

Sl No	Call ID	Caller Name	Call Received From	Contact Number	District	Block	Complaint Type	Nature of Complaint	Institute Name	Complaint Against	Designation	Grievance Registration Date	Brief of Complaint	Details of Complaint	Action taken	Action Taken 2	Voice of Complainant	1st Attempt	2nd Attempt	3rd Attempt	Redressal Received (Yes/No)	1st Mail Received on	Repeated Mail received on
1	GC/41/01042020/2367	Abdul Hamid	8474809651	8474809651	Cachar	Jalalpur BPHC	Common Complaint	Service of ASHA	Jalalpur BPHC	ASHA Worker Monika Das	ASHA Worker	1-Apr-2020	Confidential. Complainant has complained against the ASHA Worker Monika Das of Pinnagar Village working under Jalalpur BPHC regarding her service.	Confidential. Complainant has complained against the ASHA Worker Monika Das of Pinnagar Village working under Jalalpur BPHC regarding her service. The complainant has informed that the said ASHA Worker does the bussiness of alcohol secretly.	When the concerned ASHA was enquired of the complaint, she said that her son did such type of an unexpected act two month ago. But she was not involved in that. Right now, nothing as such is going on. She also felt sorry for that.		Caller has disconnected the call	24-May-2020	26-May-2020	27-May-2020	Yes	13th April'20	24-03-2021
2	GC/55/01042020/2366	Pallab Bordoloi	6000161452	6000161452	Kamrup (Metro)	Guwahati	Common Complaint	Service of doctors	Down Town Hospital	Staff and Duty Doctors of Down Town Hospital	doctors and staffs	1-Apr-2020	Complainant has complained against Staff and Duty Doctors of Down Town Hospital regarding their behaviour as well as service.	Complainant has complained against Staff and Duty Doctors of Down Town Hospital regarding their behaviour as well as service. The complainant has informed that on 31/03/20 he had taken the emergency patient Biplav Bordoloi in the said hospital for treatment. However, as per the complainant, the staff has misbehaved with him and told him that no free treatment will be conduct in the hospital. Moreover, the duty doctor takes money from the patients whenever they visits the hospital.	We are unable to collect the grievance reply from Pvt. Nursing Home	Not Responding	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020		
3	GC/62/02042020/2400	Kunti Borah	6026017104	6026017104	Morigaon	Morigaon	Common Complaint	Service of 108	Emergency- 108	Emergency - 108 and 102 staffs	JDHS	2-Apr-2020	Complainant has complained against emergency 108 and 102 ambulance service regarding negligence towards the beneficiary.	Complainant has complained against emergency 108 and 102 ambulance service regarding negligence towards the beneficiary. According to the complainant, on 2/04/2020 they have called up the 108 and 102 ambulance for many times for shifting the patient, Mr. Momi Deka of Soraibahi Burha Guhin to the near by hospital. However, they didnot give any response to the patient.	As per 108 ERC record we didn't get any calls from the mentioned number and as we tried this number to knowing about this matter mentioned phone number showing not reachable.	Not Reachable	24-Dec-2020			Yes	23-Dec-2020		
4	GC/57/02042020/2396	Bidhu Nath	7896160160	7896160160	Karimganj	Nilambazar BPHC	Common Complaint	Service of doctors	Monosangan SD	Doctors of Monosangan SD	Doctor	2-Apr-2020	Complainant has complained against the doctors of Monosangan SD under Nilambazar BPHC regarding their service.	Complainant has complained against the doctors of Monosangan SD under Nilambazar BPHC regarding their service. According to the complainant, on 2/04/2020 at around 12:30pm he had visited to the said SD for treatment. However, in the hospital none of the doctors were available.	On the basis of complain, at field level verification done & found that time PHC doctors are engaged in field activity at SC level because of COVID 19 pandemic situation.	Not Responding	30 December 2020			Yes	29th Dec'20		
5	GC/54/02042020/2392	Arup Kalita	9127426842	9127426842	Kamrup (Rural)	Rangia BPHC	Common Complaint	Service of hospital staff	Madhyapanduri MPHC	Hospital Authority of Madhyapanduri MPHC	Others	2-Apr-2020	Complainant Arup kalita of Bhatakuchi has complained against Hospital Authority of Madhyapanduri MPHC under Rangia BPHC regarding facility.	Complainant Arup kalita of Bhatakuchi has complained against Hospital Authority of Madhyapanduri MPHC under Rangia BPHC regarding facility. The complainant informed that when the patient visits the MPHC, the hospital authority doesnot provides any sanitizer to the patient.	Sanitizer doesn't issue for and given to the civilian by Hospital Authority.					Yes			
6	GC/49/02042020/2389	Sunil Rabha	9101857583	9101857583	Goalpara	Agia BPHC	Common Complaint	Service of hospital staff	Kuruavasa SC	Hospital Authority of Kuruavasa SC	Others	2-Apr-2020	Complainant has complained against Hospital Authority of Kuruavasa SC under Agia BPHC regarding their service.	Complainant has complained against Hospital Authority of Kuruavasa SC under Agia BPHC regarding their service. The complainant informed that, the said hospital has been locked from the time of lockdown.	Due to lock down declared by the Government all the essential services including SC services were hampered though the matter has been enquired and warned the concern SC ANM to provide the necessary services.	Due to lock down declared by the Government all the essential services including SC services were hampered though the matter has been enquired and warned the concern SC ANM to provide the necessary services.	Redressal Covered	24-Jun-2020	08 September 2020		Yes	25-Jun-2020	05/09/2020/28/01/2021
7	GC/59/02042020/2399	Mr. Prabin Das	9613468334	9613468334	Sivasagar	Morabazar BPHC	Common Complaint	Facility	Anguri CHC	Hospital Authority Anguri CHC	Others	2-Apr-2020	Mr. Prabin Das of Bhuyanhat, Naoiboicha, Kaibatra Gaon has informed that no sanitization has been done in their area.	Mr. Prabin Das of Bhuyanhat, Naoiboicha, Kaibatra Gaon has informed that no sanitization has been done in their area. As per the caller, he has informed about this at Anguri CHC but till yet no steps has been taken from their side and also no free food supplied has been given till yet.	His complained has been forwarded to Dist.Administration.	No reply	16-09-2020	17-09-2020	18-09-2020	Yes	15-09-2020		
8	GC/55/31032020/2358	Aimoni Phukan	8011673256	8011673256	Kamrup (Metro)	Guwahati	Common Complaint	Service of hospital	Down Town Hospital	Hospital authority of Down Town Hospital	Others	2-Apr-2020	Complainant has complained against the hospital authority of Down Town Hospital, Guwahati regarding their service.	Complainant has complained against the hospital authority of Down Town Hospital, Guwahati regarding their service. According to the complainant, a group of 15 patients were admitted at the Nephrology department of GMCH, Guwahati and they were referred to Down town hospital for dialysis when Govt announces GMCH, Guwahati to be specilay allotted for Covid 19 positive patients. But, after taking the patients to Down town hospital the hospital authority of the same has been demanding money from them. So they have returned to GMCH, Guwahati without initiating dialysis. She therefore, called 104 helpline requesting help.	We are unable to collect the grievance reply from Pvt. Nursing Home	Not Responding	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020		

9	GC/58/0304202 0/2434	Narayan Adhikari	9101875162	9101875162	Kokrajhar	Kokrajhar	Common Complaint	Service of Health department of assam	Kokrajhar (BTC area)	Kokrajhar (BTC area)	JDHS	3-Apr-2020	Caller has complained against the department of Health, Assam regarding their negligence towards the Covid 19 positive cases to be found in lower Assam (BTC area).	Caller has complained against the department of Health, Assam regarding their negligence towards the Covid 19 positive cases to be found in lower Assam (BTC area). According to the caller, the said village from where he belongs is the last village of Assam and their next immediate state is West Bengal. So he is worried as positive cases are already found in West Bengal. According to him, no action has been initiated from the department of health for the people of lower Assam (BTC area).	After verification it is found that, due to shortage of manpower in our District it happen and now we have deployed extra manpower on contract basis.			Not Reachable	22-09-2020	23-09-2020	24-09-2020	Yes	21-09-2020	29th Dec'20	
10	GC/44/0304202 0/2437	Shailen Kalita	7002674175	7002674175	Kamrup (Rural)	North Guwahati BPHC	Common Complaint	Service of duty doctor	North Guwahati BPHC	North Guwahati BPHC	Doctor	3-Apr-2020	Complainant has complained against the doctors of North Guwahati BPHC regarding their negligence towards the patient.	Complainant has complained against the doctors of North Guwahati BPHC regarding their negligence towards the patient. According to the complainant, on 3/04/2020 he had taken his (6 months old baby) to the said hospital. However, the on duty lady doctor has not checked the baby properly.	We have not found any record in OPD register against the name.						Yes				
11	GC/64/0304202 0/2426	Matiur Rahman	9678236695	9678236695	Sivasagar	Demow BPHC	Common Complaint	Service of doctors	Nitaipukhuri MPHIC	Service of on duty doctors Nitaipukhuri MPHIC	Doctor	3-Apr-2020	Caller has complained against the staffs of Nitaipukhuri MPHIC under Demow BPHC regarding their negligence towards the patient.	Caller has complained against the staffs of Nitaipukhuri MPHIC under Demow BPHC that on 3/04/2020 he had taken the patient, Matiur Rahman to the said hospital as he was suffering from loose motion. However, the staffs of Nitaipukhuri MPHIC had denied to administer injection to the patient asked to visit pharmacy. Therefore, he is roaming everywhere in the said area but not getting any one who can help them.	As enquired this patient was given Norflox T Z lectobasilas faket /ORS. But he demanded for administered injection by himself.			No reply	16-09-2020	17-09-2020	18-09-2020	Yes	15-09-2020		
12	GC/41/0504202 0/2458	Monowar Hussain Mazumdar	6002568166	8638757587	Cachar	Silchar	Common Complaint	Service of doctors	Silchar Medical College Hospital	Department of SMCH	Doctor	5-Apr-2020	Complainant has complained against Emergency Department Doctor of SMCH, Silchar regarding behaviour as well as service.	Complainant has complained against Emergency Department Doctor of SMCH, Silchar regarding behaviour as well as service. The complainant informed that, on 5/4/20 she has taken the patient Sahera parbin Mazumdar to the said Medical College for treatment as the patient was in a serious condition. However, as per the complainant, the doctor of the emergency department mishaved with her and also refused to admit the patient in the hospital.	As per the information received, by the OPD, there was no such misbehaved done by any DOCTORS to any patients on that day, Hence all DOCTORS are working under COVID -19.		Caller is Satisfied	24-May-2020	26-May-2020		Yes	13th April'20	24-03-2021		
13	GC/55/0504202 0/2452	Jiban Nath			Kamrup (Metro)	Guwahati	Common Complaint	Service of doctors	GNRC, Amingaon	Department of Atal Amrit Abhiyan and Hospital Authority of GNRC, Amingaon	Others	5-Apr-2020	Complainant has complained against Department of Atal Amrit Abhiyan and Hospital Authority of GNRC, Amingaon regarding corruption	Complainant has complained against Department of Atal Amrit Abhiyan and Hospital Authority of GNRC, Amingaon regarding corruption. The complainant has informed that, on 02/04/20 patient Dharmeshwari Choudhury (hos reg no- 200402-000016) was admitted in the said hospital for Neuro surgery under Atal Amrit Abhiyan. However, as per the complainant, the hospital authority and the employee of Atal Amrit Abhiyan has demanded money from him for conducting the surgery.	We are unable to collect the grievance reply from Pvt. Nursing Home			Not Reachable	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020		
14	GC/55/0504202 0/2451	Kamaleshwar Kalita	9706988767	9706988767	Kamrup (Metro)	Guwahati	Common Complaint	Unavailability of Radiographer	GNRC and Narayana Hrudalaya Super Speciality Hospital, Amingaon.	Radiographer of GNRC and Narayana Hrudalaya Super Speciality Hospital, Amingaon.	Radiographer	5-Apr-2020	Complainant has complained regarding unavailability of Radiographer of GNRC and Narayana Hrudalaya Super Speciality Hospital, Amingaon.	Complainant has complained regarding unavailability of Radiographer of GNRC and Narayana Hrudalaya Super Speciality Hospital, Amingaon. The complainant informed that, on 05/04/20 at around 10:30am he has taken the emergency patient Barnali Kalita to the said hospitals to conduct the USG test but the radiographer was not available in both the hospitals.	We are unable to collect the grievance reply from Pvt. Nursing Home			Not Reachable	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020		
15	GC/40/0504202 0/2450	Sopon Debnath	9859090538	9859090538	Bongaigaon	Bongaigaon	Common Complaint	Service of 108	Emergency-108	Emergency - 108 and 102 staffs	JDHS	5-Apr-2020	Complainant has complained against emergency 108 ambulance service regarding negligence towards the beneficiary.	Complainant has complained against emergency 108 ambulance service regarding negligence towards the beneficiary. According to the complainant, on 05/04/2020 since 11am he had called up the 108 ambulance for shifting the emergency patient, Mrs. Bharati Debnath of BOC Gate bohu bazar kali mandir under Bongaigaon to the nearest civil hospital. However, till time they have not recieved the call.	We are unable to collect the grievance reply from Pvt. Nursing Home						Yes				
16	GC/44/0504202 0/2447	Rahabul Haque	8749901255	8749901255	Darrang	Siapajhar BPHC	Common Complaint	Service of 108	Emergency-108	Emergency - 108 and 102 staffs	JDHS	5-Apr-2020	Complainant has complained against emergency 108 ambulance service regarding negligence towards the beneficiary.	Complainant has complained against emergency 108 ambulance service regarding negligence towards the beneficiary. According to the complainant, on 05/04/2020 since 10am he had called up the 108 ambulance for shifting the emergency patient, Hanida Begum of Iekhopara Huktabari under Siapajhar BPHC to the nearest hospital. However, till time they have not reached their place to take the patient.	Communicated with Area Manager 108. As per his statement no ambulance was available at that time			Caller is Satisfied	30-Jun-2020				Yes	29-Jun-2020	
17	GC/37/0504202 0/2443	Biswajit Baishya	7002756440	7002756440	Nalbari	Nalbari	Common Complaint	Service of 108	Emergency-108	Emergency - 108 and 102 staffs	JDHS	5-Apr-2020	Complainant has complained against emergency 108 ambulance service regarding negligence towards the beneficiary.	Complainant has complained against emergency 108 ambulance service regarding negligence towards the beneficiary. According to the complainant, on 05/04/2020 at around 7am he had called up the 108 ambulance for shifting the emergency patient, Diganta Saud to Nalbari Civil Hospital. However, as per the complainant, the number showed as invalid number.	As discussed with caller he is from Baska District not Nalbari so vehical assignment was delayed. As our call center first search for nearest three ambulances which are free and available. As all the nearest ambulances are busy and due to lockdown call flow and demand of 108 Ambulance is also very high. Finally caller was assigned one ambulance from Nalbari District hence service has been delayed. Patient was carried by 108	As discussed with caller he is from Baska District not Nalbari so vehical assignment was delayed. As our call center first search for nearest three ambulances which are free and available. As all the nearest ambulances are busy and due to lockdown call flow and demand of 108 Ambulance is also very high. Finally caller was assigned one ambulance from Nalbari District hence service has been delayed. Patient was carried by 108	Caller is Satisfied	5-Jun-2020	6-Jun-2020	9-Jan-2021	Yes	5-Jun-2020	8-Jan-2021		
18	GC/46/0504202 0/2457	Izaz Ahmed	9706485612	9706485612	Dhubri	Raniganj BPHC	Common Complaint	Corruptin	Borkanda Sc	Amir Hussain (appointed specially for Covid-19) of Borkanda Sc	Others	5-Apr-2020	Complainant Izaz Ahmed has complained against Amir Hussain (appointed specially for Covid-19) of Borkanda Sc under Raniganj BPHC regarding corruption.	Complainant Izaz Ahmed has complained against Amir Hussain (appointed specially for Covid-19) of Borkanda Sc under Raniganj BPHC regarding corruption. The complainant informed that on 3/04/20 he visited to the said SC for treatment as he was suffering from fever and cold. However, as per the complainant, Amir Hussain has taken Rs.90 from him for the medicines.	Amir Hussain has refused the allegation against him. SDM & HO warned him that no such allegation is repeated in future			Caller is Satisfied	31-May-2020				Yes	28th May'20	

19	GC/51/0504202 0/2455	Jahirul Alam	9435888486	9435888486	Hailakandi	District Head Quarter	Common Complaint	Service of 108	Emergency- 108	Emergency - 108 and 102 staffs	JDHS	5-Apr-2020	Complainant Jahirul Alam of Hailakandi Town Ward-1 has complained against emergency 108 ambulance service regarding negligence towards him	Complainant Jahirul Alam of Hailakandi Town Ward-1 has complained against emergency 108 ambulance service regarding negligence towards him. According to the complainant, on 05/04/2020 he had called up the 108 ambulance, to visit the nearest hospital as he was suffering from diarrhoea and vomiting. However, he didnot get any response from them.	The caller has dialed 104 by mistakenly instead of dialing 108, 1 MD SUHEL LASKAR district incharge of hailkandi district personally called the caller and discussed the matter and caller replied he has no issue with 108 emergency service.								Yes				
20	GC/61/0604202 0/2468	Anarul Islam	9101732029	9101732029	Morigaon	Laharighat BPHC	Common Complaint	Service of ASHA Worker	ASHA Worker	ASHA Worker Jusnara Begum	ASHA	6-Apr-2020	Complainant has complained against ASHA Worker Jusnara Begum of Barkhabal working under Lahorighat BPHC regarding her service. The complainant informed that the said ASHA Worker is not performing her essential duty of COVID-19.	Complainant has complained against ASHA Worker Jusnara Begum of Barkhabal working under Lahorighat BPHC regarding her service. The complainant informed that the said ASHA Worker is not performing her essential duty of COVID-19.	As per our information she was involved with HIGH RISK PREGNANT WOMAN related issue at that time.							Switch off	24-Dec-2020			Yes	23-Dec-2020
21	GC/55/0604202 0/2467	Umakanta barman	8876748465	8876748465	Kamrup (Metro)	Guwahati	Common Complaint	Service of hospital authority	Dispur Poly Clinic	Hospital Authority of Dispur Poly Clinic	Others	6-Apr-2020	Complainant has complained against the Hospital Authority of Dispur Poly Clinic regarding their facility	Complainant has complained against the Hospital Authority of Dispur Poly Clinic regarding their facility. The complainant informed that on 06/04/20 he went to the said hospital for his treatment under Atal Amrit Abhiyan. However, as per the complainant, the hospital authority did not provided him any facility under AAA card.	We are unable to collect the grievance reply from Pvt. Nursing Home						Not Reachable	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020	
22	GC/55/0604202 0/2466	Nayan jyoti Bramha	7099101912	7099101912	Kamrup (Metro)	Guwahati	Common Complaint	Service of hospital authority	Gate Hospital	Hospital Authority of Gate Hospital	Others	6-Apr-2020	Complainant has complained against the Hospital Authority of Gate Hospital regarding their service.	Complainant has complained against the Hospital Authority of Gate Hospital regarding their service. The complainant informed that on 06/04/20 the emergency patient Kanak Chandra Boro has died due to pressure stroke in the said hospital. However, as per the complainant, till 5pm the hospital authority did not release the patient's deadbody to them as the COVID-19 report of dead patient was not provided.	We are unable to collect the grievance reply from Pvt. Nursing Home					Number busy	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020		
23	GC/55/0604202 0/2465	Mintu Malik	9678684933	9678684933	Kamrup (Metro)	Guwahati	Common Complaint	Service of hospital authority	Marwari Hospital	Department of Atal Amrit Abhiyan and Hospital Authority of Marwari Hospital	Others	6-Apr-2020	Complainant has complained against Department of Atal Amrit Abhiyan and Hospital Authority of Marwari Hospital regarding corruption. The complainant has informed that, on 04/04/20 he was admitted (nos reg no- M32586) in the said hospital for Gall Bladder surgery under Atal Amrit Abhiyan. However, as per the complainant, at first the hospital authority informed him that they will not charge any payment for the surgery but after the surgery was done the hospital authority demanded money from him.	Complainant Mintu Malik has complained against Department of Atal Amrit Abhiyan and Hospital Authority of Marwari Hospital regarding corruption. The complainant has informed that, on 04/04/20 he was admitted (nos reg no- M32586) in the said hospital for Gall Bladder surgery under Atal Amrit Abhiyan. However, as per the complainant, at first the hospital authority informed him that they will not charge any payment for the surgery but after the surgery was done the hospital authority demanded money from him.	We are unable to collect the grievance reply from Pvt. Nursing Home				Number busy	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020			
24	GC/67/0604202 0/2464	Dinesh saikia	8811806962	8811806962	Tinsukia	kakopathar BPHC	Common Complaint	Service of doctor and hospital authority	DoomDoo ma FRU	Doctors and Hospital Authority of DoomDoo ma FRU	Others	6-Apr-2020	Complainant has complained against the Doctors and Hospital Authority of DoomDooma FRU regarding their service.	Complainant has complained against the Doctors and Hospital Authority of DoomDooma FRU regarding their service. The complainant informed that on 06/04/20 he had admitted the delivery patient Puro Saikia to the said hospital. However, according to the complainant, the doctor referred the patient to Tinsukia Civil Hospital for further treatment. Moreover, as per the complainant , they did not get the service of 102 as the doctor and hospital authority of the said FRU did not informed the ambulance to take the patient to the civil hospital.	As informed by the incharge of Doomdooma FRU that , during the time of referral 102 vehicle was busy with other patient . 2nd location ambulance was technical down . So the gurdian willing to ready to shift her by their own .	As informed by the incharge of Doomdooma FRU that , during the time of referral 102 vehicle was busy with other patient . 2nd location ambulance was technical down . So the gurdian willing to ready to shift her by their own .				Not responding	8-Sep-2020	9-Sep-2020	9-Jan-2021	Yes	5-Sep-2020	08/01/2021/ 24/03/2021	
25	GC/56/0604202 0/2462	Arun Terang	9101273175	9101273175	Karbi Anglong	Donkamokam BPHC	Common Complaint	Service of doctors	Emergency- 108	Emergency - 108	JDHS	6-Apr-2020	Complainant has complained against emergency 108 ambulance service regarding negligence towards the beneficiary.	Complainant has complained against emergency 108 ambulance service regarding negligence towards the beneficiary. According to the complainant, on 06/04/2020 since 8am he had called up the 108 ambulance for shifting the emergency patient, Mohen Tokdi of Donkamokam under Donkamokam BPHC to the nearest hospital. However, till time they have not reached their place to take the patient.	According to the Complaint received on 06/04/2020 , I had investigate and confirm that our Donkamokam 108 Ambulance VRN – AS25CCT863 are busy at that time with another Patient. --- Basumatary EME Karbi Anglong 108 Service Subrata				Not Reachable	21-12-2020	22 December 2020			Yes	21-Dec-2020		
26	GC/54/0604202 0/2461	Karunakanta Rabha	9101929441	9101929441	Kamrup (Rural)	Boko BPHC	Common Complaint	Service of 108	Dhupguri SD	Dr. Manisha Devi of Dhupguri SD	Doctor	6-Apr-2020	Complainant has complained against Dr. Manisha Devi of Dhupguri SD under Boko BPHC regarding her service.	Complainant has complained against Dr. Manisha Devi of Dhupguri SD under Boko BPHC regarding her service. The complainant informed that on 06/04/20 at around 10am he had taken the patient Reena Rabha to the said hospital to check BP. However, as per the complainant, the said doctor informed him that the Govt has not permitted to check the BP of the patients who visits in the hospital so he has refused to provide the service to the patient.	When it was checked, it was found that the complainant did not register himself in OPD counter to check the BP. Hence the concerned Doctor requested him to get registered in the OPD registration counter.						Yes						
27	GC/37/0704202 0/2478	Jeevan Nath	7896488981	7896488981	Kamrup (Metro)	Guwahati	Common Complaint	Corruption of the Hospital	GNRC, Amingaon	Neurology department of GNRC, Amingaon	Others	7-Apr-2020	Complainant Jeevan Nath has complained against Neurology department of GNRC, Amingaon hospital regarding corruption.	Complainant Jeevan Nath has complained against Neurology department of GNRC, Amingaon hospital regarding corruption. The complainant has informed that, on 02/04/20 the Patient Dharmeswari Choudhury was admitted in the said hospital for conducting the surgery under Atal Amrit Abhiyan. However, as per the complainant, after the surgery was done on 3/04/20, the doctor of Neurology department has taken money from the patient.	We are unable to collect the grievance reply from Pvt. Nursing Home				Not Reachable	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020			
28	GC/67/0704202 0/2477	Labanjyoti Bargohain	8474025879	8474025879	Tinsukia	Tinsukia	Common Complaint	Service of doctors	Tinsukia Civil Hospital	Duty Doctor of Tinsukia Civil Hospital	Others	7-Apr-2020	Complainant has complained against the Duty Doctor of Tinsukia Civil Hospital regarding their service.	Complainant has complained against the Duty Doctor of Tinsukia Civil Hospital regarding their service. The complainant informed that, on 22/3/20 he came from delhi and started remaining as home quarantine. However, according to the complainant, on 5 th april he got admitted in Sapakhoo FRU as he was suffering from cold and fever. Moreover, as per the complainant on 6 th April he was referred to the said civil hospital for but till 6pm none of the doctors visited to attend the patient.	As per record mentioned in the register of tinsukia Civil Hospital , Mr.Labanjyoti Borgohain referred from Chapakhooa FRU with symtom of COVID . So the duty doctor attend the patient immediately with maintain Covid protocol .	As per record mentioned in the register of tinsukia Civil Hospital , Mr.Labanjyoti Borgohain referred from Chapakhooa FRU with symtom of COVID . So the duty doctor attend the patient immediately with maintain Covid protocol .				Caller has disconnected the call	8-Sep-2020	9-Sep-2020	9-Jan-2021	Yes	5-Sep-2020	08/01/2021/ 24/03/2021	

29	GC/63/0704202 0/2476	Nagen Das	8638528569	8473938511	Kamrup (Metro)	Guwahati	Common Complaint	Service of doctors	Nemcare, Guwahati	Hospital Authority of Nemcare, Guwahati	Others	7-Apr-2020	Complainant has complained against Hospital Authority of Nemcare, Guwahati regarding their service.	Complainant has complained against Hospital Authority of Nemcare, Guwahati regarding their service. The complainant informed that on 7/04/20 he has taken the emergency burn patient Arun Das to nalbari civil hospital for treatment but the authority referred him to GMCH. However, according to the complainant, when he visited to GMCH, they again referred to Nemcare hospital. Moreover, when they visited nemcare hospital, the authority refused to admit the patient saying him that the Atal Amrit Abhiyan Scheme was not available in their hospital.	We are unable to collect the grievance reply from Pvt. Nursing Home	Number busy	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020		
30	GC/55/0704202 0/2475	Karisma Sarma	8011989583	8011989583	Kamrup (Metro)	Guwahati	Common Complaint	Service of hospital	GMCH, Guwahati	GMCH, Guwahati	Others	7-Apr-2020	Complainant Karishma Sarma has complained against GMCH, Guwahati regarding their service. The complainant informed that, patients (Sabitri Lungli, Subhash Patowari, Bitu kumar, Rubul Deka, Manju Bora, Josnara Begum and Bhanita Rangpi) are in TB hospital. However, as per the complainant, on 5 th April their Covid 19 test was conducted in the said medical college but till 7 th April they have not received their test report.							No			
31	GC/54/0704202 0/2474	Soukat Ali	9101269211	9101269211	Kamrup (Rural)	Chhayaga on BPHC	Common Complaint	Facility of Hospital Authority	Bamuniga on Model Hospital	Hospital Authority of Bamuniga on Model Hospital	Others	7-Apr-2020	Complainant has against Hospital Authority of Bamunigaon Model Hospital under Chhayaga BPHC regarding their facility.	Complainant has against Hospital Authority of Bamunigaon Model Hospital under Chhayaga BPHC regarding their facility. The complainant informed that, patient Piar Ali is in the said model hospital remaining as quarantine. However, as per the caller, the hospital authority does not allow him to use mobile phone nor provides the patient any food facility.	The patient was a Covid positive patient and he was at Bamunigaon MH CCC. He was allowed to use phone at that time only.					Yes			
32	GC/55/0704202 0/2473	Rupam Deka	9435462608	9435462608	Kamrup (Metro)	Guwahati	Common Complaint	Service of hospital	GMCH, Guwahati	GMCH, Guwahati	Others	7-Apr-2020	Complainant Rubul Deka has complained against GMCH, Guwahati regarding their service.	Complainant Rubul Deka has complained against GMCH, Guwahati regarding their service. The complainant informed that, patients Bhanita Rangpi, Jusnara Begum, Mantu Bora are in TB hospital. However, as per the complainant, on 5 th April their Covid 19 test was conducted in the said medical college but till 7 th April they have not received their test report.	We are unable to collect the grievance reply from Pvt. Nursing Home					Yes			
33	GC/55/0704202 0/2471	Lina Das	8638439176	8638439176	Kamrup (Metro)	Guwahati	Common Complaint	Unavailabil ity of facility and unhygienic of the hospital	TB hospital	TB hospital	Others	7-Apr-2020	Complainant Lina Das has complained against TB hospital regarding their unavailability of facility and unhygienic of the hospital.	Complainant Lina Das has complained against TB hospital regarding their unavailability of facility and unhygienic of the hospital. The complainant informed that on 04/04/20 she was admitted in the said hospital. However, as per the caller, the toilet as well as the hospital is very much unhygienic and also the facility of water is not available.					No				
34	GC/49/0704202 0/2470	Hasen Ali	8638457855	8638457855	Goalpara	Goalpara	Common Complaint	service of Adarani van driver	Goalpara Civil Hospital	Adarani van driver	Others	7-Apr-2020	Complainant has complained against the Adarani van driver of Goalpara Civil Hospital regarding their service.	Complainant has complained against the Adarani van driver of Goalpara Civil Hospital regarding their service. The complainant informed that on 06/04/2020, the delivery of his wife, Smt. Jasminara Khatun was conducted at the said hospital. As per the complainant, on 07/04/20 she was given discharge from the hospital. However, as per the complainant, the Adarani van driver refused to provide the service to patient.	The matter has been enquired and found that the patient was discharged from Goalpara Civil Hospital on 6th April, 2020 and the patient was told to wait for the service by the Adarani Driver but the vehicle was busy with some other case and the patient didn't wait and went to home by other vehicle.	The matter has been enquired and found that the patient was discharged from Goalpara Civil Hospital on 6th April, 2020 and the patient was told to wait for the service by the Adarani Driver but the vehicle was busy.	Not responding	24-Jun-2020	08 September 2020	9-Sep-2020	Yes	25-Jun-2020	05/09/2020/28/01/2021
35	GC/37/0704202 0/2469	Hitesh Kalita	8638140472	8638140472	Baksa	Nizkaurbaha BPHC	Common Complaint	unavailability of staffs and doctors	Chenigaon SC	Hospital Authority of Chenigaon SC	doctors and staffs	7-Apr-2020	Complainant Hitesh Kalita has complained against the Hospital Authority of Chenigaon SC under Nizkaurbaha BPHC regarding unavailability of staff and doctors.	Complainant Hitesh Kalita has complained against the Hospital Authority of Chenigaon SC under Nizkaurbaha BPHC regarding unavailability of staff and doctors. The complainant informed that on 06/04/20 at around 10am he had visited the said hospital for his treatment. However, as per the complainant, the hospital was locked from 23/04/20 till date.	AS PER INFORMATION RECEIVED FROM CHO, THEY WERE ON HOME VISIT OF QUARANTINE PERSON ON THAT DAY AT THE MENTIONED TIME AND THE SC WAS NOT CLOSED	Caller is Satisfied	25-Jun-2020			Yes	25-Jun-2020		
36	GC/38/0804202 0/2488	Kulesh Das	8011631013	8011631013	Barpeta	Chenga BPHC	Common Complaint	Unavailability of drugs and corruption of doctor	Chatla SC	Doctor Anuwur Hussain and Hospital Authority of Chatla SC	Dist Drug Controller	8-Apr-2020	Complainant has complained against Doctor Anuwur Hussain and Hospital Authority of Chatla SC under Chenga BPHC regarding the unavailability of TT injection as well as corruption.	Complainant has complained against Doctor Anuwur Hussain and Hospital Authority of Chatla SC under Chenga BPHC regarding the unavailability of TT injection as well as corruption. The complainant informed that today on 08/04/2019 he has taken the patient Parag jyoti Das to the said hospital for injecting TT vaccine. However, according to the complainant the TT injections were not available in the hospital and also the said doctor has taken Rs.200 from him.	The Concerned CHO Anowar Hussain has been show cause on 22.04.2020 and warned him not to repeat such act in future.	Incoming not available	8-Sep-2020	9-Sep-2020	10-Sep-2020	Yes	4-Sep-2020		
37	GC/55/0804202 0/2486	Lava Mall	9957562464	9957562464	Kamrup (Metro)	Guwahati	Common Complaint	Service of hospital	GMCH and TB Hospital, Guwahati	Hospital Authority of GMCH and TB Hospital, Guwahati	Others	8-Apr-2020	Complainant lava Mall has complained against Hospital Authority of GMCH and TB Hospital, Guwahati regarding their service.	Complainant lava Mall has complained against Hospital Authority of GMCH and TB Hospital, Guwahati regarding their service. The complainant informed that, patient Lava Mall is in quarantine in TB hospital. However, according to the complainant, on 6th April his Covid 19 test was conducted in the said medical college but till date he have not received his test report. Moreover, as per complainant the toilet of TB hospital is very unhygienic.	Fogging done this area after getting complaints					Yes			
38	GC/45/0804202 0/2485	Mayuri Baruah Nath	8761030685	8761030685	Dhemaji	Gogamukh BPHC/CH C	Common Complaint	Service of ASHA Worker	ASHA Worker	ASHA Worker Animal Tamuli	ASHA	8-Apr-2020	Complainant has complained against ASHA Worker Animal Tamuli Working under Gogamukh BPHC regarding her service.	Complainant has complained against ASHA Worker Animal Tamuli Working under Gogamukh BPHC regarding her service. The complainant informed that the said ASHA Worker is not performing properly her essential duty of COVID-19.	Discussion was held with concerned ASHA, ASHA Supervisor, ANM, and SW of the Bevanga S.C. written clarification given by them that the complainant had informed the ASHA about a person namely Mukundra Nath coming from outside State in the village. ASHA visited the persons home and installed home quarantine poster and advised the person to stay home for 14 days and also	No reply	5-Jun-2020	6-Jun-2020	7-Jun-2020	Yes	1st June'20		

39	GC/41/0804202 0/2484	Thaishing Tangmai	8136025845	8136025845	Cachar	Silchar Medical College	Common Complaint	Facility of masks	Silchar Medical College	Hospital Authority of SMCH	Others	8-Apr-2020	Complainant Thaishing Tangmai(Ward boy) has complained against Hospital Authority of SMCH unavailability of facility.	Complainant Thaishing Tangmai(Ward boy) has complained against Hospital Authority of SMCH unavailability of facility. The complainant informed that, the hospital has not provided the facility of N95 Mask to him.	As per written clarification by the Complainant Thaishing Tangmai that the complaint was not lodged by himself, & he has been provided N-95 mask by the SMCH authority on time.	Info given to other person	23-Jul-2020			Yes	16th July20	24-03-2021	
40	GC/44/0804202 0/2482	Mahesh Barman	9864422633	9864422633	Darrang	Mangaldai	Common Complaint	Service of Doctor	Mangaldai Civil Hospital	Dr. Utpal Baruah	Doctor	8-Apr-2020	Complainant has complained against Dr. Utpal Baruah of Mangaldai Civil Hospital regarding his service.	Complainant has complained against Dr. Utpal Baruah of Mangaldai Civil Hospital regarding his service. The complainant informed that o 08/04/20 he had taken the patient Nabanita Talukdar to the said hospital for his treatment. However, as per the complainant, the said doctor prescribed the medicine without checking the patient.	Communicated with Superintendent of Mangaldai Civil Hospital. He stated that he will inquire the matter	Caller is Satisfied	30-Jun-2020			Yes	29-Jun-2020		
41	GC/55/0804202 0/2481	Pratima Das	9954048272	9954048272	Kamrup (Metro)	Guwahati	Common Complaint	Service of Doctor	Dispur Poly Clinic	The Hospital Authority of Dispur Poly Clinic	Other	8-Apr-2020	Complainant has complained against the Hospital Authority of Dispur Poly Clinic regarding their corruption	Complainant has complained against the Hospital Authority of Dispur Poly Clinic regarding their corruption. The complainant informed on 07/04/20 she had taken the patient Prerona Das to the said hospital for her treatment. However, as per the complainant, before entering to the hospital the authority had taken Rs.250 from her for checking the temperature of the patient.	We are unable to collect the grievance reply from Pvt. Nursing Home	Not Reachable	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020		
42	GC/37/0804202 0/2480	Monoj Halo	8133941498	8133941498	Baksa	Baksa	Common Complaint	Service of Doctor	Dr. Ravi Boro Civil Hospital	Duty Doctors of Dr. Ravi Boro Civil Hospital	Doctor	8-Apr-2020	Complainant has complained against the Duty Doctors of Dr. Ravi Boro Civil Hospital regarding their service.	Complainant has complained against the Duty Doctors of Dr. Ravi Boro Civil Hospital regarding their service. The complainant informed that the patient Pankaj Haloi has returned from Chennai on 23/03/20. However, according to the complainant, after 10 days the patient was suffering from fever and cold and so he got admitted in the said civil hospital on 03/04/20 for treatment. Moreover, as per the complainant, in the hospital none of the duty doctors gave any proper response as well as did not provided any medical treatment to the patient.	Ref. No. : GC/37/0804202/2480 Case History: Pankaj Haloi, 28 years Male residence of Laampur A Block, P.O.: Nikashi was suffering from mild fever and cough with a travel history from Chennai 23/3/2020 admitted in the facility quarantine room of Dr. Ravi Boro Civil Hospital, Mughalpur on 04-04-2020 till 15/4/2020 He was attended by Dr. Mohan Ch. Barua	No reply	25-Jun-2020	26-Jun-2020	27-Jun-2020	Yes	25-Jun-2020		
43	GC/57/0804202 0/2479	Nissar Ahmed	7086496727	7086496727	Karimganj	Karimganj	Common Complaint	Service of 108	Emergency - 108	Emergency - 108 and 102 staffs	JDHS	8-Apr-2020	Complainant has complained against emergency 108 ambulance service regarding negligence towards the beneficiary.	Complainant has complained against emergency 108 ambulance service regarding negligence towards the beneficiary. According to the complainant, on 08/04/2020 since 8am he had called up the 108 ambulance for shifting the delivery patient, Rasida Begum to the nearest hospital. However, till time they have not received the call	GVK - EMRI	108 Call centre issue	Not Reachable	30 December 2020	31-Jan-2021		Yes	29th Dec'20	30-Jan-2021
44	GC/55/0904202 0/2495	Monalisha Thangshu	7576826065	7576826065	Kamrup (Metro)	Guwahati	Common Complaint	Corruption of Duty Doctors	Pratiksha Hospital, Guwahati	Duty Doctors of Pratiksha Hospital, Guwahati	Others	9-Apr-2020	Complainant Monalisha Thangshu has complained against Duty Doctors of Pratiksha Hospital, Guwahati regarding corruption.	Complainant Monalisha Thangshu has complained against Duty Doctors of Pratiksha Hospital, Guwahati regarding corruption. The complainant informed that on 9/04/20 when she visited to the said hospital for treatment, the duty doctors has demanded money from her though Govt announced free treatment should be provided to the patient.	We are unable to collect the grievance reply from Pvt. Nursing Home	Not responding	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020		
45	GC/55/0904202 0/2494	Sumitra Chetri	6001803114	9101439268	Kamrup (Metro)	Guwahati	Common Complaint	Facility of hospital	Apollo Hospital	Hospital Authority of Apollo Hospital	Others	9-Apr-2020	Complainant Sumitra Chetri has complained against Hospital Authority of Apollo Hospital regarding facility.	Complainant Sumitra Chetri has complained against Hospital Authority of Apollo Hospital regarding regarding facility. The complainant informed that on 06/04/20 she visited to the said hospital for Neurology treatment. However, the hospital authority informed her that, the process of Atal amrit card is not been activated yet so they are unable to provide free service.	We are unable to collect the grievance reply from Pvt. Nursing Home	Number busy	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020		
46	GC/55/0904202 0/2492	Bidyut Deuri	8638705529	7896601226	Kamrup (Metro)	Guwahati	Common Complaint	Facility of fogging	Malaria Deptt.	Malaria Deptt.	JDHS	9-Apr-2020	Mr. Bidyut Deuri of Kahilipara Jugasree Nagar Bylane no-5 House no-13, Guwahati has informed regarding facility.	Mr. Bidyut Deuri of Kahilipara Jugasree Nagar Bylane no-5 House no-13, Guwahati has informed that the said area has been infested by mosquitoes. So, he has requested the Govt to kindly initiate some preventive measures like spraying of fogging or DDT.	Fogging done today 01.09.2020	Not Responding	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020		
47	GC/55/0904202 0/2490	Sunil nath	8638384960	8638384960	Kamrup (Metro)	Guwahati	Common Complaint	Service of hospital	GMCH	Hospital Authority of GMCH	Others	9-Apr-2020	Complainant Sunil nath has complained against Hospital Authority of GMCH regarding their service.	Complainant Sunil nath has complained against Hospital Authority of GMCH regarding their service. The complainant informed that, he is in quarantine at Cancer Hospital, Guwahati. However, according to the complainant, on 5th April his Covid 19 test was conducted in the said medical college but till date he have not received his test report.						No			
48	GC/46/1004202 0/2499	Ratul Adhikari	7638056691	7638056691	Dhubri	Halakura BPHC	Common Complaint	Service of all staffs	Gharialdan ga SC	Staffs of Gharialdan ga SC	Others	10-Apr-2020	Complainant has complained against the staffs of Gharialdanga SC under Halakura BPHC regarding their negligence towards the patient.	Complainant has complained against the staffs of Gharialdanga SC under Halakura BPHC regarding their negligence towards the patient. According to the complainant, on 8/04/2020 he had taken the patient, Mr. Amrit Sarkar to the said hospital as he was suffering fever and cough. After diagnosis there doctor had prescribed a injection named Q- pine to take daily for 14 days and also asked him stay in home quarantine. The doctor has also asked him to contact either MPW or ANM of the near by health institution for taking injection. However, on 10/04/2020 the MPW and ANM had visited his home, but	Our CHC & ANM of the respective SC visited his house but due to some public chaos they are unable to administer the Injection to him. But on the same day (10th April) Halakura BPHC referred Amrit Sarkar to Dhubri Civil Hospital by 108 for higher treatment. After that DCH, Dhubri referred the case to GMCH but the patient went back home instead of GMCH. Later, He himself admitted at	No reply	31-May-2020	1-Jun-2020	2-Jun-2020	Yes	28th May20		

49	GC/55/1004202 0/2498	Deep dutta Kosari	9854143357	9854143357	Kamrup (Metro)	Guwahati	Common Complaint	Service of hospital authority	Ayursundr a Hospital, Guwahati	Hospital authority of Ayursundra Hospital, Guwahati	Others	10-Apr-2020	Complainant has complained against Ayursundra Hospital, Guwahati regarding their service.	Complainant has complained against Ayursundra Hospital, Guwahati regarding their service. According to the complainant, on 10/04/2020 he had taken the patient, Smt. Anti Das to the said hospital for treatment. However, in the hospital they have demanded Rs 7000/- from them for conducting the blood test.	We are unable to collect the grievance reply from Pvt. Nursing Home		Not Responding	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020	
50	GC/47/1204202 0/2511	Dipak Deka	6901830545	6901830545	Dibrugarh	Dibrugarh	Common Complaint	Corruptin as well as service of the hospital	Sanjeevan i Nursing Home	Hospital Authority of Sanjeevani Nursing Home	Others	12-Apr-2020	Complainant has complained against Hospital Authority of Sanjeevani Nursing Home regarding their corruption as well as service.	Complainant has complained against Hospital Authority of Sanjeevani Nursing Home regarding their corruption as well as service. The complainant informed that on 12/04/20 he had taken the emergency patient Sanjib Mazumder to the said Nursing home. However, as per the complainant, the authority refused the patient saying him that, they have to pay Rs. 12000/ first to admit the patient.	As Sanjivani Hospital, the complainant has withdrawn the complain and patient was treated as credit patient of AAA Card.	Caller is Satisfied	14-Dec-2020			Yes	14-Dec-2020		
51	GC/50/1204202 0/2507	Rita Tati	8474844809	8474844809	Golaghat	Bokakhat BPHC	Common Complaint	Service of 108 and 102	Emergenc y- 108 and 102	Emergency - 108 and 102	JDHS	12-Apr-2020	Complainant Rita Tati of Kahara village under Bokakhat BPHC has complained against Emergency 102 and 108 ambulance regarding their service.	Complainant Rita Tati of Kahara village under Bokakhat BPHC has complained against Emergency 102 and 108 ambulance regarding their service. The complainant informed that on 12/04/20 she was suffering from stomach pain and fever. However, as per the complainant, she had called up 108 and 102 to take her to the nearest hospital. But, they have not received the call.	as per report received from 108 at that time 108 was attending at other place	Caller is Satisfied	3-Jun-2020			Yes	30th May20		
52	GC/50/1304202 0/2516	Dulal Boro	9365137540	9365137540	Golaghat	Golaghat	Common Complaint	Unavailabil ity of Facilities	GBM	GBM, Golaghat	Others	13-Apr-2020	Complainant Dulal Boro has complained against Hospital Authority of GBM, Golaghat regarding unavailability of Facilities	Complainant Dulal Boro has complained against Hospital Authority of GBM, Golaghat regarding unavailability of facilities. The complainant informed that on 13/04/20 he has taken the patient Disha Boro to the said hospital for treatment under Atal Amrit Abhiyan or Ayusman Bharat card. However, according to the complainant, the hospital authority informed him that now the facility of both the card has been stop.	Private Hospital not empaneled under AAA	Switch off	3-Jun-2020	4-Jun-2020	5-Jun-2020	Yes	30th May20		
53	GC/44/1304202 0/2515	Bipul Deka	7635888678	7635888678	Darrang	Darrang	Common Complaint	Facility of dressing materials	Duni Model Hospital	Hospital Authority of Duni Model Hospital	Others	13-Apr-2020	Complainant Bipul Deka of Duni Village has complained against Hospital Authority of Duni Model Hospital regarding unavailability of facilities.	Complainant Bipul Deka of Duni Village has complained against Hospital Authority of Duni Model Hospital regarding unavailability of facilities. The complainant informed that on 13/04/20 at around 11am he has visited to the said model hospital for dressing. However, in the hospital essential dressing materials are not available.	communicated with the Dy Superintendent & ABPM of the said Hospital. As per their statement on that day there was not registered any patient with this name in OPD and emergency patient register	Not Reachable	30-Jun-2020	1-Jul-2020	2-Jul-2020	Yes	29-Jun-2020		
54	GC/50/1404202 0/2527	Naba Hazarika	8011236178	8011236178	Golaghat	Bokakhat BPHC	Common Complaint	Service of ASHA	Bokakhat BPHC	ASHA Worker Anjana Saikia	ASHA	14-Apr-2020	Complainant has complained against ASHA Worker Anjana Saikia Working of Nkkati Talshibar village under Bokakhat BPHC regarding her service.	Complainant has complained against ASHA Worker Anjana Saikia Working of Nkkati Talshibar village under Bokakhat BPHC regarding her service. The complainant informed that the said ASHA Worker is not performing properly her essential duty of COVID-19.	ASHA worker is from Charingia BPHC is an old ASHA. Replacement process going on	No reply	5-Jun-2020	6-Jun-2020	7-Jun-2020	Yes	30th May20		
55	GC/55/1504202 0/2536	Chayanika Kalita	8486218610	8486218610	Kamrup (Metro)	Guwahati	Common Complaint	Unavailabil ity of Facilities	Nemcare hospital	Hospital Authority of Nemcare hospital	Others	15-Apr-2020	Complainant has complained against the Hospital Authority of Nemcare hospital regarding unavailability of facility.	Complainant has complained against the Hospital Authority of Nemcare hospital regarding unavailability of facility. The complainant informed that on 13/04/20 the emergency patient Nayan Mall was admitted in ICU Department at the said hospital. However, as per the complainant, they did not get the ICU package facility under AAA.	We are unable to collect the grievance reply from Pvt. Nursing Home	Not Responding	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020		
56	GC/55/1504202 0/2531	Diganta Kakoti	9707969457	9707969457	Kamrup (Metro)	Guwahati	Common Complaint	Unavailabil ity of Facilities	GNRC, Amingaon	Hospital Authority of GNRC, Amingaon	Others	15-Apr-2020	Complainant has complained against the Hospital Authority of GNRC, Amingaon regarding unavailability of facility.	Complainant has complained against the Hospital Authority of GNRC, Amingaon regarding unavailability of facility. The complainant informed that on 31/03/20 the emergency patient Krishna Kakoti (MRD-200331/000125) was admitted in the said hospital. However, as per the complainant, they did not get the facility under AAA and Ayushman Bharat Scheme.	We are unable to collect the grievance reply from Pvt. Nursing Home	Not Reachable	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020		
57	GC/53/1604202 0/2548	Prabin Choudhury	8134985888	6001064194	Jorhat	Jorhat	Common Complaint	Service of doctors	JMCH, Jorhat	Duty Doctors of JMCH, Jorhat	Doctor	16-Apr-2020	Complainant has complained against the Duty Doctors of JMCH, Jorhat regarding their service.	Complainant has complained against the Duty Doctors of JMCH, Jorhat regarding their service. The complainant informed that on 16/04/20 emergency patient Pankaj Choudhury was admitted at Golaghat Civil Hospital as he was suffering from Appendix burst. However, as per the complainant, he was referred from Golaghat Civil hospital to JMCH. But, he did not get any proper response from the duty doctors of said Medical college.	The complaint is been communicated to Principal, Jorhat Medical College Hospital and response awaited.	Matter bring to the notice of the higher authority (Superintendent) JMCH for his kind consideration.	Not Responding	1-Jun-2020	26 March 2021		Yes	28th May20	24-03-2021
58	GC/53/1604202 0/2545	Samsul Jaman	7576957573	7576957573	Jorhat	Jorhat	Common Complaint	Service of doctors	JMCH, Jorhat	Duty Doctors of JMCH, Jorhat	Doctor	16-Apr-2020	Complainant has complained against the Duty Doctors of JMCH, Jorhat regarding their service.	Complainant has complained against the Duty Doctors of JMCH, Jorhat regarding their service. The complainant informed that on 16/04/20 at around 2:45pm he had taken 7months baby Jebin Sultana to the said medical hospital. However, as per the complainant, the on duty doctors did not give any proper response to the patient.	The complaint is been communicated to Principal, Jorhat Medical College Hospital and response awaited.	Matter bring to the notice of the higher authority (Superintendent) JMCH for his kind consideration.	Not responding	1-Jun-2020	2-Jun-2020	26-Mar-2021	Yes	28th May20	24-03-2021

59	GC/54/1604202 0/2542	Bipul Kalita	9957056040	9957056040	Kamrup (Rural)	Rangia BPHC	Common Complaint	Facility	Rangia BPHC	Hospital Authority Rangia BPHC	Others	16-Apr-2020	Mr. Bipul Kalita of Udiyana village under Rangia BPHC has informed that no sanitization has been done in their area.	Mr. Bipul Kalita of Udiyana village under Rangia BPHC has informed that no sanitization has been done in their area. So, he has requested the govt for sanitization in the said area.	As informed from Rangia BPHC, sanitation of Udiyana was done during that time only					Yes			
60	GC/62/1604202 0/2543	Dipak Haloi	9706793798	6003349513	Nagaon	Samaguri BPHC	Common Complaint	Facility	Local Administra tor	Local Administra tor	Others	16-Apr-2020	Dipak Haloi has called in 104 to inform that since 1 st January he was working for the construction of Amlokhi PHC at Nagaon district.	Dipak Haloi has called in 104 to inform that since 1 st January he was working for the construction of Amlokhi PHC at Nagaon district. However, as per the caller, due to sudden lockdown the construction was stopped and he is stuck there. Moreover, as per the complainant, no food facility has been provided to him till yet from local administrator. So, he had called in 104 to take further action.	Dipak Haloi has called in 104 to inform that since 1 st January he was working for the construction of Amlokhi PHC at Nagaon district. However, as per the caller, due to sudden lockdown the construction was stopped and he is stuck there. Moreover, as per the complainant, no food facility has been provided to him till yet from local administrator. So, he had called in 104 to take further action.		No reply	8-Feb-2021			Yes	8-Feb-2021	
61	GC/55/1704202 0/2551	Ajnur Ali	8761881997	8761881997	Kamrup (Metro)	Guwahati	Common Complaint	Service of hospital	GNRC, Amingaon	Hospital Authority of GNRC, Amingaon	Others	17-Apr-2020	The complainant complained against Hospital Authority of GNRC, Amingaon regarding their service.	The complainant complained against the Hospital Authority of GNRC, Amingaon regarding their service. The complainant informed, on 17/04/20 the patient Rafikul Ali (8 yrs old) was admitted at the said hospital for treatment. However, according to the complainant, the baby got discharged on the same day itself. Now, his complaint is that, they are waiting in the hospital to return but no vehicle is available. Therefore, they have talked with the treated doctor as well as hospital authority for providing an ambulance and they are also ready to pay money for the ambulance. But, the hospital authority has refused to provide.	We are unable to collect the grievance reply from Pvt. Nursing Home		Not Reachable	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020	
62	GC/55/1704202 0/2550	Rauz Ahmed	8822944895	8822944895	Kamrup (Metro)	Guwahati	Common Complaints	Facility of fogging	Malaria Deptt.	Malaria Deptt.	JDHS	17-Apr-2020	Mr. Rauz Ahmed from Roseland Anupan Nagar Hatigaon, Guwahati has informed regarding the facility.	Repeated, Mr. Rauz Ahmed from Roseland Anupan Nagar Hatigaon, Guwahati has informed that the said area has been infested by mosquitoes. So, he has requested the Govt to kindly initiate some preventive measures like spraying of DDT and fogging in the said area as early as possible. Complainant informed that earlier he has made the same complain in 104 helpline for many times. But, yet the beneficiary has not received any redressal.	Will be done on 02.09.2020		Redressal Covered	3-Sep-2020			Yes	3-Sep-2020	
63	GC/64/1804202 0/2556	Partho Partim Dutta	8812021001	8812021001	Sivasagar	Gaurisagar BPHC	Common Complaints	Service of doctors	Gaurisagar BPHC	Duty Doctors of Gaurisagar BPHC	Doctor	18-Apr-2020	Complainant has complained against Duty Doctors of Gaurisagar BPHC regarding their service.	Complainant has complained against Duty Doctors of Gaurisagar BPHC regarding their service. The complainant informed that on 18/04/20 at around 10:10am he had taken Punaram Dutta to the said hospital for his treatment. However, according to the complainant, the on duty doctors prescribed the medicine without checking the patient.	As enquired on duty Doctor denied the same as he informed.		Not Reachable	16-09-2020	17-09-2020	18-09-2020	Yes	15-09-2020	
64		Babita Changmai	7086442097	7086442097	Kamrup (Metro)	Guwahati	Common Complaints	Service and corruption of staffs	MMCH and GMCH, Guwahati	Hospital authority of MMCH and GMCH, Guwahati	Others	20-Apr-2020	Complainant has complained against MMCH, Guwahati as well as GMCH, Guwahati regarding their negligence towards the patient.	Complainant has complained against MMCH, Guwahati as well as GMCH, Guwahati regarding their negligence towards the patient. According to the complainant, patient, Mr. Anil Das who is suffering from fever, cough and breathing problem had tried to call 108 Ambulance but since ambulance was busy, police patrol car helped them and brought the patient to MMCH. In MMCH doctor informed them the patient is having Heart Blockage and no treatment is available in MMCH for Heart Patient. Later they have taken the patient to Swaagat Hospital who refuse to give any treatment, may be because the							No		
65	GC/55/2004202 0/2572	Ruumi Devi	9476651565	9476651565	Kamrup (Metro)	Guwahati	Common Complaints	Service and corruption of doctor	East end nursing home	Doctors of East end nursing home	Doctor	20-Apr-2020	Complainant has complained against the hospital authority of East end hospital, Bamunimaidam regarding their service as well as corruption.	Complainant has complained against the hospital authority of East end hospital, Bamunimaidam regarding their service as well as corruption. According to the complainant, on 20/04/2020 she had taken the patient, Nilim Sharma to the said hospital as he was suffering from eye infection. However, in the hospital doctor had demanded money from them and prescribed medicines without giving looking the patient properly.	We are unable to collect the grievance reply from Pvt. Nursing Home		Not Reachable	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020	
66	GC/57/2104202 0/2574	AM Sufian Akhter	7002186822	7002186822	Karimganj	Karimganj	Common Complaints	Behaviour of doctor	Karimganj Civil hospital	Dr. Ashish Biswash	Doctor	21-Apr-2020	Complainant has complained against Dr. Ashish Biswash working at Karimganj Civil hospital regarding his behaviour.	Complainant has complained against Dr. Ashish Biswash working at Karimganj Civil hospital regarding his behaviour. As per the complainant, on 15/04/2020 he had taken the delivery patient, Khalida Sultana (8 months pregnant) to the said hospital for ANC. However, the on duty doctor, Dr. Biswash had misbehaved with them.	As per the complainant the grievance redressal comitee enquire the matter and tried to contact the complainant but complainant contact no shown as switch off, although the comitee took the statement of Dr. A. K. Biswas and as per him he told that he was just asking the patient to follow al the necessary precaution strictly for the better care of the pregnant mother as she was a case		Redressal Covered	30 December 2020			Yes	29th Dec'20	
67	GC/60/2104202 0/2573	Hem chandra Bora	6002168785	6002168785	Majuli	Majuli	Common Complaints	Service of nurse	Ujurati SC	Nurse, Pranati Borah	Nurse	21-Apr-2020	Complainant has complained against the nurse, Pranati Borah working at Ujurati SC, Majuli regarding her service.	Complainant has complained against the nurse, Pranati Borah working at Ujurati SC, Majuli regarding her service. According to the complainant, on 21/04/2020 he had taken the patient, Brajen Chandria Chouhury to the said hospital. However, in the SC on duty nurse, Smt. Borah was not available. So, he went to call the nurse from her home. But, she refused to come to duty.	We are unable to collect the grievance reply from Pvt. Nursing Home		Not responding	3-Sep-2020	19-Dec-2020	20-Dec-2020	Yes	3-Sep-2020	18-Dec-2020
68		Ruma Begum	9101456750	9101456750	Kamrup (Metro)	Guwahati	Common Complaints	Service of hospitals	Excel care hospital	Excel care hospital	JDHS	21-Apr-2020	Complainant has complained against the excel care hospital regarding their service.	Complainant has complained against the excel care hospital regarding their service. According to the complainant, patient, Miss Mairun Nessa is a kidney patient. However, inspite of having the Atal amrit card no hospital is ready to admit the patient. Moreover, the hospital staffs of excelcare is demanding money from them for dialysis.	We are unable to collect the grievance reply from Pvt. Nursing Home		Not Reachable	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020	

