality of Staff
7. Behaviour of Staff

A beneficiary can provide the rating on a scale of 1 to 5 and also enter remarks on ratings less than or equal to 3. The feedback will be monitored by CGHS officials to improve CGHS services only and it is not intended to be a grievance redressal mechanism.

CMOs Incharge are requested to

- Download the Quick Response Code through a link in In-charge Module named '**Feedback QR code**', take a print out of the same and display it in the WC for the use of the beneficiaries.
- They may also ensure prominently displaying of the enclosed Notice for the benefit of beneficiaries who intend to use the Application and
- Peruse the reports on the feedback available through a link named '**QR Feedback report**' in CMO In charge Module.


21/8/18
Dr V K Dhiman
Nodal Officer

To
All Additional Directors, CGHS Delhi
All CMOs Incharge, CGHS, Delhi

Copy to
AD HQ, CGHS Delhi
PS to Director CGHS,

NOTICE

Give your Feedback on CGHS services

A mobile application has been developed for CGHS beneficiaries to submit their feedback on defined CGHS Services. QR codes will be displayed in the Wellness Centres and CGHS beneficiaries, using mobile app, will scan the QR code and submit their feedback on the defined CGHS services.

To begin with this service will be available to the beneficiaries of Wellness Centres (WCs) in Delhi only.

Steps for using the Application

- Download the Application named '**CGHS Service Feedback**' on your mobile from Google Play Store.
- First time user should register using the icon with + sign given on the top right of login screen
- Enter your Name and email-id.
- Tap on the text 'Verify' to confirm your E mail Id.
- Enter your desired password.
- Enter Pass code and the Application is ready to use.

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6. Punctuality of Staff
7. Behaviour of Staff

A beneficiary can provide the rating between 1 to 5 and have provision to enter the feedback on ratings less than or equal to 3

These ratings on various CGHS services will be monitored by CGHS officials to improve the services only and it is not intended to be a grievance redressal mechanism.