69		Sabina Yasmin	6000013720	6000013720	Kamrup (Rural)	North Guwahati BPHC	Common Complaints	Service of hospital authority	GNRC, North Guwahati	Hospital authority of GNRC, North Guwahati	Others	22-Apr-2020	Complainant has complained against the hospital authority of GNRC, North Guwahati regarding their service.	Complainant has complained against the hospital authority of GNRC, North Guwahati regarding their service. According to the complainant, on 20/04/2020 they have admitted the patient, Sahidul Islam at GNRC, North Guwahati under Atal amrit abhiyan as the patient is having orthopedic injury which needs immediate surgery. However, since 20/04/2020 till now, they have not initiated the surgery saying that they have not received the approval. Therefore, she has requested the Govt to kindly do the needful so that patient's surgery could be done immediately.	The complaint is forwarded to GNRC authority for review of the complain and submission of action taken to the JT DHS, Kamrup						Yes			
70	GC/57/26042020/2576	Sahidul islam	6003342613	6003342613	Karimganj	R K Nagar BPHC	Common Complaints	Service of the nurse and the hospital authority	Kalibari SD	Hospital Authority and Nurse Lipika of Kalibari SD	Others	26-Apr-2020	Complainant has complained against the Hospital Authority and Nurse Lipika of Kalibari SD under R.K Nagar BPHC regarding their service.	Complainant has complained against the Hospital Authority and Nurse Lipika of Kalibari SD under R.K Nagar BPHC regarding their service. The complainant informed that patient sabina begum of balirbond village is now 6 months pregnant. However, according to the complainant the said nurse didnot visited his house to inject the TT vaccine to the pregnant lady. Moreover, as per the complainant the hospital authority didnot provided her the ANC card also.	During the enquiry and reported by Lipika biswas, no PW named Sabina Begam is available in her SC jurisdiction. Moreover, TT vaccine isnt administered during house visit and only can be available on session site.				Switch off	30 December 2020			Yes	29th Dec'20
71	GC/56/30042020/2577	Dr. Neinunmoni Lunkim	9864940446	9864940446	Karbi Anglong	Chokihola BPHC	Common Complaints	Service of 102	Emergency- 102	Emergency - 102	JDHS	30-Apr-2020	Complainant Dr. Neinunmoni Lunkim of Chokihola village under Chokihola BPHC has complained against Emergency 102 ambulance regarding their service. The complainant informed that on 30/04/20 the said doctor had called up 102 to take the referred patient to the nearest hospital. But, they have not recieved the call.	Complainant Dr. Neinunmoni Lunkim of Chokihola village under Chokihola BPHC has complained against Emergency 102 ambulance regarding their service. The complainant informed that on 30/04/20 the said doctor had called up 102 to take the referred patient to the nearest hospital. But, they have not recieved the call.	Complaint No. GC/56/3004/2020/2577 According to the Complaint received on 30/04/2020, I had investigate and confirm that on that period 102 tollfree numbers are not functioning. So that the Caller not received the Service. Now a days both emergency (108) and IFT (102) Service are merged with tollfree no. 108.				Number busy	21-12-2020	22 December 2020		Yes	21-Dec-2020
72	GC/55/01052020/2582	Moinul Alom	9435043966	9435043966	Kamrup (Metro)	Guwahati	Common Complaints	Facility of fogging	Malaria Deptt.	Malaria Deptt.	JDHS	1-May-2020	Mr. Moinul Alom of Lakhtokia SS Road near Gold Digital Cinema hall, Guwahati has informed regarding the facility.	Mr. Moinul Alom of Lakhtokia SS Road near Gold Digital Cinema hall, Guwahati has informed that the said area has been infested by mosquitoes. So, he has requested the Govt to kindly initiate some preventive measures like spraying of DDT and fogging in the said area as early as possible.	Will be done on 03.09.2020			Not responding	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020	
73	GC/40/01052020/2581	Bikash Karmakar	9864931770	9864931770	Bongaigaon	Srijangram BPHC	Common Complaints	Service of District Drug Controller	District Drug Controller	District Drug Controller	Dist Drug Controller	1-May-2020	Complainant Bikash Karmakar of Abhayapuri ward no 2 under Srijangram BPHC has complained against District Drug Controller regarding their service.	Complainant Bikash Karmakar of Abhayapuri ward no 2 under Srijangram BPHC has complained against District Drug Controller regarding their service. The complainant informed that on 29/04/20 he had ordered for medicine at Dhanantary scheme. However, as per the complainant, till date he had not recieved the medicines.	Medicine N/A						Yes			
74	GC/49/01052020/2580	Animesh Nath	6000182688	6000182688	Goalpara	Agia BPHC	Common Complaints	Service of District Drug Controller	District Drug Controller	District Drug Controller	Dist Drug Controller	1-May-2020	Complainant Animesh Nath of nasoni para under Agia BPHC has complained against District Drug Controller regarding their service.	Complainant Animesh Nath of nasoni para under Agia BPHC has complained against District Drug Controller regarding their service. The complainant informed that on 29/04/20 he had ordered for medicine at Dhanantary scheme. However, as per the complainant, till date he had not recieved the medicines.	The matter has been enquired and found that this person also contacted 104 on 25/04/2020 with the same prescription, patient name was Nalini Kanta Nath. Once again he called the 104 by his name with the same prescription. Medicine name was Tenohep 300. The said medicine's request had been forwarded to State H.Q due to non availability at Dist Store but not received.	The matter has been enquired and found that this person also contacted 104 on 25/04/2020 with the same prescription, patient name was Nalini Kanta Nath. Once again he called the 104 by his name with the same prescription.	Switch off	24-Jun-2020	08 September 2020	#####	Yes	24-Jun-2020	05/09/2020/28/01/2021	
75	GC/46/01052020/2579	Subudh Kalita	9854665566	9854665566	Dhubri	Dhubri	Common Complaints	unavailability of Doctors and Nurses	Sub Divisional Civil Hospital, Dhubri	Unavailability of Doctors and Nurses at Sub Divisional Civil Hospital, Dhubri	Other	1-May-2020	Complainant has complained against unavailability of Doctors and Nurses at Sub Divisional Civil Hospital, Dhubri.	Complainant has complained against unavailability of Doctors and Nurses at Sub Divisional Civil Hospital, Dhubri. The complainant informed that, on 1/05/20 at around 8am he has visited to the said civil hospital for treatment but none of the doctors and nurses were available in the hospital.	The Supdt, DCH informed that the allegation of no doctor and nurses available on 1.5.2020 in the DCH is baseless. There may be a bit late in reaching OPD at 8.00 AM but there is always available on duty doctor and nurses as per duty roster.	Caller is Satisfied	31-May-2020			Yes	28th May'20			
76	GC/67/01052020/2578	Argha Chakraborty	7002670726	7002670726	Tinsukia	Tinsukia	Common Complaints	Service of Tinsukia Civil Hospital	Tinsukia Civil Hospital	Hospital Authority of Tinsukia Civil Hospital	Other	1-May-2020	Complainant has complainant against Hospital Authority of Tinsukia Civil Hospital regarding their service. The complainant informed that, Roma Chakraborty(Mother), Aditya Chakraborty (Brother) and Parbeen Dutta(Driver) is in quarantine at the aforesaid hospital. However, according to the complainant in the said hospital no fan and drinking water facility has been provided to them. Moreover, the bathrooms in the hospital is very much unhygienic.	Complainant has complainant against Hospital Authority of Tinsukia Civil Hospital regarding their service. The complainant informed that, Roma Chakraborty(Mother), Aditya Chakraborty (Brother) and Parbeen Dutta(Driver) is in quarantine at the aforesaid hospital. However, according to the complainant in the said hospital no fan and drinking water facility has been provided to them. Moreover, the bathrooms in the hospital is very much unhygienic.	New 20 Nos of Fan installed , 9 Nos of designated Cleaner engaged for COVID 19 duty for Tinsukia Civil Hospital .	New 20 Nos of Fan installed , 9 Nos of designated Cleaner engaged for COVID 19 duty for Tinsukia Civil Hospital .	Not responding	8-Sep-2020	09 September 2020	9-Jan-2021	Yes	5-Sep-2020	08/01/2021/24/03/2021	
77	GC/43/02052020/2586	Pratul Basumatary	6001465029	6001465029	Chirang	Sidli BPHC	Common Complaints	Facility of sanitization	Sidli BPHC	Sidli BPHC	JDHS	2-May-2020	Mr. Pratul Basumatary has called from Bengtol Gate, No 1 Chapaguri, Sidli BPHC, Chirang district has informed regarding the facility.	Mr. Pratul Basumatary has called from Bengtol Gate, No 1 Chapaguri, Sidli BPHC, Chirang district has informed in the said area sanitization has not been done yet.	Sanitization for COVID was done in that area later on.	Caller is satisfied	23-Dec-2020			Yes	23-Dec-2020			
78	GC/55/02052020/2585	Rinkumoni Das	9706435750	9706435750	Kamrup (Metro)	Guwahati	Common Complaint	Service of doctors	GMCH Guwahati	On duty doctors of emergency department , GMCH, Guwahati	Doctor	2-May-2020	Complainant has complained against the on duty doctors of emergency department working at GMCH, Guwahati regarding their service.	Complainant has complained against the on duty doctors of emergency department working at GMCH, Guwahati regarding their service. According to the complainant, on 1/05/2020 he had visited the said medical college as he is suffering from gall bladder stone. However, the on duty doctors of the said hospital has not given response to his problem and also misbehaved with him.His OPD Reg no is 8324/20						No				

79	GC/65/0205202/2584	Pranab Barthakur	9613051244	9613051244	Sonitpur	Balipara BPHC	Common Complaint	Service of on duty nurse and doctors	Dekargaon SD	On duty nurse and doctors	Nurse and doctor	2-May-2020	Complainant has complained against the doctor and other on duty staffs of Dekargaon SD under Balipara BPHC regarding their negligence towards the beneficiary.	Complainant has complained against the doctor and other on duty staffs of Dekargaon SD under Balipara BPHC regarding their negligence towards the beneficiary. According to the complainant, on 3/02/2020 at around 11am he had taken the patient, Noni Devi (leg fractured) to the said hospital for treatment. However, in the said SD the on duty doctor and nurses did not provide any response and helped them.	As per incharge of Dekargaon SD, patient has referred to Kanal lata Civil Hospital for better treatment.	As per incharge of Dekargaon SD, patient has referred to Kanal lata Civil Hospital for better treatment.	Redressal Unsatisfactory// Not Responding	2-Jul-2020	6-Jan-2021		Yes	1-Jul-2020	06/01/2021/25/03/21
80	GC/38/0205202/2583	Krishnakanta Roy	9954851387	9954851387	Barpeta	Bhawanipur BPHC	Common Complaint	Supply of drugs	Bhawanipur BPHC	Dist drug Controller	Drug controller	2-May-2020	Mr. Krishnakanta Roy has called to complain regarding the non receipt of medicines.	Mr. Krishnakanta Roy from Sekhi village under Bhawanipur BPHC has complained that on 28/04/2020 he had ordered for medicines through whatsapp under Dhanwantri service. However, he had not received the medicines yet. Hence, he contacted the respective whatsapp number for enquiry. However, he asked the caller to buy the medicines from private pharmacy.	As per information received from DDSM Barpeta as the required medicine is not available at Barpeta. So the requirement has been placed on 28.04.2020 through e mail to SPM NHM & Procurement Cell NHM Assam but till now the said medicine has not received yet.	Switch off	8-Sep-2020	09 September 2020	#####	Yes	4-Sep-2020		
81	GC/46/0305202/2587	Mohammed Jinnah	9678656125	9678656125	Dhubri	Dharmasala BPHC	Common Complaint	Supply of drugs	Dharmasala BPHC	Dist drug Controller	Drug controller	3-May-2020	Mohammed jinnah has called to complain regarding the non receipt of medicines.	Mohammed jinnah from Madhu solmari Part 2 village under Dharmasala BPHC has complained that on 28/04/2020 he had ordered for medicines through whatsapp under Dhanwantri service. However, he had not received the medicines yet.	ALREADY MEDICINE DELIVERED ON 18.5.20	Caller is Satisfied	31-May-2020			Yes	28th May20		
82	GC/41/0405202/2592	Dipankar Das	9864336326	9864336326	Cachar	Slichar	Common Complaint	Facility of fogging	Malaria Deptt.	Malaria Deptt.	JDHS	4-May-2020	Mr. Dipankar Das of Rangpur, Ward no-5, Part IV, Cachar has informed regarding the facility.	Mr. Dipankar Das of Rangpur, Ward no-5, Part IV, Cachar has informed that the said area has been infested by mosquitoes. So, he has requested the Govt to kindly initiate some preventive measures like spraying of fogging or DDT.	In Municipality ward no 5 fogging already done, balance (Part IV) of ward no 5 will be done shortly as it could not be covered when fogging was done previously.	Not Responding	23-Jul-2020	24-Jul-2020	25-Jul-2020	Yes	16th July20	24-03-2021	
83	GC/55/0405202/2591	Kuddus Ali	9101420828	9101420828	Kamrup (Metro)	Guwahati	Common Complaint	Kamrup (Metro)	GMCH, Guwahati	Amrit pharmacy of GMCH, Guwahati	Pharmacist	4-May-2020	Complainant has complained against GMCH, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme.	Complainant has complained against GMCH, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme. According to the complainant, on 27/04/2020 the patient, Jakir Hussein (Neprology, Hos reg no-128858120) was admitted at the said medical college under Atal amrit scheme. However, as mentioned by the complainant, they needed to buy all the medicines of their own cost. They did not avail a single medicine free of cost under the said scheme.						No			
84	GC/37/0405202/2590	Satya Swargiary	6000271755	6000271755	Baksa	Jalah BPHC	Common Complaint	Supply of drugs	Jalah BPHC	Dist drug Controller	Drug controller	4-May-2020	Satya Swargiary has called to complain regarding the non receipt of medicines.	Satya Swargiary, from Tatikuchi village under Jalah BPHC has complained that on 01/05/2020 he had ordered for medicines through whatsapp under Dhanwantri service. However, he had not received the medicines yet.	Medicine already received by the concerned person on 19th May/2020	No reply	25-Jun-2020	26-Jun-2020	27-Jun-2020	Yes	25-Jun-2020		
85	GC/61/0405202/2589	Kartik Kundu	7002936939	7002936939	Morigaon	Laharighat BPHC	Common Complaint	Supply of drugs	Laharighat BPHC	Dist drug Controller	Drug controller	4-May-2020	Kartik Kundu has called to complain regarding the non receipt of medicines.	Kartik Kundu, from Moraibari village under Laharighat BPHC has complained that on 28/04/2020 he had ordered for medicines through whatsapp under Dhanwantri service. However, he had not received the medicines yet.	It was a Communication Gap due to Mobile number Busy at that time	No reply	24-Dec-2020			Yes	23-Dec-2020		
86	GC/50/0405202/2588	Mukul Bora	9365542061	9365542061	Golaghat	Mohuramukh BPHC	Common Complaint	Supply of drugs	Mohuramukh BPHC	Dist drug Controller	Drug controller	4-May-2020	Mukul Bora has called to complain regarding the non receipt of medicines.	Mukul Bora, from Mohuramukh village under Mohuramukh BPHC has complained that on 26/04/2020 he had ordered for medicines through whatsapp under Dhanwantri service. However, he had not received the medicines yet.	we have not received prescription on whatsapp app and name not found in the data base	Redressal Covered	5-Jun-2020			Yes	30th May20		
87	GC/39/0505202/2594	Niru Devi	9101331009	9101331009	Biswanath	Biswanath	Common Complaint	Supply of drugs	Biswanath	Dist drug Controller	Drug controller	5-May-2020	Smt. Niru Devi of Samar Dalani village, Nathshankar area, Biswanath district has complained regarding the non receipt of medicines.	Smt. Niru Devi of Samar Dalani village, Nathshankar area, Biswanath district has complained that on 30/04/2020 she had ordered for medicines through whatsapp under Dhanwantri service for the patient, Bedamaya Devi. However, she has not received the medicines yet.	Medicine was not available at that movement at District HQ.				Yes				
88	GC/38/0505202/2593	Sukur Ali	6002820563	6002820563	Goalpara	Matia BPHC	Common Complaint	Service of doctor	Baghmora Char PHC	doctors of Baghmora Char PHC	Doctor	5-May-2020	Complainant has complained against the doctors of Baghmora Char PHC under Matia BPHC regarding their negligence towards the patient.	Complainant has complained against the doctors of Baghmora Char PHC under Matia BPHC regarding their negligence towards the patient. According to the complainant, on 4/05/2020, he had taken the emergency patient, Aklima Khatun (consumed poison) to the said PHC. However, the on duty doctor of Baghmora Char PHC had refused to treat the patient and asked to take the patient to Goalpara Civil Hospital.	Baghmora Char PHC neither belongs to Matia BPHC or nor at Goalpara District.	Baghmora Char PHC neither belongs to Matia BPHC or nor at Goalpara District.	Caller is Satisfied	24-Jun-2020	08 September 2020		Yes	24-Jun-2020	05/09/2020/28/01/2021

89	GC/55/06052020/2601	Biren Patowary	7896060399	7896060399	Kamrup (Metro)	Guwahati	Common Complaint	Facility of hospital	GNRC, Dispur	Hospital Authority of GNRC, Dispur	Others	6-May-2020	Complainant Biren Patowary has complained against Hospital Authority of GNRC, Dispur Hospital regarding their facility. The complainant informed that on 06/05/20 he had visited to the said hospital for heart surgery. However, the hospital authority are not accepting the Atal Amrit card and demanded Rs 40,000 from him.	We are unable to collect the grievance reply from Pvt. Nursing Home	Not responding	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020			
90	GC/46/06052020/2600	Malati Rai	8811971488	8811971488	Dhubri	Dharamasala BPHC	Common Complaint	Behaviour of MPW	Payestirpar SC	Abdul Hamid Mandal (MPW)	MPW	6-May-2020	Complainant Malati Rai has complained against Abdul Hamid Mandal (MPW) working at Payestirpar SC under Dharmasala BPHC regarding his behaviour. The complainant informed that, the said MPW always misbehaves with the ASHA, ANM and ASHA Supervisor of the said SC.	This matter already resolved and already communicated with the Complainant and the concern person					Yes				
91	GC/41/06052020/2599	Rajen Das	9854319424	9854319424	Cachar	Silchar	Common Complaint	Service of Adarani van	Adarani van	Silchar Medical College	Other	6-May-2020	Complainant has complained against the Adarani van of Silchar Medical College regarding their service.	Complainant has complained against the Adarani van of Silchar Medical College regarding their service. The complainant informed that on 02/05/20, the delivery of his wife, Smt. Anima Das was conducted at the said hospital. As per the complainant, on 06/05/20 she was given discharge from the hospital. However, on the day of discharge the patient didn't get the facility of Adarani service.	As per Adarini Co-ordinator hereby state that, there is only 6 Adorini vehicle at silchar medical college. On that particular day all vehicles were engaged fully, 4 vehicles were went to drop patient to long distance locations. And we were unable to give service on that particular day dated 06/05/2020. And we have clearly declared to the patient party for these reason we could not provide.	Not Responding	23-Jul-2020	24-Jul-2020	25-Jul-2020	Yes	16th July20	24-03-2021	
92	GC/58/06052020/2598	Johirul Islam	9588467256	9588467256	Kokrajhar	Balajan BPHC	Common Complaint	Supply of drugs	Balajan BPHC	Dist drug Controller	Drug controller	6-May-2020	Johirul Islam has called to complained regarding the non receipt of medicines.	Mr. Johirul Islam of Basimari village under Balajan BPHC has complained that on 26/04/20 he had ordered for medicines through whatsapp under Dhanwantri service for the patient, Ibrahim Ali. However, he has not received the medicines yet.	The medicines were not available at local area at that time, so we were reporting to the state level supply, that's why he was not found the medicines	Not Responding	22-Jul-2020	23-Jul-2020	24-Jul-2020	Yes	21-09-2020	29th Dec'20	
93	GC/49/06052020/2597	Kurban Ali	6002958242	6002958242	Goalpara	Matia BPHC	Common Complaint	Supply of drugs	Matia BPHC	Dist drug Controller	Drug controller	6-May-2020	Mr. Kurban Ali has called to complained regarding the non receipt of medicines.	Mr. Kurban Ali of Karipara Part 4 village under Matia BPHC has complained that on 2/05/20 he had ordered for medicines through whatsapp under Dhanwantri service for the patient, Jilatun Bewa. However, he has not received the medicines yet.	The said medicine had been delivered to the patient on 07/05/2020 after receiving the Medicines from State H.Q. by Block Pharmacist, Matia BPHC.	The said medicine had been delivered to the patient on 07/05/2020 after receiving the Medicines from State H.Q. by Block Pharmacist, Matia BPHC.	No reply	24-Jun-2020	08 September 2020	#####	Yes	24-Jun-2020	05/09/2020/28/01/2021
94	GC/58/06052020/2596	Manoj Kumar	6000792605	6000792605	Kokrajhar	Gossaigaon BPHC	Common Complaint	Supply of drugs	Gossaigaon BPHC	Dist drug Controller	Drug controller	6-May-2020	Mr. Manoj Kumar has called to complained regarding the non receipt of medicines.	Mr. Manoj Kumar of Pakhijia Part 1 village under Gossaigaon BPHC has complained that on 28/04/20 he had ordered for medicines through whatsapp under Dhanwantri service for the patient, Lalpori Thakur. However, he has not received the medicines yet.	After verification I found that the caller (Manoj Kumar) send his prescription to 9435086479 but our DDSM whatsapp no is 9435086475. For this mistake we were not found the prescription. That's why we are unable to deliver the medicines.	No reply	22-09-2020	23-09-2020	24-09-2020	Yes	21-09-2020	29th Dec'20	
95	GC/46/06052020/2595	Amulya Chandra Shill	6000437057	6000437057	Dhubri	Golakganj BPHC	Common Complaint	Supply of drugs	Golakganj BPHC	Dist drug Controller	Drug controller	6-May-2020	Mr. Amulya Chandra Shill has called to complained regarding the non receipt of medicines.	Mr. Amulya Chandra Shill of Bisondoi village under Golakganj BPHC has complained that on 29/04/20 he had ordered for medicines through whatsapp under Dhanwantri service for him. However, he has not received the medicines yet.	AS THE MEDICINES WERE NOT AVAILABLE IN DHUBRI, SO INDENT WAS PLACED TO GUWAHATI VIA REPORT NO.10 ON DATED 6.5.20, BUT MEDICINE NOT RECEIVED TILL DATE, SO MEDICINE COULD NOT BE PROVIDED TO THE PATIENT AND HAS INFORMED TO ARRANGE BY THEMSELVES.	Switch off	31-May-2020	1-Jun-2020	2-Jun-2020	Yes	28th May20		
96	GC/46/07052020/2606	Kamal Kumar Par	9957397239	9957397239	Dhubri	Halakura BPHC	Common Complaint	Supply of drugs	Halakura BPHC	Dist drug Controller	Drug controller	7-May-2020	Mr. Kamal Kumar Par has called to complained regarding the non receipt of medicines.	Mr. Kamal Kumar Par of Kalida village part-1 under Hatakura BPHC has complained that on 27/04/20 he had ordered for medicines through whatsapp under Dhanwantri service. However, he has not received the medicines yet.	PATIENT NAME WAS MILAN KAUR, AS THE MEDICINES WERE NOT AVAILABLE IN DHUBRI, SO WE PLACED INDENT TO GUWAHATI VIA REPORT NO.4 ON DATED 1.5.20, BUT MEDICINE NOT RECEIVED TILL DATE, SO THE PATIENT HAS BEEN INFORMED TO ARRANGE BY THEMSELVES.	Redressal Covered	31-May-2020			Yes	28th May20		
97	GC/40/07052020/2605	Parbin Rehena	9365320696	9365320696	Bongaigaon	Srijangram BPHC	Common Complaint	Supply of drugs	Srijangram BPHC	Dist drug Controller	Drug controller	7-May-2020	Parbin Rehena has called to complained regarding the non receipt of medicines.	Parbin Rehena of Nambapara village part-3 under Srijangram BPHC has complained that on 27/04/20 she had ordered for medicines through whatsapp under Dhanwantri service. However, she has not received the medicines yet.	Medicine N/A				Yes				
98	GC/44/07052020/2604	Ganesh chandra Sarma	9101182860	9101182860	Darrang	Sipajhar BPHC	Common Complaint	Supply of drugs	Sipajhar BPHC	Dist drug Controller	Drug controller	7-May-2020	Mr. Ganesh chandra Sarma has called to complained regarding the non receipt of medicines.	Mr. Ganesh chandra Sarma of Dakhin Chuburi village under Sipajhar BPHC has complained that on 29/04/20 he had ordered for medicines through whatsapp under Dhanwantri service. However, he has not received the medicines yet.	Communicated with DDSM, Darrang. As per his statement the person has received the medicine on 8th may, 2020	Caller is Satisfied	30-Jun-2020			Yes	29-Jun-2020		

99	GC/38/0705202 0/2603	Sadam Hussain	9864922111	7002546817	Barpeta	Mandia BPHC	Common Complaint	Service of doctor and pharmacist	Tarakandi Riverine PHC	Dr. Jamal Uddin (Ayurvedic Deptt.) and Pharmacist Saheb Ali	Doctor & Pharmacist	7-May-2020	Confidential. Complainant has complained against Dr. Jamal Uddin (Ayurvedic Deptt.) and Pharmacist Saheb Ali of Tarakandi Riverine PHC under Mandia BPHC regarding their service.	Confidential. Complainant has complained against Dr. Jamal Uddin (Ayurvedic Deptt.) and Pharmacist Saheb Ali of Tarakandi Riverine PHC under Mandia BPHC regarding their service. According to the complainant, the said pharmacist, Saheb Ali and Dr. Jamal Uddin (Ayurvedic Deptt.) is not at all regular in their duty. However, as per the complainant earlier he has lodged the same complain in 104 and also the redressal was received but till date the said doctor is irregular in his duty.	The SDM&HO Mandia BPHC is entrusted to enquire the matter and submit report immediately.	Redressal Covered	8-Sep-2020			Yes	4-Sep-2020	
100	GC/55/0705202 0/2602	Angshuman Laskar	8486715355	8486715355	Kamrup (Metro)	Guwahati	Common Complaint	Service of the hospital authority	KGMT Hospital, Guwahati	Hospital Authority of KGMT Hospital, Guwahati	Other	7-May-2020	Complainant has complained against KGMT Hospital, Guwahati regarding Atal Amrit Scheme Facility. The complainant informed that on 7/05/20 at around 6:30am he had admitted the baby Priyankshu Talukdar in the said hospital. However, as per the complainant, till 10am the hospital authority did not started to do the treatment of the baby as the AAA card was not activated.	We are unable to collect the grievance reply from Pvt. Nursing Home	Number busy	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020		
101	GC/38/0805202 0/2607	Abdul Rup Khan	9101980010	9101980010	Barpeta	Mandia BPHC	Common Complaint	Supply of drugs	Mandia BPHC	Dist drug Controller	Drug controller	8-May-2020	Abdul Rup Khan has called to complained regarding the non receipt of medicines.	Abdul Rup Khan of Jadobpur village under Mandia BPHC has complained that on 25/04/20 he had ordered for medicines through whatsapp under Dhanwantri service. However, she has not received the medicines yet.	The said medicine has been delivered on 27.04.2020	Redressal Covered	8-Sep-2020		Yes	4-Sep-2020		
102	GC/51/0905202 0/2613	Sekhor Sukla	7002104369	7002104369	Hailakandi	Algapur BPHC	Common Complaint	Supply of drugs	Algapur BPHC	Dist drug Controller	Drug controller	9-May-2020	Mr. Sekhor Sukla has called to complained regarding the non receipt of medicines.	Mr. Sekhor Sukla of Barjurai village under Algapur BPHC has complained that on 26/04/20 he had ordered for medicines through whatsapp under Dhanwantri service for him. However, he has not received the medicines yet.	He has not received alternative brand medicine	Not Reachable	31-Jan-2021		Yes	30-Jan-2021		
103	GC/39/0905202 0/2612	Mintu Dey	9706613409	9706613409	Biswanath	Biswanath BPHC	Common Complaint	Supply of drugs	Biswanath BPHC	Dist drug Controller	Drug controller	9-May-2020	Mr. Mintu Dey has called to complained regarding the non receipt of medicines.	Mr. Mintu Dey of Parbatipur village under Biswanath BPHC has complained that on 30/04/20 he had ordered for medicines through whatsapp under Dhanwantri service for him. However, he has not received the medicines yet.	Requested for Varmor 10 mg & Liver Tonic. Varmor 10 mg not found in Biswanath Chariali area at that time. Liver Tonic given him .	Redressal Covered	8-Sep-2020		Yes	8-Sep-2020		
104	GC/46/0905202 0/2609	Asaruddin Mandal	6003369208	6003369208	Dhubri	Golakganj BPHC	Common Complaint	Supply of drugs	Golakganj BPHC	Dist drug Controller	Drug controller	9-May-2020	Mr. Asaruddin Mandal has called to complained regarding the non receipt of medicines.	Mr. Asaruddin Mandal of Khalisamari Agamani village under Golakganj BPHC has complained that on 25/04/20 he had ordered for medicines through whatsapp under Dhanwantri service for him. However, he has not received the medicines yet.	AS THE MEDCINES WERE NOT AVAILABLE AT LOCALY, SO WE PLACED INDENT TO GUWAHATI VIA REPORT NO.12 ON DATED 8.5.20. AND VIA REPORT NO.16 ON DATED 14.5.20 BUT MEDICINE WAS NOT RECEIVED .SO THE PATIENT HAS BEEN INFORMED TO ARANGE BY THEMSELVES.	Redressal Covered	31-May-2020		Yes	28th May20		
105	GC/50/0905202 0/2608	Mr. Ranjeet Saikia	9365296824	9365296824	Golaghat	Kamarbandha BPHC	Common Complaint	Supply of drugs	Kamarbandha BPHC	Dist drug Controller	Drug controller	9-May-2020	Mr. Ranjeet Saikia has called to complained regarding the non receipt of medicines.	Mr. Ranjeet Saikia of Napuma kumargoan village under Kamarbandha BPHC has complained that on 25/04/20 he had ordered for medicines through whatsapp under Dhanwantri service for him. However, he has not received the medicines yet.	we have not received prescription on whatsapp and name not found in the data base	Redressal Covered	5-Jun-2020		Yes	30th May20		
106	GC/55/0905202 0/2610	Mr. Pulak Bhuyan	8721809318	8721809318	Sonitpur	Balipara BPHC	Common Complaint	Supply of drugs	Balipara BPHC	Dist drug Controller	Drug controller	9-May-2020	Mr. Pulak Bhuyan has called to complained regarding the non receipt of medicines.	Mr. Pulak Bhuyan (Kidney Transplant Patient) of Haleshar village under Balipara BPHC has complained that he had ordered for medicines through whatsapp under Dhanwantri service for him. However, he has received only 5 days medicines and they demaned 600/ Rs from him. Moreover, as per the complainant earlier he gets all the medicine free of cost from GMCH, Guwahati.	As per Dhanwantri Scheme free medicines upto Rs.200/- only. As per DDSM, Mr. Pulak Bhuyan needed totally free Medicines. And sufficient Medicines were not available in the district.	As per Dhanwantri Scheme free medicines upto Rs.200/- only. As per DDSM, Mr. Pulak Bhuyan needed totally free Medicines. And sufficient Medicines were not available in the district.	Caller is Satisfied	2-Jul-2020		Yes	1-Jul-2020	06/01/2021/25/03/21
107	GC/65/0905202 0/2611	Mr. Bhabakanta Bora	8721809318	8721809318	Sonitpur	Balipara BPHC	Common Complaint	Supply of drugs	Balipara BPHC	Dist drug Controller	Drug controller	9-May-2020	Mr. Bhabakanta Bora has called to complained regarding the non receipt of medicines.	Mr. Bhabakanta Bora (Kidney Transplant Patient) of Haleshar village under Balipara BPHC has complained that he had ordered for medicines through whatsapp under Dhanwantri service for him. However, he has received only 5 days medicines and they demaned 600/ Rs from him. Moreover, as per the complainant earlier he gets all the medicine free of cost from GMCH, Guwahati.	As per Dhanwantri Scheme free medicines upto Rs.200/- only. As per DDSM, Mr. Bhabakanta Bora needed totally free Medicines.	As per Dhanwantri Scheme free medicines upto Rs.200/- only. As per DDSM, Mr. Bhabakanta Bora needed totally free Medicines.	Caller is Satisfied	2-Jul-2020		Yes	1-Jul-2020	06/01/2021/25/03/21
108	GC/59/1005202 0/2618	Mr. Sarat Saikia	7019620461	7019620461	Lakhimpur	Bihpuria BPHC	Common Complaint	Supply of drugs	Bihpuria BPHC	Dist drug Controller	Drug controller	10-May-2020	Mr. Sarat Saikia has called to complained regarding the non receipt of medicines.	Mr. Sarat Saikia of Pokadal village under Bihpuria BPHC has complained that on 02/05/20 he had ordered for medicines through whatsapp under Dhanwantri service for him. However, he has not received the medicines yet.	Due to communication problem medicine couldnot delivered.	No reply	6-Jan-2021		Yes	6-Jan-2021		

109	GC/39/1005202 0/2617	Mr. Liladhar Nath	9678374802	9678374802	Biswanath	Chatiya BPHC	Common Complaint	Supply of drugs	Chatiya BPHC	Dist drug Controller	Drug controller	10-May-2020	Mr. Liladhar Nath has called to complained regarding the non receipt of medicines.	Mr. Liladhar Nath of 3 No. Naibari village under Chatiya BPHC has complained that on 28/04/20 he had ordered for medicines through whatsapp under Dhanwantri service for the patient, Pratima Nath. However, he has not received the medicines yet.	Medicine was not available at that movement at District HQ.						Yes	
110	GC/44/1005202 0/2616	Amar Jyoti Deka	9127106327	9127106327	Darrang	Sipajhar BPHC	Common Complaint	Service of doctor	Duni Model Hospital	Duty Doctors of Duni Model Hospital	Doctor	10-May-2020	Complainant has complained against the duty doctors of Duni Model Hospital under Sipajhar BPHC regarding their negligence towards the patient.	Complainant has complained against the duty doctors of Duni Model Hospital under Sipajhar BPHC regarding their negligence towards the patient. According to the complainant, on 09/05/2020, at around 10 am he had visited the said Model Hospital. However, the on duty Doctor of Duni Model Hospital had refused to treat the patient .	Communicated with the complainant. As per his statement he was suffering from headache & he was given paracetamol tab by Health worker without prescription. Also communicated with the Dy Superintendent & ABPM of the said Hospital. As per their statement on that day there was not registered any patient with this name.		Not Reachable	30-Jun-2020	1-Jul-2020	2-Jul-2020	Yes	29-Jun-2020
111	GC/46/1005202 0/2615	Mr. Nunraghab Das	9864610865	9864610865	Dhubri	Bilasipara BPHC	Common Complaint	Supply of drugs	Bilasipara BPHC	Dist drug Controller	Drug controller	10-May-2020	Mr. Nunraghab Das has called to complained regarding the non receipt of medicines.	Mr. Nunraghab Das of Dhalpur village under Bilasipara BPHC has complained that on 01/05/20 he had ordered for medicines through whatsapp under Dhanwantri service . However, he has not received the medicines yet.	PATIENT NAME WAS ABHIJIT KALITA, ALREADY DELIVERED MEDICINE ON 15.5.20		Caller is Satisfied	31-May-2020			Yes	28th May20
112	GC/46/1005202 0/2614	Mr. Ramendra Nath Rai	7002488171	7002488171	Dhubri	Golakganj BPHC	Common Complaint	Supply of drugs	Golakganj BPHC	Dist drug Controller	Drug controller	10-May-2020	Mr. Ramendra Nath Rai has called to complained regarding the non receipt of medicines.	Mr. Ramendra Nath Rai of Bisondoi village under Golakganj BPHC has complained that on 27/04/20 he had ordered for medicines through whatsapp under Dhanwantri service . However, he has not received the medicines yet.	AS THE MEDICINES WERE NOT AVAILABLE AT LOCALLY, SO WE PLACED INDENT TO GUWAHATI VIA REPORT NO.10 ON DATED 6.5.20, BUT MEDICINE NOT RECEIVED, SO THE PATIENT HAS BEEN INFORMED TO ARANGE BY THEMSELVES.		No reply	31-May-2020	1-Jun-2020	2-Jun-2020	Yes	28th May20
113	GC/64/1105202 0/2619	Pompi Dutta	9101031643	9101031643	Sivasagar	Gaurisagar BPHC	Common Complaint	Supply of drugs	Gaurisagar BPHC	Dist drug Controller	Drug controller	11-May-2020	Mr. Dulen Dutta has called to complained regarding the non receipt of medicines.	Mr. Dulen Dutta (Cancer Patient) of Mathadang village under Gaurisagar BPHC has complained that he had ordered for medicines through whatsapp under Dhanwantri service for him. However, he has received the medicines and they demaned money from him. Moreover, as per the complainant earlier he gets all the medicine free of cost from GMCH, Guwahati.	As per guideline, if the cost of medicine is upto Rs 200/- it will be born by Govt. But if the cost cost of medicine is more than Rs 200/- then it will be paid by the patient under this scheme.		Caller is Satisfied	16-09-2020			Yes	15-09-2020
114	GC/39/1205202 0/2623	Bhuram Kotoki	9957992893	9957992893	Biswanath	Gohpur BPHC	Common Complaint	Supply of drugs	Gohpur BPHC	Dist drug Controller	Drug controller	12-May-2020	Complainant has complained regarding the non receipt of medicines.	Complainant has complained that on 10 th May/20 he had requested for medicines through whatsapp under Dhanwantari scheme of Govt. However, till date he had not received the medicines.	Medicine was not available at that movement at District HQ.					Yes		
115	GC/45/1205202 0/2622	Pranab Baruah	9365127778	9365127778	Dhemaji	Gogamukh BPHC	Common Complaint	Service and behaviour	Gogamukh BPHC	ASHA worker, Pramila Bora	ASHA worker	12-May-2020	Complainant has complained against the ASHA worker, Pramila Bora of Koupatoni gaon under Gogamukh BPHC regarding her service as well as behaviour.	Complainant has complained against the ASHA worker, Pramila Bora of Koupatoni gaon under Gogamukh BPHC regarding her service as well as behaviour. According to the complainant, two of his neighbours had returned from Guwahati after treatment on 12/05/2020. Due to the prevailing communication problem everywhere due to lockdown, he had brought them from Gogamukh by his private vehicle. However, after their returning home the aforesaid ASHA worker had misbehaved with them and also spread the fake news among the villagers that all of them are Covid-19 positive patient.	Discussion was held with concerned ASHA , ASHA Supervisor, ANM of the Na-Nadi S.C. Under Gogamukh BPHC and written clarification given by them that they advised the complainant and the other two person coming from outside for home quarantine. The ASHA has no any personal enemy with the complainant.		Redressal Covered	5-Jun-2020			Yes	1st June'20
116	GC/46/1205202 0/2621	Ramu choudhury	9365636973	9365636973	Dhubri	Golakganj BPHC	Common Complaint	Supply of drugs	Golakganj BPHC	Dist drug Controller	Drug controller	12-May-2020	Mr. Ramu Choudhury of Golokganj village under Golokganj BPHC has complained regarding the non receipt of medicines.	Mr. Ramu Choudhury of Golokganj village under Golokganj BPHC has complained that on 25th April/20 he had requested for medicines through whatsapp under Dhanwantari scheme of Govt. However, till date he had not received the medicines.	ALREADY DELIVERED MEDICINE ON 18.5.20		Caller is Satisfied	31-May-2020	1-Jun-2020	2-Jun-2020	Yes	28th May20
117	GC/59/1205202 0/2620	Nipen Saikia	8752818729	8752818729	Lakhimpur	North Lakhimpur	Common Complaint	Supply of drugs	North Lakhimpur	Dist drug Controller	Drug controller	12-May-2020	Mr. Nipen Saikia of Tikuria village under North Lakhimpur BPHC has complained regarding the non receipt of medicines.	Mr. Nipen Saikia of Tikuria village under North Lakhimpur BPHC has complained that on 7th May/20 he had requested for medicines through whatsapp under Dhanwantari scheme of Govt. However, till date he had not received the medicines.	Due to communication problem medicine couldnot delivered.		No reply	6-Jan-2021			Yes	6-Jan-2021
118	GC/62/1305202 0/2625	Rajib sarma	8638837578	8638837578	Nagaon	Kaliabor BPHC	Common Complaint	Supply of drugs	Kaliabor BPHC	Dist drug Controller	Drug controller	13-May-2020	Mr. Rajib Sharma of Dolapani village under Kaliabor BPHC has complained regarding the non receipt of medicines.	Mr. Rajib Sharma of Dolapani village under Kaliabor BPHC has complained that on 30th April/20 he had requested for medicines through whatsapp under Dhanwantari scheme of Govt. However, till date he had not received the medicines.	Communication done with the person (Rajib Sarma), according to him he has no complain against district drug controller.		Caller is satisfied	8-Feb-2021			Yes	8-Feb-2021

119	GC/38/13052020/2624	Sahjaman Ali	9957949199	9957949199	Barpeta	Barpeta	Common Complaint	Corruption of the Hospital	FAAMCH	Hospital Authority of FAAMCH, Barpeta	Others	13-May-20	Complainant has complained against Hospital Authority of FAAMCH, Barpeta regarding their corruption.	Complainant has complained against Hospital Authority of FAAMCH, Barpeta regarding their corruption. The complainant informed that, on 04/05/20 he had taken his wife Jarina Khatur (9 months pregnant) of Majgaon village to conduct blood test and USG in the said hospital. However, according to the complainant, the hospital authority had taken Rs.350 for USG and Rs.150 for blood test.	The Matter has been forwarded to Superintendent FAAMCH for necessary action vide no. No.: DHS/BAR/ COVID-19/Corres/2020-21/424 Date: 04.09.2020	Caller is Satisfied	8-Sep-2020				Yes	4-Sep-2020	
120	GC/40/14052020/2626	Anupam Bhumi	9707778626	9707778626	Bongaigaon	Srijangram BPHC	Common Complaint	Supply of drugs	Srijangram BPHC	Dist drug Controller	Drug controller	14-May-2020	Mr. Anupam Bhumi of Dumoria part 1 village under Srijangram BPHC has complained regarding the non receipt of medicines.	Mr. Anupam Bhumi of Dumoria part 1 village under Srijangram BPHC has complained that on 23rd April'20 he had requested for medicines through whatsapp under Dhanwantari scheme of Govt. However, till date he had not received the medicines.	Medicine N/A					Yes			
121	GC/46/17052020/2628	Kanika Rai	9101188940	9101188940	Dhubri	Golokganj BPHC	Common Complaint	Supply of drugs	Golokganj BPHC	Dist drug Controller	Drug controller	17-May-2020	Mr. Kanika Rai of Lakhimari part-3 under Golokganj BPHC has complained regarding the non receipt of medicines.	Mr. Kanika Rai of Lakhimari part-3 under Golokganj BPHC has complained that she had requested for medicines through whatsapp under Dhanwantari scheme of Govt for the patient, Dudesar Rai. However, till date she had not received the medicines.	PATIENT NAME WAS DUDESHAR ROY, AS THE MEDICINES WERE NOT AVAILABLE AT LOCALLY, SO WE PLACED INDENT TO GUWAHATI VIA REPORT NO.16 ON DATED 14.5.20, BUT MEDICINE NOT RECEIVED TILL DATE, SO THE PATIENT HAS BEEN INFORMED TO ARRANGE BY THEMSELVES.	No busy	31-May-2020	1-Jun-2020	2-Jun-2020	Yes	28th May'20		
122	GC/45/17052020/2627	Mr. Jagdees Misong	9101458387	9101458387	Dhemaji	Dhemaji BPHC	Common Complaint	Corruption of ANM	Bulakata SC	Minakshi Misong Rangkop	Nurse	17-May-2020	Mr. Jagdees Misong has complained ANM, Minakshi Misong Rangkop working at Bulakata S/C under Dhemaji BPHC regarding corruption	Mr. Jagdees Misong has complained that his wife, Juboti Misong is 4 months preagant. However, for ANC the ANM, Minakshi Misong Rangkop working at Bulakata SC under Dhemaji BPHC had taken Rs 700 from them.	Discussion was held with the ASHA Worker and she informed that the money was paid by the patient to conduct ultrasound at Private clinic.	Redressal Covered	5-Jun-2020			Yes	1st June'20		
123	GC/57/19052020/2632	Riyaz Uddin Khan	6901178236	6901178236	Karimganj	Kachuadam BPHC	Common Complaint	Facility of birth certificate	Srigouri CHC	Registrar of Srigouri CHC	Registrar	19-May-2020	Complainant has complained against the registrar of Srigouri CHC under Kachuadam BPHC regarding non receipt of birth certificate.	Complainant has complained against the registrar of Srigouri CHC under Kachuadam BPHC regarding non receipt of birth certificate. The complainant informed that, on 20/02/2020 the delivery of Supriya Begum was done at the said hospital. After delivery they have applied for the birth certificate of his baby. However, till date the birth certificate has not been issued to them.	The Caller Riyaz Uddin Khan was contacted from Srigouri CHC by Bibuti Naha, Birth & Death Assistant of Srigouri CHC, the caller denied and said that, he has not done any such complain regarding birth certificate. 1. THAT, RIYAZ UDDIN KHAN HAS RECEIVED HIS DAUGHTER'S BIRTH CERTIFICATE ON 24TH SEPT/20 FROM THE REGISTRAR OF BIRTH &	Caller is satisfied	30-12-2020			Yes	29th Dec'20		
124	GC/54/19052020/2629	Majarul Islam Choudhury	6003884352	6003884352	Kamrup (Rural)	Kamalpur BPHC	Common Complaint	Corruption of Doctor	Kamalpur Model Hospital	Duty doctor of Kamalpur Model Hospital	Doctor	19-May-2020	Complainant has complained against the duty Doctor of Kamalpur Model hospital Under Kamalpur BPHC regarding corruption.	Complainant has complained against the duty Doctor of Kamalpur Model hospital Under Kamalpur BPHC regarding corruption. The complainant informed that on 19-05-20 he went to the said model hospital for the issuance of his fitness certificate. However the duty Doctor demanded him 100rs for issuance his certificate.	As the Doctor's name has not been mentioned by the caller so it was difficult to verify. However the complainant name was verified with OPD and IPD records but no record found in his name				Yes				
125	GC/41/22052020/2634	Pranab Kumar Munia	9957518234	9957518234	Cachar	Silchar	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Silchar Medical College	Hospital authority of Silchar Medical College	Others	22-May-2020	Complainant has complained against Silchar Medical College regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Silchar Medical College regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Jyoti Munia was done on 28/5/2019 at the said medical college. However, till date she has not received money Rs 12,000/- under the said scheme.	I Would like to inform you that, there is no wage compensation scheme of tea garden areas of assam at Silchar Medical College & Hospital.	Not responding	26-03-2021			Yes	24-03-2021		
126	GC/62/22052020/2633	Biki Sarkar	7002473572	7002473572	Nagaon	Nagaon Civil Hospital	Common Complaint	Non receipt of anti rabies vaccine	Nagaon Civil Hospital	Dist drug Controller	Drug controller	22-May-2020	Complainant has complained against Nagaon Civil Hospital regarding the non receipt of anti rabies vaccine.	Complainant has complained against Nagaon Civil Hospital regarding the non receipt of anti rabies vaccine. According to the complainant, on 8/05/2020 he had visited the said hospital for taking anti rabies vaccine. However, in the said hospital stock of anti rabies vaccines were not available.	As per our record, he has got anti rabies on 25/4/2020, on 22/5/2020 we have no stock of anti rabies at emergency ward. from 23/5/2020 it is available	Caller is satisfied	8-Feb-2021			Yes	8-Feb-2021		
127	GC/65/25052020/2636	Pinku Goswami	8403926679	8403926679	Sonitpur	Tezpur	Common Complaint	Non receipt of anti rabies vaccine	Tezpur Medical College	Dist drug Controller	Drug controller	25-May-2020	Complainant has complained against Tezpur Medical College Hospital regarding the non receipt of anti rabies vaccine.	Complainant has complained against Tezpur Medical College Hospital regarding the non receipt of anti rabies vaccine. According to the complainant, on 14/05/2020 he had visited the said hospital for taking anti rabies vaccine. However, in the said hospital stock of anti rabies vaccines were not available.	Anti rabies vaccine was no available in TMCH from 27/03/2020. Now also not available, they have sent indent.	Anti rabies vaccine was no available in TMCH from 27/03/2020. Now also not available, they have sent indent.	Not Responding	2-Jul-2020	3-Jul-2020	4-Jul-2020	Yes	1-Jul-2020	06/01/2021/25/03/21
128	GC/49/25052020/2635	Radhika Das	9957680992	9957680992	Goalpara	Matia BPHC	Common Complaint	Service of doctors and nurse	Matia BPHC	Duty Doctor And Nurse of Matia BPHC	Doctor and Nurse	25-May-2020	Complainant has complained against Doctor Talukdar and on duty Nurse of Matia BPHC regarding their service.	The Complainant has complained against Dr. Talukdar as well as nurse working at Matia BPHC regarding their service. As per the complainant, on 21/05/2020 he had admitted the delivery patient, Smt. Radhika Das in the said BPHC where her normal delivery was conducted. However, after birth his baby had died. As per the complainant, it is due to the negligence of Dr. Talukdar that his baby could not survive. He had also stated that, after birth the infant does not cry and the baby had bowel movement prior to birth excreting meconium into the amniotic fluid. Moreover, in the last ultrasonography report of the patient	According to the SDM & HO, Matia, The pregnant women delivered a baby with birth asphyxia and treaty doctor referred the baby to SCNU, Civil Hospital, Goalpara and the baby died at Civil Hospital, Goalpara.	Switch off	8-Sep-2020	9-Sep-2020	10-Sep-2020	Yes	5-Sep-2020	28-Jan-2021	

129	GC/46/2705202/02637	Mehjan Nessa	9678012790	9678012790	Dhubri	South Salmara BPHC	Common Complaint	Service of 108	Emergency- 108	Emergency - 108 staffs	JDHS	27-May-2020	Complainant has complained against the service of 108 ambulance regarding their negligence towards the patient.	Complainant has complained against the service of 108 ambulance regarding their negligence towards the patient. The complainant informed that on 27/05/2020 at around 1pm she had called the 108 ambulance (from phone number- 9678012790) for taking the emergency delivery patient Alema Khatun to the nearest hospital South Salmara BPHC. However, the staffs of 108 ambulance had refused to provide the service by saying that their home is situated in less than one kilometer distance from the hospital so they can not provide the service to the beneficiary. Therefore, at last the delivery was done at her home.	This is under South Salmara Mankachar District							Yes		
130	GC/55/2805202/02638	Samat Ali	7577998711	7577998711	Kamrup (Metro)	Dhirenpara zone	Common Complaint	Service of ASHA	Dhirenpara zone	ASHA worker, Saleha Begum	ASHA worker	28-May-2020	Complainant has complained against the ASHA worker, Saleha Begum of working under Dhirenpara Zone regarding her service.	Complainant has complained against the ASHA worker, Saleha Begum of working under Dhirenpara Zone regarding her service. According to the complainant, on 21/5/2020 the delivery of Saleha Begum was done at MMCH, Guwahati. However, the said ASHA worker has not visited at the time of her delivery and also during her pregnancy period.								No		
131	GC/44/3005202/02639	Ibrahim Ali	9854169028	9854169028	Darrang	Kharupetia BPHC	Common Complaint	Facility of payments (sterilization)	Kharupetia BPHC	Kharupetia BPHC	JDHS	30-May-2020	Complainant has complained against Hospital authority of Kharupetia BPHC regarding non receipt of facility.	Complainant has complained against Hospital authority of Kharupetia BPHC regarding non receipt of facility. The complainant informed that on 18/02/2020 his wife Tahiron Nessa's sterilization (Hospital reg no- 25/20) was conducted at the said hospital. However, till date she has not received the payment of sterilization.	Communicated with SDM & HO & BAM of Kharupetia BPHC. As per their statement due to misfiling of document the complainant has not get the benefits. They assured that within 3 days the beneficiary will get the money.		Caller is Satisfied	30-Jun-2020			Yes	29-Jun-2020	30-Jun-2020	
132	GC/62/3105202/02642	Chandan Bora	6900754856	6900754856	Nagaon	Kaliabor	Common Complaint	Service and behaviour	Kaliabor	ASHA worker, Gulo Begum	ASHA worker	31-May-2020	Complainant has complained against the ASHA worker, Gulo Begum of working under jakhlabondha BPHC regarding her service.	Complainant has complained against the ASHA worker, Gulo Begum of working under jakhlabondha BPHC regarding her service. According to the complainant, on 24/4/2019 the delivery of Paporu Kalita Bora was done at jakhlabondha BPHC. However, the said ASHA worker has not visited at the time of her delivery and during her pregnancy period. Moreover she has not delivered the ANC card.	Matter has been look into by SDM&HO. The concerned ASHA has been strictly instructed not to repeated charge in future.		Not Responding	8-Feb-2021			Yes	8-Feb-2021		
133	GC/55/3105202/02641	Naba kalita	9613460340	9613460340	Kamrup (Metro)	Guwahati	Common Complaint	Facility of Atal amrit abhiyan scheme	GMCH, Guwahati	GMCH, Guwahati	JDHS	31-May-2020	Complainant has complained against GMCH, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme.	Complainant has complained against GMCH, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme. According to the complainant, on 29/5/2020 surgery of the patient, Kusum Kalita Brain Surgery was conducted at the said medical college under Atal amrit scheme. However, as mentioned by the complainant, they needed to buy all the medicines of their own cost. They did not avail a single medicine free of cost under the said scheme.							No			
134	GC/40/3105202/02640	Azjul Rahman	6003862435	6003862435	Bongaigaon	Boitamari BPHC	Common Complaint	Facility of death certificate	Boitamari BPHC	Kachudola S.C	JDHS	31-May-2020	Complainant has complained against Kachudola Sub center, under Boitamari BPHC regarding non receipt of death certificate.	Complainant has complained against hospital Authority of Kachudola Sub center under Boitamari BPHC regarding non receipt of death certificate. The complainant informed that, Late shukur ali sheikh died On 1/5/2020 at Kachudola sub center. then he applied for the death certificate. However, the said person was not received the death certificate. so he complained at 104.	Certificate already Issued					Yes				
135	GC/57/0106202/02643	Dipak Goala	9365275674	9365275674	Karimganj	R K Nagar BPHC	Common Complaint	Non receipt of ANC Reg. Number	R K Nagar BPHC	ANM Bilkis Begum Cheragi S.C.	ANM	1-Jun-2020	Complainant has complained against ANM Bilkis Begum of Cheragi Sub center, under R.K.Nagar BPHC regarding non receipt of ANC Reg.no.	Complainant has complained against ANM Bilkis Begum of Cheragi Sub Center under R.K.Nagar BPHC regarding the non receipt of ANC Reg.no. According to the complainant, his sister . Smt. Sabita Goala is now 7 months pregnant (LMP date- 1/11/2019). She has done her all ANCs at the said sub center . However, till date she has not received the ANC registration number.	As per Consultation with ANM Cheragi SC, Smt. Sabita Goala already received her RCH ID No-18008699212 from the ANM of Cheragi SC.		Caller is satisfied	30th Dec'20		Yes	29th Dec'20			
136	GC/47/0206202/02644	Rama karmakar	7035640807	7035640807	Dibrugarh	Lahowal BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	AMCH Hospital	Hospital authority of Assam Medical College Dibrugarh	Other	2-Jun-2020	Complainant has complained against Dibrugarh Assam Medical College hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Assam Medical College hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Hemanti Karmakar was done on 09/04/2019 at the said medical college. However, till date she has not received money Rs 12,000/- under the said scheme.	As per the documents submitted by the complainant, the Resident Certificate is to be certified by the Manager or concerned officer of the Tea Garden which was only having signature but no stamp of the concerned signatory. So, it was returned back to the beneficiary to get it stamped form the authority due to which the payment cannot be possible. But till now the Wage Compensation Card with		Caller is Satisfied	14-Dec-2020		Yes	14-Dec-2020			
137	GC/62/0306202/02647	Sarat Kumar Saikia	9954323243	9954323243	Nagaon	Dhing BPHC	Common Complaint	non receipt of payment	Dhing BPHC	Hospital Authority of Dhing BPHC	Other	3-Jun-2020	Complainant Sarat Kumar Saikia has complained against Hospital Authority of Dhing BPHC regarding non receipt of payment.	Complainant Sarat Kumar Saikia has complained against Hospital Authority of Dhing BPHC regarding non receipt of payment. The complainant informed that, since 6 months (from 19/12/2019) he is taking treatment of TB in the said BPHC. However, according to him, he has received only 3 months payment instead of 6 months.	Bank account is not approved by her bank for PFMS payment.		Not Responding	8-Feb-2021		Yes	8-Feb-2021			
138	GC/55/0306202/02646	Laksya sarma	6001055189	6001055189	Kamrup (Metro)	Guwahati	Common Complaint	service	MMCH, Guwahati	Hospital Authority of MMCH, Guwahati	Other	3-Jun-2020	Complainant has complained against Hospital Authority of MMCH, Guwahati regarding their service.	Complainant has complained against Hospital Authority of MMCH, Guwahati regarding their service. The complainant informed that on 22/11/2017 he had registered disability certificate for Babina Sultana (Reg No-984/17 MMCH) in the said hospital. However, according to the complainant, the authority had written the name wrongly in the certificate. Moreover, as per the caller, he had visited to the hospital for correcting the name of her and provide the court affidavit to the doctor for correcting but the doctor did not response to him.						No				

139	GC/54/03062020/2645	Ritumani hazarika	9859092012	9859092012	Kamrup (Rural)	Uparhali BPHC	Common Complaint	Service of duty doctor	Mirza CHC	Duty doctors of Mirza CHC	Doctor	3-Jun-2020	Complainant has complained against Duty doctors of Mirza CHC under Uparhali BPHC regarding their service.	Complainant has complained against Duty doctors of Mirza CHC under Uparhali BPHC regarding their service. The complainant informed that on 3/06/20 at around 9am he has taken patient Sabita Hazarika of Satrapara village to the said hospital for measuring her BP. However, according to the complainant, none of the doctors was available in the hospital. Moreover, as per the caller, the duty doctor is very irregular in their duty.	The date mentioned when the patient Sabita Hazarika visited Mirza CHC Corona Pandemic was at its peak. As per records verified on that day Dr. Azara Sultana Sr. M & HO, Mirza CHC was attending her morning OPD duty. As such the complain about non presence of Doctors on that day is incorrect.							Yes		
140	GC/38/04062020/2648	Bhaskar Deka	9954959115	9954959115	Sonitpur	Tezpur	Common Complaint	Facility of JSY cheque	Tezpur Medical College	Hospital authority of Tezpur Medical College	Others	4-Jun-2020	Complainant has complained regarding the non receipt of JSY scheme cheque of Rs 1400/-.	Repeated. Complainant has complained that the delivery of Smt. Hinu Deka (file reg no-3023119) of Chengna village was done on 12/12/2019 at Tezpur Medical College. Complainant has informed that, earlier he has registered the same complaint in 104 helpline, redressal has been provided to him. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	already replied.	already replied.	Number busy	2-Jul-2020	3-Jul-2020	4-Jul-2020	Yes	1-Jul-2020	06/01/2021/25/03/21	
141	GC/54/04062020/2649	Mrinal Deka	9127095435	9127095435	Kamrup (Rural)	Bihdia BPHC	Common Complaint	Service and behaviour	Bihdia BPHC	ASHA worker, Gita Deka	ASHA worker, Gita Deka	4-Jun-2020	Complainant has complained against the ASHA worker, Gita Deka of working under Bihdia BPHC regarding her service.	Complainant has complained against the ASHA worker, Gita Deka of Majaon village under Bihdia BPHC regarding her service. The complainant informed that the said ASHA Worker is not performing properly her essential duty of COVID-19.								Yes		
142	GC/50/05062020/2650	Bibhison Loying	8669176440	8669176440	Golaghat	Golaghat	Common Complaint	Facility of JSY cheque	K K Civil Hospital	Hospital authority of K K Civil Hospital	Others	5-Jun-2020	Complainant has complained against K K Civil Hospital, Golaghat regarding the non receipt of JSY scheme cheque.	Repeated. Complainant has complained against K K Civil Hospital, Golaghat regarding the non receipt of JSY scheme cheque. According to the complainant, the delivery of Mamoni Loying (Hospital Reg no-7261) of Gulung temera village was done on 22/11/2019 at the said civil hospital. redressal has been provided to him. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Delivery happened on 22/11/2019 and payment received on 13/10/2020		Caller is satisfied	26-03-2021		Yes	24-03-2021			
143	GC/54/06062020/2651	sujit pal	9678079570	9678079570	Kamrup (Metro)	Guwahati	Common Complaint	Facility of Atal amrit abhiyan scheme	GMCH, Guwahati	GMCH, Guwahati	JDHS	6-Jun-2020	Complainant has complained against GMCH, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme.	Complainant has complained against GMCH, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme. According to the complainant, his wife Juma Pal is a kidney patient, Admitted at the said medical college under Atal amrit scheme on 26/5/2020. However, as mentioned by the complainant, they needed to buy all the medicines of their own cost. They did not avail a single medicine free of cost under the said scheme.							No			
144	GC/68/07062020/2652	Hemanti Tanti	8473858958	8473858958	Udalguri	Udalguri BPHC	Common Complaint	Non receipt of facility under tea garden scheme Assam	Barnagaon SC	Barnagaon SC	JDHS	7-Jun-2020	Complainant, Mrs. Hemanti Tanti of Ghagraabagan Tea garden has complained against Barnagaon SC under Udalguri BPHC regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, her delivery was conducted at TMCH, Sonitpur on 13/11/2019. She had done all her ANC's at Barnagaon SC under Udalguri BPHC. However, till date she has not received any of the installments under the above mentioned scheme. As per the caller, she had lodged the same complaint in 104 helpline and received redressal. She informed that the complaint has been	As per District Administration, Ghagraabagan Tea Garden is not found under Udalguri District. Yet the complaint has been reported by Jt. DHS, Udalguri to SDM&HO (In-Charge) of Udalguri BPHC for further enquiry. As per guideline of Wage Compensation Scheme of Pregnant Women of non Tea Garden will not avail the benefit.		Switch off	19-Dec-2020	20-Dec-2020	21-Dec-2020	Yes	18-Dec-2020			
145	GC/55/08062020/2653	Bikashyoti Mazumder	7002612080	7002612080	Kamrup (Metro)	Guwahati	Common Complaint	Facility of fogging	Malaria Deptt.	Malaria Deptt.	JDHS	8-Jun-2020	Mr. Bikashyoti Mazumder of Hengrabari Kalimandir h/no-447, Guwahati has informed regarding facility.	Mr. Bikashyoti Mazumder of Hengrabari Kalimandir h/no-447, Guwahati has informed that the said area has been infested by mosquitoes. So, he has requested the Govt to kindly initiate some preventive measures like spraying of fogging or DDT.	Fogging done this area after getting complaints		Redressal Covered	3-Sep-2020		Yes	3-Sep-2020			
146	GC/60/09062020/2654	Mrigen Dutta	9864777422	9864777422	Majuli	Majuli	Common Complaint	non receipt of payment	Majuli Civil Hospital	Hospital authority of Majuli Civil Hospital	JDHS	9-Jun-2020	Complainant has complained regarding the non receipt of payment.	Complainant, Mr. Mrigen Dutta has complained against department of TB, Majuli civil Hospital regarding the non receipt of payment. According to the complainant, since 1 Year he has been undergoing treatment under the department of TB, Majuli civil Hospital. However, till date he has not received the payment which he supposed to get from the Govt.	Investigation details of Mr Mrigen Dutta, Age 40 yrs, C/O: Despa Dutta, Nikshay ID_8571727. His treatment starts from 23-02-2019 and Cured from TB on 17-08-2019. Treatment Duration _6 Month. He already received his payments through DBT (Direct Beneficiary Transfer) system. BANK DETAILS of DBT : 1st Transfer on 25-05-2019 @ 10000/-, 2nd transfer on 26-05-		Switch off	19-Dec-2020	20-Dec-2020	21-Dec-2020	Yes	18-Dec-2020		
147	GC/40/10062020/2655	Mofida Khatun	7002123861	7002123861	Bongaigaon	Srijangram BPHC	Common Complaint	corruption of asha worker	Srijangram BPHC	ASHA Worker Tara Banu	JDHS	10-Jun-2020	Complainant has complained against ASHA Worker Tara Banu of Numberpara village working under Srijangram BPHC regarding her corruption.	Complainant has complained against ASHA Worker Tara Banu of Numberpara village working under Srijangram BPHC regarding her corruption. The complainant informed that on 28/05/20 her delivery was conducted at Barpeta Sanjeevani CS Hospital. However, after her delivery the said ASHA worker had demanded Rs 1500/- from them for the issuance of birth certificate.	Beneficiary Mofida Khatun has misunderstanding about birth certificate issuance. She has opinion about that's ASHA has done the Birth Certificate. Whether she has complained against ASHA Tara Bhanu					Yes				
148	GC/55/11062020/2656	Arup Kalita	7636047776	7636047776	Kamrup (Metro)	Guwahati	Common Complaint	Facility of Ayushman Bharat scheme	GMCH, Guwahati	GMCH, Guwahati	JDHS	11-Jun-2020	Complainant has complained against GMCH, Guwahati regarding the non receipt of facility under Ayushman Bharat scheme.	Complainant has complained against GMCH, Guwahati regarding the non receipt of facility under Ayushman Bharat scheme. According to the complainant, on 3/6/2020 blood decency of the patient, Arabinda Baishya admitted at the said medical college under Ayushman Bharat scheme. However, as mentioned by the complainant, they needed to buy all the medicines of their own cost. They did not avail a single medicine free of cost under the said scheme.						No				

149	GC/50/1206202 0/2660	Dipen Rabi Das	6000933427	6000933427	Golaghat	Charingia BPHC	Common Complaint	Non receipt of benefit under wage compensati on scheme of Assam	Golaghat Civil Hospital	Hospital authority of Golaghat Civil Hospital	Others	12-Jun-2020	Complainant has complained against Golaghat Civil Hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	complainant has complained against Golaghat Civil Hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Pramila Rabi Das was done on 20/10/2019 at the said hospital and her all ANC check up done at Charingia BPHC. However, till date she has not received money Rs 12,000/- under the said scheme.	Payment submitted by Block on 26-12- 2019,Payment submitted by District on 31-12-2019.Payment processed by State on 01-02-2020	Caller is satisfied	26-03-2021			Yes	24-03-2021		
150	GC/64/1206202 0/2659	Dr. Md Hussain	8876437969	8876437969	Sivasagar	Gelekey BPHC	Common Complaint	Unavailabil ity of facility	Ligiripukh uri SD	Ligiripukhur i SD	JDHS	12-Jun-2020	Dr. Md Hussain has complained against Ligiripukhuri SD under Gelekey BPHC regarding the facility.	Repeated complain.Dr. Md Hussain has complained against Ligiripukhuri SD under Gelekey BPHC regarding the facility. According to the complainant, from the last 5 months radiant warmer of the baby care room is not working.	The condition of baby care room is not up to the mark, So the warmer has been shifted to another room and service is being given accordingly.	Caller is satisfied	16-09-2020			Yes	15-09-2020		
151	GC/63/1206202 0/2658	jakir ahmed	8473869354	8473869354	Naibari	Chamata BPHC	Common Complaint	Facility of Atal amrit abhiyan scheme	Pratiksha Nursing Home	Pratiksha Nursing Home	JDHS	12-Jun-2020	Complainant has complained against Pratiksha Nursing Home, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme.	Complainant Jakir Ahmed has complained against Pratiksha Nursing Home, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme. According to the complainant, Mother Najma Begum her new born baby is suffering breathing difficulties and Admitted at the said hospital under Atal amrit scheme on 6/6/2020. However, as mentioned by the complainant, they needed to buy all the medicines of their own cost and other facility is not received the said scheme.	Pratiksha Nursing Home is not located in Naibari		9-Jan-2021		Yes	8-Jan-2021			
152	GC/63/1206202 0/2657	Anil das	6900397945	6900397945	Naibari	Chamata BPHC	Common Complaint	Facility of Atal amrit abhiyan scheme	GMCH, Guwahati	GMCH, Guwahati	JDHS	12-Jun-2020	Complainant has complained against GMCH, regarding the non receipt of facility under Atal Amrit Abhiyan scheme.	Complainant has complained against GMCH, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme. According to the complainant, his wife Mamoni das is a anemic patient.Admitted at the said medical college under Atal amrit scheme on3/6/2020. However, as mentioned by the complainant, they needed to buy all the medicines of their own cost.They did not avail a single medicine free of cost under the said scheme.	Matter not related to Naibari District		9-Jan-2021		Yes	8-Jan-2021			
153	GC/46/1406202 0/2661	Dipkumar nath	7896835472	7896835472	Dhubri	Bagaribari	Common Complaint	Service of ward girl	Bagaribari Model Hospital	Ward Girl Hawa Begum	Other	14-Jun-2020	Complainant has complained against the Ward Girl ,Hawa Begum working at Bagaribari Model Hospital regarding her service.	Complainant has complained against the ward girl, Hawa Begum of Bagaribari Model Hospital under Raniganj BPHC regarding her service. The complainant informed till date, the said ward girl is not performing her essential duty of COVID-19.	As informed by Ranganj BPHC, the ward girl stays in the quarter inside the hospital campus and doing her duty regularly.			Yes					
154	GC/57/1506202 0/2662	sanjay harijan	9864363980	9864363980	Cachar	Jalalpur BPHC	Common Complaint	Non receipt of benefit under wage compensati on scheme of Assam	Katigorah MPHC	Hospital authority of Katigorah MPHC Hospital Cachar	JDHS	15-Jun-2020	Complainant has complained against Katigorah MPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Katigorah MPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of silpi harjan was done on 23/3/2020 at the said Hospital . However, till date she has not received money Rs 12,000/- under the said scheme.	The person belongs from dullavcherra T.E Under RAM KRISHNA NAGAR BPHC AND He will get the benefit from above BPHC not from JALALPUR BPHC	Caller is satisfied	26-03-2021		Yes	24-03-2021			
155	GC/59/1606202 0/2665	Debajit chutia	9678507259	9678507259	Lakhimpur	Dhakuakh ana BPHC	Common Complaint	Facility of fogging	Malaria Deptt.	Malaria Deptt.	JDHS	16-Jun-2020	Mr. Debajit chutia of Dhakuakhana,baligaon 3 no ward,Lakhimpur has informed regarding facility.	Mr. Debajit chutia of Dhakuakhana,baligaon 3 no ward, Lakhimpur has informed that the said area has been infested by mosquitoes. So, he has requested the Govt to kindly initiate some preventive measures like spraying of fogging or DDT.	Fogging operation is generally not recommended routine mosquitos control,it is performed in JE endemic areas in the months of June to September is not fall under the category of API>2(Annual Parasitic Index, 1 malaria positive case per 1000 population in a year), so, it is recommended to use mosquito nets and destroy all the mosquito breeding sites.	Not Reachable	6-Jan-2021		Yes	6-Jan-2021			
156	GC/54/1606202 0/2664	Moidul ali	8486192590	8486192590	Kamrup (Rural)	Hajo BPHC	Common Complaint	Service of Adarani van	Adarani Van	Adarani Van	Other	16-Jun-2020	Complainant has complained against the Adarani van of Tolaram Bafna Hospital regarding their service.	Complainant has complained against the Adarani van of Tolaram Bafna Hospital regarding their service. The complainant informed that on 13/6/2020, the delivery of his wife, Rumi begum was conducted at the said hospital. As per the complainant, on 16/06/2020 she was given discharge from the hospital. However, on the day of discharge the patient didn't get the facility of Adarani service.	authority and they have informed that on that day Adarani vehicle was operational, but the said case was not able to cater due to patient party was not willing to wait, as the vehicle was busy doing other cases. The Adarani vehicle was taken two cases of Dimu and Balkuchi which is around 33 km one side from TRB. Hence the said patient was ask to wait and assured them that they will get the service but the patient was not satisfied with the service.			Yes					
157	GC/53/1606202 0/2663	Sajid anwar	7002413552	7002413552	Jorhat	Jorhat	Common Complaint	Jorhat Medical College	Jorhat Medical College	Jorhat Medical College	Other	16-Jun-2020	Complainant has complained against Jorhat Medical College Hospital regarding the unhygienic condition of the hospital.	Complainant has complained against Jorhat Medical College Hospital regarding the unhygienic condition of the hospital. The complainant informed that, He admitted the said Medical College for covid-19 treatment on 14/6/2020. However, according to the complainant the condition of the hospital toilets and bathroom are very dirty and unhygienic.	Matter bring to the notice of the higher authority (Superintendent) JMCH for his kind consideration.	Not responding	26-03-2021		Yes	24-03-2021			
158	GC/67/1706202 0/2668	Sardul Gour	6002262726	6002262726	Tinsukia	Tinsukia	Common Complaint	Non receipt of benefit under wage compensati on scheme of Assam	Tinsukia Civil Hospital	Hospital authority of Tinsukia Civil Hospital	Others	17-Jun-2020	Complainant has complained against Tinsukia Civil Hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Tinsukia Civil Hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of his wife Mamoni Gour was done on 27/2/2020 at the said civil hospital. However, till date she has not received money Rs 12,000/- under the said scheme.	In Tinsukia Civil Hospital do not have the facility of transfer Wage Compensation Scheme . Mrs Mamoni gaur received the benefit of Wage compensation scheme through Hajojan BPHC .	In Tinsukia Civil Hospital do not have the facility of transfer Wage Compensation Scheme . Mrs Mamoni gaur received the benefit of Wage compensation scheme through Hajojan BPHC	Not Responding	8-Sep-2020	9-Sep-2020	9-Jan-2021	Yes	5-Sep-2020	08/01/2021/24/0 3/2021

159	GC/54/1706202 0/2667	Bhaskor Baishya	8638669739	8638669739	Kamrup (Metro)	Guwahati	Common Complaint	Facility of Atal amrit abhiyan scheme	GMCH, Guwahati	Hospital Authority of GMCH Hospital	JDHS	17-Jun-2020	Complainant has complained against the Hospital Authority of GMCH Hospital regarding their facility.	Complainant has complained against the Hospital Authority of GMCH Hospital regarding their facility. The complainant informed that on 10/06/20 patient Goyaram Baishya was admitted in the said hospital for cancer treatment under Atal Amrit Abhiyan. However, as per the complainant, ERTC test is not available under Atal Amrit Abhiyan card.							No		
160	GC/53/1706202 0/2666	Bhargabiyoty bora	9101678862	9101678862	Jorhat	Jorhat	Common Complaint	facility of infrastructur e	Jorhat Medical College	Hospital Authority of Jorhat Medical College Hospital	Others	17-Jun-2020	Complainant has complained against Hospital Authority of Jorhat Medical College Hospital regarding their facility of infrastructure.	Complainant has complained against Hospital Authority of Jorhat Medical College Hospital regarding their facility of infrastructure. The complainant informed that on 14/06/20 he had visited to the said medical college. However, according to the caller, insufficient amount of wheel chair as well as stretcher is available in the hospital.	Matter bring to the notice of the higher authority (Superintendent) JMCH for his kind consideration.	Switch off	26-03-2021				Yes	24-03-2021	
161	GC/54/2006202 0/2669	Rakesh Kakati	9365977794	9365977794	Kamrup (Rural)	Kamalpur BPHC	Common Complaint	Facility of fogging	Malaria Deptt.	Malaria Deptt.	JDHS	20-Jun-2020	Mr. Rakesh Kakati village leza under Kamalpur BPHC, Kamrup has informed regarding facility.	Mr. Rakesh Kakati village leza under Kamalpur BPHC, Kamrup has informed that the said area has been infested by mosquitoes. So, he has requested the Govt to kindly initiate some preventive measures like spraying of fogging or DDT.	Kamlapur BPHC SDM&HO discussed the matter with Malaria Inspector and directed to take immediate necessary steps for fogging of the said area.					Yes			
162	GC/62/2106202 0/2670	Muktar husain	6002381749	6002381749	Nagaon	Rupohi BPHC	Common Complaint	corruption of asha worker	Rupohi BPHC	ASHA Worker Afia begum	JDHS	21-Jun-2020	Complainant has complained against ASHA Worker Afia begum of hatipukhuri village working under Rupohi BPHC regarding her corruption.	Complainant has complained against ASHA Worker Afia Begum of hatipukhuri village working under Rupohi BPHC regarding her corruption. The complainant informed that his wife Jesmina begum delivery was conducted at Nagaon Marchy Hospital on 24/04/20. However, after her delivery the said ASHA worker had demanded Rs 700/- from them for the issuance of birth certificate.	as per ABPM rupohi MH there is no ASHA named afia khatun under rupohi sector.	Not Responding	8-Feb-2021			Yes	8-Feb-2021		
163	GC/62/2206202 0/2673	Sarat Saikia	9954323243	9954323243	Nagaon	Dhing BPHC	Common Complaint	Non receipt of payment	Batadrava MPHC	Batadrava MPHC	JDHS	22-Jun-2020	Complainant has complained against Batadrava MPHC under Dhing BPHC regarding the non receipt of payment.	Repeated complain. Complainant has complained against Batadrava MPHC under Dhing BPHC regarding the non receipt of payment. According to the complainant, he is taking treatment from the said MPHC as he is suffering from TB. However, from the past 6 months he did not get the payment which he supposed to get from the Govt.	Bank account is not approved by her bank for PFMS payment.	Not Responding	8-Feb-2021			Yes	8-Feb-2021		
164	GC/55/2206202 0/2672	Prasenjeet Barman	8721831855	8721831855	Kamrup (Metro)	Guwahati	Common Complaint	Facility of payments (sterilization)	GMCH, Guwahati	GMCH Hospital	JDHS	22-Jun-2020	Mr. Prasenjeet Barman has complained regarding non receipt of payments.	Mr. Prasenjeet Barman wife Shikhamoni Barman has complained regarding non receipt of payments. The complainant informed that the delivery and also her sterilization (Hospital reg no- 139982/20) was done at GMCH, Guwahati on 28/05/2020. However, as per the complainant, till date he had not received her payments which he supposed get from the hospital.					No				
165	GC/57/2206202 0/2671	Joyprakash Das	8812041217	8812041217	Karimganj	Karimganj Civil Hospital	Common Complaint	Unhygienic of the hospital	Karimganj Civil Hospital	Duty cleaners of Karimganj Civil Hospital	cleaner	22-Jun-2020	Complainant has complained against cleaners of korimganj civil hospital, regarding their service.	Complainant has complained against the karimganj civil Hospital regarding their facility. According to the complainant, he is a cleaner in the said civil hospital. However, complainant informed that their is insufficient facility of cleaning is available in the hospital.	Karimganj Civil Hospital has outsourced the cleaning facility for the cleaning purpose of the hospital and it is based on an agreement. The cleaning is done on regular basis and round the clock service is been provided to the patient and for the hospital. However as per the clause attached on the agreement there is a provision of penalty if authority finds any negligence regarding cleaning.	Not Responding	30th Dec'20		Yes	29th Dec'20			
166	GC/55/2306202 0/2675	Jakir Ahmed	8473869354	8473869354	Kamrup (Metro)	Guwahati	Common Complaint	Facility of Atal amrit abhiyan scheme	Pratiksha Nursing Home	Hospital Authority of Pratiksha nursing home	JDHS	23-Jun-2020	Complainant has complained against Pratiksha Nursing Home, regarding the non receipt of facility under Atal Amrit Abhiyan scheme.	Complainant has complained against the Hospital Authority of Pratiksha nursing home regarding their facility. The complainant informed that on 03/06/20 his 20 days baby was admitted in the said hospital for treatment under Atal Amrit Abhiyan. However, as per the complainant, the hospital authority did not provided him any facility under AAA card.					No				
167	GC/60/2306202 0/2674	Rima bora,	9864013054	9864013054	Majuli	Kamalabari BPHC	Common Complaint	Service of doctor	Dakshinpat SD	duty doctors of Dakshinpat SD Hospital	Doctor	23-Jun-2020	Complainant has complained against the duty doctors of Dakshinpat SD Hospital under kamalabari BPHC regarding their service.	Complainant has complained against the duty doctors of Dakshinpat SD Hospital under Kamalabari BPHC regarding their service. According to the complainant, none of the duty doctor is available in th said hospital since 5 days.	The above mentioned complainant is a false allegation against me. There may be some miscommunication. I have been staying in the concerned village since joining and providing my service. As far as my knowledge goes, there is no person in the entire village with the above mentioned name. This is a fraud. Also, one can check our opd register for instance.	Not Reachable	19-Dec-2020	20-Dec-2020	21-Dec-2020	Yes	18-Dec-2020		
168	GC/44/2406202 0/2677	Ibrahim Ali	9854169028	9854169028	Darrang	Kharupetia BPHC	Common Complaint	Facility of payments (sterilization)	Kharupetia BPHC	Kharupetia BPHC	JDHS	24-Jun-2020	Complainant has complained against Hospital authority of Kharupetia BPHC regarding non receipt of facility.	Repeated. Complainant has complained against Hospital authority of Kharupetia BPHC regarding non receipt of facility. The complainant informed that on 18/02/2020 his wife Tahiron Nessa's sterilization (Hospital reg no- 25/20) was conducted at the said hospital. However, till date she has not received the payment of sterilization. Complainant informed that earlier he has registered the same complain in 104 helpline. But, yet the beneficiary has not received any redressal.	Communicated with SDM & HO & BAM of Kharupetia BPHC. As per their statement due to missfiling of document the complainant has not get the benefits. They assured that within 3 days the beneficiary will get the money.	Caller is Satisfied	30-Jun-2020			Yes	29-Jun-2020	30-Jun-2020	

169	GC/38/24062020/2676	Bhaskar Deka	9954959115	9954959115	Sonitpur	Tezpur	Common Complaint	Facility of JSY cheque	Tezpur Medical College	Hospital authority of Tezpur Medical College	Others	24-Jun-2020	Complainant has complained regarding the non receipt of JSY scheme cheque of Rs 1400/-.	Repeated. Complainant has complained that the delivery of Smt. Hiru Deka (Hos reg no-3023119) of Chengna village was done on 12/12/2019 at Tezpur Medical College. However, till date she has not received the JSY scheme cheque of Rs 1400/- . Complainant has informed that, earlier he has registered the same complaint in 104 helpline many times But, yet the beneficiary has not received any redressal.	already replied.	already replied.	Number busy	2-Jul-2020	3-Jul-2020	4-Jul-2020	Yes	1-Jul-2020	06/01/2021/25/03/21	
170	GC/50/26062020/2678	Bikrom Narjary	9864880092	9864880092	Golaghat	Sarupathar	Common Complaint	Facility of Atal amrit abhiyan scheme	GMCH, Guwahati	GMCH Hospital	JDHS	26-Jun-2020	Complainant has complained against Guwahati Medical College Hospital, regarding the non receipt of facility under Atal Amrit Abhiyan scheme.	Complainant has complained against the Hospital Authority of Guwahati Medical College Hospital regarding their facility. The complainant informed that on 20/08/20 patient Manen Muchahari (hos reg no- 28772) was admitted in the said hospital for Neuro surgery under Atal Amrit Abhiyan. However, as per the complainant, the hospital authority did not provided him any facility under AAA card.	Complain is against Guwahati Medical College	Not responding		26-03-2021			Yes	24-03-2021		
171	GC/57/27062020/2679	Dipak Goala	6000497225	6000497225	Karimganj	R K Nagar BPHC	Common Complaint	Non receipt of ANC Reg. Number	R K Nagar BPHC	ANM Bilkis Begum Cheragi S.C.	ANM	27-Jun-2020	Complainant has complained against ANM Bilkis Begum of Cheragi Sub center, under R.K.Nagar BPHC regarding non receipt of ANC Reg.no.	Complainant has complained against ANM Bilkis Begum of Cheragi Sub Center under R.K.Nagar BPHC regarding the non receipt of ANC Reg.no. According to the complainant, his sister . Smt. Sabita Goala is now 8 months pregnant (LMP date-1/11/2019). She has done her all ANCs at the said sub center . However, till date she has not received the ANC registration number.	As per Consultation with ANM Cheragi SC, Smt. Sabita Goala already received her RCH ID No-18008699212 from the ANM of Cheragi SC.	Caller is satisfied		30-12-2020			Yes	29th Dec'20		
172	GC/63/29062020/2681	jakir ahmed	8473869354	8473869354	Naibari	chamata BPHC	Common Complaint	Facility of Atal amrit abhiyan scheme	Pratiksha Nursing Home	Pratiksha Nursing Home	JDHS	29-Jun-2020	Complainant has complained against Pratiksha Nurshing Home, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme.	Repeated complain,Complainant Jakir Ahmed has complained against Pratiksha Nurshing Home, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme. According to the complainant, Mother Najma Begum her new born baby is suffering breathing difficulties and Admitted at the said hospital under Atal amrit scheme on 6/6/2020. However, as mentioned by the complainant, they needed to buy all the medicines of their own cost and other facility is not received the said scheme.	Pratiksha Nursing Home is not located in Naibari			9-Jan-2021			Yes	8-Jan-2021		
173	GC/43/29062020/2680	Ashis chokroborty	6901722339	6901722339	Chirang	Ballamguri BPHC	Common Complaint	Supply of drugs	Bhetagaon CHC	Dist drug Controller	Drug controller	29-Jun-2020	Complainant has complained against Bhetagaon CHC under Ballamguri BPHC regarding unavailability of drugs.	Complainant has complained against Bhetagaon CHC under Ballamguri BPHC regarding unavailability of drugs. The complainant informed that in the said hospital none of the medicine are available. As per the complainant, on 29/6/2020 at around 1 pm (Reg no 4581) he went to the said hospital for the treatment . However, none of the medicine are available.	Common medicines are available. But the medicines prescribed to the complainant was not available at that time.	Caller is satisfied		23-Dec-2020			Yes	23-Dec-2020		
174	GC/52/30062020/2682	Makbul husain	8486635298	8486635298	Hojai	Dabaka BPHC	Common Complaint	Facility of Ayushman Bharat scheme	Gate Hospital	Gate Hospital	JDHS	30-Jun-2020	Complainant has complained against Gate Hospital, Guwahati regarding the non receipt of facility under Ayushman Bharat scheme.	Complainant has complained against the Hospital Authority of Gate hospital, Guwahati regarding unavailability of facility. The complainant informed that on 27/06/20 the emergency patient Farhana Begum was admitted in the said hospital. However, as per the complainant, they did not get the facility under Ayushman Bharat Scheme.	Matter communicated to the District Ayushman Bharat Coordinator for discussion with the Gate Hospital Authority.	Not Reachable		4-Feb-2021			Yes	4-Feb-2021		
175	GC/57/01072020/2686	Sanjeeb Pal	9864555161	9864555161	Karimganj	Karimganj	Common Complaint	Service of Atal Amrit Department	Karimganj Civil Hospital	Atal Amrit Department of Karimganj Civil Hospital	JDHS	1-Jul-2020	Complainant has complained against Atal Amrit Department of Karimganj Civil Hospital regarding their service.	Complainant has complained against Atal Amrit Department of Karimganj Civil Hospital regarding their service. The complainant informed that he had applied for Atal Amrit Card in the said hospital. However, according to the caller, he had recieved the card from the said department and informed that the card is activated. Moreover, as per the caller, on 1/07/20 he had taken the cancer patient, Nabindra Chandra to the Cachar cancer hospital for his treatment then the authority of the said hospital denied to admit the patient and was informed that the Atal Amrit card is not active.	Beneficiary name is Imrana Begum. She has been communicated & JSY oayment already done.	Not Responding		4-Feb-2021			Yes	30-Jan-2021		
176	GC/49/01072020/2685	Rojob Ali	6002122509	6002122509	Goalpara	Agia BPHC	Common Complaint	Facility of JSY cheque	Joypur MPHC	Hospital Authority of Joypur MPHC under Agia BPHC	JDHS	1-Jul-2020	Complainant has complained against Hospital Authority of Joypur MPHC under Agia BPHC regarding the non receipt of JSY scheme cheque.	Complainant has complained against Hospital Authority of Joypur MPHC under Agia BPHC regarding the non receipt of JSY scheme cheque. According to the complainant, the delivery of Sobia Khatun was done on 11/10/2019 at the said hospital. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Counselling of the ASHA is done & she has been warned not to repeat such kind of behaviour.	Not Responding		4-Feb-2021			Yes	5-Sep-2020	28-Jan-2021	
177	GC/50/01072020/2684	Pranita Murmu Tati	6003586704	6003586704	Golaghat	Sarupathar	Common Complaint	Non receipt of benefit under wage compensati on scheme of Assam	Morangi MPHC	Hospital authority of Morangi MPHC	Others	1-Jul-2020	Complainant has complained against Morangi MPHC under Sarupathar regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Morangi MPHC under Sarupathar regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. The complainant informed that on 05/8/2019 her delivery was done in the K.K.Civil Hospital. However, till date she has not received money Rs 12,000/- under the said scheme.	Jt.DHS discussed the matter with all Medical Officers of Hojai FRU and advised to become sincere & punctual in their duties.	Switch off		4-Feb-2021	26-03-2021		Yes	4-Feb-2021	24-03-2021	
178	GC/50/02072020/2688	Sule ekka	7002551418	7002551418	Golaghat	Golaghat	Common Complaint	Service of Adarani van	Adarani van	Kushal konwar civil hospital	Other	2-Jul-2020	Complainant has complained against the Adarani van of Kushal Konwar Civil hospital regarding their service.	Complainant has complained against the Adarani van of Kushal konwar civil hospital regarding their service. The complainant informed that on 25/06/20, the delivery of his wife, Smt. Pratima kumari was conducted at the said hospital. As per the complainant, on 02/07/20 she was given discharge from the hospital. However, on the day of discharge the patient didn't get the facility of Adarani service.	Beneficiary name is Munni Singh & her delivery conducted on 16/07/2020. She has been paid JSY urban incentive of RS. 1000/- & sterilization payment will be made within a week.	not available at that time attending another case	Not responding		4-Feb-2021	26-03-2021		Yes	4-Feb-2021	24-03-2021

179	GC/64/0207202 0/2687	Diganta gogoi	8135808891	8135808891	Sivasagar	Sapekhata BPHC	Common Complaint	Service and behaviour	Sapekhata BPHC	ASHA Worker Anjali gogoi	JDHS	2-Jul-2020	Complainant has complained against the ASHA worker,Anjali Gogoi of working under Bihdia BPHC regarding her service and corruption.	Complainant has complained against the ASHA worker, Anjali Gogoi of dhunia pathargaon village under Sapekhata BPHC regarding her service.The complainant informed that the said ASHA Worker is not performing properly her essential duty and she does not know how to fill up the form properly and also she demanded money from every beneficiary so the caller requested that a new asha worker are posting in the said village	Hospital was a Covid -19 hospital & Medical Officers on leave that day. At present the hospital is made functional.	Not Responding	4-Feb-2021	17-09-2020	18-09-2020	Yes	15-09-2020		
180	GC/50/0307202 0/2689	Ganesh goswami	9127066154	9127066154	Jorhat	Jorhat	Common Complaint	Service of Atal Amrit Department	Jorhat sanjiboni hospital	Atal Amrit Department of Jorhat sanjiboni hospital	JDHS	3-Jul-2020	Complainant has complained against Atal Amrit Department of Jorhat sanjiboni Hospital regarding their service.	Complainant has complained against the Jorhat sanjiboni hospital regarding their service. According to the complainant, Mr Ganesh Goswami is a kidney patient. Since 18 months in the said hospital was done him dialysis under Atal Amrit Abhiyan.Moreover, from 1 month the hospital staffs of sanjiboni is demanding money from them for dialysis.	Hospital was a Covid -19 hospital & at present the hospital is made functional.	A letter to be written to the propeter Sanjeevani Nursing Home regarding the issue and asked to submit an explanation.	Not responding	4-Feb-2021	26-03-2021		Yes	4-Feb-2021	24-03-2021
181	GC/44/0407202 0/2690	Mahamod ali	9365191917	9365191917	Darrang	Kharupeti a BPHC	Common Complaint	corruption of asha worker	Kharupeti a BPHC	ASHA Worker Saleha khatun	JDHS	4-Jul-2020	Complainant has complained against ASHA Worker Saleha khatun of silguri property village working under Kharupetia BPHC regarding her corruption.	Complainant has complained against ASHA Worker Saleha khatun of silbori property village working under Kharupetia BPHC regarding her corruption.The complainant informed that his wife narisa khatun delivery was conducted at silbori PHC Hospital on April'20 .However, after her delivery the said ASHA worker had demanded Rs 300/- from them for the issuance of birth certificate.	Matter is discussed by Jt.DHS Hojai with the concerned doctor & directed not to repeat such kind of incident.	Redresal Unsatisfactory	4-Feb-2021			Yes	22-Dec-2020		
182	GC/61/0607202 0/2691	Mehbub ali	8811855807	8811855807	Morigaon	Balimukh	Common Complaint	Facility of fogging	Malaria Deptt.	Malaria Deptt.	JDHS	6-Jul-2020	Mr. Mehbub Ali village of Karchobori under Balimukh BPHC, Marigaon has informed regarding facility.	Mr. Mehbub Ali village of Karchobori under balimukh BPHC Marigaon has informed regarding facility.The complainant has informed that the said area has been infested by mosquitoes and also it has been flooded. So, he has requested the Govt to kindly initiate some preventive measures like spraying of fogging, DDT Blessing powder, fanile.	Medical Camp held on 30th July at Karchowabori Balimukh area from Jhargaon PHC. Medicines were distributed there. But we have not supplied sufficient Phenyle and Beaching powder. However, those distributed to all Sectorors under the Block. Now, we have distributed to needy areas as much as possible at our level. It is also mentioning that Circle Office has distributed.	Caller is satisfied	4-Feb-2021			Yes	23-Dec-2020		
183	GC/41/0707202 0/2694	Ashok kanu	6000165743	6000165743	Karimganj	Dholai BPHC	Common Complaint	Non receipt of benefit under wage compensati on scheme of Assam	Barjalleng a SC	Hospital authority of Barjalleng SC	Others	7-Jul-2020	Complainant has complained against Barjalleng SC under Dholai BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Barjalleng SC under Dholai BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Murni Kanu was done on 31/1/2019 in silchor medical college Hospital. However, till date she has not received money Rs 12,000/- under the said scheme.	District Cachar	Pending	30-Dec-2020			Yes	29th Dec'20		
184	GC/47/0707202 0/2692	Abidul rahman	9101517699	9101517699	Dibrugarh	Lahowal BPHC	Common Complaint	Service of Atal Amrit Department	Urovision hospital Dibrugarh	Urovision hospital Dibrugarh	JDHS	7-Jul-2020	Complainant has complained against Atal Amrit Department of Urovision hospital Dibrugarh regarding their service.	Complainant has complained against the Dibrugarh Urovision hospital regarding their service. According to the complainant, Mis Sarifa Begum is a kidney patient. Since 4 months in the said hospital was done her dialysis under Atal Amrit Abhiyan. Moreover, from 1 month the hospital staffs of urovision hospital is demanding money from them for dialysis.	Reply of Urovision Hospital - According to the complain of Abidur Rahman we would like to inform you that the AAA functioning of Urovision Hospital ended in the month of July, 2020. Also the dialysis unit is not directly a part of urovision Hospital. Therefore this is the reason the patient did not get the cashless facility from AAA.	Redresal Covered	14-Dec-2020			Yes	14-Dec-2020		
185	GC/38/0807202 0/2695	Najmul Haque	6003911399	6003911399	Barpeta	Bhawani ur BPHC	Common Complaint	Service of doctors and behaviour	Barpeta medical college	Barpeta medical college	Doctor	8-Jul-2020	Complainant has complained against the doctors of Barpeta Medical College regarding their negligence towards the patient.	Complainant has complained against the Hospital authority of Barpeta Medical college regarding their service. According to the complainant, his wife's delivery was conducted on 4/07/2020 in the said medical college. After delivery the baby was admitted in ICU. However, the complainant informed that the authority is not allow the parents to see the baby since last four days.	The Matter has been forwarded to Superintendent FAAMCH for necessary action vide.no. No.: DHS/BAR/ COVID- 19/Corres/2020-21/424 Date: 04.09.2020	Caller is Satisfied	8-Sep-2020			Yes	4-Sep-2020		
186	GC/52/0907202 0/2696	Md. Arif uddin	9957972540	9957972540	Hojai	Jugjian BPHC	Common Complaint	Facility of JSY cheque	Hojai FRU	Hospital authority of Hojai FRU	Others	9-Jul-2020	Complainant has complained against Hojai FRU under Jugjian BPHC regarding the non receipt of JSY scheme cheque.	Repeated,Complainant has complained against Hojai FRU under Jugjian BPHC regarding the non receipt of JSY scheme cheque. According to the complainant, the delivery of Miss Imrana Begum was done on 25/2/2019 at Tezpur Medical College. However, till date she has not received the JSY scheme cheque of Rs 1400/-. Complainant has informed that, earlier he has registered the same complaint in 104 helpline and redressal has been provided to him. But till date she has not received the JSY scheme cheque of Rs 1400/-.	Beneficiary name is Imrana Begum. She has been communicated & JSY oayment already done.	Not Responding	4-Feb-2021			Yes	4-Feb-2021		
187	GC/47/1407202 0/2697	Mukesh Das	7896242418	7896242418	Dibrugarh	Chabua urnan BPHC	Common Complaint	Non receipt of benefit under wage compensati on scheme of Assam	Panitola PHC	Hospital authority of Panitola PHC	Others	14-Jul-2020	Complainant has complained against Panitola PHC under Chabua urnan BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Panitola PHC under Chabua urnan BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. The complainant informed that his wife Puja Das is now 9 months pregnant and she has registered her name in the said PHC. However, till date she has not received the any instalment under the said scheme.	Due to not updating of KYC in the bank, beneficiary bank account was temporarily stopped by the bank authority. We have communicated with the beneficiary to reopen the account so that Wage Compensation instalment credited. We have already completed the registration process for the said scheme.	Caller is Satisfied	14-Dec-2020			Yes	14-Dec-2020		
188	GC/61/1907202 0/2698	Mehbub Ali	6900426167	6900426167	Morigaon	Balimukh BPHC	Common Complaint	Facility of fogging	Malaria Deptt.	Malaria Deptt.	JDHS	20-Jul-2020	Mr. Mehbub Ali village of Karchobori under Balimukh BPHC, Marigaon has informed regarding facility.	Repeated complain.Mr. Mehbub Ali village of Karchobori under balimukh BPHC. Marigaon has informed regarding facility.The complainant has informed that the said area has been infested by mosquitoes and also it has been flooded. So, he has requested the Govt to kindly initiate some preventive measures like spraying of fogging, DDT Blessing powder, fanile.	Medical Camp held on 30th July at Karchowabori Balimukh area from Jhargaon PHC. Medicines were distributed there. But we have not supplied sufficient Phenyle and Beaching powder. However, those distributed to all Sectorors under the Block. Now, we have distributed to needy areas as much as possible at our level. It is also mentioning that Circle Office has distributed.	Incoming not available	24-Dec-2020			Yes	23-Dec-2020		

189	GC/52/2107202 0/2699	Kamrud Jaman	8638454143	8638454143	Hojai	Dabaka BPHC	Common Complaint	Service and behaviour	Dabaka BPHC	ASHA worker, Piyarun Nesa	ASHA worker, Piyarun Nesa	21-Jul-2020	Complainant has complained against the ASHA worker, Piyarun Nesa of working under Bihdia BPHC regarding her service.	Complainant has complained against the ASHA worker, Piyarun nesa under Dabaka BPHC regarding her service.The complainant informed that his wife Resma begum's is 9 months pregnancy.However, according to the caller, during her pregnancy period the said asha worker did not visit at her home.Moreover,as per the caller, till now the ANC card was not provided to her.	Counselling of the ASHA is done & she has been warned not to repeat such kind of behaviour.	Redressal Covered	4-Feb-2021				Yes	4-Feb-2021	
190	GC/53/2207202 0/2700	Gafur Rajok	8811990910	8811990910	Jorhat	Titabor BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Titabor BPHC	Hospital authority of Titabor BPHC	Others	22-Jul-2020	Complainant has complained against Titabor BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Titabor BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. The complainant informed that his wife Hemonti Rajok is now 8 months pregnant and she has registered her name in the said BPHC. However, till date she has not received the any installment under the said scheme.	Matter informed to SDM&HO and BPM Titabor and asked to submit a status report with 7 days time.	Caller is satisfied	26-03-2021				Yes	24-03-2021	
191	GC/44/2407202 0/2703	Saidur Rahman	9101473171	9101473171	Darrang	Kharupetia BPHC	Common Complaint	Unavailability of facility	Kharupetia PHC	Kharupetia PHC	Others	24-Jul-2020	Complainant has complained against Kharupetia PHC regarding the Unavailability of facility	Complainant has complained against Kharupetia PHC regarding the Unavailability of facility. The complainant informed that his wife Mantaj begum is now 8 months pregnant has visited to the said hospital for ultrasonography and HIV test.However,as per the caller,the USG machine is not available in the hospital.Moreover,according to the caller,HIV test cannot be conducted in the hospital.	Communicated with the SDM & HO & BPM of Kharupetia BPHC. As per their statement at the all laboratory technician are engaged in COVID duty at that time & USG service is not available in the hospital	Not Reachable	22-Dec-2020				Yes	22-Dec-2020	
192	GC/55/2507202 0/2704	Amrapali sen	9707658583	9707658583	Kamrup (Metro)	Guwahati	Common Complaint	Service of Lab taccian	MMCH,Guwahati	Lab taccian of MMCH,Guwahati	Lab taccian	25-Jul-2020	Complainant has complained against the Lab Taccian of MMCH regarding their service.	Complainant has complained against the Lab taccian of MMCH,Guwahati, regarding their service. According to the complainant, her swab test done on 11th July at MMCH but Lab staff had given her a wrong SRF ID.Her report is not show in the website so she want to the correct SRF ID.	It was informed to the complainant to visit himself to check his result	No reply	3-Sep-2020	4-Sep-2020	5-Sep-2020	Yes	3-Sep-2020		
193	GC/65/2707202 0/2705	Bhaskar Deka	9954959115	9954959115	Sonitpur	Tezpur	Common Complaint	Facility of JSY cheque	Tezpur Medical College	Hospital authority of Tezpur Medical College	Others	27-Jul-2020	Complainant has complained regarding the non receipt of JSY scheme cheque of Rs 1400/-.	Repeated. Complainant has complained that the delivery of Smt. Hiru Deka (Hos reg no-3023119) of Chengna village was done on 12/12/2019 at Tezpur Medical College. Complainant has informed that, earlier he has registered the same complaint in 104 helpline.redressal has been provided to him.However, till date she has not received the JSY scheme cheque of Rs 1400/-.	already replied.	Incoming not available	6-Jan-2021				Yes	6-Jan-2021	25-03-2021
194	GC/57/3007202 0/2707	sanjay harijan	9864363980	9864363980	Cachar	Jalalpur BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Katigorah MPHC	Hospital authority of Katigorah MPHC Hospital Cachar	JDHS	30-Jul-2020	Complainant has complained against Katigorah MPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Katigorah MPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of silpi harjan was done on 23/3/2020 at the said Hospital . However, till date she has not received money Rs 12,000/- under the said scheme.	The person belongs from dullavcherra T.E Under RAM KRISHNA NAGAR BPHC AND He will get the benefit from above BPHC not from JALALPUR BPHC	Caller is satisfied	26-03-2021				Yes	24-03-2021	
195	GC/54/3007202 0/2706	Khanindra Das	9678603810	9678603810	Kamrup (Rural)	Amingaon	Common Complaint	Service and behaviour	Tularam Bafna Civil Hospital	Tularam Bafna Civil Hospital	JDHS	30-Jul-2020	Complainant has complained against Tularam Bafna Hospital regarding the duty doctors of their service.	Complainant has complained against duty Doctors and Nurses of Tolaram Bafna Civil Hospital regarding their service. According to the complainant, the Delivery patient Gitima Das was admitted at the said hospital on 28/07/2020 . However, the Complainant informed that the doctors and Nurses of the said hospital did not gave proper response to the patients and he informed that the doctors and nurses were busy in their personal phones.However,she was given refer to GMCH on 29/07/2020. Moreover,the baby was expired after delivery in GMCH.	As informed by Supdt. TRBKCH, no record found in the name of Gitima Das					Yes			
196	GC/38/0308202 0/2709	Kamala Kanta Barman	8720902575	8720902575	Barpeta	Barpeta	Common Complaint	Non receipt of city scan film	FAAMCH, Barpeta	FAAMCH, Barpeta	Others	3-Aug-2020	Complainant has complained against FAAMCH, Barpeta regarding non receipt of city scan report.	Complainant has complained against FAAMCH, Barpeta regarding non receipt of city scan report. According to the complainant, the patient Chinte Bala Nath's (Hospital Reg no-7979/20)city scan was conducted on 27/07/2020 at the said medical college. However, till date she has not received the city scan report.	The Matter has been forwarded to Superintendent FAAMCH for necessary action vide.no. No.: DHS/BAR/ COVID-19/Corres/2020-21/424 Date: 04.09.2020	Not responding	8-Sep-2020	9-Sep-2020	10-Sep-2020	Yes	4-Sep-2020		
197	GC/54/0308202 0/2708	Gajen Saikia	8724803772	8724803772	Kamrup (Rural)	Amingaon	Common Complaint	Service of doctor	Tolaram Bafna Civil Hospital	Duty doctors of Tolaram Bafna Civil Hospital	Doctor	3-Aug-2020	Complainant has complained against duty Doctors of Tolaram Bafna Civil Hospital regarding their service.	Complainant has complained against duty Doctors of Tolaram Bafna Civil Hospital regarding their service. According to the complainant, on 03-08-2020 at around 9am he went to the said hospital for treatment. However, till 10am none of the doctors was available in the said hospital.	Dr Pallabi Thakuria was available on that day from 8 am to 1.30pm as emergency morning duty doctor. However at that time OPD doctor were limited due CCC duty of some doctors.					Yes			
198	GC/45/0408202 0/2712	Khitish Mandal	8761093144	8761093144	Dhemaji	Sissiborgaon BPHC	Common Complaint	corruption of asha worker	Sissiborgaon BPHC	ASHA worker, Priyanka Doley	ASHA worke	4-Aug-2020	Complainant has complained against the ASHA Worker, Priyanka Doley working under Sissiborgaon BPHC regarding corruption.	Complainant has complained against the ASHA Worker, Priyanka Doley working under Sissiborgaon BPHC regarding corruption. The complainant informed that the delivery of his wife's was done on 02/11/20179 at the Napamkuli SC under Sissiborgaon BPHC .However, after delivery the said ASHA worker had taken Rs 300/- from them for the issuance of birth certificate. Moreover, yet she has not delivered the birth certificate to them.	Birth Certificate was given to beneficiary.however concerned person is asked to refund the amount taken from Beneficiary	Caller is Satisfied	29-Jan-2021				Yes	28-Jan-2021	

199	GC/57/04082020/2710	Sahidul Islam	6003342613	6003342613	Karimganj	Nilambazar BPHC	Common Complaint	Service of doctor and nurse	Monosangan MPHC	Doctor and nurses of Monosangan MPHC	Doctor and nurses	4-Aug-2020	Complainant has complained against Doctor and nurses of Monosangan MPHC Under Nilambazar BPHC regarding their service .	Complainant has complained against Doctor and nurses of Monosangan MPHC Under Nilambazar BPHC regarding their service . The complainant informed that on 04/08/2020 the delivery patient, Sibana Begum was admitted in the said hospital. However, as per the complainant, after admission of the patient into the hospital, the on duty nurses of the hospital was not provide proper response to the patient and none of the Doctor was available in the hospital.	On the basis of complain, at field level verification done & found that Monosagan SD is running with one doctor, on particular date doctor was engaged in ATSP activity at SC village level & regarding Nurses response to the patient is not traceable. How ever all nurses of Monosagan SD are directed to follow the office decorum & always try to give good response to every patient. They assured	Switch off	30-Dec-2020			Yes	29th Dec'20
200	GC/59/05082020/2713	Nipen Gogoi	8921596341	8921596341	Lakhimpur	Nowboicha BPHC	Common Complaint	Non receipt of ANC registration number	Fulbari MPHC	Fulbari MPHC	JDHS	5-Aug-2020	Complainant has complained against Fulbari MPHC under Nowboicha BPHC regarding non receipt of ANC registration number.	Complainant has complained against Fulbari MPHC under Nowboicha BPHC regarding non receipt of ANC registration number. According to the complainant, his wife , Smt. Nijara Duara Gogoi is now 5 months pregnant .She has done her all ANCs at the said MPHC . However, till date she has not received the ANC registration number.	RCH ID already deliver to the PW.	Caller is satisfied	6-Jan-2021			Yes	6-Jan-2021
201	GC/61/05082020/2714	Mehub Ali	6900426167	6900426167	Morigaon	Balmukh BPHC	Common Complaint	Facility of fogging	Malaria Deptt.	Malaria Deptt.	Others	5-Aug-2020	Mr. Mehub Ali village of Karchobori under Balmukh BPHC, Marigaon has informed regarding facility. The complainant has informed that, earlier he has registered the same complaint in 104 helpline But, yet the beneficiary has not received any redressal.	Repeated, complain.Mr. Mehub Ali village of Karchobori under Balmukh BPHC, Marigaon has informed regarding facility. The complainant has informed that the said area has been infested by mosquitoes and also it has been flooded. So, he has requested the Govt to kindly initiate some preventive measures like spraying of fogging, DDT Blessing powder ,Janile Complainant has informed that, earlier he has registered the same complaint in 104 helpline But, yet the beneficiary has not received any redressal.	Medical Camp held on 30th July at Karchowabori Balmukh area from Jhargaon PHC. Medicines were distributed there. But we have not supplied sufficient Phenyle and Beaching powder. However, those distributed to all Sectors under the Block. Now, we have distributed to needy areas as much as possible at our level. It is also mentioning that Circle Office has distributed.	Incoming not available	24-Dec-2020			Yes	23-Dec-2020
202	GC/50/05082020/2715	Pranita Murmu Tati	6003586704	6003586704	Golaghat	Sarupathar BPHC	Common Complaint	Non receipt of benefit under wage compensati on scheme of Assam	Morangi MPHC	Hospital authority of Morangi MPHC	Others	5-Aug-2020	Complainant has complained against Morangi MPHC under Sarupathar BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Repeated,Complainant has complained against Morangi MPHC under Sarupathar BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. The complainant informed that on 05/8/2019 her delivery was done in the K.K.Civil Hospital. She had done all her ANCs at the said MPHC. However, till date she has not received any of the installments under tea garden scheme of Assam. Complainant has informed that, earlier she has registered the same complaint in 104 helpline but till date no redressal has been provided to him.	Payment processed account no sent for validation	Switch off	26-03-2021			Yes	24-03-2021
203	GC/59/05082020/2716	Jyotish Narah	9101004887	9101004887	Lakhimpur	Lakhimpur	Common Complaint	Service of nurses	Lakhimpur Civil hospital	Service of duty nurse Maternity and child care department	Nurse	5-Aug-2020	Complainant has complained against the on duty nurses of Maternity and child care department Lakhimpur Civil hospital regarding their negligence towards the patient.	Complainant has complained against the on duty nurses of Maternity and child care department Lakhimpur Civil hospital regarding their negligence towards the patient. According to the complainant, on 05-08-2020 at around 10-30am he had taken his 18 months baby for vaccination. However, according to the complainant, the duty nurses had refuse to give the vaccine to his baby and also misbehaved with him.	Doctor not stay at night because of Quarter not available & otherwise 2 nos of GNM goes for CHO training, so that night duty is off (night timing 8 pm to 8 am).		6-Jan-2021			Yes	6-Jan-2021
204	GC/57/05082020/2717	Uttam Dey	8135804063	8135804063	Karimganj	Karimganj	Common Complaint	Service of doctor	Karimganj Civil hospital	Dr.A K Biswas	Doctor	5-Aug-2020	Complainant has complained against Dr.A K Biswas working at Karimganj Civil Hospital regarding his service.	Complainant has complained against Dr.A K Biswas working at Karimganj Civil Hospital regarding his service. According to the complainant, on 4/08/2020 at around 10pm, he had taken the emergency delivery patient, Mangoli Rani Das to the said hospital. However, as per the complainant, the said doctor didn't give proper response to the patient and referred her to another hospital.	based upon the complainant, Superintendent of Karimganj Civil Hospital instructed the Dy. Superintendent to enquire the matter and as per that we found the the said patient Mangoli Rani Das has admitted with a history of pain abdomen at the hospital on 04.08.2020 . The patient was attended by the emergency doctor and consult with Dr. A. K. Biswas and the above said	Not Reachable	30-Dec-2020			Yes	29th Dec'20
205		Rubel uddin Ahamed	9706295229	9706295229	Barpeta	Mandia BPHC	Common Complaint	Service of doctor and nurse	Baghmara riverine PHC	Doctor and nurses of Baghmara riverine PHC	Doctor and nurses	14-Aug-2020	Complainant has complained against Doctor and nurses of Baghmara riverine PHC Under Mandia BPHC regarding their service .	Complainant has complained against Doctor and nurses of Baghmara riverine PHC Under Mandia BPHC regarding their service . The complainant informed that on 14/08/2020 at around 7pm he had taken the emergency accident patient, Rajib Ali in the said hospital for treatment. However, as per the complainant, the hospital was locked. Therefore, they have called the Doctor and nurse who resides in the hospital quarter, But, they did not get response.	The SDM&HO Mandia BPHC is entrusted to enquire the matter and submit report immediately.	Caller is Satisfied	8-Sep-2020			Yes	4-Sep-2020
206		Haush Uddin	9954657755	9954657755	Dhubri	Raniganj BPHC	Common Complaint	Service of ASHA	Raniganj BPHC	ASHA worker, wasanara Begum	ASHA worker	16-Aug-2020	Complainant has complained against the ASHA worker, wasanara Begum of Basiabata village under Raniganj BPHC regarding her service.	Complainant has complained against the ASHA worker, wasanara Begum of Basiabata village under Raniganj BPHC regarding her service. According to the complainant, the delivery of Hafiza Khatun was done on 04/08/2020 at Bilasipara SHC under Raniganj BPHC. However, the said ASHA worker has not visited at the time of her delivery and also during her pregnancy period.	Rousanara Begum, ASHA was sick and out of station during the delivery of Hafiza khatun and so she could not accompany during delivery				Yes		
207		Rasidul Islam	9864418739	9864418739	Bongaigaon	Srijangram BPHC	Common Complaint	Service of ASHA	Srijangram BPHC	ASHA worker, Rasida Khatun	ASHA worker	16-Aug-2020	Complainant has complained against the ASHA worker, Rasida Khatun under Srijangram BPHC regarding her service.	Complainant has complained against the ASHA worker, Rasida Khatun under Srijangram BPHC regarding her service. The complainant informed that his wife Sahida Khatun of Borisala village is now 7 months pregnant. However, till date the said ASHA has not visited her at home. Moreover, he has informed the said Asha has not provided her the ANC card.	Complain no.1: The man who complained about Asha Rashida Khatun is a blind man who is a beggar. The man is not found at the house so it was difficult to do ANC but Asha visited his home and gave him the ANC card. Complain no.2: The same complain was given by the man. But Asha and Asha Supervisor confirmed that the allegations against them are false and they assured	Redressal Covered	12-Feb-2021			Yes	12-Feb-2021
208		Samsun Jaman	7576957573	7576957573	Golaghat	Kamarbon dha Ali BPHC	Common Complaint	Service of ASHA	Kamarbon dha Ali BPHC	ASHA worker, Sunmai Das	ASHA worker	17-Aug-2020	Complainant has complained against the ASHA worker, Sunmai Das under Kamarbon dha Ali BPHC regarding her service.	Complainant has complained against the ASHA worker, Sunmai Das under Kamarbon dha Ali BPHC regarding her service. The complainant informed that, the said ASHA Worker did not informed him about one and half months vaccine of his baby, so he called the said Asha worker since 7 days but she has not responded his call.	Phone not available with ASHA that time and she was bed ridden due to hair line fracture of leg.	Not responding	26-03-2021			Yes	24-03-2021

209		Bulbul Kalindi	9954212229	9954212229	Udalguri	Udalguri	Common Complaint	Non receipt of benefit under tea garden scheme of Assam.	Udalguri Civil hospital	Hospital authority of Udalguri Civil hospital	Others	18-Aug-2020	Complainant, Bulbul Kalindi has complained against Udalguri Civil hospital regarding the non receipt of the benefit under tea garden scheme of Assam.	Repeated. Complainant, Bulbul Kalindi has complained against Udalguri Civil hospital regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, the delivery of Smt. Kanaklata Kalindi of Nonke ghagra tea garden was done on 5/12/2020. She had done all her ANCs at the said civil hospital. However, till date she has not received any of the installments under the above mentioned scheme. Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no redressal has been provided to him.	Again, as per District Administration, Nonke Ghagra Tea Garden is not found under Udalguri District. Yet the complaint has been reported by J. DHS, Udalguri to Superintendent of Udalguri Civil Hospital for further enquiry. As per guideline of Wage Compensation Scheme of Pregnant Women of non Tea Garden will not avail the benefit.	Not Reachable	19-Dec-2020	20-Dec-2020	21-Dec-2020	Yes	18-Dec-2020
210		Abdul Hasim	7399303924	7399303924	Golaghat	District HQ	Common Complaint	Service of ASHA	District HQ	ASHA worker, Binu Kalita	ASHA worker	19-Aug-2020	Complainant has complained against the ASHA worker, Binu Kalita under District HQ BPHC regarding her service.	Complainant has complained against the ASHA worker, Binu Kalita under District HQ BPHC regarding her service. The complainant informed that his wife Resma Begum is now 4 months pregnant. However, till date the said ASHA has not visited her at home. Moreover, Asha has not provided her the ANC card.	ASHA register the case within 1st trimester and card was provided that time. Complainer denying the complaint over phone.	Caller is satisfied	26-03-2021			Yes	24-03-2021
211		Sajna Begum Choudhury	9401032832	9401032832	Hailakandi	Alagapur BPHC	Common Complaints	Unavailability of ANM	North Narayanpur MPHC	North Narayanpur MPHC	JDHS	19-Aug-2020	ASHA worker, Sajna Begum Choudhury has complained against North Narayanpur MPHC under Alagapur BPHC regarding unavailability of ANM.	ASHA worker, Sajna Begum Choudhury has complained against North Narayanpur MPHC under Alagapur BPHC regarding unavailability of ANM. The complainant informed that at Kalinagar part 6 village under North Narayanpur MPHC no ANM is available. Therefore, as per the complainant the pregnant women of the said area are facing a lot of hardship for ANC.	In North Narayanpur MPHC there is a single ANM and She was on Maternal Leave Now she was joining in her duty.	Caller is satisfied	31-Jan-2021			Yes	30-Jan-2021
212		Firuj Ali	9365987331	9365987331	Golaghat	Sarupathar BPHC	Common Complaints	Non receipt of JSY scheme cheque	Sarupathar BPHC	Hospital authority of Sarupathar BPHC	Others	20-Aug-2020	Complainant has complaint against Sarupathar BPHC regarding non receipt of JSY scheme cheque of Rs 1400/-.	Complainant has complaint that the delivery of Jagun Nessa Begum of Padumoni village was conducted on 9th Feb'20 at Sarupathar BPHC. Her hospital reg no- 1522/20. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	JSY payment received	Caller is satisfied	26-03-2021			Yes	24-03-2021
213		Biplob Nath	7005262332	7005262332	Karimganj	Karimganj Civil Hospital	Common Complaints	Service of doctor	Karimganj Civil hospital	Doctors of Karimganj Civil hospital	Doctor	20-Aug-2020	Complainant has complained against the doctors (Gynaecology Deptt.) of Karimganj Civil hospital regarding their service.	Complainant has complained against the doctors (Gynaecology Deptt.) of Karimganj Civil hospital regarding their service. As per the caller, on 19th August delivery patient Smt. Mausumi Nath was admitted in the said hospital. However, till date no doctor has visited her even once.	The patient Smt. Mausumi Nath was admitted on 19.08.2020 and doctor had done C-Section based upon her condition and discharge with a healthy mother and healthy child.	Not Responding	30-Dec-2020			Yes	29th Dec'20
214		Pranjali Dev	9957072127	9957072127	Cachar	Silchar	Common Complaints	Service of hospital authority	SMCH, Silchar	Hospital authority of SMCH, Silchar	Others	20-Aug-2020	Complainant has complained against the doctors and nurses of SMCH, Silchar regarding their behaviour.	Complainant has complained against the doctors and nurses of SMCH, Silchar regarding their behaviour. A per the caller, recently her father, Bijoy Chandra Dev had undergone valve replacement surgery and on 18th August'20 he was tested Covid positive. Hence, he was shifted to SMCH, Silchar. As per the caller, the patient has been admitted in ICU ward and is so weak that he cannot even eat his own. As per the caller, her husband is looking after the patient from the day of his admission into the hospital. However, as per the caller, as she is in the ICU ward, she is not able to attend to her duties. Covid-19 cases.	With due honour in response to the queries raised by the complainant in the above mentioned letter, I would like to state that entry of attendants of Covid patients to the covid ward and ICU had been restricted by Government since the beginning of the epidemic and subsequently again by DME and per DME letter DME/COVID-19/86/2020 dated 23/09/2020. The Doctors on duty.	Not responding	26-03-2021			Yes	24-03-2021
215		Ankurjyoti DevNath	7002807954	7002807954	Barpeta	Barpeta	Common Complaints	Service and behaviour of doctor and nurses	FAAMCH, Barpeta	Doctor and nurses of FAAMCH, Barpeta	Doctor and nurses	24-Aug-2020	Complainant has complained against the duty Doctors and nurses of FAAMCH, Barpeta regarding their service as well his behavior towards the patient.	Complainant has complained against the duty Doctors and nurses of FAAMCH, Barpeta regarding their service as well his behavior towards the patient. The complainant informed that on 21/08/2020 the patient, Bhaskar jyoti Devnath was admitted in the said medical collage. However, as per the complainant, the duty Doctors and nurse of said medical collage didn't give proper response to the patient. Moreover, as per the complainant, the behavior of Doctor and nurses is very rude towards the patient's attendance.	The Matter has been forwarded to Superintendent FAAMCH for necessary action vide no. No.: DHS/BAR/ COVID-19/Corres/2020-21/424 Date: 04.09.2020	Not responding	8-Sep-2020	9-Sep-2020	10-Sep-2020	Yes	4-Sep-2020
216		Minati Talukdar	9678843002	9678843002	Kamrup (Rural)	Uparhali BPHC	Common Complaints	Service of doctor	Mirza CHC	Doctors of Mirza CHC	Doctor	24-Aug-2020	Complainant has complained against Mirza CHC under Uparhali BPHC regarding unavailability of doctor.	Complainant has complained against the Doctors of Mirza CHC under Uparhali BPHC regarding their service. The complainant informed that on 24/08/2020 at around 1:30pm she had taken the patient Ganesh Talukdar to the said hospital. However, in the hospital none of the duty doctor was available in the hospital. According to the complainant, the nurse of the hospital prescribed the medicine. Moreover, she asked the caller to buy the medicines from private pharmacy.	The date mentioned when the patient Ganesh Talukdar visited Mirza CHC Corona Pandemic was at its peak. As per records verified on that day Dr. Kasturi Das, Sr. M & HO, Chaygaon BPHC (who was temporarily posted at Mirza CHC) was attending her Evening Emergency duty. As such the complain about non presence of Doctors on that day is incorrect. As far as complain about on duty staff Nurse prescribing medicine in absence of Doctors	Yes					
217		Rasidul Islam	9864418739	9864418739	Bongaigaon	Srijangram BPHC	Common Complaint	Service of ASHA	Srijangram BPHC	ASHA worker, Rasida Khatun	ASHA worker	25-Aug-2020	Complainant has complained against the ASHA worker, Rasida Khatun under Srijangram BPHC regarding her service.	Repeated. Complainant has complained against the ASHA worker, Rasida Khatun under Srijangram BPHC regarding her service. The complainant informed that his wife Sahida Khatun of Borisala village is now 7 months pregnant. However, till date the said ASHA has not visited her at home. Moreover, he has informed the said ASHA has not provided her the ANC card. Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no redressal has been provided to him.	Complainant has complained against the ASHA worker, Rasida Khatun under Srijangram BPHC regarding her service. The man is not found at the house so it was difficult to do ANC but Asha visited his home and gave him the ANC card. Complain no.2: The same complain was given by the man. But Asha and Asha Supervisor confirmed that the allegations	Redressal Covered	12-Feb-2021			Yes	12-Feb-2021
218		Bishal Nath	9101195465	9101195465	Cachar	Silchar	Common Complaint	Service of Atal Amrit Department	Cachar cancer hospital and research institute	Atal Amrit Department of Cachar cancer hospital and research institute	JDHS	25-Aug-2020	Complainant has complained against Atal Amrit Department of Cachar cancer hospital and research institute regarding the non receipt of facility under Atal Amrit Abhiyan scheme.	Complainant has complained against Atal Amrit Department of Cachar cancer hospital and research institute regarding the non receipt of facility under Atal Amrit Abhiyan scheme. According to the complainant, on 14-08-20 the patient Ruma Nath was admitted in the said hospital under Atal Amrit scheme for chemotherapy. However, as per the complainant, they have not received the total benefits of Atal Amrit scheme.	Complainant has complained against Atal Amrit Department of Cachar cancer hospital and research institute regarding the non receipt of facility under Atal Amrit Abhiyan scheme. According to the complainant, on 14-08-20 the patient Ruma Nath was admitted in the said hospital under Atal Amrit scheme for chemotherapy. However, as per the complainant, they have not received the	Not responding	26-03-2021			Yes	24-03-2021

219		Mritunjoy shah	7637047088	7637047088	Hojai	Jugijan BPHC	Common Complaint	Service of doctors	Hojai FRU Hospital	Duty doctors of Hojai FRU Hospital	Doctor	26-Aug-2020	Complainant has complained against Duty doctors of Hojai FRU Hospital regarding their service.	Complainant has complained against Duty doctors of Hojai FRU Hospital for neuro emergency treatment. According to the caller, none of the doctor response him nor provided any treatment to him. The complainant informed that, on 26/08/2020 at around 6pm he went to the said hospital for neuro emergency treatment. According to the caller, none of the doctor response him nor provided any treatment to him.	Jt.DHS discussed the matter with all Medical Officers of Hojai FRU and advised to become sincere & punctual in their duties.						Not Responding	4-Feb-2021			Yes	4-Feb-2021
220		Mostafijur Rahman	7002555052	7002555052	Dhubri	Dhubri	Common Complaint	service	Moteerjhar model hospital	Hospital Authority of Moteerjhar model hospital	Others	26-Aug-2020	Complainant has complained against Hospital Authority of Moteerjhar model hospital regarding their service.	Complainant has complained against Hospital Authority of Moteerjhar model hospital regarding their service. According to the complainant, on 22 nd August he went for swab test to the said hospital but they denied to conduct his test.	Moteerjhar Model hospital was not designated for RT-PCR test for Public. As it was a designated Covid hospital so the tests were done only for the staffs and admitted patients only.									Yes		
221		Banajit Nath	9508073042	9508073042	Kamrup (Metro)	Guwahati	Common Complaint	Service of doctors	GMCH Guwahati	Senior doctors of GMCH	Doctor	27-Aug-2020	Complainant has complained against senior doctors of GMCH regarding their service.	Complainant has complained against senior doctors of GMCH regarding their service. The complainant informed that today on 27 th Aug at around 2:30pm he has admitted the patient Gitumoni Talukar who is a cancer patient in the said medical college for gastrosurgery treatment. However, according to the caller, the on duty senior doctors did not give proper response to the patient.									No			
222		Rajib Sahu	8296483977	8296483977	Dibrugarh	Khowang BPHC	Common Complaint	Facility	Bamun Bari Tea & State Hospital	Bamun Bari Tea & State Hospital	Others	27-Aug-2020	Complainant has complained against Bamun Bari Tea & State Hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Bamun Bari Tea & State Hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Rima Sahu was done on 19/10/2019 at the said medical college. However, till date she has not received money Rs 12,000/- under the said scheme.	Already payment have been approved from BPHC					No reply	14-Dec-2020	15-Dec-2020	16-Dec-2020	Yes	14-Dec-2020	
223		Ahad Ali	8011201822	8011201822	Goalpara	Goalpara	Common Complaints	Facility of Ayushman Bharat scheme	Florence Nurshing Home	Florence Nurshing Home	JDHS	28-Aug-2020	Complainant has complained against Florence Nurshing home, Goalpara regarding the non receipt of facility under Ayushman Bharat scheme.	Complainant has complained against the Hospital Authority of Florence Nurshing home, Goalpara regarding the non receipt of facility under Ayushman Bharat scheme. The complainant informed that on 28/08/20 the emergency delivery patient Rekha Sultana was admitted in the said hospital. However, as per the complainant, they did not get the facility under Ayushman Bharat Scheme.	As per report submitted by Florence hospital, Rekha Sultana, Age - 22 years (Female) was admitted at Florence Hospital, Goalpara on dated - 28/08/2020 "Cabin No 107" and she was done her LSCS on same day but she doesnot get Facility because she used the paying cabin of our Hospital and she was showing her PMJAY Card after discharge.					Switch off	29-Jan-2021			Yes	28-Jan-2021	
224		Anjuwara Begum	8133997918	8133997918	Kamrup (Metro)	Guwahati	Common Complaints	Facility of Ayushman Bharat scheme	Kalapahar cancer hospital, Guwahati	Kalapahar cancer hospital, Guwahati	Others	28-Aug-2020	Complainant Asha worker Anjuwara Begum has complained against Kalapahar cancer hospital, Guwahati regarding the non receipt of facility under Ayushman Bharat scheme.	Complainant Asha worker Anjuwara Begum has complained against the Hospital Authority of Kalapahar cancer hospital, Guwahati regarding the non receipt of facility under Ayushman Bharat scheme. The complainant informed that the cancer patient Faiz uddin went to the said hospital for his treatment on 27/08/20. However the hospital authority demanded Rs 7000 before admitted the patient though he was having Ayushman bharat card.									No			
225		Jakir Ahmed	8473869354	8473869354	Kamrup (Metro)	Guwahati	Common Complaint	Facility of Atal amrit abhiyan scheme	Pratiksha hospital, Guwahati	Pratiksha hospital, Guwahati	JDHS	29-Aug-2020	Complainant has complained against Pratiksha Nurshing Home, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme.	Repeated, Complainant Jakir Ahmed has complained against Pratiksha Hospital, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme. According to the complainant, Mother Najma Begum her new born baby is suffering breathing difficulties and Admitted at the said hospital under Atal amrit scheme on 6/6/2020. However, as mentioned by the complainant, they needed to buy all the medicines of their own cost and other facility is not received the said scheme. Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no									No			
226		Madhuriya pratim Das	9101839364	9101839364	Sivasagar	Sivasagar	Common Complaint	Service of Doctor and nurse	Sivsagar civil hospital	Doctor and nurses of Sivsagar civil hospital	Doctor and nurses	29-Aug-2020	Complainant has complained against duty Doctor and nurses of Sivsagar Civil Hospital regarding their service.	Complainant has complained against duty Doctor and nurses of Sivsagar Civil Hospital regarding their service. The complainant informed that on 25/08/2020 at around 3pm his wife's delivery was conducted at the said hospital. However, as per the complainant, after delivery the on duty doctor and nurses did not get proper response to the patient and baby check up was not done. Moreover on 29/08/2020 the baby is suffering from jaundice and referred to AMCH, Dibrugarh.	As enquired this complaint is baseless as without attending by a Doctor or Nurse how someone can deliver a baby at District Hospital during Night time. And someone may be referred to higher facility for better treatment if needed.					No reply	16-09-2020	17-09-2020	18-09-2020	Yes	15-09-2020	
227		Binapani devi	9957539611	9957539611	Darrang	Mangaldai	Common Complaint	Facility of JSY cheque	Mangaldai civil hospital	Hospital authority of Mangaldai civil hospital	Others	30-Aug-2020	Complainant has complained regarding the non receipt of JSY scheme cheque of Rs 1400/-.	Complainant Binapani Devi (Hospital Reg no-3348/20) has complained that her delivery was done at Mangaldai civil hospital on 12/04/2020. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Communicated with the Hospital Administrator of MCH. As per their statement					Not Reachable	22-Dec-2020			Yes	22-Dec-2020	
228		Bulbul Kalindi	9954212229	9954212229	Udalguri	Udalguri	Common Complaint	Non receipt of benefit under tea garden scheme of Assam.	Udalguri Civil hospital	Hospital authority of Udalguri Civil hospital	Others	31-Aug-2020	Complainant, Bulbul Kalindi has complained against Udalguri Civil hospital regarding the non receipt of the benefit under tea garden scheme of Assam.	Repeated, Complainant, Bulbul Kalindi has complained against Udalguri Civil hospital regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, the delivery of Smt. Kanaklata Kalindi of Nonke ghagra tea garden was done on 5/12/2020. She had done all her ANC's at the said civil hospital. However, till date she has not received any of the installments under the above mentioned scheme. Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no redressal has been provided to him.	Again, as per District Administration, Nonke Ghagra Tea Garden is not found under Udalguri District. Yet the complaint has been reported by Jt. DHS, Udalguri to Superintendent of Udalguri Civil Hospital for further enquiry. As per guideline of Wage Compensation Scheme of Pregnant Women of non Tea Garden will not avail the benefit.					Not Reachable	19-Dec-2020	20-Dec-2020	21-Dec-2020	Yes	18-Dec-2020	

229		Papu Gogoi	9365106825	9365106825	Tinsukia	Tinsukia	Common Complaint	Service of Duty doctors	Tinsukia Civil Hospital	Duty Doctors of Tinsukia Civil Hospital	Doctor	31-Aug-2020	Complainant has complained against Duty Doctors of Tinsukia Civil Hospital regarding their service.	Complainant has complained against Duty Doctors of Tinsukia Civil Hospital regarding their service. The complainant informed that on 31 st Aug the delivery patient, Rekhmoni Gogoi was taken to the said hospital for conducting her delivery. According to the caller, the duty doctor did not respond to the patient properly in the said hospital. However, as per the caller, the doctor referred the patient to AMCH, Dibrugarh without providing any treatment to her.	As per report received from Tinsukia Civil Hospital they informed that The attending doctor examined the patient properly and referred to AMCH		Caller is satisfied	9-Jan-2021			Yes	8-Jan-2021	24-03-2021
230		Pinki Borah	9008799514	9008799514	Nagaon	Nagaon	Common Complaint	Service of Doctor and nurse	Nagaon Civil Hospital	Doctor and nurses of Nagaon civil hospital	Doctor and nurses	3-Sep-2020	Complainant has complained against duty Doctor and nurses of Nagaon Civil Hospital regarding their service.	Complainant has complained against duty Doctor and nurses of Nagaon Civil Hospital regarding their service. Complainant informed that their patient was admitted in covid ward on 1st Sept20 at Nagaon civil hospital. According to the caller, the duty doctor and nurses did not respond to the patient properly in the said hospital.	The complaint should be specific. The complainant should mention at least name of Doctors or Nurses who has not provide satisfactory service. Complainant should mention at least name of the department or ward so that we may take action against the ward or departments. We have arranged a meeting with the doctors & nurses and request them to provide satisfactory service to all patients.		Caller is satisfied	9-Feb-2021			Yes	8-Feb-2021	
231		sanidul hussain	9365608764	9365608764	Barpeta	Mandia BPHC	Common Complaint	not receipt of death certificate	Nagaon hospital	Nagaon hospital	JDHS	3-Sep-2020	Complainant has complained against Nagaon hospital, under Mandia BPHC regarding non receipt of death certificate.	Complainant has complained against hospital Authority of Nagaon hospital under Mandia BPHC regarding non receipt of death certificate. The complainant informed that, Late Anowar Hussain died On 27/3/2020 at nagaon hospital barpeta, then he applied for the death certificate. However, the said person was not received the death certificate. so he complained at 104.	SDM&HO I/c Nagaon BPHC directed to enquire the matter and submit action taken report immediately.					Yes			
232		sawan patnayak	6900912390	6900912390	Tinsukia	Tinsukia	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Tinsukia Civil Hospital	Hospital authority of Tinsukia Civil Hospital	Other	3-Sep-2020	Complainant has complained against Tinsukia civil hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Tinsukia civil hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Taruna Patnayak was done on 08/03/2020 at the said civil hospital. However, till date she has not received money Rs 12,000/- under the said scheme.	Found some Bank Account related issues regarding this. Valid bank Account No not found.		No reply	9-Jan-2021			Yes	8-Jan-2021	24-03-2021
233		Saidul Haque Laskar	6000172875	6000172875	Hailakandi	Katichera BPHC	Common Complaint	Facility of birth certificate	Katichera BPHC	Registrar of Katichera BPHC	Registrar	4-Sep-2020	Complainant has complained against the registrar of katichera BPHC regarding non receipt of birth certificate.	Complainant has complained against the registrar of katichera BPHC regarding non receipt of birth certificate. The complainant informed that, on 24/05/2020 the delivery of parbin sultana majumder was done at the said hospital. After delivery they have applied for the birth certificate of his baby suhana akhtar. However, till date the birth certificate has not been issued to them.	At present birth certificate issue are going on for the month of September-2019 that's why he/she will get the certificate on serial basis.		Redressal Covered	31-Jan-2021			Yes	30-Jan-2021	
234		Ashut Das	8486737624	8486737624	Lakhimpur	Lakhimpur	Common Complaint	Hospital authority of panigaon SHC	Hospital authority of panigaon SHC	Hospital authority of panigaon SHC	Others	6-Sep-2020	Complainant has complained against the Hospital authority of panigaon SHC hospital regarding their service	Complainant has complained against the Emergency Doctors of panigaon SHC under Nowboicha BPHC regarding their service. The complainant informed that, on 06/09/2020 at around 4 AM the delivery patient pratva das went to the said hospital for conducting her delivery. According to the complainant, none of the emergency doctors is available in the said hospital.	Doctor not stay at night because of Quarter not available & otherwise 2 nos of GNM goes for CHO training, so that night duty is off (night timing 8 pm to 8 am).		Not Reachable	6-Jan-2021			Yes	6-Jan-2021	
235		Abdul Mokid	6901523275	6901523275	Karimganj	Karimganj	Common Complaint	Karimganj civil hospital	Karimganj civil hospital	Karimganj civil hospital	Others	7-Sep-2020	Complainant has complained against Duty Doctors of Karimganj Civil Hospital regarding their service.	Complainant has complained against duty Doctor and nurses of Karimganj Civil Hospital regarding their service. Complainant has informed that his wife Tahera Begum visited to the said hospital for conducting her delivery on 7th september at around 4 a.m, but till 12 p.m. the duty doctor was not available and also the nurses did not respond to the patient properly at the said hospital.	The patient Tahera Begum was admitted on 07.09.2020 at 6:45 AM with complain of term pregnancy with footling presentation with fetal distress, the patient has also cardiac problem and as per that the patient was given proper treatment and advise by the Doctor at that time. However as the Doctor have to attend all the patient one by one and to attend some emergency patient also, so it		Not Responding	30-Dec-2020			Yes	29th Dec'20	
236		Kamlesh goala	6001636339	6001636339	Cachar	Dholai BPHC	Common Complaint	Non receipt of benefit under tea garden scheme of Assam.	Narsingpur MPHIC	Hospital authority of Narsingpur MPHIC	Others	7-Sep-2020	Complainant, kamlesh goala has complained against Narsingpur MPHIC hospital regarding the non receipt of the benefit under tea garden scheme of Assam.	Complainant, komlesh goala has complained against Narsingpur MPHIC hospital regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, the delivery of Smt. sunita goala was done on 4/5/2020. She had done all her ANC's at the said MPHIC hospital. However, till date she has not received the tea garden benefit scheme form from the said hospital yet.	Had Interactions with Complainant-It is revealed that Complainant didnot apply for Wage Compensation. His wife ANC registered during Fy-2019-20		Not responding	26-03-2021			Yes	24-03-2021	
237		Amar Tati	6901702636	9017026366	Tinsukia	Tinsukia	Common Complaints	Non receipt of facilities	LGB Civil Hospital, Tinsukia	Hospital authority of LGB Civil Hospital, Tinsukia	Others	7-Sep-2020	Complainant has complained regarding non receipt of the complete benefit of the wage compensation scheme for pregnant women of tea garden areas of Assam.	Repeated Complainant has complained regarding non receipt of the complete benefit of the wage compensation scheme for pregnant women of tea garden areas of Assam. According to the complainant, on 03-04-19 the delivery of his wife, Smt. Sumitra Tati (ANC Reg no.-0093) was conducted at LGB Civil Hospital, Tinsukia. She has done her all ANC's at said Civil Hospital. However, till date she has not received any installments which she supposed to get under the wage compensation schemes for pregnant women of Tea Garden areas of Assam.	Not Eligible for Benefit as per guideline of wage Compensation Scheme , 3rd Pregnancy .	Not Eligible for Benefit as per guideline of wage Compensation Scheme , 3rd Pregnancy .		Not Reachable	9-Jan-2021	26-03-2021	Yes	8-Jan-2021	24-03-2021
238		Subham sarma	8876168749	8876168749	Kamrup (Metro)	Guwahati	Common Complaints	Facility	GMCH Guwahati	Hospital authority of GMCH	Others	7-Sep-2020	Complainant has complained against the Hospital authority of GMCH hospital regarding their service.	Complainant, Pramila Sarma and Kiran Sarma has complained against the GMCH authority regarding their service. The complainant has informed that they have conducted their covid test on 5th september at 1 pm on payment of Rs 2200 . However till date they have not received the test report yet.					No				

239		Milan chutia	6001026167	8473922047	Lakhimpur	Dhakuakhana BPHC	Common Complaints	Service of ASHA	Dhakuakhana BPHC	ASHA worker, Rebati das	ASHA worker	8-Sep-2020	Complainant has complained against the ASHA worker, Rebati das working under dhakuakhana BPHC regarding her service.	Complainant has complained against the ASHA worker, Rebati das working under dhakuakhana BPHC regarding her service. The complainant informed that on 7th sept at around 8:35am the delivery of his wife tulomoni handique of Bagsagon village was done in the said hospital. According to the complainant, the said ASHA worker has not visited at the time of her delivery.	As per our investigation Said Asha worker had attended with another pregnant woman in District Hospital	Redressal Covered	6-Jan-2021				Yes	6-Jan-2021	
240		Rabin ghatowar	9678373440	9678373440	Dibrugarh	Dibrugarh	Common Complaints	Non receipt of facilities	Dibrugarh AMCH	Dibrugarh AMCH	Others	9-Sep-2020	Complainant, Rabin Ghatowar has complained against Dibrugarh AMCH hospital regarding the non receipt of the benefit under tea garden scheme of Assam and JSY.	Complainant, Rabin Ghatowar has complained against Dibrugarh AMCH hospital regarding the non receipt of the benefit under tea garden scheme of Assam and JSY. The complainant informed that, the delivery of Smt. sanjana ghatowar (vill-Bamunbari tea state) was done on 22/12/2019 at around 12.45 p.m at AMCH. She had done all her ANC's at Tili sub center. However, till date she has not received the tea garden benefit scheme from the said hospital and jsy also not received yet.	Approved Enty has been made at all level i.e. Block, District, State					Yes			
241		Chandan sarma	8473922047	8473922047	Nalbari	Nalbari	Common Complaints	Service of dresser	Swahid Mukunda Kakati Civil Hospital, Nalbari	Dresser of Swahid Mukunda Kakati Civil Hospital, Nalbari	Dresser	9-Sep-2020	Complainant has complained against Dresser of Swahid Mukunda Kakati Civil Hospital, Nalbari regarding their service.	Complainant has complained against Dresser of Swahid Mukunda Kakati Civil Hospital, Nalbari regarding their service. The complainant has informed that on 9/09/20 at around 12pm he(Hos reg-NAL/246/B/10) went to the said hospital to plustered his hand as he has a fractured. According to the complainant, the dresser informed him that they would not conduct the pluster after 12pm.	Matter has been communicated with Supt.Civil Hospital	Redressal Unsatisfactory	9-Jan-2021			Yes	8-Jan-2021		
242		Bulbul Kalindi	9954212229	9954212229	Udalguri	Udalguri	Common Complaint	Non receipt of benefit under tea garden scheme of Assam.	Udalguri Civil hospital	Hospital authority of Udalguri Civil hospital	Others	9-Sep-2020	Complainant, Bulbul Kalindi has complained against Udalguri Civil hospital regarding the non receipt of the benefit under tea garden scheme of Assam.	repeated. Complainant, Bulbul Kalindi has complained against Udalguri Civil hospital regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, the delivery of Smt. Kanaklata Kalindi of Nonke ghagra tea garden was done on 5/12/2020. She had done all her ANC's at the said civil hospital. However, till date she has not received any of the installments under the above mentioned scheme. Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no redressal has been provided to him.	Again, as per District Administration, Nonke Ghagra Tea Garden is not found under Udalguri District. Yet the complaint has been reported by Jt. DHS, Udalguri to Superintendent of Udalguri Civil Hospital for further enquiry. As per guideline of Wage Compensation Scheme of Pregnant Women of non Tea Garden will not avail the benefit.	Not Reachable	19-Dec-2020	20-Dec-2020	21-Dec-2020	Yes	18-Dec-2020		
243		Uday Sankar Nath	8011233803	8011233803	Sivasagar	Sivasagar	Common Complaint	Service of Duty doctors	Sivsagar Civil Hospital	Doctors (Gynaecology Deptt.) of sivsagar Civil Hospital	Doctor	10-Sep-2020	Complainant has complained against the doctors (Gynaecology Deptt.) of sivsagar Civil Hospital regarding their service.	Complainant has complained against the doctors (Gynaecology Deptt.) of sivsagar Civil Hospital regarding their service. The complainant informed that on 9th september the patient, Dikshita Chetia nath was taken to the said hospital for her treatment. According the caller, the gynaecological doctor is not available in the said hospital. However, as per the caller, the doctor referred the patient to AMCH, Dibrugarh without providing any treatment to her.	Bed head ticket show that treatment was provided to the patient.	Not Responding	8-Feb-2021		Yes	8-Feb-2021			
244		Bijoy Moran	6900118454	6900118454	Tinsukia	Hapjan BPHC	Common Complaint	Facility of fogging	Malaria Deptt.	Malaria Deptt.	JDHS	10-Sep-2020	Mr. Bijoy Moran of Hapjan BPHC Tinsukia has informed regarding facility,	Mr. Bijoy Moran of Hapjan BPHC Tinsukia has informed that the said area has been infested by mosquitoes. So, he has requested the Govt to kindly initiate some preventive measures like spraying of fogging or DDT.	Fogging done in that particular area.	No reply	9-Jan-2021		Yes	8-Jan-2021	24-03-2021		
245		Saya Ghosh	8721902064	8721902064	Kamrup (Metro)	Guwahati	Common Complaint	GMCH, Guwahati	GMCH, Guwahati	Hospital authority of GMCH	JDHS	10-Sep-2020	Complainant, has complained against the Hospital Authority of GMCH regarding their service.	Complainant, has complained against the Hospital Authority of GMCH regarding their service. The complainant informed that the patient Prakash Deka who is covid positive patient has been suffering from breathing issues. According to the caller, on 10/09/20 he has taken the said person to GMCH, Guwahati through 108. However as per the caller, she has not received any kind of response from the hospital authority of GMCH. Complainant also mention that after waiting for the whole day in the hospital she return back to his home by bus.					No				
246		Deep kumar rabidas	8474897623	8474897623	Dibrugarh	Khawang BPHC	Common Complaint	Non receipt of facilities	Bamunbari tea state hospital	Bamunbari tea state hospital	Others	11-Sep-2020	Complainant, Deep kumar rabidas has complained against Dibrugarh Bamunbari tea state hospital regarding the non receipt of the benefit under tea garden scheme of Assam and JSY.	Complainant, Deep kumar rabidas has complained against Dibrugarh Bamunbari tea state hospital regarding the non receipt of the benefit under tea garden scheme of Assam and JSY. The complainant informed that, the delivery of Smt. Rupa rabidas (vill-Bamunbari tea state) was done on 10/02/2020 at bamunbari tea estate hospital. She had done all her ANC's at the said hospital. However, till date she has not received the tea garden benefit scheme from the said hospital and jsy also not received yet.	Beneficiary has not submit document for wage compensation. We communicate with asha and beneficiary also. Beneficiary told us that she will submit her document as soon as possible.	Not Responding	8-Feb-2021		Yes	8-Feb-2021			
247		Bhola chetry	8310556560	8310556560	Sonitpur	Tezpur	Common Complaint	Hospital authority of Tezpur medical college hospital	Hospital authority of Tezpur medical college hospital	Hospital authority of Tezpur medical college hospital	Others	11-Sep-2020	Complainant, has complained against the Hospital Authority of TMCH regarding their service.	Complainant, has complained against the Hospital Authority of TMCH regarding their service. The complainant informed that the patient cheena maya who is a patient diagnosed with tumor in tezpur civil hospital which advised then to go for surgery, but tezpur medical college denied for operating the patient due to covid. and asked them to go the private hospital but the patient cannot afforded the same.	Matter has already been informed to the Hospital Authority of TMCH.	Not Responding	6-Jan-2021		Yes	6-Jan-2021	25-03-2021		
248		Bhaben Borah	6003123879	6003123879	Sonitpur	Tezpur	Common Complaint	Service of 108	Emergency- 108	Emergency- 108	108	11-Sep-2020	Complainant, has complained against the emergency 108 service regarding their service.	Complainant, has complained against the emergency 108 service regarding their service. According to the complainant Monmohan Borah who is tested covid positive patient, on 11/09/20 at around 10am at TMCH, Tezpur. However as per the caller, hospital authority of TMCH informed that there is no seat for covid patient so they advised the patient to call 108 for shifting the patient but 108 did not responded. Complainant also mention that after waiting for the whole day in the hospital he returned back to his home by bus.	Matter has been informed to the 108, Sonitpur regarding such negligence	Redressal Covered	6-Jan-2021		Yes	6-Jan-2021	25-03-2021		

249		Alakesh Baruah	9101266483	9101266483	Kamrup (Metro)	Guwahati	Common Complaint	Facility of fogging	Malaria Deptt.	Malaria Deptt.	JDHS	15-Sep-2020	Mr. Alakesh barua of kahilipara adattapur bylane-2 house no-31, Guwahati has informed regarding facility.	Mr. Alakesh barua of kahilipara Adattapur bylane-2 house no-31, Guwahati has informed that the said area has been infested by mosquitoes. So, he has requested the Govt to kindly initiate some preventive measures like spraying of fogging or DDT.	Fogging Done		Not responding	9-Feb-2021			Yes	8-Feb-2021
250		Ainul Haque	8011757449	8011757449	Darrang	Kharupetia BPHC	Common Complaint	Service of Adarani van	Kharupetia PHC	Adarani Van	Others	15-Sep-2020	Complainant has complained against the Adarani van of Kharupetia PHC regarding their service.	Complainant has complained against the Adarani van of Kharupetia PHC regarding their service. The complainant informed that on 14/09/20, the delivery of his wife, was conducted at the said hospital. As per the complainant, on 15/09/20 she was given discharge from the hospital. However, on the day of discharge the patient didn't get the facility of Adarani service. Moreover according to the complainant, the driver of the adarani van informed him that fuel is not available in the van.	Communicated with the EME of Adarani, Darrang. As per his statement on that the all Adarani vehicles are not in service due to fuel issue.		Caller is busy	22-Dec-2020		Yes	22-Dec-2020	
251		Ramen das	6002465633	6002465633	Kamrup (Metro)	Guwahati	Common Complaint	Facility of payments (sterilization)	GMCH Guwahati	GMCH Guwahati	JDHS	19-Sep-2020	Complainant has complained against Hospital authority of GMCH regarding non receipt of facility.	Complainant has complained against Hospital authority of GMCH regarding non receipt of facility. The complainant informed that on 19/01/2018 his wife Purnima das's sterilization (Hospital reg no- 20433/18) was conducted at the said hospital. However, till date she has not received the payment of sterilization.	Payment to beneficiary has already been done as per confirmation from Accounts Cell GMCH.		Caller is satisfied	9-Feb-2021		Yes	8-Feb-2021	
252		Dhanjeet hira	6026067724	6026067724	Kamrup (Rural)	Rangia BPHC	Common Complaint	Service of ASHA Worker	Rangia BPHC	ASHA Worker sharmila Das	ASHA Worker	19-Sep-2020	Complainant has complained against the ASHA Worker sharmila Das of 1 no dabaka Village under rangia BPHC regarding her service.	Complainant has complained against the ASHA Worker Sharmila Das of 1 no dabaka Village working under Rangia BPHC regarding her service. The complainant has informed that the delivery patient purnima das was admitted at rangia BPHC on 19th september, but the hospital authority referred the patient to GMCH. However as per the caller the said asha worker denied to visit with them to the said hospital for conducting the delivery.	In this regard communicated with Deputy Suptd. Rangia SDCH and found that ASHA was present as per record maintained in SDCH. Patient was referred to GMCH for needful and ASHA did not accompany for her illness.				Yes			
253		Pradip Dutta	9678769321	9678769321	Sivasagar	Sivasagar	Common Complaint	Facility of Majoni scheme	Joysagar Civil Hospital	Hospital authority of Joysagar Civil Hospital	Others	20-Sep-2020	Complainant has complained regarding non receipt of Majon FD documents.	Complainant has complained that the delivery of Smt. Rupa Dutta was done on 4/05/2009 at Joysagar Civil Hospital, Sivasagar. After delivery she has submitted the all the documents at the said civil hospital. However till date she has not received the Majoni FD documents of her baby, Ritisha Dutta. Caller has stated that earlier he had registered the same complaint in 104 helpline and received a redressal informing that no record have been found. However, he is not at all satisfied with the redressal provided to him.	As per records the forms which were received for majani during 2009-10 was processed. Currently the majani scheme is closed by the government. So even if the documents were submitted in current date the beneficiary can not receive the benefits of the scheme		Caller is satisfied	8-Feb-2021		Yes	8-Feb-2021	
254		Fulesha Khatun	9435825549	9435825549	Darrang	Kharupetia BPHC	Common Complaint	Service as well as behaviour of ANM and ASHA Worker	Bherbheri SC	ANM, Malati Pal and Maziran Nesa	ANM	21-Sep-2020	Complainant, has complained against the ANM Malati Pal and Maziran Nesa working under Bherbheri SC under Kharupetia BPHC regarding their service as well as behaviour.	Complainant has complained against the ANM Malati Pal and Maziran Nesa working under Bherbheri SC under Kharupetia BPHC regarding their service as well as behaviour. The complainant informed that she is 6 months pregnant and went to the said sub center for BP check up but the said ANM denied to conduct her checkup. According to the caller, she said ANM as well as ASHA Worker misbehaved with her. Moreover, as per the caller, iron and calcium tablet is not provided to her nor ANC card.	Communicated with the SDM & HO & BPM of Kharupetia BPHC. As per their statement at the time the BP machine of the particular ANM was broken on the other hand regarding misbehaviour they asked the ANM not to do such kind of work next time. She assured not to repeat it again		Info given to other person	22-Dec-2020		Yes	22-Dec-2020	
255		Debojit Mitra	9954055487	9954055487	Tinsukia	Tinsukia	Common Complaint	Facility of death certificate	Joint Director of Health Service	Department of Joint Director of Health Service	JDHS	23-Sep-20	Complainant has complained against Department of Joint Director of Health Service of Tinsukia regarding non receipt of death certificate.	Director of Health Service of Tinsukia regarding non receipt of death certificate. The complainant informed that, two months back he had applied for the death certificate of his wife Late Prasanti Mitra who was expired due to Covid19 on 27th July at home. However, till date he did not received the death certificate from the department of JDHS office.	Required place of death and home address for proper investigation. The informer not submitted the proper documents.		Number busy	9-Jan-2021		Yes	8-Jan-2021	24-03-2021
256		Abdur Rahman	7664015255	7664015255	Kamrup (Rural)	Nagarbera BPHC	Common Complaint	Service of Registrar	Nagarbera BPHC	Kartik patowari	Registrar	24-Sep-2020	Complainant has complained against Registrar, Kartik Patowari of Nagarbera BPHC regarding his service.	Complainant has complained against Registrar, Kartik Patowari of Nagarbera BPHC regarding his service. The complainant informed that he had applied for birth certificate of his child Abdullah (2years) in the said BPHC. According to the caller, he received the birth certificate but the name of his child was written wrongly. However, as per the caller, he went to the said BPHC since 4 days for correcting the name but the said registrar denied to give the signature in the documents.	We can the caller regarding the issue the caller informed that problem was solve. As per the telephonic information received from caller the complaint has been withdrawn by him. As per information received from Dr. kartik patowari he was not denied to give signature on documents. He personally informed the caller to produce all relevant document then he will correct the documents immediately, after producing all relevant documents Dr. kartik Patowari has corrected the signature in the document.				Yes			
257		Himangshu sarma	7002863316	7002863316	Barpeta	Nityananda BPHC	Common Complaint	Facility of IFA tablet	shohid ralia madan Sub center	Saderi SD	Others	26-Sep-2020	Complainant has complained against Saderi SD regarding not availability of IFA tablet.	Complainant has complained against Saderi SD under Nityananda BPHC regarding not availability of IFA tablet. Complainant has informed that his wife Dimpi devi is 6 months pregnant and is conducting her ANC at the saderi SD. Moreover, as per the caller, IFA tablet is not available at the subcentre from last 6 months.	SDM&HO Nityananda BPHC is entrusted to enquiry the Matter and submit the action taken report immediately.				Yes			
258		Rupesh Das	8011885135	8011885135	Dibrugarh	Panitola BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Kharjan Tea state hospital	Kharjan Tea state hospital	JDHS	26-Sep-2020	Complainant has complained against Kharjan Tea state hospital under Panitola BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Kharjan Tea state hospital under Panitola BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Binita Das was done on 30/03/2019 at the Khajikhuya Medical (Mother Id no- 118005626845,). However, till date she has not received money Rs 12,000/- under the said scheme.	We have checked the beneficiary details and found that all 4 installment of wage compensation scheme has been credited in her bank account		Number not exist	8-Feb-2021		Yes	8-Feb-2021	

259		Abdul karim	9678605824	9678605824	Dhubri	Halakura BPHC	Common Complaint	Non receipt of payment	Halakura PHC	Halakura PHC	JDHS	27-Sep-2020	Complainant has complained against Halakura PHC under Halakura BPHC regarding the non receipt of money	Complainant has complained against Halakura PHC under Halakura BPHC regarding the non receipt of money . According to the caller, Asha Late Saleha Bibi has died on 6/5/2017 , working at halakura phc under halakura BPHC. However, till date her family has not received money i.e Rs 1,00000/- under the scheme of Assam.	Death certificate along with NOK was not submitted as informed. The same is informed to the beneficiary requesting to submit the pending documents.						Yes		
260		Rasidul Islam	9864418739	9864418739	Bongaigaon	Srijangram BPHC	Common Complaint	Service of ASHA	Srijangram BPHC	ASHA worker, Rasida Khatun	ASHA worker	29-Sep-2020	Complainant has complained against the ASHA worker, Rasida Khatun under Srijangram BPHC regarding her service.	Repeated. Complainant has complained against the ASHA worker, Rasida Khatun under Srijangram BPHC regarding her service. The complainant informed that his wife Sabida Khatun of Borisala village is now 7 months pregnant. However, till date she said ASHA has not visited her at home. Moreover, he has informed the said Asha has not provided her the ANC card. Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no redressal has been provided to him.	Complain no. 1: The man who complained about Asha Rashida Khatun is a blind man who is a beggar. The man is not found at the house so it was difficult to do ANC but Asha visited his home and gave him the ANC card. Complain no.2: The same complain was given by the man. But Asha and Asha Supervisor confirmed that the allegations against them are false and they carried	Redressal Covered		12-Feb-2021			Yes	12-Feb-2021	
261		Ajagar Ali	9101543131	9101543131	Dhubri	Raniganj BPHC	Common Complaint	Service as well as corruption of ASHA	Raniganj BPHC	ASHA worker, Nurjahan bibi	ASHA worker	30-Sep-2020	Complainant has complained against the ASHA worker, Nurjahan bibi working under Raniganj BPHC regarding her service as well as corruption.	Complainant has complained against the ASHA worker, Nurjahan bibi working under Raniganj BPHC regarding her service as well as corruption. The complainant informed that on 11th Sept the delivery of his wife, Lily begum was done at home. According to the caller, the said Asha worker demanded Rs.2000 for applying the birth certificate of baby. Moreover, as per the caller, the said Asha worker has not provided the ANC card to her.	As informed the allegation is baseless as ASHA is not related to issue of birth certificate. However Raniganj BPHC is communicated to enquire the mater of not providing the ANC card					Yes			
262		Monowara khatun	8254980711	8254980711	Dhubri	Chapor BPHC	Common Complaint	Service of Lab Technician	Chapor PHC	Lab Technician of Chapor PHC	Lab Technician	30-Sep-2020	Complainant Asha Worker, Monowara khatun has complained against Lab Technician of Chapor PHC regarding their service.	Complainant Asha Worker, Monowara Khatun has complained against Lab Technician of Chapor PHC regarding their service. The complainant informed that since 4 months she along with her beneficiary has continuously visited for conducting their check up as well as test in the said PHC. However, as per the caller, the lab technician denied to conduct their test and check up as they were in covid duty.	The same is communicated to Chapor BPHC to submit an enquiry report					Yes			
263		Babulal Hemrom	8011735110	8011735110	Kokrajhar	Kachugaon BPHC	Common Complaint	Facility of ASHA incentives	Kachugaon BPHC	Kachugaon BPHC	JDHS	30-Sep-2020	The complainant has complained against Kachugaon BPHC regarding non receipt of ASHA incentives.	The complainant has complained against Kachugaon BPHC regarding non receipt of ASHA incentives. The complainant has informed that, from the month of Feb'20, ASHA worker Sonia Mard working under Kachugaon BPHC has not received her monthly incentives.	As per Record name of ASHA Sonia Mard is not available in Kachugaon block. plz give us correct name of ASHA.	No reply		30-Dec-2020		Yes	29th Dec'20		
264		Navajyoti Khataniar	8638906792	8638906792	Lakhimpur	Lakhimpur	Common Complaint	Service of doctors and nurses	Lakhimpur Civil Hospital	Doctor and nurses of Lakhimpur civil hospital	Doctor and nurses	30-Sep-2020	Complainant has complained against duty Doctors and nurses of Lakhimpur Civil Hospital regarding their service.	Complainant has complained against duty Doctor and nurses of Lakhimpur Civil Hospital regarding their service. The complainant informed that on 28/09/2020 covid patient Debananda khataniar was admitted in the said hospital of covid ward. However, as per the complainant, the on duty doctor and nurses did not give proper response to the patient nor medicine provided to him.	* We have verified the beneficiary data and found no registration at North Lakhimpur Civil Hospital. * As per order from VCCM the Measles and MR vaccines are not open viral policy. We have vaccinated daily if 3 to 4 beneficiaries come to hospital, may be that day no beneficiaries come to hospital for vaccination otherwise we cannot return to the vaccine.			6-Jan-2021		Yes	6-Jan-2021		
265		Tanuja Pator Razuar	7896223303	7896223303	Golaghat	Charingia BPHC	Common Complaint	Non receipt of benefit under tea garden scheme of Assam	Khumtai tea garden hospital	Hospital authority of Khumtai tea garden hospital	Others	1-Oct-2020	Complainant has complained against Hospital authority of Khumtai tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam.	Repeated. Complainant has complained against Hospital authority of Khumtai tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, the delivery of Smt. Tanuja Pator Razuar (ANC Reg no-118006323705) was done on 24/10/2019 at Khumtai tea garden Hospital. She had done all her ANC's at the said hospital. However, till date she has not received any of the installments under tea garden scheme of Assam. Complainant informed that earlier he has made the same complaint in 104 helpline for many times. But yet the	Payment submitted by Block on 09-11-2020. Payment submitted by District on 10-11-2020. Payment processed by State on 04-01-2021	Caller is satisfied		26-03-2021		Yes	24-03-2021		
266		Anarut jaman Sarkar	8638781615	8638781615	Kokrajhar	Gossaigaon BPHC	Common Complaint	Service of Hospital Authority	Tulshibili SHC	Hospital Authority of Tulshibili	Others	1-Oct-2020	Complainant has complained against Hospital Authority of Tulshibili SHC under Gossaigaon BPHC regarding their service.	Complainant has complained against Hospital Authority of Tulshibili SHC under Gossaigaon BPHC regarding their service. The complainant informed that his wife Hamida Yesmin is 7 months pregnant. According to the complainant they had gone for the HBSG and VDRL test to said SHC but they have been waiting for 6 months the hospital authority did not conduct their test. However, as per the complainant, instead they demanded Rs.800 from them for the said test.	Enquiry done, strict warning given to the lab technician of Tulshibili SHC. Report given to the District Authority.	Caller is satisfied		30-Dec-2020		Yes	29th Dec'20		
267		Bhaskar Deka	9954959115	9954959115	Sonitpur	Tezpur	Common Complaint	Facility of JSY cheque	Tezpur Medical College	Hospital authority of Tezpur Medical College	Others	2-Oct-2020	Complainant has complained regarding the non receipt of JSY scheme cheque of Rs 1400/-.	Repeated. Complainant has complained that the delivery of Smt. Hiru Deka (Hos reg no-3023119) of Chengna village was done on 12/12/2019 at Tezpur Medical College. Complainant has informed that, earlier he has registered the same complaint in 104 helpline, redressal has been provided to him. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	already replied.	Incoming not available		6-Jan-2021		Yes	6-Jan-2021	25-03-2021	
268		Fujel Ahmed	9854698436	9854698436	Karimganj	R.K Nagar BPHC	Common Complaint	Service of doctors and nurse	Kalacherra MPH	Doctor and nurses of Kalacherra MPH	Doctor and nurses	03-Oct-20	Complainant has complained against Duty Doctor and Nurses of Kalacherra MPH under R.K Nagar BPHC regarding their service.	Complainant has complained against Duty Doctor and Nurses of Kalacherra MPH under R.K Nagar BPHC regarding their service. The complainant informed that on 03/10/2020 at around 11.30 he went to the said hospital for treatment of his baby. However, as per the caller, none of the duty doctor is available in the said hospital. Moreover, as per the caller, duty nurses is available in the hospital but they did not give any response to them.	As per consultation with doctor of Kalacherra MPH on the same day Doctor & nurse were available at PHC and were rendering their service to patients . There is no merit in the complain.	Not Reachable		30-Dec-2020		Yes	29th Dec'20		

269	GC/45/0310202 0/2721	Mayang sarma	6002387664	6002387664	Sonitpur	Dhekiajuli BPHC	Common Complaint	Service of doctors and other staff	Dhekiajuli BPHC	Duty Doctor and other staff of Dhekiajuli BPHC	Doctor and other staff	03-Oct-20	Complainant has complained against Duty Doctor and other staff of Dhekiajuli BPHC regarding their service.	Complainant has complained against Duty Doctor and other staff of Dhekiajuli BPHC regarding their service. The complainant informed that on 3rd at around 5pm he went to the said hospital for his treatment. However, as per the caller, none of the duty doctors as well as other staff is available in the said hospital. Moreover, the hospital was locked.	Patient reported beyond OPD time. Hospital was not locked.	Caller has disconnected the call	6-Jan-2021				Yes	6-Jan-2021	25-03-2021
270		Subhajt Chakraborty	8135817057	9707752463	Kamrup (Metro)	Guwahati	Common Complaint	Service of Doctor	GMCH	Dr. Indrajeet and Dr. Sitash of GMCH	Doctor	4-Oct-2020	Complainant has complained against Psychiatry Department, Dr. Indrajeet and Dr. Sitash of GMCH, Hospital regarding their service.	Complainant has complained against Psychiatry Department, Dr. Indrajeet and Dr. Sitash of GMCH, Hospital regarding their service. The complainant has informed that he is admitted in the said medical college in Psychiatric ward since yesterday and he has not urinate neither passed stool and also suffering from head spinning and mentally disturbed. However, according to complainant, he believes that he is given wrong treatment in the hospital and he has neurological problem but he is shifted to Psychiatric ward. Moreover, the said doctors did not give proper response to					No				
271		Sawan Patnayak	6900912339	6900912339	Dibrugarh	Panitola BPHC	Common Complaint	Non receipt of money under wage compensation scheme of tea garden areas of Assam	Khargan Tea State Hospital	Hospital authority of Khargan Tea State Hospital	Others	5-Oct-2020	Complainant has complained against Tinisukia Civil Hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Tinisukia Civil Hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Taruna Patnayak of Dighalbari village was done on 08/03/2020 at the said medical college. Her ANC was done at Khargan Tea State Hospital Dibrugarh bearing ANC no- 119007661334. However, till date she has not received money Rs 12,000/- under the said scheme.	We have checked the beneficiary details and found that all 4 installment of wage compensation scheme has been credited in her bank account	Not Responding	8-Feb-2021		Yes	8-Feb-2021			
272		Basu Debnath	9678550314	9678550314	Morigaon	Bhurband ha BPHC	Common Complaint	Corruption of ASHA Worker	Bhurband ha BPHC	Farida Begum	ASHA worker	6-Oct-2020	Complainant has complained against ASHA worker, Farida begum working under Bhurbandha BPHC regarding her corruption .	Complainant has complained against ASHA worker, Farida begum working under Bhurbandha BPHC regarding her corruption . The complainant informed that the said asha worker demanded money(Rs.5000) for arranging A +ve blood from every beneficiary.	As per telephonic conversation with the complainer ASHA Farida Begum had taken Rs 5000/- (Rs Five Thousands only) for arranging A+ve blood for the wife of Basu Devnath.	Incoming not available	24-Dec-2020		Yes	23-Dec-2020			
273		Premoda Bora	9678096355	9678096355	Lakhimpur	Dhakuakh ana BPHC	Common Complaint	Facility of ASHA incentives	Dhakuakh ana BPHC	Dhakuakh na BPHC	JDHS	6-Oct-2020	ASHA worker, Premoda Bora working under Dhakuakhana BPHC has complained regarding non receipt of incentives.	ASHA worker, Premoda Bora working under Dhakuakhana BPHC has complained regarding non receipt of incentives. The complainant informed that, she has not received the monthly incentives of JSY , AGMC, HBNC and AFULL NC for the month of July and September 2020.	Due to non submission of claim in time her payment had paid lately. Already intimation sent to her through Supervisor for timely submission of claim.	Caller is satisfied	6-Jan-2021		Yes	6-Jan-2021			
274		Naba Saikia	8459842133	8459842133	Golaghat	Sarupathar BPHC	Common Complaint	Service of 108	Emergency - 108	Emergency - 108 and 102 staffs	JDHS	6-Oct-2020	Complainant has complained against emergency 108 ambulance service regarding negligence towards the beneficiary.	Complainant has complained against emergency 108 ambulance service regarding negligence towards the beneficiary. The complainant informed that, Mintu Saikia of khoru Thengaguri village under Sarupathar BPHC has been tested covid positive patient and was in home isolation. However, as per the complainant, on 5/10/2020 his oxygen level dropped so they called 108 (from phone numbers - 6002719252 , 9101114659 and 8459842133) several times from 12 am to 3.30 am. However they have refused to provide the service to the patient saying that as life are not available	108 attending another case. 2 vehicle only available under Sarupathar sub division which cater a total population of 2laks plus including border and high risk area. Required 2 more vehicle.	Not responding	26-03-2021		Yes	26-03-2021			
275		Minhaz Uddin	9085758022	9085758022	Hailakandi	Hailakandi	Common Complaint	Service of Doctor	S.K.Roy Civil Hospital	Duty Doctors of S.K.Roy Civil Hospital	Doctor	6-Oct-2020	Complainant has complained against Duty Doctors of S.K.Roy Civil Hospital regarding their service.	Complainant has complained against Duty Doctors of S.K.Roy Civil Hospital regarding their service. The complainant informed that on 06-10-2020 at around 1pm he went to the said hospital for the signature in the fitness certificate. However, as per the complainant, on duty doctor has refused to provide the signature.	The On duty doctors has not been entrusted to provide any fitness certificate without any order from the concerned authority. The fitness certificate to be issue through medical board only which is notify time to time by the authority.	Not Reachable	31-Jan-2021		Yes	30-Jan-2021			
276		Monuwara Begum	7636039117	7636039117	Hailakandi	Algapur BPHC	Common Complaint	Facility of JSY cheque	Mohanpur VI SC	Hospital Authority of Mohanpur VI SC	JDHS	7-Oct-2020	Smt. Monuwara Begum of Monpurara has complained against the Hospital Authority of Mohanpur VI SC under Algapur BPHC regarding non receipt of facility.	Smt. Monuwara Begum of Monpurara has complained against the Hospital Authority of Mohanpur VI SC under Algapur BPHC regarding non receipt of facility. The complainant informed that on 14/04/20 her delivery was conducted at the said hospital. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Bank account was not activated in due time. JSY incentive submitted to the mother account in time but due to non activation of account, so it was not credited.	Redressal Covered	31-Jan-2021		Yes	30-Jan-2021			
277		Sanjib Ravi Das	8011933122	8011933122	Karimganj	Patherkandi BPHC	Common Complaint	Non receipt of money under wage compensation scheme of tea garden areas of Assam	Patherkandi CHC	Hospital authority of Patherkandi CHC	Other	7-Oct-2020	Complainant has complained against the Hospital Authority of Patherkandi CHC under Patherkandi BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against the Hospital Authority of Patherkandi CHC under Patherkandi BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Sabita Rabi Das of Bhoithata village was done on 17/11/2019 at the said hospital. Her ANC was done in the said hospital. However, till date she has not received money Rs 12,000/- under the said scheme.	The beneficiary given the wrong bank details. After that she given the corrected bank details. Now we have process the correct bank details and it was shown on process at Wage Compensation portal.	Incoming not available	30-Dec-2020		Yes	29th Dec'20			
278		Basu Debnath	9678550314	9678550314	Morigaon	Bhurband ha BPHC	Common Complaint	Corruption of ASHA Worker	Bhurband ha BPHC	Farida Begum	ASHA worker	7-Oct-2020	Complainant has complained against ASHA worker, Farida begum working under Bhurbandha BPHC regarding her corruption .	Repeated. Complainant has complained against the ASHA worker, Farida Begum working under Bhurbandha BPHC regarding corruption. The complainant informed that the said asha worker had taken money Rs 5000 for arranging A+ ve blood for them. Moreover, she had also taken Rs 500 from his mother. Caller has stated that she often takes money from other beneficiaries too for rendering any service.	As per telephonic conversation with the complainer ASHA Farida Begum had taken Rs 5000/- (Rs Five Thousands only) for arranging A+ve blood for the wife of Basu Devnath.	Incoming not available	24-Dec-2020		Yes	23-Dec-2020			

279		Ramen das	6002465633	6002465633	Kamrup (Metro)	Guwahati	Common Complaint	Facility of payments (sterilization)	GMCH Guwahati	GMCH Guwahati	JDHS	10-Oct-2020	Complainant has complained against Hospital authority of GMCH regarding non receipt of facility.	Repeated.Complainant has complained against Hospital authority of GMCH regarding non receipt of facility. The complainant informed that on 19/01/2018 his wife Purnima das's sterilization (Hospital reg no- 20433/18) was conducted at the said hospital. However, till date she has not received the payment of sterilization.Complainant informed that earlier he has made the same complain in 104 helpline for many times. But, yet the beneficiary has not received any redressal.	Payment to beneficiary has already been done as per confirmation from Accounts Cell GMCH.	Caller is satisfied	9-Feb-2021			Yes	8-Feb-2021	
280		Benudhar Choudhury	9706319228	9706319228	Barpeta	Barpeta	Common Complaint	Service of Doctor	FAAMCH, Barpeta	Duty Doctors of FAAMCH, Barpeta	Doctor	10-Oct-2020	Complainant has complained against Duty Doctors of FAAMCH Barpeta regarding their service.	Complainant has complained against Duty Doctors of FAAMCH Barpeta regarding their service.The complainant informed that on 10/10/2020 the emergency delivery patient,Babita rai talukdar was admitted in the said medical collage. However, as per the complainant,the duty Doctors of said medical collage didn't give proper response to the patient.,	Intimated to Superintendent FAAMCH, Barpeta to enquiry the matter and submit the action taken report immediately.				Yes			
281		Rakesh Kumar Pandit	8638383581	8638383581	Tinsukia	Hapjan BPHC	Common Complaint	Facility of death certificate	Hapjan BPHC	Hospital Authority of Hapjan BPHC	JDHS	13-Oct-2020	Complainant has complained against the Hospital Authority of Hapjan BPHC regarding the non receipt of death certificate.	Complainant has complained against the Hospital Authority of Hapjan BPHC regarding the non receipt of death certificate. According to complainant, on 22nd January he had applied for death certificate in the said BPHC of Late Dhana Devi who was expired on (11-01-2020). However till date he has not received the death certificate.	Letter has been issued to the In-Charge Hapjan BPHC regarding this matter.	Caller has disconnected the call	9-Jan-2021		Yes	8-Jan-2021	24-03-2021	
282		Ijaj Ahmed	9706394811	9706394811	Dhubri	Bagribari BPHC	Common Complaint	Service of dresser	Bagribari model hospital	Wasinur Abidin	Dresser	13-Oct-2020	Complainant has complained against Dresser of Wasinur Abidin of Bagribari model hospital regarding their service.	Complainant has complained against Dresse , Wasinur Abidin of Bagribari Model Hospital regarding his service.The complainant has informed that the said dresser is irregular in his duty . Moreover, he is a drug addict .	The same is communicated to Ranganj BPHC to submit an enquiry report				Yes			
283		Binita Borah	8133011243	8133011243	Jorhat	Jorhat	Common Complaint	Facility of JSY cheque	JMCH, Jorhat	Hospital Authority of JMCH	JDHS	13-Oct-2020	Smt. Binita Borah has complained against the Hospital Authority of JMCH regarding non receipt of facility.	Smt. Binita Borah has complained against the Hospital Authority of JMCH regarding non receipt of facility. The complainant informed that on 26/09/2020 her delivery was conducted at the said hospital. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	The PPA was been prepared and submitted to Bank on 6.10.2020.	Caller is satisfied	26-03-2021		Yes	25-03-2021		
284		Manuwara Begum	7636039117	7636039117	Hailakandi	Algapur BPHC	Common Complaint	Facility of JSY cheque	Mohanpur CHC	Hospital Authority of Mohanpur CHC	JDHS	14-Oct-2020	Manuara Begum has complained against the hospital Authority of Mohanpur CHC regarding non receipt of facility.	Repeated. Manuara Begum has complained against the Hospital Authority of Mohanpur CHC regarding non receipt of facility. The complainant informed that on 21/12/2019 her delivery was conducted at the said hospital(hospital reg no is 0207851) . Complainant has informed that, earlier he has registered the same complaint in 104 helpline.redressal has been provided to him. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Bank account was not activated in due time.JSY incentive submitted to the mother account in time but due to non activation of account,so,it was not credited.	Redressal Covered	31-Jan-2021		Yes	30-Jan-2021		
285		Jainath Rai	9401738328	9401738328	Karimganj	Dullevchara BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Silchar Medical College	Hospital authority of Silchar Medical College	JDHS	14-Oct-2020	Complainant has complained against Silchar Medical College regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Silchar Medical College regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Arpana Rai was done on 12/5/2019 at the said medical college. However, till date she has not received money Rs 12,000/- under the said scheme.	Matter has been enquired & found that this beneficiary was registered in Wage compensation portal & approved by the BPHC/District to State for further course of action .	Wrong Number	30-Dec-2020		Yes	29th Dec'20		
286		Bhaskar Deka	9954959115	9954959115	Sonitpur	Tezpur	Common Complaint	Facility of JSY cheque	Tezpur Medical College	Hospital Authority of Tezpur Medical College	JDHS	14-Oct-2020	Complainant has complained regarding the non receipt of JSY scheme cheque of Rs 1400/-.	Repeated. Complainant has complained that the delivery of Smt. Hiru Deka (Hos reg no-3023119) of Chengna village was done on 12/12/2019 at Tezpur Medical College. Complainant has informed that, earlier he has registered the same complaint in 104 helpline.redressal has been provided to him.However, till date she has not received the JSY scheme cheque of Rs 1400/-.	already replied.	Incoming not available	6-Jan-2021		Yes	6-Jan-2021	25-03-2021	
287		Munni Singh	6000523649	6000523649	Hojai	Jugijan BPHC	Common Complaint	Payment of JSY and Sterilization	Hospital authority of Lumding FRU	Lumding FRU	JDHS	14-Oct-2020	Smt. Munni Singh has complained against the Hospital Authority of Lumding FRU under Jugijan BPHC(Hos reg no-590) regarding non receipt of facility.	Smt. Munni Singh has complained against the Hospital Authority of Lumding FRU under Jugijan BPHC(Hos reg no-590) regarding non receipt of facility. The complainant informed that on 16/07/20 her sterilization was conducted at the said hospital. However, till date she has not received the payment of sterilization as well as JSY scheme cheque of Rs 1400/-.	Beneficiary name is Munni Singh & her delivery conducted on 16/07/2020. She has been paid JSY urban incentive of RS. 1000/- & sterilization payment will be made within a week.	Not Responding	4-Feb-2021		Yes	4-Feb-2021		
288		Manuwara Begum	7636055870	7636055870	Hailakandi	Alagapur BPHC	Common Complaint	Facility of JSY cheque	Mohanpur CHC	Hospital Authority of Mohanpur CHC	JDHS	16-Oct-2020	Complainant has complained regarding the non receipt of JSY scheme cheque of Rs 1400/-.	Complainant has complained that the delivery of Asiya Begum Laskar(Hos reg no-0328136) of Mohanpura village was done on 29/10/2019 at Mohanpur CHC.However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Bank account was not activated in due time.JSY incentive submitted to the mother account in time but due to non activation of account,so,it was not credited.	Switch off	31-Jan-2021		Yes	30-Jan-2021		

289		Raju Hussain Laskar	6002135255	6002135255	Hailakandi	Alagapur BPHC	Common Complaint	Facility of JSY cheque	Mohanpur CHC	Hospital Authority of Mohanpur CHC	JDHS	16-Oct-2020	Complainant has complained regarding the non receipt of JSY scheme cheque of Rs 1400/-	Complainant has complained that the delivery of Sobdul Neha Laskar(hos reg no-0039955) was done on 21/08/20 at Mohanpur CHC.However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Bank account was not activated in due time.JSY incentive submitted to the mother account in time but due to non activation of account.so,it was not credited.			Not responding	31-Jan-2021			Yes	30-Jan-2021
290		Ankita Bujarbauah	8638885857	8638885857	Kamrup (Metro)	Guwahati	Common Complaint	Service of hospital authority	MMCH,Guwahati	Hospital Authority of MMCH,Guwahati	Others	17-Oct-2020	Complainant has complained against Hospital Authority of MMCH Guwahati regarding their service.	Complainant has complained against Hospital Authority of MMCH Guwahati regarding their service. The complainant informed that, patient Aruna bujarbaruah was tested covid positive on 9th september and she was admitted at MMCH,Guwahati . As per the complainant, the patient was discharged on 18th september and at the time of discharge, patient was physically very weak. As per the complainant she is also suffering from high diabetes . However on 14th october she has tested covid positive again in a private hospital. Therefore, she has called 104 helpline requesting help in this							No		
291		MD Nazrul Islam Choudhury	9613537471	9613537471	Karimganj	Karimganj	Common Complaint	Facility of JSY cheque	Karimganj Civil hospital	Hospital Authority of Karimganj civil hospital	Others	18-Oct-2020	Complainant has complained regarding the non receipt of JSY scheme cheque of Rs 1400/-.	Complainant has complained that the delivery of Lutfia Begum choudhuri of Dit batariashi tilla bazar was conducted on 10/12/19 at Karimganj civil hospital. Her hospital reg no-1667.However, till date she has not received the JSY scheme cheque of Rs 1400/-.	The pyament is aready done on 30.01.2020			Not Reachable	30-Dec-2020		Yes	29th Dec'20	
292		Leena Nath	8638784826	8638784826	Golaghat	Missamora BPHC	Common Complaint	Service of Doctor	Nahordonga Model Hospital	Duty Doctors of Nahordonga Model Hospital	Doctor	18-Oct-2020	Complainant has complained against Duty Doctors of Nahordonga Model Hospital under Missamora BPHC regarding their service.	Complainant has complained against Duty Doctors of Nahordonga Model Hospital under Missamora BPHC regarding their service.The complainant informed that on 12/10/2020 she was admitted in the said hospital in covid ward. However, till date no doctor has visited her even once.	On duty COVID MO do the visits			Not responding	26-03-2021		Yes	24-03-2021	
293		Anjan Bujarbaruah	7040665313	8638885857	Kamrup (Metro)	Guwahati	Common Complaint	Service of hospital authority	MMCH,Guwahati	Hospital Authority of MMCH,Guwahati	Others	19-Oct-2020	Complainant has complained against Hospital Authority of MMCH Guwahati regarding their service.	Complainant has complained against Hospital Authority of MMCH Guwahati regarding their service. The complainant informed that, patient Aruna bujarbaruah was tested covid positive on 9th september and she was admitted at MMCH,Guwahati . As per the complainant, the patient was discharged on 18th september and at the time of discharge, patient was physically very weak. As per the complainant she is also suffering from high diabetes . However on 14th october she has tested covid positive again in a private hospital. Therefore, she has called 104 helpline requesting help in this						No			
294		Tanuja Pator Razuar	7896223303	7896223303	Golaghat	Charingia BPHC	Common Complaint	Non receipt of benefit under tea garden scheme of Assam	Khumtai tea garden hospital	Hospital authority of Khumtai tea garden hospital	Others	19-Oct-2020	Complainant has complained against Hospital authority of Khumtai tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam.	Complainant has complained against Hospital authority of Khumtai tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, the delivery of Smt. Tanuja Pator Razuar (ANC Reg no-118006323705) was done on 24/10/2019 at Khumtai tea garden Hospital. She had done all her ANC's at the said hospital. However, till date she has not received any of the installments under tea garden scheme of Assam.Complainant informed that earlier he has made the repeated complainant Jakir Ahmed has complained against	Payment submitted by Block on 09-11-2020.Payment submitted by District on 10-11-2020.Payment processed by State on 04-01-2021			Caller is satisfied	26-03-2021		Yes	24-03-2021	
295		Jakir Ahmed	8473869354	8473869354	Kamrup (Metro)	Guwahati	Common Complaint	Facility of Atal amrit abhiyan scheme	Pratiksha hospital,Guwahati	Pratiksha hospital,Guwahati	JDHS	21-Oct-2020	Complainant has complained against Pratiksha Nurshig Home, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme.	Complainant has complained against Pratiksha Hospital, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme. According to the complainant, Mother Najma Begum her new born baby is suffering breathing difficulties and Admitted at the said hospital under Atal amrit scheme on 6/6/2020. However, as mentioned by the complainant, they needed to buy all the medicines of their own cost and other facility is not received the said scheme.Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no					No				
296		Monjiel Hussain Lasker	9707405905	9707405905	Cachar	Silchar	Common Complaint	Corruption of Adarani van driver	SMCH, Silchar	Adarani Driver of SMCH	Driver	22-Oct-2020	Complainant has complained against the driver of Adarani van, SMCH Silchar regarding corruption.	Complainant has complained against the driver of Adarani van, SMCH Silchar regarding corruption. Adarani van driver demanded money from the patient named Majurun Nesa Laskar whose delivery date was 14th oct,2020 and discharged on 22nd oct 2020 at 2pm. Hospital registration number 3075/20.	As per Adorini Hospital Co-ordinator, they have gone through register and checked on the particular date. There is no patient of such name taken Adorini Service. In the complain the vehicle number & driver name is not mentioned . So they could not figure it out as true.			Not responding	26-03-2021		Yes	24-03-2021	
297		Pabitra Arandhara	6001610360	6001610360	Sivasagar	Gelekey BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Ligiripukhuri SC	Hospital authority of Ligiripukhuri SC	Others	27-Oct-2020	Complainant has complained against Ligiripukhuri SC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant, Pabitra Arandhara has complained against Ligiripukhuri SC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Smt. Pallabi Bhuyan Arandhara of Gelekey tea garden area was done on 1/04/2020 at Jaysagar Civil Hospital (hospital registration no-06/20). She had done all her ANC's at the Ligiripukhuri SC . However, till date she has not received any of the installments under the said scheme .	Smt.Pollabi Bhuyan Arandhara w/o Pabitra Arandhara have no beneficiary regarding this name in Ligiripukhuri SC.Pallabi Bhuyan Arandhar had not any ANC Checkup at Ligiripukhuri SC.			Not Reachable	8-Feb-2021		Yes	8-Feb-2021	
298		Raktim Borah	6000451208	6000451208	Lakhimpur	Dhalpur BPHC	Common Complaint	Service of emergency 108	Emergency-108	Emergency-108	Others	28-Oct-2020	Complainant has complained against the emergency 108 service regarding their service.	Complainant,has complained against the emergency 108 service regarding their service. According to the complainant, patient Hirak Jyoti Borah who is tested covid positive who has been suffering from vomiting, breathing difficulty, fever as well as melina. As per the complainant they called 108 ambulance since morning at around 11:30 am but till 3.30 pm they did not received the 108 service.	Yes,we had the knowledge of the complainant and we had immediately tried contact with 108 and resolved the issue.			Number busy	6-Jan-2021		Yes	6-Jan-2021	

299		Parishmita Das	8135012251	8135012251	Jorhat	Solmora BPHC	Common Complaint	Service of staffs	Solmora BPHC	ANM, Smt. Anju Das and accountant, Sinnmol	Nurse and accountant	29-Oct-2020	Complainant has complained against the ANM, Smt. Anju Das as well as accountant, Sinnmol working at Nimati SC under Solmora BPHC regarding their service.	Complainant has complained against the ANM, Smt. Anju Das as well as accountant, Sinnmol working at Nimati SC under Solmora BPHC regarding their service. As per the caller, she is 3 months pregnant and went to the said SC on 29/10/2020 for ANC registration. However, the said staffs had refused to register her name at Nimati SC. Therefore, seeking help in this regard.	The complainant is married to Malowkhat village under Malowkhat SC under Solmora BPHC. Therefor when she came for ANC registration in Nimati SC, ANM and ABPM Syamol Bora (present at the time of her visit) suggested that although all services will be provided to her in Nimati SC, but it will be better if she register herself under Malowkhat SC. They have already communicated to			Not Reachable	31-Jan-2021			Yes	30-Jan-2021	24-03-2021
300		Sourav Bose	8720924889	8720924889	Tinsukia	Tinsukia	Common Complaint	Corruption of staffs (Atal amrit abhiyan)	Tinsukia Civil Hospital	Staffs of Tinsukia Civil Hospital (Dept of Atal amrit abhiyan)	Others	29-Oct-2020	Complained against the staffs of Tinsukia Civil Hospital (Atal Amrit Abhiyan Department) regarding corruption.	Complained against the staffs of Tinsukia Civil Hospital (Atal Amrit Abhiyan Department) regarding corruption. As per the complainant, the staffs of said department has been demanding money Rs 200 for the renewal of his Atal amrit card.	As per guideline APL beneficiary will have to pay enrollment fee of Rs 100/- per member annually. Complain was not genuine. The Arogya Mitra Charged Rs 100 for renewal .			No reply	9-Jan-2021			Yes	9-Jan-2021	24-03-2021
301		Ajaha Ali	9101543131	9101543131	Dhubri	Raniganj BPHC	Common Complaint	Service as well as corruption of ASHA	Raniganj BPHC	ASHA worker, Nurjahan Bibi	ASHA worker	29-Oct-2020	Complainant has complained against the ASHA worker, Nurjahan Bibi working under Raniganj BPHC regarding her service as well as corruption.	Repeated. Complainant has complained against the ASHA worker, Nurjahan Bibi working under Raniganj BPHC regarding her service as well as corruption. The complainant informed that on 11th September the delivery of his wife, Laily Begum was conducted at her own residence. However, according to the caller, now the said ASHA worker has been demanding money Rs 2000 for the issuance of his baby's birth certificate and due to inability of providing money to her, she has not submitted the baby's documents at Raniganj BPHC yet. Caller has also stated that the said ASHA worker has not provided.	As informed the allegation is baseless as ASHA is not related to issue of birth certificate. However Raniganj BPHC is communicated to enquiry the mater of not providing the ANC card					Yes				
302		Riyasat Ali	7002534955	7002534955	Morigaon	Jhargaon BPHC	Common Complaint	Service of doctors	Urban Health Centre	Doctors of Urban Health Centre	Doctor	30-Oct-2020	Complainant has complained against the doctors of Urban health centre under Jhargaon BPHC, Morigaon regarding their service.	Complainant has complained against the doctors of Urban health centre under Jhargaon BPHC, Morigaon regarding their service. The appointed doctors of the said hospital's are not at all regular in their duty. Moreover, according to the complainant, other staffs performs duties of doctor in their absence.	It is found that Dr. J.K.Talukdar, MO I/C Urban Health Centre, Jagiroad is attending his duty regularly and sincerely			No reply	24-Dec-2020			Yes	23-Dec-2020	
303		Rinku Sarkar	7002968481	7002968481	Chirang	Ballamguri BPHC	Common Complaint	Service of ASHA	Ballamguri BPHC	ASHA Worker Sefali Sarkar	ASHA	30-Oct-2020	Complainant has complained against the ASHA worker, Smt. Sefali Sarkar of mata village working under Ballamguri BPHC regarding her service.	Complainant has complained against the ASHA worker, Smt. Sefali Sarkar of Mata village working under Ballamguri BPHC regarding her service. The complainant informed that his wife is now 8 months pregnant. However, till date she has not provided iron tablets to her.	ASHA informed that the PW was given 60 IFA tablet during her 1st ANC. During her 2nd ANC IFA tablet was not available with the ASHA. But when ASHA got the IFA she gave IFA tablet to the beneficiary.			Caller is satisfied	23-Dec-2020			Yes	23-Dec-2020	
304		Safiu Rahman	7002968481	7002968481	Barpeta	Barpeta	Common Complaint	Behaviour of duty doctor	FAAMCH, Barpeta	Padiatric doctor	Doctor	3-Nov-2020	Complainant has complained against Duty Doctor of Fakrudin Ali Ahmed Medical College Hospital regarding their behaviour and negligence towards the patient .	Complainant has complained against Duty Doctor of Fakrudin Ali Ahmed Medical College Hospital regarding their behaviour and negligence towards the patient . The complainant has informed that on 02/11/20 he had taken the patient who is a 3 days old baby at the said hospital for treatment. However, as per the complainant, the duty doctor at that time has misbehaved with him and informed him that no treatment will be conducted at the hospital and referred the patient to GMCH. However, the complainant has to return the baby back to home.	Intimated to Superintendent FAAMCH, Barpeta to enquiry the matter and submit the action taken report immediately.					Yes				
305		Tanuja Pator Razuar	7896223303	7896223303	Golaghat	Charingia BPHC	Common Complaint	Non receipt of benefit under tea garden scheme of Assam	Khumtai tea garden hospital	Hospital authority of Khumtai tea garden hospital	Others	3-Nov-2020	Complainant has complained against Hospital authority of Khumtai tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam.	Repeated. Complainant has complained against Hospital authority of Khumtai tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, the delivery of Smt. Tanuja Pator Razuar (ANC Reg no-118006323705) was done on 24/10/2019 at Khumtai tea garden Hospital. She had done all her ANC's at the said hospital. However, till date she has not received any of the installments under tea garden scheme of Assam. Complainant informed that earlier he has made the same complain in 104 helpline for many times. But yet the	Payment submitted by Block on 09-11-2020. Payment submitted by District on 10-11-2020. Payment processed by State on 04-01-2021			Caller is satisfied	26-03-2021			Yes	24-03-2021	
306		Umor Ali	7637016728	7637016728	Barpeta	Barpeta	Common Complaint	Service of hospital	FAAMCH, Barpeta	Hospital Authority of JMCH	Others	3-Nov-2020	Complainant has complained against Hospital Authority of faamch, barpeta regarding their service.	Complainant has complained against Hospital Authority of FAAMCH, barpeta regarding their service. The complainant has informed that, patient Sahida Begam has done her mri on 29th oct. However, as per the complainant, the hospital authority has not provided the report till now.	Intimated to Superintendent FAAMCH, Barpeta to enquiry the matter and submit the action taken report immediately.					Yes				
307		Tanuj Ali	9365372485	9365372485	Kamrup (Rural)	Hajo BPHC	Common Complaint	Service of doctor (Gynaecology dept.)	Hajo BPHC	doctor (Gynaecology dept.)	Doctor	3-Nov-2020	Complainant has complained against the duty doctor of Hajo BPHC of gynaecology dept. regarding their negligence towards the patient.	Complainant has complained against the duty doctor of Hajo BPHC of gynaecology dept. regarding their negligence towards the patient. According to the complainant, on 3/11/20 he had taken the patient, Anima Begum to the said PHC for conducting her delivery as she has already completed 9 months of pregnancy. However, the on duty doctor of Hajo BPHC of gynaecology dept. had refused to provide any treatment to the patient and asked to take the patient back to home . The complainant also informed that the on duty gynaecologist of the	On the said date as per record Anima Begum was not in true labour pain. Hence she was asked to return back to home and advised her if she gets more pain and any difficulty she was asked to come again					Yes				
308		Firoz Ahmed	7002161314	7002161314	Nagaon	Nagaon	Common Complaint	Service of on duty nurse	B. P. Civil Hospital	On duty nurse of B. P. Civil Hospital	Nurse	3-Nov-2020	Complainant has complained against duty nurse of B. P. Civil Hospital regarding their service .	Complainant has complained against duty nurse of B. P. Civil Hospital regarding their service .The complainant informed that on 03/11/2020 he has taken the patient Ariful Islam, who is a TB patient to the said hospital for providing injection (which the patient needs to take regularly). However, as per the complainant, the on duty nurse did not gave proper response and refused to administer the injection to the patient . Moreover, the complainant informed that in the hospital stock of gloves were not available and they were asked to buy the gloves from a private store.	On duty nurse of which shift or which departments?the complainer should mention at least the ward name or department so that we can take action against the Nurse.We have arranged a meeting with the matron and the staff nurses of B.P. Civil Hospital & MCH wing regarding the same			Not responding	9-Feb-2021			Yes	8-Feb-2021	

309		Dipjyoti Baishya	6001583162	6001583162	Barpeta	Barpeta	Common Complaint	Behaviour of duty doctor	FAAMCH, Barpeta	FAAMCH, Barpeta	Doctor	4-Nov-2020	Complainant has complained against duty Doctor and nurses of FAAMCH, Barpeta regarding their service .	Complainant has complained against duty Doctor and nurses of FAAMCH, Barpeta regarding their service. The complainant informed that on 04/11/2020 the patient, Utpal Kalita (Hospital reg no.126689/20) was admitted in the said hospital. However, as per the complainant, after admission of the patient into the hospital, the on duty Doctor and nurses of the hospital were not provide proper response to the patient.	Intimated to Superintendent FAAMCH, Barpeta to enquiry the matter and submit the action taken report immediately.					Yes		
310		Kamleswar Mudoi	8011773603	8011773603	Nagaon	Kathiatoli BPHC	Common Complaint	Service of ASHA worker	Kathiatoli BPHC	ASHA worker, Binu Baruah	ASHA worker	4-Nov-2020	Complainant has complained against ASHA Worker Binu Baruah working under Kathiatoli BPHC regarding their service.	Complainant has complained against ASHA worker Binu Baruah working under Kathiatoli BPHC regarding her service. The complainant informed that the said ASHA Worker has forced the patient Sangita Mudoi who is 5 months pregnant to conduct her thyroid test before doctors checkup at a private clinic, informing the complainant that civil hospital does not conduct thyroid test. Moreover, after conducting the test at private clinic complainant came to know about the fact that civil hospital do conduct the thyroid test free of cost. However, the complainant has to face financial loss as they are financially	SHOW CAUSE issued TO ASHA	Not responding	9-Feb-2021		Yes	8-Feb-2021		
311	GC/68/0511202 0/2722	Hasnara Begum	6001106008	6001106008	Udalguri	Khoirabari BPHC	Common Complaint	Service of ANM	Gangla SC	ANM Sarojini Rai and Champa Boro	ANM	5-Nov-2020	Complainant Asha worker Hasnara Begum has complained against ANM, Sarojini Rai and Champa Boro working at Gangla SC under Khoirabari BPHC regarding her service.	Complainant has complained against ANM, Sarojini Rai and Champa Boro working at Gangla SC under Khoirabari BPHC regarding her service. According to the Asha worker, ANM has not organized any vaccination camp from 6 months in her area Barangajuli (Pasanibasti). Moreover when she had taken the beneficiary for vaccination the said ANMs refused to conduct the vaccine. Therefore many children were deprived of getting the vaccine which they supposed to get from the hospital.	On 5th December, a meeting was organized at Khoirabari BPHC, presided over by the SDM&HO in the presence of ASHA: Hasnara Begum, ANMs: Sarojini Rai & Champa Boro of Gangla SC, BPMU Staff (BPM, BAM, BCM, BDM & BPA). And the problem has been solved. The vaccination of children has been resumed with the help of ASHA along with ANM of No. 2 Sub-SC of	Caller is Satisfied	19-Dec-2020	Yes	18-Dec-2020			
312		Santu Bordoloi	7896755141	7896755141	Jorhat	Kakojan BPHC	Common Complaint	Service of duty doctor	Teok FRU	duty doctor of teok fru	doctor	5-Nov-2020	Complainant has complained against duty doctor of Teok FRU under Kakojan BPHC regarding their service .	Complainant has complained against duty doctor of Teok FRU under Kakojan BPHC regarding their service. The complainant informed that on 05/11/2020 he has taken the patient Khashik Bordoloi for tooth treatment. However, as per the complainant, at the FRU stock of gloves were not available and the duty doctor asked them to buy hand gloves from a private store .	Matter informed to Dy Supdt Teok FRU and SDM&HO and BPM Kakojan and asked to submit a status report with 7 days time.	Not responding	26-03-2021	Yes	24-03-2021			
313		Imdad Hussain	9365498298	9365498298	Morigaon	Morigaon	Common Complaint	Service of Lab technician	Morigaon Civil Hospital	Morigaon Civil	Lab technician	5-Nov-2020	Complainant , has complained against Lab Technician of Morigaon Civil Hospital regarding their service.	Complainant , has complained against Lab Technician of Morigaon Civil Hospital regarding their service. The complainant informed that patient Afruja Begum who is 7 months pregnant has conducted her ultra sonography test on 3/11/2020 at the said hospital. However, as per the complainant till now she has not got the ultra sonography test report.	1. There is no Lab Labtechnician present in Ultrasonography room at Morigaon Civil Hospital. 2.Ultra Sonography test was not done on 03/11/2020 due to the leave of Radiographer (CL)	Caller is satisfied	24-Dec-2020	Yes	23-Dec-2020			
314		Raju Sutradhar	9127411205	9127411205	Barpeta	Barpeta	Common Complaint	Facility Ultrasonography machine	FAAMCH, Barpeta	FAAMCH, Barpeta	JDHS	5-Nov-2020	Complainant , has complained against Hospital Authority of FAAMCH, Barpeta regarding their facility.	Complainant , has complained against Hospital Authority of FAAMCH, Barpeta regarding their facility. The complainant informed that on 1/11/2020 patient Chitra Bala Devi was admitted at the said hospital. As per the complainant the doctor prescribed her to conduct ultra sonography test. However the ultra sonography machine of the said hospital is not working from last 3 days.	Intimated to Superintendent FAAMCH, Barpeta to enquiry the matter and submit the action taken report immediately.			Yes				
315	GC/47/0511202 0/2723	Dipak Deka	6901830545	6901830545	Dibrugarh	Naharani BPHC	Common Complaint	Service of Duty doctors	Tingkhong MPHIC	Duty doctors of Tingkhong MPHIC	Doctor	5-Nov-2020	Complainant has complained against duty doctor, Pitambar Tati of Tingkhong MPHIC under Naharani BPHC regarding their service	Complainant has complained against duty doctor, Pitambar Tati of Tingkhong MPHIC under Naharani BPHC regarding their service. The complainant informed that on 05/11/2020 he has taken the patient Bheduram Deka (hos reg no 5908) for treatment. However, as per the complainant, duty doctor Pitambar Tati was not available till 11 am at the said MPHIC.	Explanation letter of Dr. Pitambar tanti enclosed herewith			Yes				
316		Anarkoli Khatun	9957417725	9957417725	South Salmara Mankachar	Gazarikan di BPHC	Common Complaint	Facility of Majoni FD	Mankachar CHC	Hospital authority	Others	6-Nov-2020	Complainant has complained regarding the non receipt of Majoni FD document.	Complainant has complained that the delivery of Noorminara Khatun of Kuchnimara village was done on 1/07/2016 at Mankachar CHC. After delivery they have submitted all the necessary documents at the said CHC for getting the benefit of Majoni FD. However, till date, she has not received the Majoni FD documents of her daughter, Alia Khatun.	The caller told that she did not call to 104 for any reason			Yes				
317	GC/51/0711202 0/2726	Mridul Das Gupta	8472953821	8472953821	Hailakandi	Katlicherra BPHC	Common Complaint	Non receipt of benefit under tea garden scheme of Assam	Rupachera tea garden hospital	Hospital Authority of Rupachera tea garden hospital	Others	7-Nov-2020	Complainant has complained against Hospital Authority of Rupachera tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam.	Complainant has complained against Hospital Authority of Rupachera tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, the delivery of Smt. Sarorini Kouli (ANC Reg no-118009068433) was done on 24/09/2020at Katlicherra BPHC. She had done all her ANCs at Rupachera tea garden hospital. However, till date she has not received any of the installments under tea garden scheme of Assam.	As per block level payment processed Code :TG/PAYMENT/Hailakandi/Katlicherra BPHC/2020-10-29/900 against A/C no.7335029007509, payment sheet already Approved by BPHC.	Not responding	31-Jan-2021	Yes	30-Jan-2021			
318		Matur Rahman Mandal	6002788691	6002788691	Goalpara	Goalpara	Common Complaint	Corruptin as well as behavior of nurse	Goalpara Civil Hospital	On duty nurse of Goalpara Civil Hospital	Nurse	8-Nov-2020	Complainant has complained against the duty nurse, working at Goalpara Civil Hospital regarding her behaviour as well as corruption.	Complainant has complained against the duty nurse, working at Goalpara Civil Hospital regarding her behaviour as well as corruption. According to the complainant, on 05/11/2020 delivery of the patient, Rupika Khatun was conducted at Jolshwar Model Hospital . However, the patient was referred to Goalpara Civil Hospital but at the hospital the duty nurse has demanded Rs 600 , which the complainant has paid on demand . Moreover, the on duty nurse has also misbehaved with the patient and also forced for jaundice test of her baby at private lab.	A letter has been issued to Superintendent of Civil hospital to warn the on duty Staff Nurse's of Dated - 05/11/2020 has been warned not to take any money from the patient.	Not Reachable	29-Jan-2021	Yes	28-Jan-2021			

319		Kandarpa Saharia	8638015716	8638015716	Darrang	Sipajhar BPHC	Common Complaint	Service of doctor as well as other staff	Sipajhar BPHC	Duty doctors and other staff of Sipajhar BPHC	Doctor	9-Nov-2020	Complainant has complained against the Doctor's and other staff of Sipajhar BPHC regarding their service.	Complainant has complained against the Doctor's and other staff of Sipajhar BPHC regarding their service. Complainant informed that he had taken emergency patient, Rita Saharia (his mother) to the said hospital on 9/11/2020, as she got hurt in her eye. But, in the said hospital no doctor was available in the emergency ward. Moreover, no staff was available in the registration counter. Hence,complainant against the doctor as well as other staff regarding their negligence towards the patient.	Communicated with the SDM & HO & BPM of Sipajhar BPHC. They informed that they will inquire the matter	Caller is Satisfied	22-Dec-2020			Yes	22-Dec-2020
320		Mansh Jyoti Deka	8638874507	8638874507	Kamrup (Rural)	Rangia BPHC	Common Complaint	Service of Registrar	Rangia BPHC	Registrar, Gautam Kalita	Registrar	9-Nov-2020	Complainant has complained against Registrar, Gautam Kalita working at Rangia BPHC regarding his service as well as behaviour.	Complainant has complained against Registrar, Gautam Kalita working at Rangia BPHC regarding his service as well as behaviour. As per the complainant, around 15 days back he had submitted all necessary documents of his baby at Rangia BPHC in the hand of Gautam Kalita for the issuance of his baby's birth certificate. However, he has not received the birth certificate yet. Moreover, when he contacted the him to get the certificate the registrar had misbehaved with them.	As informed by Sualkuchi BPHC, there is no ASHA worker in the name of Urvasi Das found.				Yes		
321		Faruk Ahmed	7002758670	7002758670	Karimganj	Patherkandi BPHC	Common Complaint	Facility of Majoni FD	Baroigram MPHIC	Hospital authority of Baroigram MPHIC	Others	9-Nov-2020	Complainant has complained regarding the non receipt of Majoni FD document.	Complainant has complained that the delivery of khalida Begum was done on 25/01/2015 at Patherkandi BPHC. After delivery they have submitted all the necessary documents at Baroigram MPHIC under Patherkandi BPHC for getting the benefit of Majoni FD. However, till date, she has not received the Majoni FD documents of her daughter, Shahnaz Parbin.	Govt. discontinued MAJONI scheme now.	Not Reachable	30-Dec-2020		Yes	29th Dec'20	
322	GC/38/10112020/2727	Ajaharul Alam	7002950964	8822721076	Barpeta	Chenga BPHC	Common Complaint	Unavailability of doctor	Karaikehaiti riverine PHC	Karaikehaiti riverine PHC	JDHS	10-Nov-2020	Complainant has complained against Karaikehaiti riverine PHC regarding unavailability	Complainant has complained against Karaikehaiti riverine PHC under Chenga BPHC regarding unavailability of doctor. The complainant informed that in the said hospital since last 7 month no doctor is available in the said hospital. Therefore, as per the complainant, the people of the said area are facing a lot of hardship.	SDM&HO Chenga BPHC is entrusted to enquiry the matter and submit action taken report immediately			Yes			
323	GC/51/11112020/2728	Manuwara Begum	7636039117	7636039117	Hailakandi	Algapur BPHC	Common Complaint	Facility of JSY cheque	Mohanpur CHC	Hospital Authority of Mohanpur CHC	JDHS	11-Nov-2020	Manuwara Begum has complained against the Hospital Authority of Mohanpur CHC regarding non receipt of facility.	Repeated. Manuara Begum has complained against the Hospital Authority of Mohanpur CHC regarding non receipt of facility. The complainant informed that on 21/12/2019 her delivery was conducted at the said hospital (hospital reg no is 0207851). Complainant has informed that, earlier he has registered the same complaint in 104 helpline.redressal has been provided to him. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Bank account was not activated in due time.JSY incentive submitted to the mother account in time but due to non activation of account,so,it was not credited.	Redressal Covered	31-Jan-2021	Yes	30-Jan-2021		
324		Allauddin	9957126331	9957126331	Morigaon	Laharighat BPHC	Common Complaint	Service of hospital	Laharighat Model Hospital	Hospital authority of Laharighat BPHC	Others	11-Nov-2020	Complainant has against Hospital Authority of Laharighat Model Hospital under Laharighat BPHC regarding their facility.	Complainant has complainant against Hospital Authority of Laharighat Model Hospital under Laharighat BPHC regarding their facility.However the complainant informed that in the said hospital since last 2-3 month no pregnancy test is available.Therefore, as per the complainant, the pregnant women of the said area are facing a lot of hardship.	At that time the Lab Tech's was busy with Covit Test for a long time .	Caller is satisfied	24-Dec-2020	Yes	23-Dec-2020		
325		Bhushan Dev	8822332792	8822332792	Cachar	Silchar	Common Complaint	Service of Adarani van	SMCH, Silchar	Adarani van service	Others	11-Nov-2020	Complainant has complained against the Adarani van driver of SMCH Hospital regarding their service.	Complainant has complained against the Adarani van driver of SMCH Hospital regarding their service. As per the complainant the delivery of Rupali Dev was done on 7/11/2020 at SMCH,Silchar. Her discharge have been given on 11/11/2020 and her MRD Reg no- 202029666 and Department Reg no-4462/20. However, after delivery she has not received the service of Adarani van.	As said by Adarini Hospital Coordinator, in that particular day some patient got late discharge. And our vehicles left SMCH with patients at around 3.30 pm. Patient attention were not convinced to wait for returning the vehicles. That's why they could not get Adorini Service.	Not responding	26-03-2021	Yes	24-03-2021		
326		Ramen das	6002465633	6002465633	Kamrup (Metro)	Guwahati	Common Complaint	Facility of payments (sterilization)	GMCH Guwahati	GMCH Guwahati	JDHS	11-Nov-2020	Complainant has complained against Hospital authority of GMCH regarding non receipt of facility.	Repeated.Complainant has complained against Hospital authority of GMCH regarding non receipt of facility. The complainant informed that on 19/01/2018 his wife Purnima Das's sterilization (Hospital reg no- 20433/18) was conducted at the said hospital. However, till date she has not received the payment of sterilization. Complainant informed that earlier he has made the same complain in 104 helpline for many times. But, yet the beneficiary has not received any redressal.	Payment to beneficiary has already been done as per confirmation from Accounts Cell GMCH.	Caller is satisfied	9-Feb-2021	Yes	8-Feb-2021		
327		Prankrishna Rajbonshi	9101897660	9101897660	Kamrup (Rural)	Rangia BPHC	Common Complaint	Service of hospital authority	Rangia Sidhinhath sarma Model hospital	Hospital Authority Sidhinhath sarma Model hospital	Others	12-Nov-2020	Complainant has complained against the Hospital Authority of Rangia Sidhinhath Sarma Model hospital regarding their service.	Complainant has complained against the Hospital Authority of Rangia Sidhinhath Sarma Model hospital regarding their service. Complainant has informed that he has taken the patient Narendra k for covid test on 12/11/2020 at around 9 am but till 11 am none of the medical team is available in the said hospital.	On 12/11/2020 total 20 nos of RAT test was done and the patient Narendra K was tested at SI No 1. When contacted with the complainant he informed that they had to wait for long but however staff for testing were present at that time.			Yes			
328		Kasum Ali	8129617783	8129617783	Sonitpur	Behali BPHC	Common Complaint	Service of ASHA	ASHA Worker	ASHA Worker Hasinara Begum	ASHA Worker	12-Nov-2020	Complainant has complained against ASHA Worker Hasanara Begum working under Behali BPHC regarding her service.	Complainant has complained against ASHA Worker Hasanara Begum working under Behali BPHC regarding her service.The complainant informed that his wife delivery was conducted at home on 07/10/2015.However, after her delivery they have given the documents to the said ASHA Worker but till now they did not recieved the birth certificate.	Not relevant. Birth Certificate are issued in Addl. Registrar of Birth & Death.	Not Responding	6-Jan-2021	Yes	6-Jan-2021	25-03-2021	

329		Rup Jyoti Kalita	7002304400	7002304400	Kamrup (Metro)	Guwahati	Common Complaint	Supply of drugs	GMCH, Guwahati	Dist drug Controller	Drug controller	12-Nov-2020	Complainant has complained against GMCH regarding unavailability of drugs.	Complainant has complained against GMCH regarding unavailability of drugs. The complainant has informed that his father, Heren Kalita is a Kidney patient who has been taking treatment from GMCH, at Guwahati. The doctor has prescribed an injection named- ERYTHROPOIEPIN- 10000. However, at GMCH the stock of said injection is not available. As they are from poor family so therefore they cannot afford to buy the medicines from private store.						No		
330		Pabitra Arandhara	6001610360	6001610360	Sivasagar	Gelekey BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Ligiripukhuri SC	Hospital authority of Ligiripukhuri SC	Others	12-Nov-2020	Complainant, Pabitra Arandhara has complained against Ligiripukhuri SC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Repeated. Complainant, Pabitra Arandhara has complained against Ligiripukhuri SC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Smt. Pallabi Bhuyan Arandhara of Gelekey tea garden area was done on 1/04/2020 at Jaysagar Civil Hospital (hospital registration no-06/20). She had done all her ANC's at the Ligiripukhuri SC. However, till date she has not received any of the installments under the said scheme.	Smt. Pollabi Bhuyan Arandhara w/o Pabitra Arandhara have no beneficiary regarding this name in Ligiripukhuri SC. Pallabi Bhuyan Arandhara had not any ANC Checkup at Ligiripukhuri SC.			Not Reachable	8-Feb-2021		Yes	8-Feb-2021
331		Dhruba Jyoti Das	9435131635	9435131635	Bongaigaon	Srijangram BPHC	Common Complaint	Service of doctor	Abhayapuri CHC	Dr. Abani Sarmah	Doctor	13-Nov-2020	Complainant has complained against Duty Dr. Abani Sarmah who is working under Abhayapuri CHC under Srijangram BPHC regarding his service.	Complainant has complained against Duty Dr. Abani Sarmah who is working under Abhayapuri CHC under Srijangram BPHC regarding his service. The complainant informed that on 13th Nov 20 at around 8:20pm he had taken the patient Smt. Marami Rai to the said hospital as she was suffering from nosebleed. However, as per the caller, the said doctor was not present in the hospital instead he was treating patient at a nearby private pharmacy.	done				Yes			
332		Raj Nand	7019750708	7019750708	Dibrugarh	Naharani BPHC	Common Complaint	Non receipt of benefit under tea garden scheme of Assam	Namrup Grant	Hospital Authority of Namrup Grant hospital	Others	15-Nov-2020	Complainant has complained against Non receipt of benefit under tea garden scheme of Assam	Complainant has complained against the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, the delivery of Smt. Sonali Mukhi Nand was done on 16/08/2020 at Namrup grant Hospital under Naharani BPHC. She had done all her ANC's at Namrup tea state Hospital. However, till date she has not received any of the installments under tea garden scheme of Assam.	Smt. Sonali Mukhi from Namrup TE did not submit the passbook with other documents at the time of registration				Yes			
333		Bhaskar Deka	9954959115	9954959115	Sonitpur	Tezpur	Common Complaint	Facility of JSY cheque	Tezpur Medical College	Hospital Authority of Tezpur Medical College	JDHS	15-Nov-2020	Complainant has complained regarding the non receipt of JSY scheme cheque of Rs 1400/-.	Repeated. Complainant has complained that the delivery of Smt. Hiru Deka (Hos reg no-3023119) of Chengna village was done on 12/12/2019 at Tezpur Medical College. Complainant has informed that, earlier he has registered the same complaint in 104 helpline. redressal has been provided to him. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	already replied.		Redressal Covered	6-Jan-2021		Yes	6-Jan-2021	25-03-2021
334		Tajuddin Shekh	9864394393	9864394393	Sonitpur	Dhekiajuli BPHC	Common Complaint	Service of ASHA	Dhekiajuli BPHC	ASHA Worker Rupa Bishakarma	ASHA Worker	16-Nov-2020	Complainant has complained against the ASHA worker, Rupa Bishakarma of Gorubondha village working under Dhekiajuli BPHC regarding her service.	Complainant has complained against the ASHA worker, Rupa Bishakarma of Gorubondha village working under Dhekiajuli BPHC regarding her service. The complainant informed that his wife, Najima Shekh is now 9 months pregnant. However, till date the said ASHA worker has not visited the patient at home. Moreover, she has not accompanied the patient to the hospital for ANC.	The concerned SDM&HO has been informed for enquiry and necessary action.		Caller has disconnected the call	6-Jan-2021		Yes	6-Jan-2021	25-03-2021
335		Pabitra Arandhara	6001610360	6001610360	Sivasagar	Gelekey BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Ligiripukhuri SC	Hospital authority of Ligiripukhuri SC	Others	17-Nov-2020	Complainant, Pabitra Arandhara has complained against Ligiripukhuri SC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Repeated. Complainant, Pabitra Arandhara has complained against Ligiripukhuri SC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Smt. Pallabi Bhuyan Arandhara of Gelekey tea garden area was done on 1/04/2020 at Jaysagar Civil Hospital (hospital registration no-06/20). She had done all her ANC's at the Ligiripukhuri SC. However, till date she has not received any of the installments under the said scheme. Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till	Smt. Pollabi Bhuyan Arandhara w/o Pabitra Arandhara have no beneficiary regarding this name in Ligiripukhuri SC. Pallabi Bhuyan Arandhara had not any ANC Checkup at Ligiripukhuri SC.			Not Reachable	8-Feb-2021		Yes	8-Feb-2021
336		Uma Sharma	6000427150	6000427150	Tinsukia	Tinsukia	Common Complaint	Corruption of 108	Emergency-108	Emergency-108	JDHS	20-Nov-2020	Complainant has complained against emergency 108 ambulance service regarding corruption.	Complainant has complained against emergency 108 ambulance service regarding corruption. According to the complainant, he had called up the 108 ambulance for shifting the emergency patient, Lalit Sharma of Borpathar Daspara, near Sabinan School under District HQ Tinsukia to AMCH Dibrugarh. However, as per the complainant, staff of 108 has demanded Rs 1800 from them for shifting the emergency patient to the said hospital.	action taken against this case. Warning letter has been issued against the staff.		No reply	9-Jan-2021		Yes	8-Jan-2021	24-03-2021
337		Hasnara Begum	6001106008	6001106008	Udalguri	Khoirabari BPHC	Common Complaint	Facility of ASHA incentives	Khoirabari BPHC	Khoirabari BPHC	JDHS	23-Nov-2020	ASHA worker, Hasnara Begum working under Khoirabari BPHC has complained regarding non receipt of incentives.	ASHA worker, Hasnara Begum working under Khoirabari BPHC has complained regarding non receipt of incentives. The complainant informed that she has not received the monthly incentives for the last months. Moreover, she has also not received the incentives of Rs 6000/- which they supposed to get from the Govt.	On 31st December, a meeting was organized at Khoirabari BPHC, presided over by the SDM&HO in the presence of ASHA: Hasnara Begum, ANMs: Sarojini Rai & Champa Boro of Gangla SC, BPMU Staff (BPM, BAM, BCM, BDM & BPA). And the problem has been solved. The vaccination of children has been resumed with the help of ASHA along with ANM of No. 2 Sub-SC of		Caller is Satisfied	19-Dec-2020		Yes	18-Dec-2020	
338		Bishnu sonowal	9707085770	9707085770	Dibrugarh	Dibrugarh	Common Complaint	Facility of electricity	AMCH Hospital, Dibrugarh	The Hospital Authority of AMCH, Dibrugarh	Others	24-Nov-2020	Complainant has complained against the Hospital Authority of AMCH, Dibrugarh regarding the facility of electricity.	Complainant has complained against the Hospital Authority of AMCH, Dibrugarh regarding the facility of electricity. According to the complainant, on 24/11/2020 at around 10:30am he had taken the patient, Smt. Ranjana Sonowal for conducting X ray test. However, as per the caller, though electricity was available but they had to wait for about 15min to conduct the test when there was power cut in the hospital for more than 15minits.	Management not replied				Yes			

339	GC/57/2411202 0/2729	Imrana Begum	6000142762	6000142762	Karimganj	R.K.Nagar BPHC	Common Complaint	Facility of JSY cheque	Kalacherra a MPHC	Hospital Authority of Kalacherra MPHC	JDHS	24-Nov-2020	Complainant Imrana Begum has complained against the Hospital authority of Kalacherra MPHC under R.K.Nagar BPHC (Hos reg no-9/20) regarding non receipt of facility.	Complainant Imrana Begum has complained against the Hospital authority of Kalacherra MPHC under R.K.Nagar BPHC (Hos reg no-9/20) regarding non receipt of facility. The complainant informed that on 13/04/20 her delivery was conducted at the said hospital.However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Imrana begum jsy payment repeatedly sent to bank but it was not credited to her account as because her accounts problem(KYC/Freez/dormat)last JSY payment sent again on 30th nov-20	Redressal Covered	30-Dec-2020			Yes	29th Dec'20
340		Pabitra Arandhara	6001610360	6001610360	Sivasagar	Gelekey BPHC	Common Complaint	Non receipt of benefit under wage compensati on scheme of Assam	Ligiripukh uri SC	Hospital authority of Ligiripukhur i SC	Others	26-Nov-2020	Complainant,Pabitra Arandhara has complained against Ligiripukhuri SC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Repeated.Complainant, Pabitra Arandhara has complained against Ligiripukhuri SC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Smt. Pabitra Bhuyan Arandhara of Gelekey tea garden area was done on 1/04/2020 at Jaysagar Civil Hospital (hospital registration no- 06/20). She had done all her ANC's at the Ligiripukhuri SC . However, till date she has not received any of the installments under the said scheme .Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till	Smt.Pollabi Bhuyan Arandhara w/o Pabitra Arandhara have no beneficiary regarding this name in Ligiripukhuri SC.Pabitra Bhuyan Arandhar had not any ANC Checkup at Ligiripukhuri SC.	Not Reachable	8-Feb-2021		Yes	8-Feb-2021	
341	GC/53/2611202 0/2732	Bhanu Orang	9101579467	9101579467	Jorhat	Baghchun g BPHC	Common Complaint	Supply of drugs	Morioni MPHC	Dist drug Controller	Drug controller	26-Nov-2020	Complainant has complained against Morioni MPHC under Baghchung BPHC regarding the unavailability of medicines .	Complainant has complained against Morioni MPHC under Baghchung BPHC regarding the unavailability of medicines .The complainant informed that on 26/11/2020 he had taken the patient Roshan karmakar (OPD Reg No-4517) to the said Hospital for treatment. However, as per the complainant, none of the prescribed medicines were available in the hospital. Moreover, no staffs were available in the registration counter till 11-30am in the hospital.	Matter informed to SDM&HO and BPM Baghchung and Sectoral MO I/c Mariani MPHC and asked to submit a status report with 7 days time.	Caller is satisfied	26-03-2021		Yes	24-03-2021	
342	GC/41/2611202 0/2731	Paritush Das	9707848155	9707848155	Cachar	Jalalpur BPHC	Common Complaint	Supply of drugs	Katigorah Model Hospital	Dist drug Controller	Drug controller	26-Nov-2020	Complainant has complained against Katigorah model hospital under Jalalpur BPHC regarding the unavailability of medicines.	Complainant has complained against Katigorah model hospital under Jalalpur BPHC regarding the unavailability of medicines.The complainant,informed that his wife Smt.Sujita Rani das is now 7 months pregnant. She has done her all ANC at said hospital and Doctor prescribed her iron injection.However ,according to the complainant in the said hospital the supply of iron injection is not available till date.	At the period of complain iron sucrose injection was not available as informed pharmasisis.	Incoming not available	26-03-2021		Yes	24-03-2021	
343	GC/62/2611202 0/2730	Mohsina Sabnam	6002646799	6002646799	Nagaon	Dhing BPHC	Common Complaint	Facility of JSY cheque	Upper Dumdoomi a MPHC	Hospital Authority of Upper Dumdoomi a MPHC	JDHS	26-Nov-2020	Complainant Mohsina Sabnam has complained against the Hospital authority of Upper Dumdooma MPHC under Dhing BPHC regarding non receipt of facility.	Complainant Mohsina Sabnam has complained against the Hospital authority of Upper Dumdooma MPHC under Dhing BPHC regarding non receipt of facility. The complainant informed that on 21/1/2019 her delivery was conducted at the said hospital (Hos reg no-317/19) .However, till date she has not received the JSY scheme cheque of Rs 1400/-	Payment is only made through PFMS. Cheque payment can not be done as per departmental instructions.	Not responding	9-Feb-2021		Yes	8-Feb-2021	
344		Ratul Das	9707825181	9707825181	Nalbari	Nalbari	Common Complaint	Service of doctor	S.M.K Civil Hospital	Gynaecolo gist Dr.Lalit Das	Doctor	28-Nov-2020	Complainant has complained against the Gynaecologist Dr. Lalit Das of S.M.K Civil Hospital, Nalbari regarding his service.	Complainant has complained against the Gynaecologist Dr. Lalit Das of S.M.K Civil Hospital, Nalbari regarding his service.The complainant informed that, on 25/11/20 he has admitted his wife Mrs Chandana Haloi (hos reg. No. 90575) at the said hospital for conducting her delivery. However, as per the complainant the said doctor has informed that the baby's weight is more than the normal weight, so doctor advised him to conduct cesarean section instead of normal delivery. Moreover, till now the doctor has not conducted her delivery.	Matter has been communicated with Supt.Civil Hospital	No reply	9-Jan-2021		Yes	8-Jan-2021	
345		Gafur Rajok	8811990910	8811990910	Jorhat	Titabor BPHC	Common Complaint	Non receipt of benefit under wage compensati on scheme of Assam	Titabor BPHC	Hospital authority of Titabor BPHC	Others	30-Nov-2020	Complainant has complained against Titabor BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Repeated.Complainant has complained against Titabor BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. The complainant informed that his wife Hemonti Rajok is now 8 months pregnant and she has registered her name in the said BPHC. However, till date she has not received the any installment under the said scheme.Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till now no redressal has been provided to him.	Matter informed to SDM&HO and BPM Titabor and asked to submit a status report with 7 days time.	Caller is satisfied	26-03-2021		Yes	24-03-2021	
346		Abdul Kamir Ali	8822036906	8822036906	Barpeta	Barpeta	Common Complaint	Service of Duty Nurse	FAAMCH, Barpeta	Duty Nurse of FAAMCH,B arpeta	Nurse	1-Dec-2020	Complainant has complained against Duty Nurse of FAAMCH,Barpeta regarding their service.	Complainant has complained against Duty Nurse of FAAMCH,Barpeta regarding their service.The complainant informed that on 26th Nov the patient Hamida Khatum was admitted in the said medical collage for conducting gall bladder surgery.However,as per the complainant,the duty nurse did not gave proper response to the patient.	Intimated to Superintendent FAAMCH, Barpeta to enquiry the matter and submit the action taken report immediately.			Yes			
347		Jitumoni Das	7002875369	7002875369	Kamrup (Rural)	Sualkuchi BPHC	Common Complaint	Service of ASHA Worker	Sualkuchi BPHC	ASHA Worker,Smt. Urvashi Das	ASHA Worker	1-Dec-2020	Complainant has complained against ASHA Worker,Smt.Urvashi Das working under Sualkuchi BPHC regarding her service.	Complainant has complained against ASHA Worker,Smt.Urvashi Das working under Sualkuchi BPHC regarding her service.The complainant informed that his wife Smt.Sunila Deka who is 9 months pregnant.However,as per the complainant,the said ASHA Worker did not visited at her home during her pregnancy period.Moreover, when they tried to contact the asha worker she did not gave any response to their call.	As informed by Sualkuchi BPHC, there is no ASHA worker in the name of Urvashi Das found.			Yes			
348	GC/49/0112202 0/2733	Rijabul Haque	6900827800	6900827800	Goalpara	Goalpara	Common Complaint	Unavailability of drugs	Goalpara Civil Hospital	District Drug Controller	Drug controller	1-Dec-2020	Complainant has complained against Hospital Authority of Goalpara Civil Hospital Unavailability of Drugs.	Complainant has complained against Hospital Authority of Goalpara Civil Hospital Unavailability of Drugs.The complainant has informed that on 1/12/20 at around 10:30am he(hos reg no- 000613386) went to the said hospital for his treatment.As per the complainant,the doctor has prescribed medicines namely- venusmin 300 and pilurute.However, none of the medicine are available in the hospital.	The medicine is not comes under EDL. So, it is not available in Hospital Pharmacy and accordingly the treating doctor has been asked not to prescribe branded medicine.	Not responding	29-Jan-2021		Yes	28-Jan-2021	

349		Ramen das	6002465633	6002465633	Kamrup (Metro)	Guwahati	Common Complaint	Facility of payments (sterilization)	MMCH, Guwahati	MMCH, Guwahati	JDHS	2-Dec-2020	Complainant has complained against Hospital authority of GMCH regarding non receipt of facility.	Repeatedly, Complainant has complained against the hospital authority of MMCH, Guwahati regarding the non receipt of facility. The complainant informed that on 19/01/2018 his wife Purnima Das's sterilization (Hospital reg no- 20433/18) was conducted at the said hospital and after sterilisation he had submitted all the required documnts at MMCH, Guwahati Health and family welfare department. However, till date she has not received the payment of sterilization. Complainant informed that earlier he has made the same complain in 104 helpline for many times. But yet the beneficiary has not						No	
350	GC/62/0212202 0/2735	Mubesara Begum	9954273423	9954273423	Nagaon	Nagaon	Common Complaint	service of Adarani van driver	Moukhuli Civil hospital	Adarani van driver	Others	2-Dec-2020	Complainant has complained against the Adarani van driver of Moukhuli Civil hospital regarding their service.	Complainant has complained against the Adarani van driver of Moukhuli Civil hospital regarding their service. The complainant informed that on 28/11/20, the delivery of Sultana Begum was conducted at the said hospital (Hos reg no-5361/20). As per the complainant, on 02/12/20 she was given discharge from the hospital and want to go Dondomia under DHING BPHC. However, as per the complainant, the Adarani van driver refused to provide the service to the patient.	ADARANI Service is not under the control of Deputy Superintendent, MCH Wing. Though it is not under the control of Deputy Superintendent, we have requested the whole team of ADARANI to provide satisfactory service.	Not responding	9-Feb-2021		Yes	8-Feb-2021	
351	GC/57/0212202 0/2734	Tomol Das	9365877466	9365877466	Karimganj	Nogendra nagar sc	Common Complaint	Service of hospital staff	Nogendra nagar sc	Hospital Authority of Nogendra agar sc	Others	2-Dec-2020	Complainant has complained against Hospital Authority of Nogendranagar sc under R.K.Nagar BPHC.	Complainant has complained against Hospital Authority of Nogendranagar sc under R.K.Nagar BPHC. The complainant informed that he had taken his baby Tajeshree das (3 months 10 days old) for vaccination at around 11 am at Nogendranagar sc under R.K.Nagar BPHC. However the hospital is locked.	During this period ANM was on Medical leave of Nogendranagar SC	Not Reachable	30-Dec-2020		Yes	29th Dec'20	
352	GC/51/0312202 0/2736	Mridul Das Gupta	8472953821	8472953821	Hailakandi	Katlicherra BPHC	Common Complaint	Non receipt of benefit under tea garden scheme of Assam	Rupachera tea garden hospital	Hospital Authority of Rupachera tea garden hospital	Others	3-Dec-2020	Complainant has complained against Hospital Authority of Rupachera tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam.	Complainant has complained against Hospital Authority of Rupachera tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, the delivery of Smt. Sarorini Koul (ANC Reg no-118009068433) was done on 24/09/2020 at Katlicherra BPHC. She had done all her ANC's at Rupachera tea garden hospital. However, till date she has not received any of the installments under tea garden scheme of Assam.	As per block level payment processed Code :TG/PAYMENT/Hailakandi/Katlicherra BPHC/2020-10-29/900 against A/C no.7335029007509 payment sheet already Approved by BPHC.	Not responding	31-Jan-2021		Yes	30-Jan-2021	
353		Ramila Khatun/Anuwar a Begum	9957960832	9957960832	Kamrup (Rural)	Nagarbera BPHC	Common Complaint	Unavailability of ANM	Hekera SD	Hospital Authority of Hekera SD	ANM	4-Dec-2020	Complainant has complained against Hospital Authority of Hekera SD under Nagarbera BPHC regarding the unavailability of ANM	Complainant has complained against Hospital Authority of Hekera SD under Nagarbera BPHC regarding the unavailability of ANM. The complainant has informed that only 1 ANM is working since 2011 till date in the said hospital which is not sufficient for them to work. However the complainant needs 1 more ANM in the hospital for smooth flowing of the work.	As per discussion with complainer Asha Ramela Khatun, in charge of HEKRA SD and Ann Hekra SC one more Ann require at HEKRA SC due to More population under hekra sc and smoothing their duty, Programmes and other works. Because Ann HEKRA SC also handle cold chain of HEKRA SD.			Yes			
354	GC/54/0512202 0/2739	Minu Baishya	9706506961	9706506961	Kamrup (Rural)	Hajo BPHC	Common Complaint	Service of duty Doctors	Hajo BPHC	Duty Doctors of Hajo BPHC	Doctor	5-Dec-2020	Complainant has complained against the duty Doctors of Hajo BPHC regarding their service.	Complainant has complained against the duty Doctors of Hajo BPHC regarding their service. The complainant has informed that on 4th Dec'20 the patient Puja Namasudra who is 8 months 20 days preagant was taken to the said BPHC for check up. However, according to the complainant, the on duty doctors without checking her report gave her all the medicine, injections, saline which was not actually required. As per the complainant, the doctors mistakenly gave her all the medicines by checking the reports of another pregnant woman named Estera Begum. Moreover, the complainant informed	As informed by Hajo hospital authority, all the medicines were given after proper examination as she was at early labour and kept her at observation room. She left the hospital against medical advise in her own will and she signed the register while leaving the hospital			Yes			
355	GC/51/0512202 0/2737	Sarita Kour	9678630057	9678630057	Hailakandi	Katlicherra BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Gharmura NPHC	Hospital Authority of Gharmura NPHC	Others	5-Dec-2020	Complainant has complained against Gharmura NPHC under Katlicherra BPHC regarding the non receipt of money under wage compensation scheme of Assam.	Complainant has complained against Gharmura NPHC under Katlicherra BPHC regarding the non receipt of money under wage compensation scheme of Assam. According to the complainant her delivery was done on 17/10/2020 at the said hospital. However, till date she has not received money Rs 12,000/- under the said scheme.	Bank A/C No. of beneficiary have not found on due date, Monipur NPHC trying to collect it for very shortly payment	Incoming not available	31-Jan-2021		Yes	30-Jan-2021	
356		Kalpana Bibi	7099795478	7099795478	Nalbari	Chamata BPHC	Common Complaint	Facility of ASHA incentives	Chamata BPHC	Chamata BPHC	JDHS	7-Dec-2020	ASHA worker, kalpana Bibi, of Jagara village working under Chamata BPHC has complained regarding non receipt of incentives.	ASHA worker, kalpana Bibi, of Jagara village working under Chamata BPHC has complained regarding non receipt of incentives. The complainant, informed that from the month of september' 2020 till now she has not received the incentives of JSY, HBNC, booster dose, measles, fuf ANC as well as monthly incentives.	The matter has been informed to the SDM&HO, Chamata BPHC	Incoming not available	9-Jan-2021		Yes	8-Jan-2021	
357		Tanuja Pator Razuar	7896223303	7896223303	Golaghat	Charingia BPHC	Common Complaint	Non receipt of benefit under tea garden scheme of Assam	Khumtai tea garden hospital	Hospital authority of Khumtai tea garden hospital	Others	7-Dec-2020	Complainant has complained against Hospital authority of Khumtai tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam.	Repeatedly, Complainant has complained against Hospital authority of Khumtai tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, the delivery of Smt. Tanuja Pator Razuar (ANC Reg no-118006323705) was done on 24/10/2019 at Khumtai tea garden Hospital. She had done all her ANC's at the said hospital. However, till date she has not received any of the installments under tea garden scheme of Assam. Complainant informed that earlier he has made the same complain in 104 helpline for many times. But yet the	Payment submitted by Block on 09-11-2020. Payment submitted by District on 10-11-2020. Payment processed by State on 04-01-2021	Caller is satisfied	26-03-2021		Yes	24-03-2021	
358		MD Nazrul Islam Choudhury	9613537471	9613537471	Karimganj	Karimganj	Common Complaint	Facility of JSY cheque	Karimganj Civil hospital	Hospital Authority of Karimganj civil hospital	Others	7-Dec-2020	Complainant has complained regarding the non receipt of JSY scheme cheque of Rs 1400/-.	Repeatedly Complainant has complained that the delivery of Lutfia Begum Choudhuri (Hos reg no-1667) of Di Batarashi tilla Bazar was done on 10/12/19 at Karimganj civil hospital. However, till date she has not received the JSY scheme cheque of Rs 1400/-. Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no redressal has been provided to him.	As per record JSY Rural Payment 1400/- Received on 30/01/2020			Yes			

359		MD Nurullah	9207196610	9207196610	Sivasagar	Sivasagar	Common Complaint	Service of staffs of Ultrasonography department	Sivasagar civil hospital	Staffs of Sivasagar Civil Hospital	Others	7-Dec-2020	Complainant has complained against the staffs of Sivasagar Civil Hospital regarding their service.	Complainant has complained against the staffs of Sivasagar Civil Hospital regarding their service. According to the complainant, on 7/12/2020 he went to the said hospital and waited there from 11:40 to 12:10pm. However, none of the staffs were available in the Ultrasonography ward for conducting the test.	There is only one radiologist in the Hospital who was on leave on that specific Date.			Not Responding	8-Feb-2021			Yes	8-Feb-2021
360	GC/44/07122020/2740	Sabitri Deka	9707441737	9707441737	Darrang	Sipajhar BPHC	Common Complaint	Service as well as behaviour of ANM	Dhekipara SC	On duty ANM of Dhekipara SC under Sipajhar BPHC	ANM	7-Dec-2020	Complainant has complained against the on duty ANM of Dhekipara SC under Sipajhar BPHC regarding their service as well as behaviour towards the beneficiary.	Complainant has complained against the on duty ANM of Dhekipara SC under Sipajhar BPHC regarding their service as well as behaviour towards the beneficiary. According to the complainant, on 05-12-2020 she had taken the baby Anuska Deka who is 1 months 15 days old baby for IPV vaccination. However, according to the complainant, the duty ANM had refused to give the vaccine but she had entry the name of the baby in ANC card and also misbehaved with her.	Communicated with the SDM & HO & BPM of Sipajhar BPHC. They informed that they will inquire the matter		Caller is Satisfied	22-Dec-2020			Yes	22-Dec-2020	
361		Bapan Medhi	9101812919	9101812919	Nalbari	Nalbari	Common Complaint	Service of hospital Authority	Swahid Mukunda Kakati Civil Hospital, Nalbari	Hospital Authority of Swahid Mukunda Kakati Civil Hospital, Nalbari	Others	8-Dec-2020	Complainant has complained against the Hospital authority of Swahid Mukunda Kakati Civil Hospital, Nalbari regarding their service.	Complainant has complained against the Hospital authority of Swahid Mukunda Kakati Civil Hospital, Nalbari regarding their service. The complainant has informed that his sister Swapna Talukdar who is 9 months pregnant was admitted at Swahid Mukunda Kakati Civil Hospital, Nalbari on 8/12/20. As per the caller the doctor asked for covid test to the patient so they asked to collect swab from the patient ward as the patient is giving saline but the lab person said that they can not come to collect the sample. They said to ask hospital nurse to collect the sample. However, the nurse informed that she is not able to collect the sample.	Matter has been communicated with Supt. Civil Hospital		Caller is satisfied	9-Jan-2021			Yes	8-Jan-2021	
362	GC/57/08122020/2742	Yahi ahmed	6002134863	6002134863	Karimganj	R K Nagar BPHC	Common Complaint	Service of ASHA Worker	R.K Nagar BPHC	ASHA Worker, Smt Manju Rai	ASHA worker	8-Dec-2020	Complainant has complained against the ASHA worker, Smt Manju Rai of west barugula village under R.K Nagar BPHC regarding her service.	Complainant has complained against the ASHA worker, Smt Manju Rai of west barugula village under R.K Nagar BPHC regarding her service. According to the complainant, on 08/12/2020 he had taken the patient Yaru Nessa at Chargoola MPHC under R.K Nagar BPHC who is now 9 months pregnant and her delivery due date is 09/12/2020. As per the caller he called up the ASHA worker Manju Rai for assisting the patient to hospital. However, the said ASHA worker refused to accompany her to the hospital saying him that her delivery date is not come.	Matter has been enquired & found that during this period ASHA worker Manju Rai was accompany with other PW at RKNagar PHC. So that's why she is unable to accompany with Yaru Nessa (pw)		Switch off	30-Dec-2020			Yes	29th Dec'20	
363		Dr Nirban Gogoi	9435335844	9435335844	Tinsukia	Kakopathar BPHC	Common Complaint	Service of 108	Emergency - 108	Emergency - 108 staffs	JDHS	9-Dec-2020	Complainant Dr Nirban Gogoi of the Doomdoma FRU under Kakopathar BPHC has complaint against emergency 108 ambulance service regarding negligence towards the beneficiary.	Complainant Dr Nirban Gogoi of the Doomdoma FRU under Kakopathar BPHC has complaint against emergency 108 ambulance service regarding negligence towards the beneficiary. As per the caller from the last 10 days people of the said area are not getting the service of 108. Whenever they call in 108 ambulance for shifting any patient to the hospital the 108 staff replied that they cannot provide the service during night as the van is having some technical issues.	108 Ambulance of Doomdoma FRU was technically down during the mentioned period.		Caller is satisfied	9-Jan-2021			Yes	8-Jan-2021	24-03-2021
364	GC/57/09122020/2743	Avijeet Pal	7002179011	7002179011	Karimganj	Kachuadam BPHC	Common Complaint	Unavailability of drugs	Badarpur SHC	Dist drug Controller	Drug controller	9-Dec-2020	Complainant has complained against Badarpur SHC under Kachuadam BPHC regarding the unavailability of drugs.	Complainant has complained against Badarpur SHC under Kachuadam BPHC regarding the unavailability of drugs. The complainant informed that on 9/12/2020 he had taken his baby Adrit Pal (45 days old) to the said hospital for vaccination. However, the hospital staff has informed that the stock of PCV1 vaccines are not available in the hospital.	PCV1 Vaccine not supplied in govt. hospitals till date. So, the caller Avijeet Pal was contacted and detailed him.		Caller is satisfied	30-Dec-2020			Yes	29th Dec'20	
365		Pabitra Arandhara	6001610360	6001610360	Sivasagar	Gelekey BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Ligiripukhuri SC	Hospital authority of Ligiripukhuri SC	Others	10-Dec-2020	Complainant, Pabitra Arandhara has complained against Ligiripukhuri SC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Repeatedly, Complainant, Pabitra Arandhara has complained against Ligiripukhuri SC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Smt. Pallabi Bhuyan Arandhara of Gelekey tea garden area was done on 10/04/2020 at Jaysagar Civil Hospital (hospital registration no-06/20). She had done all her ANC's at the Ligiripukhuri SC. However, till date she has not received any of the installments under the said scheme. Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till	Smt. Pallabi Bhuyan Arandhara w/o Pabitra Arandhara have no beneficiary regarding this name in Ligiripukhuri SC. Pallabi Bhuyan Arandhara had not any ANC Checkup at Ligiripukhuri SC.		Not Reachable	8-Feb-2021			Yes	8-Feb-2021	
366	GC/62/11122020/2744	Jiyaul Hussain	8473064138	8473064138	Nagaon	Dhing BPHC	Common Complaint	Non receipt of ASHA incentives	Dhing BPHC	Dhing BPHC	JDHS	11-Dec-2020	Complainant has complaint regarding the non receipt of full payment of ASHA incentives.	Complainant has complaint regarding the non receipt of full payment of ASHA incentives. As per him, his wife Mofiza Khatun who is an ASHA worker working under Dhing BPHC has not received full amount of incentive amounting Rs 5400/- which they supposed to get from the Govt. As mentioned by the caller, they are receiving incentive of only Rs 3800/- for the last 2 months. Moreover, caller has stated that none of the ASHA worker under the said BPHC had received their incentives.	ASHA payment is done regularly as per claim submitted by ASHA		Not responding	9-Feb-2021			Yes	8-Feb-2021	
367		Usha Devi	7896104929	7896104929	Udalguri	Khoirabari BPHC	Common Complaint	Facility of ASHA Kiron scheme	NHM office, Udalguri	Sanjiv Kujur Udalguri	DCM	12-Dec-2020	Complainant who is an ASHA Worker has complained regarding non receipt of ASHA Kiron facility.	Complainant who is an ASHA worker has complained regarding non receipt of ASHA Kiron facility. The complainant informed that her (hospital reg no- 234036/17) surgery for ovarian cyst (Uterus removed) was done at GMCH, Guwahati. She was admitted on 23/06/2017 and had been given discharge on 4/07/2017. As per the caller, after surgery on the 27th Oct'17, she had applied for ASHA Kiron scheme at NHM office, Udalguri and submitted all the necessary documents in the hand of DCM, Sanjiv Kujur. However, till date she has not received the facility of ASHA Kiron scheme. Therefore, she has	The District Health Society, NHM, Udalguri district, has not received any application from ASHA Worker, by name Usha Devi of Khoirabari BPHC as on date till now, so she has not received the ASHA Kiron facility. She has done the complaint without any proof of submission. As per complaint, she had applied for ASHA kiron on 27th October 2017 but the amount was not received.		Caller is Satisfied	19-Dec-2020			Yes	18-Dec-2020	
368	GC/59/12122020/2745	Raju Pegu	9678747767	9678747767	Lakhimpur	Ghilamora BPHC	Common Complaint	Unavailability of drugs	Chapori MPHC	Dist drug Controller	Drug controller	12-Dec-2020	Complainant has complained against Sonari Chapori MPHC under Ghilamora BPHC regarding the unavailability of drugs.	Complainant has complained against Sonari Chapori MPHC under Ghilamora BPHC regarding the unavailability of drugs. The complainant informed that on 12/12/2020 he had taken the patient Faguni Pegu (hos reg-1997936) of Sonari chpori village to the said hospital for treatment. As per the complainant, the doctor has prescribed medicines namely calcium, Otic Tablet and Omigel. However, none of the medicine are available in the hospital.	The Omigel is not got supplied drug and the calcium tab was not available in the HI sonari Chapori MPHC as on the day mentioned. So the the mentioned drugs by the complainant could not be provided. as reported by Pharmacist of Sonari Chapori MPHC Mr H. C. Bhatt. (9365116533)		Not Responding	6-Jan-2021			Yes	6-Jan-2021	

369		Biswajeet Deuri	9678082704	9678082704	Dibrugarh	Dibrugarh	Common Complaint	Service as well as behaviour of Security Guard	Dibrugarh AMCH	Security Guard of Dibrugarh AMCH	Security Guard	14-Dec-2020	Complainant has complained against Security Guard of AMCH,Dibrugarh regarding his service as well as behaviour towards the beneficiary.	Complainant has complained against Security Guard of AMCH,Dibrugarh regarding his service as well as behaviour towards the beneficiary. The complainant informed that on 03/12/20 the patient Jiendra Deuri was admitted in the said hospital. As per the complainant, whenever he went along with his family member to meet the said patient in the Orthopedic ward, the security guard did not allowed them to enter the ward as well as misbehaved with them.	Management not replied					Yes		
370		Khalid Hussain	7002751265	7002751265	Karimganj	Karimganj	Common Complaint	Service of doctors	Karimganj civil hospital	Duty doctor of Karimganj civil hospital	Doctor	15-Dec-2020	Complainant has complained against the Duty Doctors of Karimganj civil hospital regarding their service.	Complainant has complained against the Duty Doctors of Karimganj civil hospital regarding their service. The complainant informed that, on 15/12/2020 at around 1pm he has visited the said hospital for his treatment. However, according to the complainant, the hospital OPD was closed.	All the doctors were available on 15.12.2020 till 1.30 except one, as one doctor who was busy with the post Mortem, and it is strictly followed by all the doctors at the Karimganj Civil Hospital to be available till the OPD hours end.	Caller is busy	30-Dec-2020			Yes	29th Dec'20	
371		Rajib Sahu	8296483977	8296483977	Dibrugarh	Khawang BPHC	Common Complaint	Facility	Bamun Bari Tea & State Hospital	Bamun Bari Tea & State Hospital	Others	15-Dec-2020	Complainant has complained against Bamun Bari Tea & State Hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Repeated. Complainant has complained against Bamun Bari Tea & State Hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Rima Sahu was done on 19/10/2019 at the said hospital. However, till date she has not received money Rs 12,000/- under the said scheme. Complainant informed that earlier he has made the same complain in 104 helpline for many times. But, yet the beneficiary has not received any redressal.	Approved Enty has been made at all level i.e. Block, District, State	Not Responding	8-Feb-2021			Yes	8-Feb-2021	
372		Niranjan Biswas	9365533902	9365533902	Morigaon	Jhargaon BPHC	Common Complaint	Unavailability of GNM	Burgoon MPHIC	Burgoon MPHIC	Others	15-Dec-2020	Complainant has complained against Burgoon MPHIC under Jhargaon BPHC regarding the Unavailability of GNM.	Complainant has complained against Burgoon MPHIC under Jhargaon BPHC regarding the Unavailability of GNM. According to the complainant, from the last 6 months only one GNM is available in the said hospital which is not sufficient to handle a huge crowd of patients daily. Therefore, he has requested the Govt to kindly look into the matter.	The issue is solved. Dist authority has appointed another GNM namely Sangita Doloi at Burgoon MPHIC on Nov/20	Caller is satisfied	24-Dec-2020			Yes	23-Dec-2020	
373		Jainath Rai	9401738328	9401738328	Karimganj	Dullavchera BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Silchar Medical College	Hospital authority of Silchar Medical College	JDHS	16-Dec-2020	Complainant has complained against Silchar Medical College regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Repeated. Complainant has complained against Silchar Medical College regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Arpana Rai was done on 12/5/2019 at the said medical college. However, till date she has not received money Rs 12,000/- under the said scheme. Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no redressal has been provided to him.	Matter has been enquired & found that this beneficiary was registered in Wage compensation portal & approved by the BPHC/District to State for further course of action.	No reply	30-Dec-2020			Yes	29th Dec'20	
374	GC/51/16122020/2749	Sarita Kour	9678630032	9678630032	Hailakandi	Katlichera BPHC	Common Complaint	Non receipt of JSY	Gharmura NPHC	Hospital authority of Gharmura NPHC	JDHS	16-Dec-2020	Complainant has complained against the Hospital Authority of Gharmura NPHC under Katlichera BPHC regarding non receipt of JSY	Complainant has complained against the Hospital Authority of Gharmura NPHC under Katlichera BPHC regarding non receipt of JSY. The complainant informed that her delivery was done on 17/10/2020 at the said BPHC. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Bank A/C No. of beneficiary have not found on due date, Monipur NPHC trying to collect it for very shortly payment	Incoming not available	31-Jan-2021			Yes	30-Jan-2021	
375	GC/54/16122020/2748	Ranjan Thakuria	6901810947	6901810947	Kamrup (Rural)	Boko BPHC	Common Complaint	Service of Adarani van	Boko BPHC/CHC	Adarani Van	Others	16-Dec-2020	Complainant has complained against the Adarani van of Boko BPHC/CHC regarding their service.	Complainant has complained against the Adarani van of Boko BPHC/CHC regarding their service. The complainant informed that on 26/11/20, the delivery of his wife, was conducted at the said hospital. As per the complainant, on 28/11/20 she was given discharge from the hospital. However, on the day of discharge the patient didn't get the facility of Adarani service. Moreover according to the complainant, the driver of the adarani van informed him that fuel is not available in the van.	As per information with Adarani authority, on that day Adarani vehicle of Boko area was off road due to fuel issue				Yes			
376	GC/65/16122020/2747	Rajib Gayan	9365507120	9365507120	Sonitpur	North Jamuguri BPHC	Common Complaint	Unavailability of Anti rabies	Jamuguri SHC	Dist drug Controller	Drug controller	16-Dec-2020	Complainant has complained against Jamuguri SHC (hos reg - 26322) and North Jamuguri BPHC (Hos reg 7470) regarding the non receipt of anti rabies vaccine.	Complainant has complained against Jamuguri SHC (hos reg - 26322) and North Jamuguri BPHC (Hos reg 7470) regarding the non receipt of anti rabies vaccine. According to the complainant, on 16/12/2020 he had visited the said hospital for taking anti rabies vaccine. However, in the said hospital stock of anti rabies vaccines were not available.	Anti Rabies Vaccine was not available at that day on the said Hospital, at present it is available.	Redressal Covered	6-Jan-2021			Yes	6-Jan-2021	25-03-2021
377		Bipul Hussain	7086801454	7086801454	Nagaon	Dhing BPHC	Common Complaint	Service of Adarani van	Batadrava MPHIC	Adarani Van	Others	18-Dec-2020	Complainant has complained against the Adarani van of Batadrava MPHIC under Dhing BPHC regarding their service.	Complainant has complained against the Adarani van of Batadrava MPHIC under Dhing BPHC regarding their service. The complainant informed that the delivery of his wife, Farida Khatun was conducted at the said hospital. As per the complainant, on 18/12/20 she was given discharge from the hospital. However, on the day of discharge the patient didn't get the facility of Adarani service.	At that the ADARANI was busy in other cases	Caller is satisfied	9-Feb-2021			Yes	8-Feb-2021	
378		Palbi Gogoi	6000268603	6000268603	Dibrugarh	Naharani BPHC	Common Complaint	Unavailability of Anti rabies vaccine	Naharani BPHC	Dist drug Controller	Drug controller	18-Dec-2020	Complainant has complained against Naharani BPHC regarding the unavailability of anti rabies vaccine.	Complainant has complained against Naharani BPHC regarding the unavailability of anti rabies vaccine. According to the complainant, She had taken her daughter, Alphul Parijat Gogoi (5 years old) to the said BPHC for anti rabies vaccine. However, in the said hospital stock of anti rabies vaccines were not available. So requested to provide the same as soon as possible.	We did not receive rabies vaccine in] from dated 11/06/2020, we received 100 nos. on 11/06/2020				Yes			

379		Paban Chandra Pathak	9101704424	9101704424	Jorhat	Jorhat	Common Complaint	Unavailability of Cardiology doctor	JMCH, Jorhat	JMCH, Jorhat	Doctor	19-Dec-2020	Complainant has complained against JMCH, Jorhat regarding Unavailability of Cardiology doctor.	Complainant has complained against JMCH, Jorhat regarding Unavailability of Cardiology doctor. According to the complainant, he had taken the cardio patient, Mr. Putul Pathak on 18/12/20 to the said Medical College for treatment. As per the caller, the hospital authority informed that no treatment is available in JMCH for Heart Patient. However, the doctor returned the patient to home without providing any treatment to him.	The matter has been Communicated to Principal and Chief Superintendent, JMCH.		Not responding	31-Jan-2021			yes	30-Jan-2021	24-03-2021
380		Gopal Roy	9957105140	9957105140	Karimganj	Karimganj	Common Complaint	Unavailability of Anti rabies vaccine	Karimganj Civil hospital	Dist drug Controller	Drug controller	20-Dec-2020	Complainant has complained against Karimganj Civil Hospital regarding the unavailability of anti rabies vaccine.	Complainant has complained against Karimganj Civil Hospital regarding the unavailability of anti rabies vaccine. According to the complainant, on 17/12/2020 he had visited the said civil hospital for anti rabies vaccine. However, in the said hospital stock of anti rabies vaccines were not available. So requested to provide the same as soon as possible.	Anti Rabies Vaccine is not available in the district and necessary indent placed to State HQ.		Not Reachable	31-Jan-2021		yes	30-Jan-2021		
381		Mridul Das Gupta	8472953821	8472953821	Hailakandi	Katlicherra BPHC	Common Complaint	Non receipt of benefit under tea garden scheme of Assam	Rupachera tea garden hospital	Hospital Authority of Rupachera tea garden hospital	Others	20-Dec-2020	Complainant has complained against Hospital Authority of Rupachera tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam	Repeated. Complainant has complained against Hospital Authority of Rupachera tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that the delivery of Smt. Sarorini Koul (ANC Reg no-118009068433) was done on 24/09/2020 at Katlicherra BPHC. She had done all her ANCs at Rupachera tea garden hospital. However, till date she has not received any of the installments under tea garden scheme of Assam. Complainant has informed that, earlier he has registered the case against 104 holding but till date no response has been received.	As per block level payment processed Code :TG/PAYMENT/Hailakandi/Katlicherra BPHC/2020-10-29/900 against A/C no.7335029007509, payment sheet already Approved by BPHC.				Yes				
382		Biswajeet Deuri	9678082704	9678082704	Dibrugarh	Dibrugarh	Common Complaint	Service as well as behaviour of Security Guard	Dibrugarh AMCH	Security Guard of Dibrugarh AMCH	Security Guard	20-Dec-2020	Complainant has complained against Security Guard of AMCH, Dibrugarh regarding his service as well as behaviour towards the beneficiary.	Repeated. Complainant has complained against Security Guard of AMCH, Dibrugarh regarding his service as well as behaviour towards the beneficiary. As per the caller, his patient Jitendra Deuri has been admitted at AMCH, Dibrugarh (Orthopaedic Deptt. Unit-1) on 4th Dec'20. As per the caller, the condition of the patient is serious whose surgery have been initiated a few days ago. However, only one attendant is allowed to stay with the patient. So, they are facing issues at night. Hence, they have requested the security guard of the said hospital regarding the same. But they misbehaved with them. Complainant has	Management not replied			Yes					
383		Sukur Ali	6000029499	6000029499	Barpeta	Barpeta	Common Complaint	Service of hospital authority	FAAMCH, Barpeta	Hospital Authority of FAAMCH, Barpeta	Others	21-Dec-2020	Complainant has complained against the Hospital Authority of FAAMCH, Barpeta regarding their service.	Complainant has complained against the Hospital Authority of FAAMCH, Barpeta regarding their service. The complainant informed that in the birth and death registration department of said medical college, their is enough open space but people are not at all maintaining social distancing. And also as per the caller their is space but no seating arrangements are made at the department for the people.	FAAMCH authority has been informed that Departmental decision has taken to utilize the space for sitting also to take steps for carry out maintain social distancing.			Yes					
384		Rasidul Islam	9864418739	9864418739	Bongaigaon	Srijangram BPHC	Common Complaint	Service of ASHA	Srijangram BPHC	ASHA worker, Rasida Khatun	ASHA worker	21-Dec-2020	Complainant has complained against the ASHA worker, Rasida Khatun under Srijangram BPHC regarding her service.	Complainant has complained against the ASHA worker, Rasida Khatun under Srijangram BPHC regarding her service. The complainant informed that his wife Sahida Khatun's delivery was done. However, the said ASHA Worker has not visited her home during her pregnancy period as well as at the time of her delivery. Moreover, he has also informed that the said Asha has not provided her the ANC card.	Complain no. 1: The man who complained about Asha Rashida Khatun is a blind man who is a beggar. The man is not found at the house so it was difficult to do ANC but Asha visited his home and gave him the ANC card. Complain no.2: The same complain was given by the man. But Asha and Asha Supervisor confirmed that the allegations against them are false and they carried their responsibilities effectively.			Yes					
385		Ajibur Rahman	9954558105	9954558105	Barpeta	Barpeta	Common Complaint	Corruption of Wardboy	FAAMCH, Barpeta	Dutywardboy of FAAMCH, Barpeta	Wardboy	21-Dec-2020	Complainant has complained against the duty wardboy of FAAMCH, Barpeta regarding corruption.	Complainant has complained against the duty wardboy of FAAMCH, Barpeta regarding corruption. The complainant informed that, the delivery of RBessia Khatun was done on 11/12/2020 in the said Hospital. The complainant informed that, the duty wardboy had taken Rs 1500/- from him for shifting the patient from OT to General Ward.	FAAMCH authority has been informed that enquiry will be done shortly regarding the matter.			Yes					
386		Ramen das	6002465633	6002465633	Kamrup (Metro)	Guwahati	Common Complaint	Facility of payments (Sterilization failure)	GMCH Guwahati	GMCH Guwahati	JDHS	21-Dec-2020	Complainant has complained against Hospital authority of GMCH regarding non receipt of facility.	Complainant has complained against the hospital authority of GMCH regarding the non receipt of facility. The complainant informed that, on 19/01/2018 his wife Purnima Das's sterilization (Hospital reg no- 20433/18) was conducted at the said hospital. However, after sterilisation, Mrs. Das became pregnant. Hence, as per the caller, she is supposed to get a compensation amount of Rs 30,000 (as per mentioned in the GMCH notice board) from the Govt for failed sterilisation. But, till date the beneficiary has not received the benefit.				No					
387		Tilak Chandra Das	9707674686	9707674686	Barpeta	Barpeta road BPHC	Common Complaint	Unavailability of drugs	Barpeta road BPHC	Dist drug Controller	Drug controller	21-Dec-2020	Complainant has complained against Barpeta road BPHC regarding the unavailability of drugs.	Complainant has complained against Barpeta road BPHC regarding the unavailability of drugs. The complainant informed that on 20/12/2020 he had taken his baby to the said hospital for vaccination. However, the hospital staff has informed that the stock of PCV1 vaccines are not available in the hospital.	The said vaccine is not supplied by Govt.			Yes					
388		Md. Faruk Abdullah	8753936772	8753936772	Morigaon	Morigaon	Common Complaint	Unavailability of doctor in the emergency ward	Morigaon Civil Hospital	Doctors of Morigaon Civil Hospital	Doctor	23-Dec-2020	Complainant has complained against Duty Doctors of Morigaon civil hospital regarding their service.	Complainant has complained against Duty Doctors of Morigaon civil hospital regarding their service. The complainant informed that at around 11am on 22/12/2020 the emergency delivery patient, Sultana Begum was admitted in the said hospital. However, as per the complainant, the patient's condition has deteriorated from night. But, there was no doctor available at the said civil hospital to see the patient for once.	Our duty doctor was available on that day at GNY OPD counter from 8AM to 1.30PM, since our emergency services will be started from 1.30 Pm to next morning 8AM .			Yes					

389	Manuwara Begum	7636039117	7636039117	Hailakandi	Algapur BPHC	Common Complaint	Facility of JSY cheque	Mohanpur CHC	Hospital Authority of Mohanpur CHC	JDHS	23-Dec-2020	Complainant, Manuara Begum has complained against the Hospital Authority of Mohanpur CHC regarding non receipt of facility.	Repeated. Complainant, Manuara Begum has complained against the Hospital Authority of Mohanpur CHC regarding non receipt of facility. The complainant informed that on 21/12/2019 her delivery was conducted at the said hospital (hospital reg no is 0207851). Complainant has informed that earlier he has registered the same complaint in 104 helpline. redressal has been provided to him. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Bank account was not activated in due time. JSY incentive submitted to the mother account in time but due to non activation of account, so it was not credited.	Redressal Covered	31-Jan-2021			Yes	30-Jan-2021
390	Abdul rahman	9854730245	9854730245	Hojai	Lanka BPHC	Common Complaint	Service of doctors	Phultoi MPHIC	Duty doctor of Phultoi MPHIC	Doctor	24-Dec-2020	Complainant has complained against the Duty doctors of Phultoi MPHIC under Lanka BPHC regarding his service.	Complainant has complained against the Duty doctors of Phultoi MPHIC under Lanka BPHC regarding his service. The complainant informed that only two doctors are appointed at the said MPHIC. However, one doctor of the said MPHIC is very irregular in his duty and visits once in a week. Moreover, since 1 year the hospital is locked in the remaining days.	Hospital was a Covid -19 hospital & Medical Officers on leave that day. At present the hospital is made functional.	Redressal Unsatisfactory	4-Feb-2021			Yes	4-Feb-2021
391	Jiten Phukan	9954473420	9954473420	Sivasagar	Morabazar BPHC	Common Complaint	Service of ABPM	Amguri CHC	ABPM, Mr. Borthakur	ABPM	24-Dec-2020	Complainant has complained against the ABPM, Mr. Borthakur of Amguri CHC under Morabazar BPHC regarding his service.	Complainant has complained against the ABPM, Mr. Borthakur of Amguri CHC under Morabazar BPHC regarding his service. The complainant informed that, he has been visiting the said CHC from last 4 days for his work. However, the ABPM is not giving any response in his daily work.	This Complainant was regarding Death & Birth Certificate. And ABPM, Mr. Borthakur is not responsible person for that.				Yes		
392	Sachin Kumar	9954473420	9954473420	Kamrup (Metro)	Guwahati	Common Complaint	Service of Hospital authority	MMCH, Guwahati	Hospital authority of MMCH	Others	24-Dec-2020	Complainant has complained against the Hospital authority of MMCH hospital regarding their service.	Complainant has complained against the Hospital authority of MMCH hospital regarding their service. The complainant has informed, that on 21st december at around 10:30 am he went to the said hospital for collecting his covid test report. However, he had to wait for half an hour for collecting the test report.					No		
393	Ruhini Chutia	7099519116	7099519116	Dhemaji	Dhemaji	Common Complaint	Service of doctor	Dhemaji civil hospital	Duty doctor of Dhemaji civil hospital	Doctor	25-Dec-2020	Complainant has complained against the Duty Doctors of Dhemaji civil hospital regarding their service	Complainant has complained against the Duty Doctors of Dhemaji Civil hospital regarding their service. The complainant has informed that on 25/12/20 at around 4pm the delivery patient Smt. Rumi Gogoi 25/12/20 was admitted in the said hospital. However, as per the complainant, the on duty doctors did not give proper response to the patient.	After followup with the complainant, she said she didn't get well respond from the Doctor	She revisited the hospital today (28-01-2021)	Not responding	29-Jan-2021		Yes	28-Jan-2021
394	Gautam Deka	6001656903	6001656903	Kamrup (Metro)	Guwahati	Common Complaint	Service of doctor	GMCH Guwahati	Duty Doctor of GMCH	Doctor	25-Dec-2020	Complainant has complained against the Duty Doctors of GMCH regarding their service	Complainant has complained against the Duty Doctors of GMCH regarding their service. According to the complainant, on 25/12/2020 he had taken his son Karna Deka to the said hospital for dental check up. However, as per the complainant, he has taken his son on the given date but no doctor is available in OPD in the hospital. So they went to emergency department for treatment but there also doctor is not available.					No		
395	Jakaria Ahmed	9612684058	9612684058	Bongaigaon	Bongaigaon	Common Complaint	Service of doctor	Bongaigaon civil hospital	Duty Doctors of Bongaigaon Civil Hospital	Doctor	26-Dec-2020	Complainant has complained against the Duty Doctors of Bongaigaon Civil Hospital regarding their service.	Complainant has complained against the Duty Doctors of Bongaigaon Civil Hospital regarding their service. According to the complainant, on 26/12/2020 at around 10:27am he had taken the patient Saleha Bibi to the said hospital as she was suffering from nose bleeding. However, as per the complainant, the duty doctors of the said hospital refused to conduct the covid test of the patient by giving the excuse that the patient is from Dhubri district.	done				Yes		
396	Tanuja Pator Razuar	7896223303	7896223303	Golaghat	Charingia BPHC	Common Complaint	Non receipt of benefit under tea garden scheme of Assam	Khumtai tea garden hospital	Hospital authority of Khumtai tea garden hospital	Others	26-Dec-2020	Complainant has complained against Hospital authority of Khumtai tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam.	Repeated. Complainant has complained against hospital authority of Khumtai tea garden hospital regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, the delivery of Smt. Tanuja Pator Razuar (ANC Reg no-118006323705) was done on 24/10/2019 at Khumtai tea garden Hospital. She had done all her ANC's at the said hospital. However, till date she has not received any of the installments under tea garden scheme of Assam. Complainant informed that earlier he has made the same complaint in 104 helpline for many times. But, yet the	Payment submitted by Block on 09-11-2020. Payment submitted by District on 10-11-2020. Payment processed by State on 04-01-2021	Caller is satisfied	26-03-2021		Yes	24-03-2021	
397	Alimuddin	7575922545	7575922545	Hojai	Lanka BPHC	Common Complaint	Service of doctor	Phultoi MPHIC	Duty doctors of Phultoi MPHIC	Doctor	26-Dec-2020	Complainant has complained against the Duty doctors of Phultoi MPHIC under Lanka BPHC regarding their service.	Complainant has complained against the Duty doctors of Phultoi MPHIC under Lanka BPHC regarding their service. The complainant informed that, on 26/12/2020 he went to the said hospital for treatment but till 12:23 pm the hospital is locked. Moreover, the other patients are also waiting for the doctor, but no one is present at the said hospital.	Hospital was a Covid -19 hospital & at present the hospital is made functional.	Redressal Unsatisfactory	4-Feb-2021		Yes	4-Feb-2021	
398	Chanakya Deka	8320692154	8320692154	Barpeta	Chenga BPHC	Common Complaint	Service of nurse	Chinadi SC	ANM, Jamiran Nesa	Nurse	28-Dec-2020	Complainant has complained against ANM, Jamiran Nesa working at Chinadi SC under Chenga BPHC regarding her service	Complainant has complained against ANM, Jamiran Nesa working at Chinadi SC under Chenga BPHC regarding her service. As per the caller, presently only the said ANM has been working at Chinadi SC. However, as per the caller, she is not punctual. Moreover, she does not know how to check BP as well as blood sugar level properly. Therefore, the caller on behalf of the entire villagers requested to appoint an experienced ANM in the said SC as soon as possible.	ANM Jamiran Nesa Has been issued a Show cause notice regarding her duty & mis-behaviour and asked her to not repeat the same in future.			Yes			

399		Dipen Barua	8811845325	8811845325	Jorhat	Jorhat	Common Complaint	Unavailability of Drugs	Jorhat Medical College	Dist Drug Controller	Drug controller	28-Dec-2020	Complainant has complained against Jorhat Medical College regarding unavailability of drugs.	Complainant has complained against Jorhat Medical College regarding unavailability of drugs. The complainant informed that Taru Barua went for treatment to the said hospital on 28/12/20 at around 11:30 am. As per the complainant, the medicines are prescribed by the doctor. However, only 1 medicine is available in the said hospital.	The matter has been communicated to Principal and Chief Superintendent, JMCH and response from the higher authority, JMCH is awaited.			Caller is satisfied	31-Jan-2021			yes	30-Jan-2021	24-03-2021
400		Sujit Chakraborty	6000148518	7002056060	Hojai	Jugjjan BPHC	Common Complaint	Corruption of doctor	Hojai FRU	Dr. Monoj Debnath	Doctor	29-Dec-2020	Complainant has complained against Dr. Monoj Debnath working at Hojai FRU under Jugjjan BPHC regarding corruption.	Complainant has complained against Dr. Monoj Debnath working at Hojai FRU under Jugjjan BPHC regarding corruption. As per the caller, on 27/12/2020 delivery patient, Smt Usha Chakraborty (Hospital Reg no- 4668) was admitted in the said hospital. However, for conducting delivery the said doctor had demanded Rs 8000/- from them. According to the caller, Dr. Debnath has asked them to submit the said amount in his private chamber. Moreover, as per the caller, Dr. Debnath charges Rs 8000/- from every delivery patient.	Matter is discussed by Jt.DHS Hojai with the concerned doctor & directed not to repeat such kind of incident.		Caller is satisfied	4-Feb-2021		Yes	4-Feb-2021			
401	GC/62/2912202 0/2750	Mukut Bora	8723925788	8723925788	Nagaon	Dhing BPHC	Common Complaint	Dhing BPHC	Dhing BPHC	Doctors and other staffs of Dhing BPHC	Doctor	29-Dec-2020	Complainant has complained against the doctors and other staffs of Dhing BPHC regarding non receipt of facilities as well as corruption.	Complainant has complained against the doctors and other staffs of Dhing BPHC regarding non receipt of facilities as well as corruption. As per the caller, on 28th Dec'20 delivery patient, Beauty Bora was admitted in the said hospital. However, in the aforesaid hospital they have not received the facilities like medicines, salines,bedsheets etc. Moreover, the treated doctor had taken Rs 500/- from ASHA worker.	All doctors and other staff are doing their duty according to duty roster.		Caller is satisfied	9-Feb-2021		Yes	8-Feb-2021			
402		Imrana Begum	6000142762	6000142762	Karimganj	R.K.Nagar BPHC	Common Complaint	Facility of JSY cheque	Kalacherra MPHCC	Hospital Authority of Kalacherra MPHCC	JDHS	30-Dec-2020	Complainant Imrana Begum has complained against the Hospital authority of Kalacherra MPHCC under R.K.Nagar BPHC (Hos reg no-9/20) regarding non receipt of facility.	Complainant Imrana Begum has complained against the Hospital authority of Kalacherra MPHCC under R.K.Nagar BPHC (Hos reg no-9/20) regarding non receipt of facility. The complainant informed that on 13/04/20 her delivery was conducted at the said hospital.However, till date she has not received the JSY scheme cheque of Rs 1400/- .Complainant informed that he has received redressal regarding the complaint that the money was transferred in his account but till now he has not received the money.	JSY payment processed again on 18/1/21 through PFMS against the new bank account provided.		Caller is satisfied	31-Jan-2021		Yes	30-Jan-2021			
403		Mushtafa Hussein	7896889451	7896889451	Karimganj	Karimganj Civil Hospital	Common Complaint	Service of doctor	Karimganj Civil Hospital	Duty doctor of Karimganj Civil Hospital	Doctor	30-Dec-2020	Complainant has complained against Dr Taher Ahmed of Karimganj Civil Hospital regarding his service.	Complainant has complained against Dr Taher Ahmed of Karimganj Civil Hospital regarding his service. The complainant has informed that on 30/12/20 he had taken the patient Raina Begum at the said hospital for conducting ultrasonography test as she was facing gynae problem. However, as per the complainant, the doctor has refused to conduct the ultra sonography of the patient.	Dr Taher Ahmed isnt trained in Radiology and so he wasn't able to do USG.		Caller is satisfied	31-Jan-2021		Yes	30-Jan-2021			
404	GC/41/0707202 0/2694	Ashok kanu	6000165743	6000165743	Cachar	Dholai BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Barjallenga SC	Hospital authority of Barjallenga SC	Others	30-Dec-2020	Complainant has complained against Barjallenga SC under Dholai BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Barjallenga SC under Dholai BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Munni Kanu was done on 31/1/2019 in silchor medical college Hospital. However, till date she has not received money Rs 12,000/- under the said scheme.	The SC is under Cachar District	As per telephonic conversation with the complainant, it is revealed that complainant is the residence of Silcree T E-which falls under Sonai BPHC			31-Jan-2021	26-03-2021	Yes	30-Jan-2021	24-03-2021	
405		Madhab Das	6002371293	6002371293	Udalguri	Udalguri BPHC	Common Complaint	Service of hospital	Bormukuli New PHC	Hospital authority of Bormukuli	Others	31-Dec-2020	Complainant has complained against Hospital Authority of Bormukuli New PHC under Udalguri BPHC regarding their service.	Complainant has complained against the hospital authority of Bormukuli New PHC under Udalguri BPHC regarding their service. The complainant informed that on 31st Dec'20 at around 12pm he went to Bormukuli New PHC for his treatment but the hospital was locked. As per the caller, whenever he visits the said hospital it remains closed. Moreover, as per the caller for the last 6 months the hospital has been kept close after 12pm.	The Jt.DHS, Udalguri, has instructed the In-Charge of Bormukuli New PHC informing the SDM&HO of Udalguri Block PHC for an enquiry regarding the complaint		Caller is satisfied	29-Jan-2021		Yes	28-Jan-2021			
406		Govinda Saha	7578827402	7578827402	Sonitpur	Tezur Medical College	Common Complaint	Service of doctor and nurse	Tezur Medical College	Doctor and nurses of Tezur medical college	Others	31-Dec-2020	Complainant has complained against Doctor and nurses of Tezur Medical College regarding their service .	Complainant has complained against the doctor and nurses of Tezur Medical College regarding their service. The complainant informed that on 31/12/2020 the patient, Dipankar Sonowal was admitted in the said hospital at around 10.30am. As per the complainant, the patient was having neurological issues and was in serious condition but till 2.57 pm no doctors and nurses has attended him and no treatment was given to he patient. No blood test has been done.	Matter has been informed to the Hospital Authority of TMCH.		Number not exist	26-03-2021		Yes	25-03-2021			
407		Biswa Jyoti Deka	8638019843	8638019843	Kamrup (Rural)	Bihdia BPHC	Common Complaint	Unavailability of anti rabies vaccine	Bihdia BPHC and Bezera CHC	Dist Drug Controller	Dist Drug Controller	1-Jan-2021	Complainant has complained against Bihdia BPHC as well as Bezera CHC under North Guwahati BPHC regarding the unavailability of anti rabies vaccines.	Complainant has complained against Bihdia BPHC as well as Bezera CHC under North Guwahati BPHC regarding the unavailability of anti rabies vaccines. Caller has informed that on 1/01/2021 she had visited both the hospitals. However, in none of the hospitals stock of anti rabies vaccines were available.	Rabies vaccine was not available at that said time				Yes					
408		Imtazul Hoque	9365131992	9365131992	Kamrup (Rural)	Bihdia BPHC	Common Complaint	Unavailability of drugs	Bihdia BPHC	Dist Drug Controller	Dist Drug Controller	1-Jan-2021	Complainant has complained against Bihdia BPHC regarding the unavailability of drugs	Complainant has complained against Bihdia BPHC regarding the unavailability of drugs. As per the caller, on 1/01/2021 he took his father, Mr. Islam Ali (HospitalReg no- 5635) to the said BPHC as he fell down from a tree. However, in the said BPHC none of the prescribed medicines were available. Caller has stated that, syringes, TT injection everything he needed to buy from private store.	TT vaccine was not available at Bihdia BPHC drug store.			Yes						

409		Bhaben Sarma	9085335062	9085335062	Kamrup (Metro)	dispur	Common Complaint	Unavailability of drugs	Capital State Dispensary, Dispur	Dist Drug Controller	Dist Drug Controller	1-Jan-2021	Complainant has complained against Capital SD regarding the unavailability of drugs.	Complainant has complained against Capital SD regarding the unavailability of drugs. As per the caller, on 31st Dec'20 he went to the said dispensary for treatment but at the pharmacy ayurvedic medicines were not available. Moreover complainant also complained that there is blood test facility but authority says that currently Lab Technician is not available as he has been sent for Covid duty.						No				
410		Durlav Pratim Baruah	8414083140	8414083140	Dibrugarh	TENGAKHAT BPHC	Common Complaint	Service of ASHA Worker	Dulajian Urban Health Centre	ASHA Worker, Bharati	ASHA Worker	1-Jan-2021	Complainant has complained against the ASHA Worker Bharati working under Dulajian Urban Health Centre regarding her service as well as negligence towards the beneficiary. As per the caller, Smt. Rashmi Rekha Barua is 6 months pregnant. However, till date the said ASHA worker has not delivered the ANC registration card to her. Moreover, caller has also mentioned that Smt. Bharati has not visited the patient even once. Therefore, they have been trying to contact the aforesaid ASHA worker for the last 20 days but she is not answering to their call.	Complainant has complained against the ASHA worker Bharati working under Dulajian Urban Health Centre regarding her service as well as negligence towards the beneficiary. As per the caller, Smt. Rashmi Rekha Barua is 6 months pregnant. However, till date the said ASHA worker has not delivered the ANC registration card to her. Moreover, caller has also mentioned that Smt. Bharati has not visited the patient even once. Therefore, they have been trying to contact the aforesaid ASHA worker for the last 20 days but she is not answering to their call.	The Complaint was against for not receiving the MCP card by the benef. as described by the the complainant. However the the complainant has been resolved.							Yes		
411		Iqbal Ahmed	7399754608	7399754608	Hailakandi	Algapur BPHC	Common Complaint	Facility of JSY cheque	Mohanpur CHC	Hospital Authority of Mohanpur CHC	JDHS	3-Jan-2021	Complainant has complained against the hospital authority of Mohanpur CHC under Algapur BPHC regarding the non receipt of the facility.	Complainant has complained against the hospital authority of Mohanpur CHC under Algapur BPHC regarding the non receipt of the facility. The complainant informed that, on 02/09/2020 the delivery of Najira Begum Laskar(Hospital Reg no-371/20) of Tapang 1 village was conducted at the said hospital. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Bank account was not activated in due time. JSY incentive submitted to the mother account in time but due to non activation of account, it was not credited.		Not Reachable	31-Jan-2021	Yes	30-Jan-2021				
412		Bhaskar Das	7002909384	7002909384	Barpeta	Barpeta	Common Complaint	Service of hospital authority	FAAMCH, Barpeta	Hospital Authority of FAAMCH, Barpeta	Others	3-Jan-2021	Complainant has complained against the hospital authority of FAAMCH, Barpeta regarding their service.	Complainant has complained against the hospital authority of FAAMCH, Barpeta regarding their service. The complainant informed that, on 30/12/20 the patient Nipen Das was admitted in the ICU of the said medical college as the patient was suffering from cardio and pneumonia disease. However, the patient's cityscan was done on 1/01/2021 at the said hospital, but till 3/01/2021 he has not received the report yet.	FAAMCH authority has been informed that CT Scan Report has been already received by the patient party.				Yes					
413		Pabitra Arandhara	6001610360	6001610360	Sivasagar	Gelekey BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Ligiripukhuri SC	Hospital authority of Ligiripukhuri SC	Others	4-Jan-2021	Complainant, Pabitra Arandhara has complained against Ligiripukhuri SC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Repeated Complainant, Pabitra Arandhara has complained against Ligiripukhuri SC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Smt. Pallabi Bhuyan Arandhara of Gelekey tea garden area was done on 1/04/2020 at Jaysagar Civil Hospital (hospital registration no-06/20). She had done all her ANC's at the Ligiripukhuri SC. However, till date she has not received any of the installments under the said scheme.	Smt. Pallabi Bhuyan Arandhara w/o Pabitra Arandhara have no beneficiary regarding this name in Ligiripukhuri SC. Pallabi Bhuyan Arandhara had not any ANC Checkup at Ligiripukhuri SC.		Not Reachable	8-Feb-2021	Yes	8-Feb-2021				
414		Chanakya Deka	8620692154	8620692154	Barpeta	Chenga BPHC	Common Complaint	Service as well as behaviour	Chinadi SC	ANM Jamiran Nessa	ANM	6-Jan-2021	Complainant has complained against ANM Jamiran Nessa working under Chinadi SC under Chenga BPHC regarding her service as well as behaviour.	Complainant has complained against ANM Jamiran Nessa working under Chinadi SC under Chenga BPHC regarding her service as well as behaviour. The complainant informed that the said ANM does not know how to conduct the vaccine to babies due to which many babies have to suffer some problem. Moreover, as per the complainant, the said ANM behaviour is very much rude towards the beneficiary and also she visit at the duty time and does signature and went out to do other work. So, complainant has requested to replace the ANM.	ANM Jamiran Nessa Has been issued a Show cause notice regarding her duty & mis-behaviour and asked her to not repeat the same in future.				Yes					
415		Ratan Das	9957897767	9957897767	Barpeta	Chenga BPHC	Common Complaint	Service as well as behaviour	Chinadi SC	ANM Jamiran Nessa	ANM	6-Jan-2021	Complainant has complained against ANM Jamiran Nessa working under Chinadi SC under Chenga BPHC regarding her service as well as behaviour.	Complainant has complained against ANM Jamiran Nessa working under Chinadi SC under Chenga BPHC regarding her service as well as behaviour. The complainant informed that the said ANM does not know how to conduct the vaccine to babies due to which many babies have to suffer some problem. Moreover, as per the complainant, the said ANM behaviour is very much rude towards the beneficiary and also she visit at the duty time and does signature and went out to do other work. So, complainant has requested to replace the ANM.	ANM Jamiran Nessa Has been issued a Show cause notice regarding her duty & mis-behaviour and asked her to not repeat the same in future.				Yes					
416		Biju Konwar	7637921822	7637921822	Tinsukia	Hapjan BPHC	Common Complaint	Non receipt of benefit under tea garden scheme of Assam as well as JSY cheque	Digholoring estate hospital	Digholoring estate hospital	JDHS	6-Jan-2021	Complainant has complained against Digholoring estate hospital under Hapjan BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam as well as JSY cheque.	Complainant has complained against Digholoring estate hospital under Hapjan BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam as well as JSY cheque. According to the complainant the delivery of Pushpanjali Konwar(Hospital Reg no- 73/2020) of Digholoring tea estate was done on 15/2/20 at the said hospital. Her Mother id no- 118008018284. However, till date she has not received money Rs 12,000/- under the said scheme as well as the JSY cheque.	Due to non received of Tea Garden Residential certificate and bank Account No. , the beneficiary not received the benefit. Now Bank Account and Residential Certificate received. The block PHC will release the payment shortly.		Not responding	31-Jan-2021	Yes	30-Jan-2021	24-03-2021			
417		Damodar Das	9957894233	9957894233	Barpeta	Barpeta	Common Complaint	Service of duty doctor	FAAMCH, Barpeta	Duty Doctors of FAAMCH, Barpeta	Doctor	6-Jan-2021	Complainant has complaint against Duty Doctors of FAAMCH, Barpeta regarding their service.	Complainant has complaint against Duty Doctors of FAAMCH, Barpeta regarding their service. The complainant has informed that on 06/1/21 at around the patient, Jonak Nilim Das(MRD No-433) was admitted in the said hospital as the patient is shivering with high fever. However, as per the complainant, till 9pm none of the senior doctors has visited the patient once.	FAAMCH authority informed that matter will be investigated as per protocol.				Yes					
418	GC/62/06012021/2751	Asrafal Alom	7002236029	7002236029	Nagaon	Dagaon BPHC	Common Complaint	Unavailability of drugs	Kandhulimari SC	Dist Drug Controller	Dist Drug Controller	6-Jan-2021	Complainant has complained against Kandhulimari SC under Dagaon BPHC regarding unavailability of drugs.	Complainant has complained against Kandhulimari SC under Dagaon BPHC regarding unavailability of drugs. The complainant informed that today on 06/01/21 he has taken the patient Sabayana yasmin who is 5 months pregnant to the said hospital for taking the TT vaccine. However, according to the complainant in the said hospital TT vaccine was not available.	Some patient demanding Out of EDL drugs like Liver syrup, Enzyme syrup which are not supplied from Govt. Rest medicine allotted for SC were available at the SC		Not responding	9-Feb-2021	Yes	8-Feb-2021				

419		Seikh Ifikar Hussain	8638440181	8638440181	Dhubri	Dharmasala BPHC	Common Complaint	Service of hospital authority	Dharmasala BPHC	Hospital Authority of Dharmasala BPHC	Others	7-Jan-2021	Complainant has complained against Hospital Authority of Dharmasala BPHC regarding their service.	Complainant has complained against Hospital Authority of Dharmasala BPHC regarding their service. The complainant informed that the patient age 12 years (name did not mentioned) had an accident and took him to the said phc for treatment at around 11 :30 am. However, as per the complainant, the authority of the PHC refused to entry the name of the patient and asked to take the patient to Dhubri Civil Hospital without providing first aid treatment. Moreover, they also refused to call 108 ambulance too.	As informed by the SDM & HO, Dharmasala BPHC the accident case was immediately referred to the Dhubri Civil Hospital for better treatment without delay						Yes		
420		Kabin Patowary	9707040574	9707040574	Kamrup (Rural)	Hajo BPHC	Common Complaint	Unavailability of facility	Hajo BPHC/CHC	Hospital Authority of Hajo BPHC/CHC	Others	7-Jan-2021	Complainant has complained against Hospital Authority of Hajo BPHC/CHC regarding the unavailability of facility.	Complainant has complained against Hospital Authority of Hajo BPHC/CHC regarding the unavailability of facility. The complainant informed that he went to said hospital for ultrasonography test on 07/01/21 but the ultrasonography facility is not available. Therefore, he requested for Ultrasonography facility in the said hospital.	As per information received from Hajo hospital authority, at that time the USG machine of Hajo hospital was not in working condition due to non availability of manpower. Again there is no nearby USG facility for tieing up.						Yes		
421		Ritu Sarma	9101815288	9101815288	Golaghat	Golaghat	Common Complaint	Facility of health camp	Charingia BPHC	Khuntai Gyandeeep High School under Charingia BPHC	JDHS	8-Jan-2021	Mr. Ritu Sarma has requested for a health camp at Khuntai Gyandeeep High School under Charingia BPHC.	Mr. Ritu Sarma has requested for a health camp at Khuntai Gyandeeep High School under Charingia BPHC as most of the students of the said school have been suffering from some health issues like anemia, myopia or short sight as well as stomach problems.	No such formal request provided.However after receiving the complaint RBSK Team visited on 29-01-2021.		Not responding	26-03-2021		Yes	24-03-2021		
422		Rasidul Islam	9864418739	9864418739	Bongaigaon	Srijangram BPHC	Common Complaint	Corruptin of ASHA worker	Srijangram BPHC	ASHA worker, Rashida Khatun	ASHA Worker	8-Jan-2021	Complainant has complained against the ASHA worker, Rashida Khatun working under Srijangram BPHC regarding corruption.	Complainant has complained against the ASHA worker, Rashida Khatun working under Srijangram BPHC regarding corruption. As per the caller, the said ASHA worker had taken RS 500/- from the beneficiary name Sahida Khatun for the issuance of birth certificate of her baby. However, till now birth certificate has not been issued to her. Moreover, the said ASHA worker has not accompanied the Miss Khatun during the time of her delivery.	The Asha Rashida Khatun was offered Rs. 500 for transportation which is true. The Asha asked the man to take the birth certificate of his child but he did not come to take the certificate and the Asha could not give him the birth certificate at home because parents signature are required.		Redressal Covered	12-Feb-2021		Yes	12-Feb-2021		
423	GC/43/09012021/2753	Prakash Sarkar	6901722339	6901722339	Chirang	Sidli BPHC	Common Complaint	Service of ASHA Worker	Sidli BPHC	ASHA Worker,Jaymati Das	ASHA Worker	9-Jan-2021	Complainant has complained against ASHA Worker,Jaymati Das of Batabari village working under Sidli BPHC regarding her service.	Complainant has complained against ASHA Worker,Jaymati Das of Batabari village working under Sidli BPHC regarding her service.The complainant has informed that on 30/12/20 the delivery of Aloka Sarkar was done at home.However, the said ASHA worker has not visited at the time of her delivery and also during her pregnancy period.	Enquired the matter. It was a false allegation. ASHA Jaymati Das accompanied Aloka Sarkar 4 times for ANC check up.					Yes			
424	GC/43/09012021/2752	Prakash Sarkar	7099272668	7099272668	Chirang	Sidli BPHC	Common Complaint	Corruptin of ASHA worker	Sidli BPHC	ASHA Worker,Jaymati Das	ASHA Worker	9-Jan-2021	Complainant has complained against Jaymati Das of Batabari village working under Sidli BPHC regarding her corruption.	Complainant has complained against Jaymati Das of Batabari village working under Sidli BPHC regarding her corruption.The complainant informed that on 30/12/20 the delivery of Aloka Sarkar was conducted at home.However, after her delivery the said ASHA worker had demanded Rs 600/- from them for the issuance of birth certificate.	After enquiry it was found that the complaint is false. The beneficiary got the Birth Certificate without paying any money.					Yes			
425		Moinul Haque	9678997258	9678997258	Kamrup (Metro)	Guwahati	Common Complaint	Service of hospital authority	Jalukbari Ayurvedic hospital	Hospital Authority of Jalukbari Ayurvedic Hospital	Others	10-Jan-2021	Complainant has complained against Hospital Authority of Jalukbari Ayurvedic Hospital regarding their service.	Complainant has complained against Hospital Authority of Jalukbari Ayurvedic Hospital regarding their service. The complainant informed that, on 08/01/21 he had admitted the delivery patient Hasina Bibi to the said hospital at around 7pm. However, as mentioned by the complainant, they needed to buy all the medicines of their own cost from private store. Moreover hospital authority received Rs1200/ from them for blood test.	Matter forwarded to the Hospital Authority for response & submission of necessary relevant documents in this regard.		Caller is satisfied	9-Feb-2021		Yes	8-Feb-2021		
426		Jakir ahmed	8473869354	8473869354	Kamrup (Metro)	Guwahati	Common Complaint	Facility of Atal amrit abhiyan scheme	Pratiksha Nurshing Home	Pratiksha Nurshing Home	JDHS	10-Jan-2021	Complainant has complained against Pratiksha Nurshing Home, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme.	Complainant Jakir Ahmed has complained against Pratiksha Nurshing Home, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme. According to the complainant, Mother Najma Begum, her new born baby is suffering breathing difficulties and Admitted at the said hospital under Atal amrit scheme on 6/6/2020. However, as mentioned by the complainant, they needed to buy all the medicines of their own cost and other facility is not received the said scheme.					No				
427		Anil Das	6900397945	6900397945	Kamrup (Metro)	Guwahati	Common Complaint	Facility of Atal amrit abhiyan scheme	GMCH, Guwahati	GMCH, Guwahati	JDHS	10-Jan-2021	Complainant has complained against GMCH, regarding the non receipt of facility under Atal Amrit Abhiyan scheme.	Complainant has complained against GMCH, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme. According to the complainant, his wife Mamoni Das is a anemic patient,Admitted at the said medical college under Atal amrit scheme on 3/6/2020. However, as mentioned by the complainant, they needed to buy all the medicines of their own cost.They did not avail a single medicine free of cost under the said scheme.	Matter informed to the Hospital Authority of GMCH for response in this regard.		Not responding	9-Feb-2021		Yes	8-Feb-2021		
428		Babar Ali Shikhdar	9707505657	9707505657	Barpeta	Barpeta	Common Complaint	Service of Doctors	FAAMCH, Barpeta	Duty doctors of FAAMCH, Barpeta	Others	12-Jan-2021	Complainant has complained against the Doctors of FAAMCH,Barpeta (Ultrasonography department) regarding their service.	Complainant has complained against the Doctors of FAAMCH,Barpeta (Ultrasonography department) regarding their service. According to the complainant, on 12/01/2021 at around 10am he had taken his wife, Monowara Begum to the said Medical collage for conducting Ultrasonography test.As per the complainant, as the condition of the patient was serious so he has requested the on duty doctor many times to see the patient. However, the Doctor didn't provide any response.	FAAMCH authority informed that the matter will be discussed with the respective department.					Yes			

429		Ramen Choudhury	9101499463	9101499463	Barpeta	Barpeta	Common Complaint	Service of hospital authority	FAAMCH, Barpeta	Hospital authority of FAAMCH, Barpeta	Others	12-Jan-2021	Complainant has complained against the Hospital authority of FAAMCH, Barpeta regarding their service.	Complainant has complained against the Hospital authority of FAAMCH, Barpeta regarding their service. The complainant informed that on 22/12/20 the patient Geetika Basumaty(hos.reg-633-20) of Budunlung Abakharapara village has given the sample for biopsy test but till now she did not get the report of the biopsy test for which they are unable to conduct her surgery.	FAAMCH authority informed that Report received by the Patient party from the concerned department after the due date due to some technical reason.						Yes		
430	GC/41/1201202 1/2755	Sangita Nath Laskar	8011768591	8011768591	Cachar	Dholai BPHC	Common Complaint	Non receipt of ASHA incentives	Dholai BPHC	Dholai BPHC	JDHS	12-Jan-2021	ASHA worker, Sangita Nath Laskar of Dullalgram village working under Dholai BPHC has complained regarding non receipt of incentives.	ASHA worker, Sangita Nath Laskar of Dullalgram village working under Dholai BPHC has complained regarding non receipt of incentives. The complainant, informed that from the month of November 2020 to January 2021 till now she has not received the incentives of JSY, booster dose, measles as well as monthly incentives.	For the last two months we are not able to release incentives to ASHA due to shortage of fund-matter already intimated to District Authority along with fund requirement				Not responding	26-03-2021	Yes	24-03-2021	
431	GC/62/1201202 1/2754	Rajkumar Das	9101308614	9101308614	Nagaon	Dhing BPHC	Common Complaint	Service as well as behaviour	Dhing BPHC	ASHA Worker, Joyamoi Doimari	ASHA Worker	12-Jan-2021	Complainant has complained against ASHA Worker, Joyamoi Doimari of 4no Ward school reserve working under Dhing BPHC regarding her service.	Complainant has complained against ASHA worker, Joyamoi Doimari of 4no Ward school reserve working under Dhing BPHC regarding her service as well as behaviour. The complainant has informed that on 25/11/20 the delivery of his wife Anamika Singha Das was done. However, as per the complainant after delivery the said asha worker did not visited their home for check up of his baby. Moreover, when he called the asha worker for asking about the vaccine of his baby then she misbehaved with him and refused to come for vaccination of his baby.	She performed her duty in field level as well as other duties properly. She was communicated about the complain.			Caller is satisfied	9-Feb-2021	Yes	8-Feb-2021		
432		Junali Neog	9134507120	9134507120	Kamrup (Metro)	Guwahati	Common Complaint	Unavailability of drugs	GMCH, Guwahati	Dist Drug Controller	Dist Drug Controller	13-Jan-2021	Complainant has complained against the Amrit pharmacy of GMCH, Guwahati regarding the unavailability of drugs.	Complainant has complained against the Amrit pharmacy of GMCH, Guwahati regarding the unavailability of drugs. The complainant informed that on 10/01/2021 at around 11am she has visited the said pharmacy (Hos reg- 9134-21). However, at the pharmacy the medicine namely Paracetamol is not available.	Matter informed to the Hospital Authority of GMCH for response in this regard.			Number not exist	9-Feb-2021	Yes	8-Feb-2021		
433		Josimuddin Bhuyan	9859298209	9859298209	Nagaon	Dhing BPHC	Common Complaint	Service of ASHA Worker	Dhing BPHC	ASHA Worker, Joshida Begum	ASHA Worker	13-Jan-2021	Complainant has complained against the ASHA worker, Joshida Begum of Dhokaibasti village working under Dhing BPHC regarding her service.	Complainant has complained against the ASHA worker, Joshida Begum of Dhokaibasti village working under Dhing BPHC regarding her service. The complainant informed that his wife Mohsina Yasin is 5 months pregnant. However, according to the caller her two ANC was already done but, till now the ANC card was not provided to her.	She performed her duty in field level as well as other duties properly. She was communicated about the complain.			Not responding	9-Feb-2021	Yes	8-Feb-2021		
434	GC/63/1301202 1/2757	Ikram Ali	9101387477	9101387477	Nalbari	Mukalmua BPHC	Common Complaint	Corruption of Dentist Doctor	Adabari MPHC	Dentist Doctor of Adabari MPHC	Dentist Doctor	13-Jan-2021	Complainant has complained against Dentist Doctor of Adabari MPHC under Mukalmua BPHC regarding corruption.	Complainant has complained against Dentist Doctor of Adabari MPHC under Mukalmua BPHC regarding corruption. The complainant has informed that on 4th Jan'21 he (Hos reg- 41697) went to the said hospital for filling the gaps in his teeth which was cause due to cavity. However, the doctors demanded Rs.15000 for filling the gaps in his teeth.	Matter has been communicated with SDM&HO Mukalmua for enquiry.					Yes			
435		Pakijul Ahmed	8638887620	8638887620	Kamrup (Rural)	Guwahati	Common Complaint	Service of 108 Emergency-108	Emergency-108	Emergency-108	JDHS	#####	Complainant Pakijul Ahmed has complained against emergency 108 ambulance service regarding negligence towards the beneficiary.	Complainant Pakijul Ahmed has complained against emergency 108 ambulance service regarding negligence towards the beneficiary. According to the complainant, on 27/01/2021 he had called up the 108 ambulance at	As per information received from GVK EMRI authority, on that day nearest Ambulance for the patient was busy in some other case. So another Ambulance from long distance was assigned to take the patient. So it took more time to reach to the patient.					Yes			
436	GC/54/1301202 1/2756	Atowar Rahman	9577142777	9577142777	Kamrup (Rural)	Nagarbera BPHC	Common Complaint	Service of doctors	Sontoli MPHC	Duty Doctors of Sontoli MPHC	Doctors	13-Jan-2021	Complainant has complained against Duty Doctors of Sontoli MPHC under Nagarbera BPHC regarding their service.	Complainant has complained against Duty Doctors of Sontoli MPHC under Nagarbera BPHC regarding their service. The complainant has informed that on 13 th Jan'21 at around 3am he has taken the emergency delivery patient Afruja Khatun of Ghoramara Pathar to the said MPHC. However, none of the doctors was available in the hospital. As per the caller, he went to the doctors' quarter in their campus but no one response to him. Therefore, he had taken the patient to another hospital. Moreover, according to the complainant, the doctors of the	As per Verbal Discussion with I/C, Sontoli MPHC, All Doctors are present as per duty roster on that day.					Yes			
437	GC/55/1401202 1/2758	Nijanur Rahman	7896823008	7896823008	Kamrup (Metro)	Capital Zone	Common Complaint	Service of ASHA Worker	Capital Zone	ASHA Worker, Ranju Begum	ASHA Worker	14-Jan-2021	Complainant has complained against ASHA Worker, Ranju Begum of Satgaon Napara working at Khanapara SD under Capital Zone regarding her service.	Complainant has complained against ASHA Worker, Ranju Begum of Satgaon Napara working at Khanapara SD under Capital Zone regarding her service. The complainant has informed that his wife Mafija Talukdar who is 8months pregnant. However, as per the complainant, the said ASHA did not visited at their home during her pregnancy periods.					No				
438		Ratul Baishya	9954360428	9954360428	Kamrup (Rural)	Kamalpur BPHC	Common Complaint	Service and behaviour of dentist doctor	Kamalpur Model Hospital	Dentist Doctor of Kamalpur Model Hospital	Dentist Doctor	15-Jan-2021	Complainant has complained against dentist doctor Amit Sahu of Kamalpur Model Hospital under Kamalpur BPHC regarding his service as well as behaviour.	Complainant has complained against dentist doctor Amit Sahu of Kamalpur Model Hospital under Kamalpur BPHC regarding his service as well as behaviour. The complainant has informed that on 15th Jan'21 he went to the said hospital for treatment. However, the doctor misbehaved with him as well as refused to conduct the treatment of the other patients.	Warning issued to Dr. Amit Sahu by Dy. Superintendent not repeat such act.					Yes			

439		Nakul Narzary	9678523389	9678523389	Goalpara	Goalpara	Common Complaint	Unavailability of Anti rabies	Goalpara Civil Hospital	Dist drug Controller	Drug controller	15-Jan-2021	Complainant has complained against the Goalpara Civil Hospital regarding the unavailability of anti rabies vaccine	Complainant has complained against the Goalpara Civil Hospital regarding the unavailability of anti rabies vaccine. According to the complainant on 15/01/2021 at around 1pm he has taken the patient Biswajit Das to the said hospital for injecting anti rabies vaccine. However, stock of anti rabies vaccine was not available at the said hospital.	The matter has been inquired and found that on 15-01-2021 anti rabies vaccine was not available at CivilHospital,Goalpara . Now A small quantity has been supplied to Civil Hospital,Goalpara						Yes		
440		Arnu Ali	8486626166	8486626166	Barpeta	Barpeta	Common Complaint	Behaviour of registration counter Staff	FAAMCH	Registration counter Staff, Nabajyoti	Others	16-Jan-2021	Complainant has complained against Registration counter Staff Nabajyoti working at FAAMCH,Barpeta regarding his behaviour toward the beneficiary.The complainant has informed that on 05/01/21 the delivery patient Salma Jahan was admitted in the said medical college.However,doctor advise to conduct USG test.As per the complainant,when he asked for money receipt of USG test at the registration counter then the said staff misbehaved with him.	Complainant has complained against Registration counter Staff Nabajyoti working at FAAMCH,Barpeta regarding his behaviour toward the beneficiary.	FAAMCH authority has been informed that enquiry will be done soon.						Yes		
441		Monuwara Begum	7636039117	7636039117	Hailakandi	Algapur BPHC	Common Complaint	Facility of JSY cheque	Mohanpur VI SC	Hospital Authority of Mohanpur VI SC	JDHS	17-Jan-2021	Smt. Monuwara Begum of Monpurara has complained against Mohanpur VI SC under Algapur BPHC regarding non receipt of facility.	Repeated.Smt. Monuwara Begum of Monpurara has complained against the Hospital Authority of Mohanpur VI SC under Algapur BPHC regarding non receipt of facility. The complainant informed that on 14/04/20 her delivery was conducted at the said hospital. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Bank account was not activated in due time.JSY incentive submitted to the mother account in time but due to non activation of account.so,it was not credited.	Redressal Covered	31-Jan-2021			Yes	30-Jan-2021		
442		Dolu Nath	7896018739	7896018739	Golaghat	Golaghat	Common Complaint	Unavailability of Anti rabies vaccine	Kushal Konwar Civil Hospital, Golaghat	Dist Drug Controller	Dist Drug Controller	19-Jan-2021	Complainant has complained against K K Civil Hospital,Golaghat regarding the non receipt of anti rabies vaccine.	Complainant has complained against K K Civil Hospital,Golaghat regarding the non receipt of anti rabies vaccine. According to the complainant, on 19/01/2021 at around 11:30am he had visited the said hospital for taking anti rabies vaccine. However,the hospital authority informed him the stock of anti rabies vaccines were not available from last 3 months..	ARV not available since September 2020			Not responding	26-03-2021	Yes	24-03-2021		
443		Manjit Rabi Das	7896212056	7896212056	Golaghat	Missamora BPHC	Common Complaint	Behaviour of doctor	Dergaon CHC	Rupam Gogoi	Doctor	19-Jan-2021	Complainant has complained against the Dr Rupam Gogoi working at dergaon CHC under Missamora BPHC regarding his behaviour toward the patient	Complainant has complained against the Dr Rupam Gogoi working at dergaon CHC under Missamora BPHC regarding his behaviour toward the patient.The complainant has informed that on 19/01/2021 at around 11:00am he (Host reg no-002168580) went to the said hospital for treatment. However, the said doctor misbehaved with him.	As per MO and i/c CHC no such incident of misbehaving happened			Not responding	26-03-2021	Yes	24-03-2021		
444		Idrish ali Ahmed	9365208658	9365208658	Bongaigaon	Bongaigaon	Common Complaint	Unavailability of Anti rabies vaccine	Bongaigaon Civil Hospital	Dist Drug Controller	Dist Drug Controller	20-Jan-2021	Complainant has complained against Bongaigaon Civil Hospital regarding the non receipt of anti rabies vaccine.	Complainant has complained against Bongaigaon Civil Hospital regarding the non receipt of anti rabies vaccine. According to the complainant, on 20/01/2021 he had visited the said hospital for taking anti rabies vaccine. However,the hospital authority informed him the stock of anti rabies vaccines were not available .	Vaccines N/A					Yes			
445	GC/68/20012021/2759	Bulbul Kalindi	9954212229	9954212229	Udalguri	Udalguri	Common Complaint	Non receipt of benefit under tea garden scheme of Assam.	Karamur tea estate hospital	Hospital authority of Karamur tea estate hospital	Others	20-Jan-2021	Complainant, Bulbul Kalindi has complained against Karamur tea estate hospital of Ghagrapara under Udalguri BPHC regarding the non receipt of the benefit under tea garden scheme of Assam.	Complainant, Bulbul Kalindi has complained against Karamur tea estate hospital of Ghagrapara under Udalguri BPHC regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, the delivery of Smt. Kanaklata Kalindi of Nonke ghagra tea garden was done on 5/12/2020 at Udalguri Civil Hospital. She had done all her ANCs at the Karamura tea estate hospital. However, till date she has not received any of the installments under the above mentioned scheme.	The Jt.DHS, Udalguri, has instructed the SDM&HO of Udalguri Block PHC to make an enquiry for information & necessary action immediately			Not Reachable	29-Jan-2021	Yes	28-Jan-2021		
446		Rabin Ghatowar	9678373440	9678373440	Dibrugarh	Khawang BPHC	Common Complaint	Non receipt of benefit under tea garden scheme of Assam.	Bamunbari tea estate hospital and Tiloi sc	Hospital authority of Bamunbari tea estate hospital and tiloi sc	Others	21-Jan-2021	Complainant, has complained against Bamunbari tea estate hospital under Khawang BPHC regarding the non receipt of the benefit under tea garden scheme of Assam.	Complainant, has complained against Bamunbari tea estate hospital under Khawang BPHC regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, the delivery of Smt. Sanjana Ghatowar of Bamunbari tea estate was done on 22/12/2020 at AMCH. She had done all her ANCs at the Bamunbari tea estate hospital and tiloi sub centre. However, till date she has not received any of the installments under the above mentioned scheme.	Approved Enty has been made at all level i.e. Block, District, State			Not Responding	8-Feb-2021	Yes	8-Feb-2021		
447		Joya Chetiya	9365109718	9365109718	Golaghat	Golaghat	Common Complaint	Unavailability of Anti rabies vaccine	Kushal Konwar Civil Hospital, Golaghat	Dist Drug Controller	Dist Drug Controller	21-Jan-2021	Complainant has complained against K K Civil Hospital,Golaghat regarding the non receipt of anti rabies vaccine.	Complainant has complained against K K Civil Hospital,Golaghat regarding the non receipt of anti rabies vaccine. According to the complainant, on 21/01/2021 she had visited the said hospital for taking anti rabies vaccine. However,the hospital authority informed her that the stock of anti rabies vaccines were not available .	ARV not available since September 2020			Not responding	26-03-2021	Yes	24-03-2021		
448	GC/47/21012021/2760	Nomi Kurmi	9957939632	9957939632	Dibrugarh	Tengakhat BPHC	Common Complaint	Non receipt of benefit under tea garden scheme of Assam.	Tengakhat BPHC	Hospital authority of Tengakhat BPHC	Others	21-Jan-2021	Complainant, has complained against Tengakha BPHC regarding the non receipt of the benefit under tea garden scheme of Assam.	Complainant, has complained against Tengakha BPHC regarding the non receipt of the benefit under tea garden scheme of Assam. The complainant informed that, the delivery of Smt. Monita Gusai of Bitinbag tea estate was done on 26/06/2020 at Tengakhat BPHC. She had done all her ANCs (Mother id no 118008737972) at the said BPHC. However, till date she has not received any of the installments under the above mentioned scheme.	Her all installments were cleared on 17th Nov2020 from block.					Yes			

449		Sahida Begum	6002576473	6002576473	Hailakandi	Hailakandi	Common Complaint	Facility of JSY cheque	Hailakandi Civil Hospital	Hospital authority of Hailakandi Civil Hospital	Others	22-Jan-2021	Complainant has complained against the Hospital Authority of Hailakandi Civil Hospital regarding non receipt of facility.	Complainant has complained against the Hospital Authority of Hailakandi Civil Hospital regarding non receipt of facility. Complainant has informed that the delivery of Smt. Sahida Begum was done on 08/03/2020 at Hailakandi Civil Hospital. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	As per record verification , the JSY payment has been bank transfer through PFMS to the beneficiary.			Not Responding	31-Jan-2021			Yes	30-Jan-2021
450		Rubi Das	9854236574	9854236574	Dibrugarh	Dibrugarh	Common Complaint	Facility of JSY cheque	AMCH Hospital, Dibrugarh	Hospital authority of AMCH Hospital, Dibrugarh	Others	23-Jan-2021	Complainant, has complained against the Hospital Authority of AMCH Hospital, Dibrugarh regarding non receipt of facility	Complainant, has complained against the Hospital Authority of AMCH Hospital, Dibrugarh regarding non receipt of facility. Complainant has informed that the delivery of her of Moisa alohigaon village was done on 05/09/2020 at the said medical college. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	patient details not available						Yes		
451		Rewat Kakoti	7099542768	7099542768	Dhemaji	Gogamukh BPHC	Common Complaint	Unavailability of Anti rabies vaccine	Bordoloni MPHC	Hospital authority of Bordoloni MPHC	Dist Drug Controller	24-Jan-2021	Complainant has complained against Bordoloni MPHC under Gogamukh BPHC regarding the non receipt of anti rabies vaccine.	Complainant has complained against Bordoloni MPHC under Gogamukh BPHC regarding the non receipt of anti rabies vaccine. According to the complainant, on 23/01/2021 he had visited the said MPHC for taking anti rabies vaccine. However, the hospital authority informed her that the stock of anti rabies vaccines were not available. Moreover, the complainant informed that on 21/01/21 the complainant went for blood grouping test but the lab technician was not present for conducting the blood test.	Complainant was vaccinated at Dhemaji Civil Hospital and he is receiving the vaccine	Complainant was advised to visit center again and get the vaccination	Not responding	29-Jan-2021			Yes	28-Jan-2021	
452		Hemanta Bora	7638856088	7638856088	Majuli	Ahotguri PHC	Common Complaint	corruption of asha worker	Ahotguri PHC/Holar Subcentre	ASHA Worker Aiyaha Bora	JDHS	24-Jan-2021	Complainant has complained against ASHA Worker Aiyaha Bora of Khankho Sapori Saioni village working under Ahotguri PHC regarding her corruption	Complainant has complained against ASHA Worker Aiyaha Bora of Khankho Sapori Saioni village working under Ahotguri PHC regarding her corruption. The complainant informed that the delivery of Junti Bora was conducted on 18/11/18 at Ahotguri PHC. However, after her delivery they had submitted all the necessary documents for birth certificate to the said ASHA worker but till now she has not given the birth certificate as well as she has taken Rs 100/- from them for the issuance of birth certificate.	Ahatagur falls under the jurisdiction of kamalabari BPHC .Informed to kamalabari BPHC regarding the complain and ask to submit detailed report regarding the complain		Not Reachable	31-Jan-2021		Yes	30-Jan-2021		
453		SAiful islam	9085666992	9085666992	Barpeta	Nagaon BPHC	Common Complaint	Corruption of asha worker	Nagaon BPHC	Sahira Begum	ASHA Worker	25-Jan-2021	Complainant has complained against ASHA Worker Sahira Begum of Palhaji village working under Nagaon BPHC regarding her corruption.	Complainant has complained against ASHA Worker Sahira Begum of Palhaji village working under Nagaon BPHC regarding her corruption. The complainant informed that the delivery of Rufia Khondokar was conducted on 18/12/20. However, after her delivery they had submitted all the necessary documents for birth certificate to the said ASHA worker but till now she has not given the birth certificate as well as she has taken Rs 1200/- from them for the issuance of birth certificate.	According to ASHA (Sahera Begum) vill- Palhaji under Palhaji HWC she did not take any money for birth certificate of Rufia Khandakar's baby which was born on 18-12-20 at Chenga BPHC. Patient party also agreed that he did not given any money for the birth certificate of his child and patient party already has got thier birth certificate on 08-04-21					Yes			
454		Ahnaf Adil	8812055655	8812055655	Sonitpur	Tezpur	Common Complaint	Service of employee (Registration counter)	TMCH, Tezpur	Manalisha Saikia working at TMCH, Tezpur registration counter	Others	25-Jan-2021	Complainant has complained against Manalisha Saikia working at TMCH, Tezpur registration counter regarding her service.	Complainant has complained against Manalisha Saikia working at TMCH, Tezpur registration counter regarding her service. The complainant informed that on 25/01/2021 he had visited TMCH for the conduction of his RT- PCR test. However, Mrs Saikia had put all the wrong informations in the registration form. As per the caller, she put in the victim option as malaria. Patient type as Police and Occupation as EMT. He has requested Mrs Saikia for many times for doing the correction but she refused to do the same. Hence, he is frustrated and seeking help in this regard.	already replied.(Bank Account details not submitted by Smt. Hiru Deka for release JSY incentive Rs. 1400/- through PFMS)		Pending	26-03-2021		Yes	25-03-2021		
455		Pakijul Ahmed	8638887620	8638887620	Kamrup (Rural)	Guwahati	Common Complaint	Service of 108	Emergency- 108	Emergency- 108	JDHS	27-Jan-2021	Complainant Pakijul Ahmed has complained against emergency 108 ambulance service regarding negligence towards the beneficiary.	Complainant Pakijul Ahmed has complained against emergency 108 ambulance service regarding negligence towards the beneficiary. According to the complainant, on 27/01/2021 he had called up the 108 ambulance at around 9:20am , to visit the nearest hospital as the patient's leg was cut by the train. However, the 108 ambulance has come at around 10:55 am.	As per information received from GVK EMRI authority, on that day nearest Ambulance for the patient was busy in some other case. So another Ambulance from long distance was assigned to take the patient. So it took more time to reach to the patient.					YES			
456		Bhaskar Deka	6002433248	6002433248	Sonitpur	Tezpur	Common Complaint	Service of Registrar	Tezpur Medical College	Registrar of Tezpur Medical College	Registrar	27-Jan-2021	Complainant has complained against the registrar of Tezpur Medical College regarding his corruption.	Complainant has complained against the registrar of Tezpur Medical College regarding his corruption. The complainant informed that, on 12/12/2019 the delivery of Hiru Deka was done at the said Medical College. After delivery they have applied for the birth certificate of his baby. However, on 27/01/21 he went to said Medical College for birth certificate but the registrar demanded Rs 1000 for birth certificate or asked for an affidavit regarding issuance of the birth certificate.	already replied.(Bank Account details not submitted by Smt. Hiru Deka for release JSY incentive Rs. 1400/- through PFMS)		Pending	26-03-2021		Yes	25-03-2021		
457		Bhaskar Deka	6002433248	6002433248	Sonitpur	Tezpur	Common Complaint	Facility of JSY cheque	Tezpur Medical College	Hospital Authority of Tezpur Medical College	JDHS	27-Jan-2021	Complainant has complained regarding the non receipt of JSY scheme cheque of Rs 1400/-.	Repeated. Complainant has complained that the delivery of Smt. Hiru Deka (Hos reg no-3023119) of Chengna village was done on 12/12/2019 at Tezpur Medical College. Complainant has informed that, earlier he has registered the same complaint in 104 helpline, redressal has been provided to him. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Matter has been informed to the Hospital Authority of TMCH.		Not responding	26-03-2021		Yes	25-03-2021		
458		Mahendra Choudhury	6000524851	6000524851	Bongaigaon	Bongaigaon	Common Complaint	Unavailability of anti rabies vaccine	Bongaigaon Civil Hospital	Dist Drug Controller	Dist Drug Controller	27-Jan-2021	Complainant has complained against the Bongaigaon Civil Hospital regarding the unavailability of anti rabies vaccine.	Complainant has complained against the Bongaigaon Civil Hospital regarding the unavailability of anti rabies vaccine. According to the complainant on 27/01/2021 he has taken the patient Gayatri Choudhury to the said hospital for injecting the of anti rabies vaccine. However, stock of anti rabies vaccine was not available at the said hospital.	Vaccines N/A					Yes			

459	GC/47/2701202 1/2761	Smt. Suman Nanb	6901979213	6901979213	Dibrugarh	Naharani BPHC	Common Complaint	Non receipt of benefit under wage compensati on scheme of Assam	Naharani BPHC	Hospital authority of Naharani BPHC	Others	27-Jan-2021	Complainant,Smt. Suman Nanb of Umatarata Tea garden has complained against Naharani BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant.Smt.Suman Nanb of Umatarata Tea garden has complained against Naharani BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant now she is 7 and half months pregnant and she had done her ANC's at Naharani BPHC (ANC Reg no- 17120).However, till date she has not received any of the installments under the said scheme	Payment submitted from Block and waiting for payment processed by State						Yes		
460		Hibbur Laskar	9101415015	9101415015	Hailakandi	Hailakandi	Common Complaint	Service and behaviour of radiographe r	S.K.Roy Civil Hospital	Imran radiograp her of S.K.Roy Civil Hospital	Radiograp her	27-Jan-2021	Complainant has complained against Radiographer Imran of S.K.Roy Civil Hospital regarding his service and behaviour towards the patient.	Complainant has complained against Radiographer Imran of S.K.Roy Civil Hospital regarding his service and behaviour towards the patient. The complainant has informed that on 21/01/21 he has conducted his x-ray at the said hospital. As per the complainant, on 24-01-21 he went for collecting the x-ray report but the x-ray department was closed. Moreover, then he went to the X-ray room for collecting his report, but the said radiographer has refused to provide the report and misbehaved as well as violent with him.	The above mentioned staff has been given explanation call for this misbehavior with complainant. The concerned staff has been strictly instructed not to involve or any misconduct in coming days otherwise Hospital authority will intimate the matter to Higher authority for taking disciplinary action.			Not Responding	31-Jan-2021		Yes	30-Jan-2021	
461		Pabitra Arandhara	6001610360	6001610360	Sivasagar	Gelekey BPHC	Common Complaint	Non receipt of benefit under wage compensati on scheme of Assam	Ligiripukh uri SC	Hospital authority of Ligiripukh uri SC	Others	28-Jan-2021	Complainant has complained against Ligiripukhuri SC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Repeated.Complainant has complained against Ligiripukhuri SC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Smt. Pallabi Bhuyana Arandhara of Gelekey tea garden area was done on 1/04/2020 at Jaysagar Civil Hospital (hospital registration no-06/20). She had done all her ANC's at the Ligiripukhuri SC . However, till date she has not received any of the installments under the said scheme .	Smt.Pollabi Bhuyana Arandhara w/o Pabitra Arandhara have no beneficiary regarding this name in Ligiripukhuri SC.Pallabi Bhuyana Arandhara had not any ANC Checkup at Ligiripukhuri SC.			Not Reachable	8-Feb-2021		Yes	8-Feb-2021	
462		Jainath Rai	9401738328	9401738328	Karimganj	Dullavcher ra BPHC	Common Complaint	Non receipt of benefit under wage compensati on scheme of Assam	Silchar Medical College	Hospital authority of Silchar Medical College	JDHS	28-Jan-2021	Complainant has complained against Silchar Medical College regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Repeated.Complainant has complained against Silchar Medical College regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Arpana Rai was done on 12/5/2019 at the said medical college. However, till date she has not received money Rs 12,000/- under the said scheme.Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no redressal has been provided to him.	Matter has been enquired & found that this beneficiary was registered in Wage compensation portal & approved by the BPHC/District to State for further course of action . AS per Portal Report The Installment made BY State also.					Yes			
463		MD Nazrul Islam Choudhury	9613537471	9613537471	Karimganj	Karimganj	Common Complaint	Facility of JSY cheque	Karimganj Civil hospital	Hospital Authority of Karimganj civil hospit	Others	28-Jan-2021	Complainant has complained regarding the non receipt of JSY scheme cheque of Rs 1400/-.	Complainant has complained that the delivery of Lutfia Begum Choudhuri (Hos reg no-32002358) of Dlt Batariashi tilla Bazar was done on 07-12-17 at Karimganj civil hospital. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	As per record JSY Rural Payment1400/- Received on 30/01/2020					Yes			
464		Binoy Bhomik	6281930732	6281930732	Kamrup (Metro)	Guwahati	Common Complaint	Service as well as behaviour	GMCH Guwahati	Lab Technician of GMCH Guwahati	Lab technician	29-Jan-2021	Complainant has complained against Lab Technician of GMCH regarding his service as well as behaviour.	Complainant has complained against Lab Technician of GMCH regarding his service as well as behaviour. The complainant informed that on 26th jan'21 the emergency patient Suman Bhomik was admitted in the said hospital as he was suffering from liver problem. However as per the complainant on 27th he has conducted the blood sample then the lab technician who collect blood sample has misbehaved with him. Moreover on 28th jan'21 he had donate blood but till date he did not get the blood.					No				
465		Monuara Khatun	9859160521	9859160521	Barpeta	Barpeta Road BPHC	Common Complaint	Non receipt of payment	Barpeta Road FRU	Barpeta Road FRU	JDHS	29-Jan-2021	Complainant, Monuara Khatun has complained against Barpeta Road FRU under Barpeta Road BPHC regarding non receipt of payment.	Complainant, Monuara Khatun has complained against Barpeta Road FRU regarding non receipt of payment. According to the complainant, on 20/01/2018 her sterilization surgery (Hos reg -379/18) was done at the said FRU. However, till date she has not received the payments which she supposed to receive from the hospital.	This beneficiary account rejected by bank . We process to re-payment .					Yes			
466		Binay Bhaumik	6281930732	6281930732	Kamrup (Metro)	Guwahati	Common Complaint	Service of Atal Amrit Department	GMCH Guwahati	Department of Atal Amrit Abhayan of GMCH Guwahati	Others	29-Jan-2021	Complainant has complained against Department of Atal Amrit Abhayan and Hospital Authority of GMCH regarding their service	Complainant has complained against Department of Atal Amrit Abhayan of GMCH regarding their service. The complainant has informed that, on 26/01/21 patient Suman Bhaumik was admitted in the said hospital for liver problem. However, as per the complainant went to Atal Amrit Abhayan department for renewal of the card but the person of the department refused to renew as he was asking for voter id and the person does'nt have voter id.					No				
467		Porsuram Das	8876001829	8876001829	Tinsukia	Tinsukia	Common Complaint	Unavailabil ity of anti rabies vaccine	L.G.B. Civil Hospital, Tinsukia	Dist Drug Controller	Dist Drug Controller	31-Jan-2021	Complainant has complained against L.G.B. Civil Hospital,Tinsukia regarding the non receipt of anti rabies vaccine.	Complainant has complained against L.G.B. Civil Hospital,Tinsukia regarding the non receipt of anti rabies vaccine. According to the complainant, on 31/01/2021 at around 3pm he (Hos. reg. no-24088)had visited the said hospital for taking anti rabies vaccine. However,the hospital authority informed him that the stock of anti rabies vaccines were not available .	on 31st january -2021 Anti rabies vaccine was out of stock .		Caller is satisfied	26-03-2021		Yes	24-03-2021		
468		Rajib Sahu	8296483977	8296483977	Dibrugarh	Khawang BPHC	Common Complaint	Non receipt of benefit under wage compensati on scheme of Assam	Bamun Bari Tea & State Hospital	Bamun Bari Tea & State Hospital	Others	1-Feb-2021	Complainant has complained against Bamun Bari Tea & State Hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Repeated.Complainant has complained against Bamun Bari Tea & State Hospital regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Rima Sahu was done on 19/10/2019 at the said medical college. However, till date she has not received money Rs 12,000/- under the said scheme. Complainant has informed that, earlier he has registered the same complaint in 104 helpline, Redressal has been provided to him.However, till date she has not received the money.	Approved Enty has been made at all level i.e. Block, District, State				Yes				

469	GC/57/01022021/2762	Sanjay Harijon	9864363980	9864363980	Karimganj	R.K.Nagar BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Dullavcherra MPHCC	Dullavcherra MPHCC	Others	1-Feb-2021	Complainant has complained against Dullavcherra MPHCC under R.K.Nagar BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Dullavcherra MPHCC under R.K.Nagar BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Silpi Harijon was done on 23-03-20 at Katigora MCH SC under Jalalpur BPHC Cachar district. However, till date she has not received money Rs 12,000/- under the said scheme.	The delivery institution falls under Cachar District						Yes		
470		Raju Pradhani	9957373676	9957373676	South Salmara Mankachar	Gazarikandi BPHC	Common Complaint	Service of ASHA workers	Gazarikandi BPHC	ASHA workers, Jahanara Begum and Sephali Begum	ASHA worker	2-Feb-2021	Complainant has complained against the ASHA Worker Jahanara Begum and Sephali Begum of Bhimapara village under Gazarikandi BPHC regarding their service.	Complainant has complained against the ASHA Worker Jahanara Begum and Sephali Begum of Bhimapara village under Gazarikandi BPHC regarding their service. As per the caller, he has 9 months old babies (twin baby) at his home but none of the ASHA workers had visited his home to give polio drops. As per the caller, one of them has visited his neighbours home to give polio but not visited his home.	We have Communicated to two ASHA workers and they have made sure that from next onwards they will reach on time						Yes		
471		Asadul Zaman	9365232958	9365232958	Nagaon	Nagaon	Common Complaint	Service of Doctor	Mohkhuli Urban Health Centre	Duty Doctor of Mohkhuli Urban Health Centre	Others	2-Feb-2021	Complainant has complained against the duty doctor of Mohkhuli Urban Health Centre regarding his behaviour as well as service.	Complainant has complained against the duty doctor of Mohkhuli Urban Health Centre regarding his behaviour as well as service. As per the caller, on 1/02/2021 he had taken his wife, Ojifa Begum (Indoor Reg no-3700/19, delivery patient) to the said hospital. However, as per the caller, the duty doctor of the said hospital had misbehaved with them and did not provide any treatment to the patient. Hence, at last they needed to shift the patient to a private nursing home.	Verified, that day MO Present at Centre during OPD Hours		Caller is satisfied	9-Feb-2021		Yes	8-Feb-2021		
472	GC/44/02022021/2763	Jannatul Mejebin	7002187574	7002187574	Darrang	Kharupetia BPHC	Common Complaint	Service of ASHA worker and ANM	Bherberbi SC	ASHA worker, Smt. Moziron Nesa and ANM, Smt. Malati Pal	ASHA worker and ANM	2-Feb-2021	Complainant has complained against ASHA worker, Smt. Moziron Nesa and ANM, Smt. Malati Pal working at Bherberbi SC under Kharupetia BPHC regarding their service.	Complainant has complained against ASHA worker, Smt. Moziron Nesa and ANM, Smt. Malati Pal working at Bherberbi SC under Kharupetia BPHC regarding their service. As per the caller, none of the child under the said BPHC had received their Polio drops which is given by the Govt of Assam in the month of Jan21.	Communicated with SDM & HO & BPM of Kharupetia BPHC. They assured that they will inquire the matter as early as possible		Caller is satisfied	26-03-2021		Yes	25-Mar-2021		
473		Rasidul Islam	6001131101	6001131101	Barpeta	Barpeta	Common Complaint	Facility of JSY cheque	FAAMCH, Barpeta	FAAMCH, Barpeta	Others	3-Feb-2021	Complainant has complained regarding the non receipt of JSY scheme cheque of Rs 1400/-.	Complainant has complained that the delivery of Rulema Khatun (Hospital Reg no-146815) was done on 15/12/2020 at FAAMCH, Barpeta. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Online payment done to the beneficiary on 02-01-2021 as per guidelines.					Yes			
474		Jakir Ahmed	8473869354	8473869354	Kamrup (Metro)	Guwahati	Common Complaint	Facility of Atal Amrit Abhiyan scheme	Pratiksha Nursing Home	Pratiksha Nursing Home	JDHS	3-Feb-2021	Complainant has complained against Pratiksha Nursing Home, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme.	Complainant, Jakir Ahmed has complained against Pratiksha Nursing Home, Guwahati regarding the non receipt of facility under Atal Amrit Abhiyan scheme. According to the complainant, the new born baby of Najma Begum who was suffering from breathing difficulties was admitted in the said hospital under Atal Amrit scheme on 6/06/2020. However, as mentioned by the complainant, they needed to buy all the medicines at their own cost and no facility they have received under the said scheme which they supposed to get from the Govt.					No				
475	GC/54/03022021/2764	Mousumi Rabha	8133825051	8133825051	Kamrup (Rural)	Chhayagaon BPHC	Common Complaint	Service of ANM	Patgaon SC	ANM, Smt. Sutula Boro Rabha	Nurse	3-Feb-2021	Complainant has complained against the ANM, Smt. Sutula Boro Rabha working at Patgaon SC under Chhayagaon BPHC regarding her service.	Complainant has complained against the ANM, Smt. Sutula Boro Rabha working at Patgaon SC under Chhayagaon BPHC regarding her service. According to the caller, his wife, Smt. Mousumi Rabha's delivery was conducted on 5/11/2019. However, after passing few days of her delivery the said ANM had forcefully pushed Antara injection to Smt. Rabha. Therefore, as per the caller, her new born baby has not received enough milk from mother.	As informed from Chhayagaon BPHC, the complaint on Antara injection was discussed with ANM Sutula Boro of Patgaon SC. She informed that delivery of Mousumi Rabha was conducted at Marway Maternity Home, Guwahati and after 6 months of delivery, she was given only one dose of Antara injection.					Yes			
476		Rahimuddin Ahmed	7577870862	7577870862	Barpeta	Mandia BPHC	Common Complaint	Supply of drugs	Gobindapur SC	Dist drug Controller	Drug controller	4-Feb-2021	Complainant has complained against Gobindapur SC under Mandia BPHC regarding the unavailability of medicines	Complainant has complained against Gobindapur SC under Mandia BPHC regarding the unavailability of medicines. The complainant informed that on 03/02/2021 he has taken the patient Nazmina Khatun to the said Hospital for checkup. However, as per the complainant, none of the prescribed medicines including calcium and iron tablets were available at the said hospital from last one month.	Information given to the SDM&HO, Mandia BPHC for necessary action taken and submit the action taken report to the district authority.					Yes			
477		Utpal Rabha	8133825051	8133825051	Kamrup (Rural)	Chhayagaon BPHC	Common Complaint	Service of ANM	Patgaon SC	ANM	Nurse	4-Feb-2021	Complainant has complained against ANM of Patgaon SC under Chhayagaon BPHC regarding their service.	Complainant has complained against ANM of Patgaon SC under Chhayagaon BPHC regarding their service. The complainant informed that on 04/12/2020 the beneficiary Mousumi Rabha went to the said hospital for conducting Copper-T. However, as per the complainant, after taking the copper-T, the beneficiary has again become pregnant.	As per information received from Boko FRU, no such patient registered on 8 Feb 2021 at Boko FRU. Hence the allegation could not be proved.					Yes			
478		Dhananjay Barman	8138041308	8138041308	Barpeta	Barpeta	Common Complaint	Supply of drugs	FAAMCH, Barpeta	Dist drug Controller	Drug controller	5-Feb-2021	Complainant has complained against FAAMCH, Barpeta regarding the unavailability of medicines.	Complainant has complained against FAAMCH, Barpeta regarding the unavailability of medicines. The complainant informed that on 05/02/2021 at around 11.21am he has taken the patient Rinky Barman who is 8 months pregnant to the said medical college for checkup. However, as per the complainant, none of the prescribed medicines were available at the said hospital.	FAAMCH authority has been informed that in this regard prescription of the doctor is need for necessary investigation of the complainant.					Yes			

479		Ajab Laskar	9101384651	9101384651	Cachar	Silchar Medical College	Common Complaint	Service of Doctor	Silchar Medical College	Duty doctor of Silchar Medical College	Doctor	5-Feb-2021	Complainant has complained against Duty Doctor of orthopedic department of Silchar Medical College (hos reg no-2021/077/000/6997) regarding their service.	Complainant has complained against Duty Doctor of orthopedic department of Silchar Medical College (hos reg no-2021/077/000/6997) regarding their service. The complainant has informed that on 05/02/21, at around 4pm he went to the said hospital for treatment. However, as per the complainant, the doctor, without checking the BP has written his BP in the prescription.	Complainant has complained against Duty Doctor of orthopedic department of Silchar Medical College (hos reg no-2021/077/000/6997) regarding their service. The complainant has informed that on 05/02/21, at around 4pm he went to the said hospital for treatment. However, as per the complainant, the doctor, without checking the BP has written his BP in the prescription.			Not Responding	26-03-2021			Yes	24-03-2021
480	GC/40/05022021/2765	Rasidul Islam	9864418739	9864418739	Bongaigaon	Srijangram BPHC	Common Complaint	Corruptin of ASHA worker	Srijangram BPHC	ASHA worker, Rashida Khatun	ASHA Worker	5-Feb-2021	Complainant has complained against the ASHA worker, Rashida Khatun working under Srijangram BPHC regarding corruption.	worker, Rashida Khatun working under Srijangram BPHC regarding corruption. As per the caller, the said ASHA worker had taken RS 500/- from the beneficiary name Sahida Khatun for the issuance of birth certificate of her baby. However, till now birth certificate has not been issued to her. Moreover, the said ASHA worker has not accompanied the Miss Khatun during the time of her delivery. Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no redressal has been provided to him.	Complainant has complained about Asha Rashida Khatun is a blind man who is a beggar. The man is not found at the house so it was difficult to do ANC but Asha visited his home and gave him the ANC card. Complain no.2: The same complain was given by the man. But Asha and Asha Supervisor confirmed that the allegations against them are false and they carried their responsibilities effectively.					Yes			
481		Hibjul Rahman	7002473293	7002473293	Nagaon	Dagaon BPHC	Common Complaint	Facility of JSY cheque	Juria MPHIC	Hospital Authority of Juria MPHIC	Others	7-Feb-2021	Complainant has complained against Juria MPHIC under Dagaon BPHC regarding the non receipt of JSY scheme cheque.	Complainant has complained against Juria MPHIC under Dagaon BPHC regarding the non receipt of JSY scheme cheque. According to the complainant, the anc and delivery of Salma Ahmed was done on 09/04/2020 at the said MPHIC. However, the beneficiary has not received the ANC card. Moreover, till date she has not received the JSY scheme cheque of Rs 1400/-.					No				
482		Mahuduf Rahman	9706859709	9706859709	Sonitpur	Sonitpur	Common Complaint	Supply of drugs	Kanaklata Civil hospital	Dist drug Controller	Drug controller	7-Feb-2021	Complainant has complained against Kanaklata Civil Hospital, Sonitpur regarding the unavailability of drugs	Complainant has complained against Kanaklata Civil Hospital, Sonitpur regarding the unavailability of drugs. The complainant informed that on 05/02/2021 he has taken the patient Sahinur Rahman to the said hospital for treatment. However, as per the complainant, none of the ear drop medicine was not available at the said hospital.	Medicine was not available at that time as per DDSM, Sonitpur		Not responding	26-03-2021	Yes	25-03-2021			
483		Saiful Alom	6001493203	6001493203	Hojai	Lanka BPHC	Common Complaint	Facility of birth certificate	Kaki MPHIC	Registrar of Kaki MPHIC	Registrar	8-Feb-2021	Complainant has complained against the registrar of Kaki MPHIC under Lanka BPHC regarding non receipt of birth certificate	Complainant has complained against the registrar of Kaki MPHIC under Lanka BPHC regarding non receipt of birth certificate. The complainant informed that, on 20/07/2020 the delivery of Runa Ajmin was done at the said hospital. After delivery they have applied for the birth certificate of his baby. However, till date the birth certificate has not been issued to them.	Certificate is ready for handover but the beneficiary not came till now. The person is requested to collect the same from the Kaki MPHIC.			Yes					
484		Pranab jyoti Nath	7896265335	7896265335	Morigaon	Morigaon	Common Complaint	Service of Adarani van	Morigaon civil hospital	Hospital Authority of Morigaon Civil Hospital	Adarani Van	8-Feb-2021	Complainant has complained against the Adarani van of Morigaon civil hospital regarding their service	Complainant has complained against the Adarani van of Morigaon civil hospital regarding their service. The complainant informed that on 07/02/21, the delivery of his wife, Smt. Doli Debi was conducted at the said hospital. As per the complainant, on 06/05/20 she was given discharge from the hospital around 12.50pm. However, the Adarani van does not have fuel.	As per complaint Mrs. Doli Devi, the patient record was not available in our record book on 06/05/2020			Yes					
485		Manish upadhyay	9435439320	9435439320	Baksa	Tamulpur	Common Complaint	Service and corruption	Kumarikata SD	Hospital Authority of Kumarikata SD	Others	8-Feb-2021	Complainant has complained against the hospital authority of Kumarikata SD regarding their service and corruption	Complainant has complained against the hospital authority of Kumarikata SD regarding their service and corruption. The complainant has informed that on 8/02/21 at around 9am he went to the said hospital for conducting covid test. However, as per the complainant none of the staff is available in the covid center for conducting the test. Moreover other staff of the said hospital has demanded Rs100 for online covid test.	The complainant has not responded the phone call of us. He has already being tested Covid 19 test on 08-02-2021 and the result is negative. Thus the complaint is baseless.			Yes					
486		Anjana Deb Nath	7099645347	7099645347	Tinsukia	Tinsukia	Common Complaint	Facility of JSY cheque	Marghereta civil hospital	Hospital Authority of Marghereta Civil Hospital	Others	8-Feb-2021	Complainant has complained against Hospital Authority Marghereta Civil Hospital regarding the non receipt of JSY scheme cheque.	Complainant has complained against Hospital Authority Marghereta Civil Hospital regarding the non receipt of JSY scheme cheque. According to the complainant, the delivery of her was done on 14/12/2021 at the said hospital. Moreover, till date she has not received the JSY scheme cheque of Rs 1400/-.	Payment delayed in february month due to some technical issues regarding United Bank of India merger with Punjab National Bank. JSY payment will be re-initiated in this month (March 2021) against the said beneficiary.	Not responding	26-03-2021	Yes	24-03-2021				
487	GC/40/08022021/2766	Rasidul Islam	6026273167	6026273167	Bongaigaon	Srijangram BPHC	Common Complaint	Corruptin of ASHA worker	Srijangram BPHC	ASHA worker, Rashida Khatun	ASHA worker	8-Feb-2021	Complainant has complained against the ASHA worker, Rashida Khatun working under Srijangram BPHC regarding corruption.	Complainant has complained against the ASHA worker, Rashida Khatun working under Srijangram BPHC regarding corruption. The complainant has informed that delivery of Sahida Khatun was done on 12/12/2020 at the said BPHC. As per the caller, the said ASHA worker had taken RS 500/- from the patient for the issuance of birth certificate of her baby. However, till now birth certificate has not been issued to her.	Complain no. 1: The man who complained about Asha Rashida Khatun is a blind man who is a beggar. The man is not found at the house so it was difficult to do ANC but Asha visited his home and gave him the ANC card. Complain no.2: The same complain was given by the man. But Asha and Asha Supervisor confirmed that the allegations against them are false and they carried their responsibilities effectively.			Yes					
488	GC/40/08022021/2766	Utpal Rabha	8133825051	8133825051	Kamrup (Rural)	Boko BPHC	Common Complaint	Corruptin of doctor	Boko BPHC	Dr.Roma Bhagabati	Doctor	8-Feb-2021	Complainant has complained against Dr Roma Bhagabati working under Boko BPHC regarding her corruption	Complainant has complained against Dr Roma Bhagabati working under Boko BPHC regarding her corruption. The complainant has informed that on 08/02/21 the delivery patient Mousomi Rabha went to the said hospital for abortion. However as per the complainant, the said doctor has demanded Rs 2000 for abortion as well as treatment for them.	Complain no. 1: The man who complained about Asha Rashida Khatun is a blind man who is a beggar. The man is not found at the house so it was difficult to do ANC but Asha visited his home and gave him the ANC card. Complain no.2: The same complain was given by the man. But Asha and Asha Supervisor confirmed that the allegations against them are false and they carried their responsibilities effectively.			Yes					

489		Ranjit Kool	9678572532	9678572532	Hailakandi	Katichera BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Gharmura NPHC	Hospital authority of Gharmura NPHC	Others	9-Feb-2021	Complainant has complained against Gharmura NPHC under Katichera BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Gharmura NPHC under Katichera BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant, the delivery of Bina Kool (ANC - 118008984369) of Manipur Bagan was conducted on 20/10/2020 at the said NPHC . However, till date she has not received money Rs 12,000/- under the said scheme.	Instalment submitted by Block as on 03.11.2020						Yes		
490		Arun Karmakar	9957727469	9957727469	Sivasagar	Gelekey BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Santak MPHIC	Santak MPHIC	Others	10-Feb-2021	Complainant has complained against Santak MPHIC under Gelekey BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Santak MPHIC under Gelekey BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Smt.Sangeeta Karmakar of Santak tea garden area was done on 1/08/2020 at Jaysagar Civil Hospital. She had done all her ANC's at the Santak MPHIC(ANC Reg no.118008695957) . However, till date she has not received any of the installments under the said scheme .	Already paid on dated October 14th 2020 as following details. 1)Payment Entery No - 3577, 2) Payment Entery Reference No - TG/PAYMENT/Sivasagar/Galekey BPHC/2020-21-10-14/265, 3) Advice print date Oct. 14th 2020.						Yes		
491	GC/61/10022021/2768	Mahmud Ali	8848341273	8848341273	Morigaon	Bhurbandha BPHC	Common Complaint	Service of hospital authority	Garmari SD	Garmari SD	Others	10-Feb-2021	Complainant has complained against the hospital authority of Garmari SD under Bhurbandha BPHC regarding their service .	Complainant has complained against the hospital authority of Garmari SD under Bhurbandha BPHC regarding their service .The complainant has informed that on 10/02/2021 he had taken the patient, Sahil Ahmed (Hos. Reg no.- 1033) to the said hospital for treatment. As per the complainant Doctor prescribed five medicine. However, out of five they receive two medicines from the hospital and the medicines namely FRAMICETIN was already expired.	FRAMICETIN cream 1% was supplied to Gormari SD on 12.01.2021 from District Drug Store. As it is recently supplied medicine, not knowing short expired date , by mistake it is distributed to patient like normal medicine. Once it is come to know about the matter, the remained minimal tubes are discarded. The pharmacist also assured that in future he will not do such type of mistake again.					Yes			
492		Umar ali	9707300714	9707300714	Dhubri	South Salmara BPHC	Common Complaint	Service of doctor	Katlamari Bazar Char PHC	Doctor of Katlamari Bazar Char PHC	Others	11-Feb-2021	Complainant has complained against the doctor of Katlamari Bazar Char PHC under South Salmara BPHC regarding his service	Complainant has complained against the doctor of Katlamari Bazar Char PHC under South Salmara BPHC regarding his service. According to the complainant, on 11/02/2021 at around 10:00am he had visited to the said PHC for treatment. However, in the hospital the doctor is not available.	As informed by the block on 11.02.2021, the doctor attended his duty and attended 5 patients but to personal home emergency he had to leave from duty which was informed at the Block. So the person found him absent on that day at 10.00 am.					Yes			
493		Azimuddin Laskar	6000279248	6000279248	Hailakandi	Alagapur BPHC	Common Complaint	Service of doctor	Algapur BPHC	Doctor of Matijure SHC	Doctor	12-Feb-2021	Complainant has complained against the Doctor of Matijure SHC under Algapur BPHC regarding their service	Complainant has complained against the Doctor of Matijure SHC under Algapur BPHC regarding their service. The complainant has informed that on 12/02/2021, the patient Abida Begum Mazumdar had visited the said SHC at around 1:30pm for treatment. However, in the hospital the OPD is locked and doctor is not available .	The complainant came with his son at Matijuri SHC on 12/02/2021 at 2.00 PM. During that time OPD was closed. but he wanted medicine and he also tried to admit his son. But there was no IPD Ward for other patients except PW. The complainer satisfied with the service given by the Doctor . The Doctor also gave medicine to the patient and referred to S.K Barua Civil.					YES			
494		Parvesh Ali	7002589330	7002589330	Nalbari	Mukalmua BPHC	Common Complaint	Facility of JSY cheque	Mukalmua BPHC	Hospital Authority of Mukalmua BPHC	Others	12-Feb-2021	Complainant has complained against Mukalmua bphc regarding the non receipt of JSY scheme cheque	Complainant has complained against Mukalmua bphc regarding the non receipt of JSY scheme cheque. According to the complainant, the delivery of Pompi Yasmin was done on 26/11/2020 at the said BPHC. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Verified, that day MO Present at Centre during OPD Hours					Yes			
495		Abdul Nasor Ali	7002285869	7002285869	Kamrup (Metro)	Guwahati	Common Complaint	Non receipt of anti rabies vaccine	MMCH, Guwahati	Dist Drug Controller	Drug controller	13-Feb-2021	Complainant has complained against MMCH, Guwahati regarding the non receipt of anti rabies vaccine	Complainant has complained against MMCH, Guwahati regarding the non receipt of anti rabies vaccine. According to the complainant, on 13/02/2021 at around 12:00pm he had visited the said hospital for taking anti rabies vaccine. However, since 2 days the stock of anti rabies vaccines were not available in the said hospital.						No			
496		Abdul Wahab	8638159742	8638159742	Sonitpur	Bihaguri BPHC	Common Complaint	Service of doctor and Hospital authority	Panchmile NPHC	Doctor and Hospital Authority of Panchmile NPHC	Doctor and others	13-Feb-2021	Complainant has complained against the Hospital Authority and Doctor of Panchmile NPHC under Bihaguri BPHC regarding their service	Complainant has complained against the Hospital Authority and Doctor of Panchmile NPHC under Bihaguri BPHC regarding their service. The complainant has informed that the doctors of the said NPHC is very much irregular in time. However, the hospital is locked after 1pm and emergency cases as well as delivery cases are also not response properly at the said hospital.	The matter has been informed to the SDM&HO, Bihaguri to enquire the matter and take necessary action.		Not responding	26-03-2021		Yes	25-03-2021		
497		Prakash Prasad	9706416692	9706416692	Barpeta	Barpeta	Common Complaint	Service of emergency 108	Emergency - 108	Emergency - 108	108	15-Feb-2021	Complainant has complained against the emergency 108 service regarding their service	Complainant has complained against the emergency 108 service regarding their service. According to the complainant, patient Biplab Malik who was in serious condition. As per the complainant they called 108 ambulance for 6 times since morning at around 11:30 am-12.00 pm on 14/02/21 they are not responding.	Complaint has been sent to the District Co-ordinator of 108, Barpeta for submission of the details of the complaint and action taken.					Yes			
498		Debeshor Tati	9531354649	9531354649	Golaghat	Bokaghat BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Bihara Bagan hospital	Hospital authority of Bihara Bagan hospital	Others	16-Feb-2021	Complainant has complained against Bihara Bagan hospital under Bokaghat BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against the Hospital authority of Bihara Bagan hospital under Bokaghat BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant, the delivery of Lily Tati (ANC - 227755) of Bihara Mikirsang tea garden was conducted on 30/09/2019 at the JMCH .Her check up was done at Bihara Bagan hospital. However, till date she has not received money Rs 12,000/- under the said scheme.	USG star from 18th Feb/2021 and is going on fr all PW. No such advice given		Not responding	26-03-2021		Yes	24-03-2021		

499		Roni Burrah	6000758577	6000758577	Tinsukia	Hapjan BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Dighal Tarang Tea Estate hospital	Hospital authority of Dighal Tarang Tea State Hospital	JDHS	17-Feb-2021	Complainant, has complained against Dighal Tarang Tea State Hospital under Hapjan BPHC regarding the non receipt of the benefit under tea garden scheme of Assam.	Complainant, has complained against Dighal Tarang Tea State Hospital under tea garden scheme of Assam. The complainant informed that, the delivery of Sima Sukhran (mother id no-118007532284) of Dighal Tarrang Bagan village was done on 1/3/2020 at Tinsukia Civil Hospital. She had done all her ANC's at Dighal Tarang Tea Estate hospital. However, till date she has not received any of the installments under the above mentioned scheme.	The Beneficiary have not submitted WCS related documents till date at Hapjan Block PHC. Contacted over phone on dated 20th March 2021 with husband regarding the issue.	Caller is satisfied	26-03-2021			Yes	24-03-2021
500		Jyonti robi Das	6026230018	6026230018	Karimganj	Karimganj	Common Complaint	Service of emergency 108	Emergency- 108	Emergency - 108	108	18-Feb-2021	Complainant has complained against emergency 108 ambulance service regarding negligence towards the beneficiary.	Complainant has complained against emergency 108 ambulance service regarding negligence towards the beneficiary. According to the complainant, on 18/02/2021 at around 8:30 he has called up the 108 ambulance for three times for shifting the patient, Mrs. Nomi Rai who was going through labour(delivery case) of R.K.Nagar, village Bidya nagar ramnagar to the near by hospital. However, they did not give any response to the patient as well as 108 did not arrived.	GVK eMRI				Yes		
501		Raju Barla	9864719670	9864719670	Tinsukia	Kakopathar BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Dangori Tea garden hospital	Hospital authority of Dangori tea garden hospital	JDHS	18-Feb-2021	Complainant has complained against Dangori tea garden hospital under Kakopathar BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Dangori tea garden hospital under Kakopathar BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complaint the delivery of Sabina Barla of village 2no bazraon was conducted on 25/2/2019 at Dangori CHC, Morever, all her ANC's were conducted at Dangori tea garden hospital. However, till date she has not received money Rs 12,000/- under the said scheme.	The beneficiary unable to submit the necessary documents (ie bank Account details, residential certificate) WCS compensation. Now processed for payment.	Not responding	26-03-2021		Yes	24-03-2021	
502		Pumima Debnath	9101616212	9101616212	Hailakandi	Hailakandi	Common Complaint	Service of emergency 102	Emergency- 102	Emergency - 102	102	18-Feb-2021	Complainant has complained against Emergency 102 ambulance regarding their service.	Complainant has complained against Emergency 102 ambulance regarding their service. The complainant informed that on 18/2/21 patient Anisha Debnath who is a 3 months old baby was admitted at S.K.Roy Civil Hospital. Moreover, doctor referred the patient to Silchar Medical College. However, as per the complainant, she had called up 102 since 2pm to take the patient to the hospital. But, till 4:30pm ambulance did not arrived.	I suhel laskar district incharge of 108 emergency service has personally called the caller and after discussing the issue the caller confirmed that she didn't call 108 that day and the patient was not his relative, so she didn't know the matter clearly. I suhel laskar checked with my team also			Yes			
503	GC/57/18022021/2769	Jainath Rai	6366107932	6366107932	Karimganj	R.K.Nagar BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	R.K.Nagar BPHC	R.K.Nagar BPHC	JDHS	18-Feb-2021	Repeated Complainant has complained against R.K.Nagar BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Apama Rai (ANC Reg no-118005358219) was conducted on 12/5/2019 at the Silchar medical college. Moreover, her ANC was registered at the said BPHC. However, till date she has not received money Rs 12,000/- under the said scheme. Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no redressal has been provided to him.	Matter has been enquired & found that this beneficiary was registered in Wage compensation portal & approved by the BPHC/District to State for further course of action. AS per Portal Report The Installment made BY State also.			Yes			
504		Bhaben Nath	9707938625	9707938625	Sonitpur	Sonitpur	Common Complaint	Unavailability of anti rabies vaccine	Tezpur Medical College	Dist drug Controller	Drug controller	19-Feb-2021	Complainant has complained against the Tezpur Medical College Hospital regarding the unavailability of anti rabies vaccine	Complainant has complained against the Tezpur Medical College Hospital regarding the unavailability of anti rabies vaccine. According to the complainant on 19/02/2021 at around 9:30 am he went to the said hospital for injecting anti rabies vaccine. However, stock of anti rabies vaccine was not available at the said hospital.	Medicine was not available at that time as per DDSM, Sonitpur	Caller is satisfied	26-03-2021		Yes	25-03-2021	
505		Bhaben Nath	9707938625	9707938625	Sonitpur	Sonitpur	Common Complaint	Unavailability of anti rabies vaccine	Kanaklata Civil hospital	Dist Drug Controller	Drug controller	19-Feb-2021	Complainant has complained against the Kanaklata Civil Hospital, Tezpur regarding the unavailability of anti rabies vaccine.	Complainant has complained against the Kanaklata Civil Hospital, Tezpur regarding the unavailability of anti rabies vaccine. According to the complainant on 16/02/2021 at around 9:30 am he went to the said hospital for injecting anti rabies vaccine. However, stock of anti rabies vaccine was not available at the said hospital.	Medicine was not available at that time as per DDSM, Sonitpur	Caller is satisfied	26-03-2021		Yes	25-03-2021	
506		Ekramul Haq choudhury	8638484469	8638484469	Lakhimpur	Bihpuria BPHC	Common Complaint	Service of hospital authority	Laluk MPHc	Hospital authority of Laluk MPHc	Others	19-Feb-2021	Complainant has complained against the Hospital Authority of Laluk MPHc under Bihpuria BPHC regarding their service.	Complainant has complained against the Hospital Authority of Laluk MPHc under Bihpuria BPHC regarding their service. The complainant informed that on 18/01/2014 the twin babies were born in the said MPHc. As per the complainant, he has received the birth certificate of the babies, but when he went to school for their admission then the school authority informed that his along with their child names were incorrect in the birth certificate. Moreover, when he went to the said hospital for correction of their birth certificate then he was informed that one of his babies registration was not done.	when he came at Laluk model hospital for reissue twins baby's certificate one of the baby's record found properly in the birth and death register of the year 2014 and reissued one certificate but the another baby's record not found in the register so unable to reissue against the second baby. And advised him to claim again as per guideline for reissuing the second baby's certificate			Yes			
507		Zakir hussain	7896489214	7896489214	Nagaon	Dhing BPHC	Common Complaint	Service of ASHA	Kandhulimari SC	ASHA Worker Nirola	ASHA Worker	19-Feb-2021	Complainant has complained against ASHA worker, Smt. Nirola working under Kandhulimari SC under Dhing BPHC regarding her service.	Complainant has complained against ASHA worker, Smt. Nirola working under Kandhulimari SC under Dhing BPHC regarding her service. As per the complainant, asha has not taken the patient Sarufa Begum who is 4 months pregnant for her ANC. Moreover, asha worker is also irresponsible at her duty.				No			
508		Bishnu Jyoti Boniya	7002166765	7002166765	Jorhat	Jorhat	Common Complaint	Service of ultrasonography department	JMCH, Jorhat	Ultrasonography Department of JMCH, Jorhat	Others	20-Feb-2021	Complainant has complained against ultrasonography department of JMCH, Jorhat regarding their service.	Complainant has complained against ultrasound department of JMCH, Jorhat regarding their service. The complainant informed that on 20/02/21 he went to the said medical college for conducting emergency ultrasonography test. However, the ultrasonography department has given the date for ultrasonography on 2nd of march which is a very long time for emergency patient.	Matter communicated to the Principal and Chief Superintendent, JMCH for needful.	Not responding	26-03-2021		Yes	24-03-2021	

509		Ahir Rajut	9864858422	9864858422	Jorhat	Jorhat	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	JMCH, Jorhat	Hospital Authority of JMCH	JDHS	20-Feb-2021	Complainant has complained against JMCH, Jorhat regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against JMCH, Jorhat regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant, delivery of Dhunu Rajput of village sangsua bagan was done on 25/01/2020 at the said medical college. Moreover, all her anc's was done at the said medical college. However, till date she has not received money Rs 12,000/- under the said scheme.	All the installment of Dhunu Rajput was approved by both district and State.	Not responding	26-03-2021			Yes	24-03-2021
510		Rakibul Islam	8618332764	8618332764	Barpeta	Barpeta	Common Complaint	Service of emergency department, FAAMCH, Barpeta	FAAMCH, Barpeta	Emergency department FAAMCH, Barpeta	Others	20-Feb-2021	Complainant has complained against the Hospital Authority of FAAMCH, Barpeta regarding their service.	Complainant has complained against the Hospital Authority of FAAMCH, Barpeta regarding their service. The complainant informed that on 18/02/2021 patient Saman Ali was admitted at the said medical college (hos reg no-23892/21). According to the complainant at around 1:25 pm he went to the emergency registration counter for receipt of blood test. However, he was asked to come after 2pm and advised to visit the normal OPD registration counter.	As at FAAMCH normal OPD counter timing is 8.00 AM to 2.00 PM. That's why Casualty counter staff advised the patient relative to visit the normal OPD count for needful.				Yes		
511		Jitendra nath sarma	9365337231	9365337231	Darrang	Mangaldai	Common Complaint	Service of doctor	Mangaldai Civil Hospital	Dr A. Ahmed	Others	21-Feb-21	Complainant has complained against Dr. A Ahmed working at Mangaldai Civil Hospital regarding his service.	Complainant has complained against Dr. A Ahmed working at Mangaldai Civil Hospital regarding his service. As per the complainant, he went to Mangaldai Civil Hospital (Hos reg no-1482) for minor chest operation on 19th Feb'21. However Dr A. Ahmed refused to conduct his operation in civil hospital and asked to go in private hospital.	Communicated with Superintendent of Mangaldai Civil Hospital. He stated that he will inquire the matter	Caller is satisfied	26-03-2021		Yes	25-03-2021	
512		Anamika Gogoi	8473958735	8473958735	Charaideo	Sapekhaiti BPHC	Common Complaint	Unavailability of oxygen cylinder	Sapekhaiti BPHC	Hospital authority of Sapekhaiti BPHC	Others	21-Feb-21	Complainant has complained against Sapekhaiti BPHC regarding unavailability of oxygen facility.	Complainant has complained against Sapekhaiti BPHC regarding unavailability of oxygen facility. As per the caller, on 21st Feb'21 at around 7:30pm they have taken emergency patient, Antara Bora (14 years old) to the said hospital. However, in the hospital stock of oxygen cylinder was not available. Therefore, they required to move the patient from one hospital to other in search of oxygen supply.	Action taken report by SDM& HO, Sapekhaiti BPHC, Regarding complaint lodged by Anamika Gogoi. One patient named Antara Bora, female age 14 years come to Sapekhaiti BPHC on 21th February				Yes		
513		Rafiukul Ismal Akomd	7086290283	7086290283	Kamrup (Metro)	Guwahati	Common Complaint	Non receipt of facility under Snehasparsh scheme	GMCH, Guwahati	GMCH, Guwahati	JDHS	21-Feb-21	Complainant has complained regarding the non receipt of benefit under Snehasparsh Scheme.	Complainant has complained regarding the non receipt of benefit under Snehasparsh Scheme. As per the caller, his child, Mehdi Rabe Hassan Akond (6 years old) has been suffering from Cerebral Palsy (90%). Therefore, on 12/01/2021, he had visited registration camp which was organised by the Govt of Assam at GMCH, Guwahati. As per the caller, he had submitted all the relevant documents on the said day. However, till date the patient had not received the benefit of the scheme. They are originally from Mayer Char, Bhasinara, Dhubi district.				No			
514		Ramoni kumar Barman	9954721905	9954721905	Nalbari	Nalbari	Common Complaint	Service of Lab Technician	Swahid Mukunda Kakati Civil Hospital, Nalbari	Lab Technician of Swahid Mukunda Kakati Civil Hospital, Nalbari	Lab Technician	22-Feb-2021	Complainant has complained against Lab Technician of Swahid Mukunda Kakati Civil Hospital, Nalbari regarding their service.	Complainant has complained against Lab Technician of Swahid Mukunda Kakati Civil Hospital, Nalbari regarding their service. The complainant has informed that on 22/03/21 at around 9:15am he went to the hospital for sugar fasting test but none of the technician is available in the testing department.	Matter has been communicated with Supt.Civil Hospital for enquiry			Yes			
515	GC/38/23022021/2770	Sekh Amjad Hussein	9707739651	9707739651	Barpeta	Kalgachia BPHC	Common Complaint	Non receipt of ANC registration number	Garalipam SC	Garalipam SC	JDHS	23-Feb-2021	Complainant has complained against Garalipam SC under Kalgachia BPHC regarding non receipt of ANC registration number.	Complainant has complained against Garalipam SC under Kalgachia BPHC regarding non receipt of ANC registration number. According to the complainant, delivery of Masuma Khatun was done on 09/02/21 at Abhayapuri civil Hospital, Bongaigaon. She has done her all ANC's at the said SC. However, till date she has not received the ANC registration number.	The MCTS/RCH Regd No of Masuma Khatun, Aged 24 years. Her MCTS/RCH Registration No 118003686063 and SC Regd No 16/2020			Yes			
516	GC/38/23022021/2771	Sekh Amjad Hussein	9707739651	9707739651	Barpeta	Kalgachia BPHC	Common Complaint	Service of ASHA	Kalgachia BPHC	ASHA Worker Jahanara Khatun	JDHS	23-Feb-2021	Complainant has complained against ASHA Worker, Jahanara Khatun working under Kalgachia BPHC regarding her service.	Complainant has complained against ASHA Worker, Jahanara Khatun working under Kalgachia BPHC regarding her service. The complainant has informed that on 09/02/21 the delivery of Masuma Khatun was done at Abhayapuri civil Hospital, Bongaigaon. However, during the pregnancy period of the beneficiary the said ASHA worker has not visited her home. Moreover, during the time of her delivery, the aforementioned ASHA worker has not accompanied the patient to the hospital.	Masuma Khatun, the PW left her Bonghugi village to her father's house which is located at Abhayapuri under Bongaigaon Dist before nearly one month earlier of EDD. The said PW was accompanied 4 times for ANC Check up including two doses of TT vaccine at Garalipam SC. The family of Masuma Khatun did not inform ASHA at the time			Yes			
517	GC/62/23022021/2772	Dharma Nath	8876898516	8876898516	Nagaon	Buragohain BPHC	Common Complaint	Non receipt of payment	Buragohain BPHC	Buragohain BPHC	JDHS	23-Feb-2021	Complainant has complained regarding of non receipt of payment which he supposed to get from the Govt as he is Physical handicap.	Complainant has complained regarding of non receipt of payment which he supposed to get from the Govt as he is Physical handicap. The complainant informed that he (Physical handicap Reg no- 202) has not received the payment from the last 4 months.				No			
518	GC/67/23022021/2773	Debnath Tati	8099876532	8099876532	Tinsukia	Tinsukia	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	L.G.B. Civil Hospital, Tinsukia	Hospital Authority L.G.B. Civil Hospital, Tinsukia	JDHS	23-Feb-2021	Complainant has complained against L.G.B. Civil Hospital Tinsukia regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam as well as JSY scheme.	Complainant has complained against L.G.B. Civil Hospital Tinsukia regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam as well as JSY scheme. According to the complainant, delivery of Gayatri Ganju Tati of Devjan tea garden area under Hapjan BPHC was done on 07/12/20 at the said civil hospital. Moreover, all her anc's was done at the civil hospital. However, till date she has not received money Rs 12,000/- under the said scheme as well as JSY scheme cheque of Rs 1400/-.	Beneficiary submitted the Bank A/C regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam as well as JSY scheme. According to the complainant, delivery of Gayatri Ganju Tati of Devjan tea garden area under Hapjan BPHC was done on 22/1/2021 & for the wage compensation scheme she have to Submit the Bank A/C in Hapjan BPHC. Print Payment Advice no C01211467100 SI No 10	Switch off	26-03-2021	Yes	24-03-2021		

519	GC/51/23022021/2774	Kaushik Dev	8876089289	8876089289	Cachar	Kalinagar BPHC	Common Complaint	Unavailability of anti rabies vaccine	Kalinagar BPHC	Dist Drug Controller	Drug controller	23-Feb-2021	Complainant has complained against the Kalinagar BPHC regarding the unavailability of anti rabies vaccine.	Complainant has complained against the Kalinagar BPHC regarding the unavailability of anti rabies vaccine. According to the complainant on 23/02/21 at around 6pm he went to the said hospital for taking anti rabies vaccine. However, stock of anti rabies vaccine was not available at the said hospital. Moreover, no doctor was available in the emergency ward of the hospital.	Kalinagar BPHC is fall under Hailakndi District						Yes	24-03-2021
520		Abdul Karim	9954009265	9954009265	Barpeta	Barpeta	Common Complaint	Service of Hospital authority	FAAMCH, Barpeta	FAAMCH, Barpeta	Others	24-Feb-2021	Complainant has complained against the FAAMCH, Barpeta regarding their service.	Complainant has complained against the FAAMCH, Barpeta regarding their service. The complainant informed that on 22/02/21 the delivery of Jesmina Khatun was done at FAAMCH, Barpeta. However, as per the caller, their baby has been swapped at the hospital. The face of the baby is not matching with the baby which they have shown on the first day. Therefore, he has earnestly requested the Govt to investigate the matter and takes necessary action as early as possible.	FAAMCH authority has been informed that said complaint has been found not valid, knew from investigate with the party.						Yes	
521	GC/57/24022021/2775	Rima Mala	7635928806	7635928806	Karimganj	Patherkandi BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Bazaricherra SHC	Hospital Authority of Bazaricherra SHC	JDHS	24-Feb-2021	Complainant has complained against Bazaricherra SHC under Patherkandi BPHC regarding the non receipt of money under wage compensation scheme of Assam	Complainant has complained against Bazaricherra SHC under Patherkandi BPHC regarding the non receipt of money under wage compensation scheme of Assam. The complainant has informed that her (Hattikhira tea garden area) delivery was done on 22/05/2020 and as well as check up was done at the same SHC. However, as per the caller, she has received only Rs 10000 from under wage compensation scheme of Govt and she is yet to receive Rs 2000	The Wage Compensation part of Rs 10,600/- has been processed by the state. The JSY component of Rs 1400/- is being processed by Makunda Hospital which is under PPP					Yes		
522		Bhupen Gogoi	9854249882	9854249882	Jorhat	Jorhat	Common Complaint	Unavailability of anti rabies vaccine	Jorhat Medical College	Dist Drug Controller	Drug controller	25-Feb-2021	Complainant has complained against the hospital authority Jorhat Medical College (hos reg no-29238-21) regarding the unavailability of anti rabies vaccine.	Complainant has complained against the hospital authority Jorhat Medical College (hos reg no-29238-21) regarding the unavailability of anti rabies vaccine. According to the complainant on 22/02/2021 he went to the said hospital for 1st dose of anti rabies vaccine but it was not available, so he has to get vaccinated from a private pharmacy. Moreover, again on 25/02/21 at around 9:30 am he went to the said hospital for the 2nd dose of anti rabies vaccine. However, till date stock of anti rabies vaccine was not available at the said hospital.	Matter communicated to the Principal and Chief Superintendent, JMCH for needful.		Caller is satisfied	26-03-2021		Yes	24-03-2021	
523		Nipon Saikia	6001132062	6001132062	Lakhimpur	Dhalpur BPHC	Common Complaint	Facility of death certificate	Khalihamani Sub Centre	Registrar of Khalihamani SC	Registrar	25-Feb-2021	Complainant has complained against the registrar of Khalihamani SC under Dhalpur BPHC regarding their service.	Complainant has complained against the registrar of Khalihamani SC under Dhalpur BPHC regarding their service. The complainant has informed that, on 25/02/2021 at around 12 pm he went to the said hospital for issuance of a death certificate. However, the hospital authority of the said sc has not accepted the form as they dont have the seal.	No such complaint was made at Khalihamani SC according to ANMs as Death certificate is not issued at Sub centre level. Birth and death registration is done at PHC level only.					Yes		
524		Hira Ludhi	8811960406	8811960406	Sivasagar	Morabazar BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Amguri CHC	Hospital authority of Amguri CHC	JDHS	26-Feb-2021	Complainant has complained against Amguri CHC under Morabazar BPHC regarding the non receipt of money under wage compensation scheme of Assam.	Complainant has complained against Amguri CHC under Morabazar BPHC regarding the non receipt of money under wage compensation scheme of Assam. According to the complainant the delivery of Hira Ludhi of Borbang tea state village was done on 29/05/2019 at the Jorhat Medical College. Moreover, all her anti natal checkups were done at Amguri CHC. However, till date she has not received money Rs 12,000/- under the said scheme.	ALREADY UPLOADED BENEFICIARY DATA FROM BPHC TO DHS AND DHS TO SHS				Yes			
525		Jamal Ahmed Majumdar	9101299248	9101299248	Kamrup (Metro)	Guwahati	Common Complaint	Service of Ayushman Bharat card	Apollo Hospital, Guwahati	Hospital authority of Apollo Hospital, Guwahati	Others	26-Feb-2021	Complainant has complained against the Hospital Authority of Apollo Hospital, Guwahati regarding non-receipt of facility under Ayushman Bharat Card.	Complainant has complained against the Hospital Authority of Apollo Hospital, Guwahati regarding non-receipt of facility under Ayushman Bharat Card. The complainant informed that on 22/02/21 patient Faizuddin Laskar was admitted at the said hospital (hos reg no- AHLG00006932) for his treatment under Ayushman Bharat Card. Moreover, the patient was discharged from the said hospital on 26/02/2021. However, as per the complainant, the hospital authority has not provided him any facility under Ayushman Bharat card.					No			
526	GC/40/26022021/2777	Radhika Das	916002567068	916002567068	Bongaigaon	Bongaigaon	Common Complaint	Payment of JSY cheque as well as sterilization	Bongaigaon Civil Hospital	Hospital authority of Bongaigaon Civil Hospital	JDHS	26-Feb-2021	Complainant has complained against the Hospital authority of Bongaigaon Civil Hospital (Hos reg no- 332/21) regarding non receipt of facility.	Complainant has complained against the Hospital authority of Bongaigaon Civil Hospital (Hos reg no- 332/21) regarding non receipt of facility. The complainant informed that her sterilization was conducted at the said hospital. Moreover, her delivery was done on 4/02/2021 at the said hospital. However, till date she has not received the payment of sterilization as well as JSY scheme cheque of Rs 1400/-	Under process, and the party will get JSY payment after receiving fund from District.				Yes			
527	GC/67/26022021/2776	Gayatri Tati	8099876532	8099876532	Tinsukia	Tinsukia	Common Complaint	Facility of JSY cheque as well as non receipt of benefit under wage compensation scheme of Assam	L.G.B. Civil Hospital Tinsukia	Hospital authority of L.G.B. Civil Hospital Tinsukia	JDHS	26-Feb-2021	Repeated. Complainant has complained against L.G.B. Civil Hospital Tinsukia regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam as well as JSY scheme.	Repeated. Complainant has complained against L.G.B. Civil Hospital Tinsukia regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam as well as JSY scheme. According to the complainant, delivery of Gayatri Ganju Tati of Desjan tea garden area under Hapjan BPHC was done on 07/12/20 at the said civil hospital. Moreover, all her ANCs was done at the civil hospital. However, till date she has not received money Rs 12,000/- under the said scheme as well as JSY scheme cheque of Rs 1400/-.	Beneficiary submit the Bank A/C to Hapjan BPHC on 7/1/2021 & the JSY Money was transferred to her A/C on 22/1/2021 & for wage compensation scheme she has to Submit the Bank A/c in Hapjan BPHC. Print Payment Advice no C012114676100 SI No 10	Switch off	26-03-2021	Yes	24-03-2021			
528		Ashok Das	9101926105	9101926105	Sonitpur	Sonitpur	Common Complaint	Service of hospital authority	Kanaklata Civil hospital	Hospital Authority of Kanaklata Civil hospital	Others	27-Feb-21	Complainant has complained against Hospital Authority of Tezpur civil hospital regarding their service	Complainant has complained against Hospital Authority of Kanaklata Civil hospital regarding their service. The complainant, has informed that he took the patient Junu Das for operation on 26/02/21 at around 10:30 am to the said hospital. However Surgeon was not available at the civil hospital instead sent them to a private hospital.	The matter has been informed to the Superintendent, Kanaklata Civil Hospital to enquire the matter and take necessary action.	Caller is satisfied	26-03-2021	Yes	25-03-2021			

529		Tilak Ranjan Sharma	9954253905	9954253905	Nalbari	Nalbari	Common Complaint	Service of hospital authority	Swahid Mukunda Kakati Civil Hospital, Nalbari	Hospital Authority of Swahid Mukunda Kakati Civil Hospital	Others	27-Feb-21	Complainant has complained against Hospital Authority of Swahid Mukunda Kakati Civil Hospital regarding their service	Complainant has complained against Hospital Authority of Swahid Mukunda Kakati Civil Hospital regarding their service. The complainant, has informed that the patient was unconscious on road and took him to the said hospital at around 4:21pm on 27/2/2021. However the hospital authority refuse to admit the patient because the person was unknown to the complainant.	Matter has been communicated with Supt.Civil Hospital for enquiry						Yes		
530		Sinmoi Haloi	8787313389	8787313389	Biswanath	Gohpur BPHC	Common Complaint	Service of ASHA	Gohpur BPHC	ASHA Worker Laheshwari Baruah	JDHS	28-Feb-2021	Complainant has complained against ASHA Worker, Laheshwari Baruah working under Gohpur BPHC regarding her service. The complainant has informed that on 19/1/19 the delivery of Pompy Haloi was done at Gohpur BPHC. However, during the pregnancy period of the beneficiary the said ASHA worker has not visited her home. Moreover, she has given a wrong birth certificate to the beneficiary .	Matter has been resolved now.						Yes			
531		Partho Parim Dutta	8812021001	8812021001	Kamrup (Rural)	Azara Bphc	Common Complaint	Unavailability of anti rabies vaccine	Azara Phc	Dist drug Controller	Drug controller	28-Feb-2021	Complainant has complained against the Azara PHC under Azara BPHC regarding the unavailability of anti rabies vaccine.	Complainant has complained against the Azara PHC under Azara BPHC regarding the unavailability of anti rabies vaccine. According to the complainant on 25/02/2021 he went to the said to phc for injecting anti rabies vaccine. However, stock of anti rabies vaccine was not available at the said hospital.	Rabies vaccine was not available at that said time					Yes			
532		Khurshid Alom	8073335754	8073335754	Goalpara	Ranguli BPHC	Common Complaint	Service of duty doctor	Tiplai MPHIC	Dr. Jiaul Hoque	Doctor	28-Feb-2021	Complainant has complained against Duty Dr. Jiaul Hoque of Ranguli MPHIC under Ranguli BPHC regarding his service.	Complainant has complained against Duty Dr. Jiaul Hoque of Ranguli MPHIC under Ranguli BPHC regarding his service. According to the complainant on 8th Feb'21 at around 3:30pm he had admitted the emergency delivery patient, Sahara Khatun (Hos Reg no- 22319) at the said hospital. However, the on duty doctor, Dr. Jiarul Hoque could not able to save their baby. As per the caller, though patient's condition was critical Dr. Hoque had not referred the patient to other hospital also. Therefore, caller has requested the concerned authority to initiate action regarding the concerned patient.	As per the MO, Tiplai MPHIC, the patient Sahara Khatun came to Tiplai MPHIC at about 4:30 PM on 08/02/2021 with labour pain meconicem straid liquor with absens fetal heart sound and					Yes			
533		Sanjay Harijon	9864363980	9864363980	Karimganj	R.K.Nagar BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Dullavcherra MPHIC	Dullavcherra MPHIC	Others	1-Feb-2021	Complainant has complained against Dullavcherra MPHIC under R.K.Nagar BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Dullavcherra MPHIC under R.K.Nagar BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Silpi Harijon was done on 23-03-20 at Katigorah MCH SC under Jalalpur BPHC Cachar district. She has done her all ANC's at Dullavcherra MPHIC under R.K.Nagar BPHC . However, till date she has not received money Rs 12,000/- under the said scheme. Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no response.	The person belongs to Bashkarilla SC under RK Nagar. The concerned person went to her Father's Home under Cachar District after first registration and stayed there still delivery for which requisite documents were not available for uploading in wage compensation web portal. The process is again being verified for compliance as per guideline.					Yes			
534		Chandan Bora	9101309406	9101309406	Baksa	Nizkaurbaha BPHC	Common Complaint	Service of Asha worker and ANM	Goreswar MPHIC	Asha worker and ANM of Goreswar MPHIC	Asha worker and ANM	1-Mar-2021	Complainant has complained against ASHA Worker and ANM of Ragmahal Bora village working under Goreswar MPHIC under Nizkaurbaha BPHC regarding their service.	Complainant has complained against ASHA Worker and ANM of Ragmahal Bora village working under Goreswar MPHIC under Nizkaurbaha BPHC regarding their service. The complainant informed that deworming day was starting from 14th Feb'21 to 28th Feb'21. However the Asha worker and ANM of said area did not come for giving deworming tablets to the children of said village.	As per ANM and ASHA worker they have visited the village on the mentioned time period and distributed tablet properly.					Yes			
535		Bipon Das	8056913380	8056913380	Sivasagar	Demow BPHC	Common Complaint	Corruption of the Hospital authority	Demow BPHC	Demow BPHC	Others	1-Mar-2021	Complainant has complained against Hospital Authority of Demow BPHC regarding their Corruption.	Complainant has complained against Hospital Authority of Demow BPHC regarding their Corruption. The complainant informed that he has taken the patient Ritai Das for sterilization to the said hospital. However, the hospital authority have demanded Rs 5000/- from them for sterilization.	Sterilization is not done in Demow BPHC. So its seems to be a baseless allegation against Demow BPHC. Sterilization is done only in Demow Model Hospital under Demow BPHC.	Evenif the allegation seems to be baseless we have investigated the matter and found nothing substantial supporting the legation.				Yes			
536		Ekrumul Haque Choudhury	8638484469	8638484469	Lakhimpur	Bihpuria BPHC	Common Complaint	Service of hospital authority	Laluk MPHIC	Hospital authority of Laluk MPHIC	Others	1-Mar-2021	Complainant has complained against the Hospital authority of Laluk MPHIC under Bihpuria BPHC regarding their service.	Complainant has complained against the Hospital authority of Laluk MPHIC under Bihpuria BPHC regarding their service. The complainant informed that on 18/01/2014 twin babies were born at the said MPHIC. As per the complainant, he has received the birth certificate of the babies but when he went to school for their admission, the school authority informed that his along with his child names were incorrect in the birth certificate. So, he went to Laluk MPHIC again for correction of their baby's name in the birth certificate. As per the caller, he had already received the corrected birth certificate of one child.	when he came at Laluk model hospital for reissue twins baby's certificate one of the baby's record foun properly in the birth and death register of the year 2014 and reissued one certificate but the another baby's record not found in the register so unable to reissue against the second baby. And advised him to claim again as per guideline for reissuing the second baby's certificate					Yes			
537		Saddan Hussain	6000721651	6000721651	Barpeta	Barpeta	Common Complaint	Service of hospital authority	FAAMCH, Barpeta	FAAMCH, Barpeta	Others	02-Mar-21	Complainant has complained against the Hospital authority of FAAMCH, Barpeta regarding their service.	Complainant has complained against the Hospital authority of FAAMCH, Barpeta regarding their service. The complainant informed that on 27/02/21 the patient Monowara Khatun's (Hos.reg-2325) CT-Scan test was conducted at the said Medical College. However, as per the complainant, the technician informed him that they will provide the report on 01/03/2021 but till date she did not get the report for which she has not able to conduct her ear surgery.	FAAMCH authority has been informed that CT Scan Report delivered to the patient party. Delay due to some technical problem.					Yes			
538		Dilbahar Mizar	8638707370	8638707370	Kamrup (Metro)	Guwahati	Common Complaint	Non receipt of facility under Snehasparsh scheme	GMCH, Guwahati	GMCH, Guwahati	JDHS	3-Mar-2021	Complainant has complained regarding the non receipt of benefit under Snehasparsh Scheme.	Complainant has complained regarding the non receipt of benefit under Snehasparsh Scheme. As per the caller, his child, Rohit Mizar (10 years old) has been suffering from Cerebral Palsy (90%). Therefore, on 28/01/2021, he had visited registration camp which was organised by the Govt of Assam at GMCH, Guwahati. As per the caller, he had submitted all the relevant documents on the said day. However, till date the patient had not received the benefit of the scheme.						No			

539	GC/53/03032021/2779	Pankaj Kumar Sarma	9577217078	9577217078	Jorhat	Solmora BPHC	Common Complaint	Service of Doctor	Garumora MPHC	Doctors of Garumora MPHC	Doctor	3-Mar-2021	Complainant has complained against the Duty doctors of Garumora MPHC under Solmora BPHC regarding their service.	Complainant has complained against the Duty doctors of Garumora MPHC under Solmora BPHC regarding their service. The complainant informed that on 03/03/2021 at around 10am he went to the said hospital for treatment. However, in the hospital none of the doctors were available.	There is only 1 MO and Medical Officer and the ABPM went to BPHC to attend the Meeting on upcoming General Assembly. Pharmacist present at the MPHC.						Not Responding	26-03-2021			Yes	24-03-2021
540	GC/38/03032021/2778	Tilak Chandra Das	9707674686	9707674686	Barpeta	Barpeta road BPHC	Common Complaint	Unavailability of drugs	Barpeta road BPHC	Dist drug Controller	Drug controller	3-Mar-2021	Complainant has complained against Barpeta road BPHC regarding the unavailability of drugs.	Complainant has complained against Barpeta road BPHC regarding the unavailability of drugs. The complainant informed that on 02/03/2021 he had taken his 5 months baby Koustab Deeb Das to the said hospital for vaccination. However, the hospital staff has informed that the stock of PCV1 vaccines are not available in the hospital since one month.	The said vaccine is not supplied by Govt.									Yes		
541	GC/38/04032021/2783	Sidika das	8011047627	8011047627	Barpeta	Nagaon BPHC	Common Complaint	Service of ASHA Worker	Nagaon BPHC	Asha worker of Nagaon BPHC	ASHA Worker	4-Mar-2021	Complainant has complained against ASHA Worker who is working under Nagaon BPHC regarding her service.	Complainant has complained against ASHA Worker who is working under Nagaon BPHC regarding her service. The complainant has informed that she is pregnant and has conducted her abortion at the said BPHC. As per the complainant, after abortion she is not having her periods since 2 months and ASHA Worker has not taken her to the doctor.	ASHA name not mentioned and caller did not receive the phone call							Yes				
542	GC/47/04032021/2782	Sonali Mukhi Nand	7019750708	7019750708	Dibrugarh	Naharani BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Namrup MPHC	Namrup MPHC	Others	4-Mar-2021	Complainant has complained against Namrup MPHC under Naharani BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Complainant has complained against Namrup MPHC under Naharani BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant, her delivery of Namrup tea estate (Mother id no- 118008975726) was done on 16-08-20 at said MPHC. She has done her all ANC's at Namrup MPHC under Naharani BPHC. However, till date she has not received money Rs 12,000/- under the said scheme.	Smti. Sonali Mukhi from Namrup TE did not submit the passbook with other documents at the time of registration						Yes					
543		Azaharul Islam	6000725522	6000725522	Morigaon	Laharighat BPHC	Common Complaint	Service of doctors and nurse	Moirabari CHC	Duty doctors and nurse of Moirabari CHC	Doctor and Nurse	4-Mar-2021	Complainant has complained against Duty doctors and nurse of Moirabari CHC under Laharighat BPHC regarding their service.	Complainant has complained against Duty doctors and nurse of Moirabari CHC under Laharighat BPHC regarding their service. The complainant has informed that on 04/03/21 he has taken the patient Jusnara Begum to the said CHC for treatment. However, none of the doctors as well as nurse is available in the said hospital.	When the patient came hospital for treatment, Doctor and nurses busy in delivery room							Yes				
544		Raj Kamal Bhattacharjee	8822552388	8822552388	Karimganj	R.K.Nagar BPHC	Common Complaint	Service of Doctor	Bhairabnagar SC	Duty doctors of Bhairabnagar SC	Doctor	5-Mar-2021	Complainant has complained against Duty doctors of Bhairabnagar SC under R.K Nagar BPHC regarding their service.	Complainant has complained against Duty doctors of Bhairabnagar SC under R.K Nagar BPHC regarding their service. The complainant has informed on 5/03/21 at around 12pm he went along with the patient to the said hospital for treatment. However, none of the duty doctors is available in the hospital.	The CHO, Bhairabnagar HWC was called at R.K Nagar BPHC for Office work from 12:20PM							Yes				
545		Pooja Brama	9864750501	9864750501	Golaghat	Golaghat	Common Complaint	Facility of JSY cheque	Kushal Konwar Civil Hospital, Golaghat	Hospital Authority of Kushal Konwar Civil Hospital, Golaghat	JDHS	6-Mar-2021	Complainant has complained against Kushal Konwar Civil Hospital, Golaghat regarding the non receipt of JSY scheme cheque.	Complainant has complained against Kushal Konwar Civil Hospital, Golaghat regarding the non receipt of JSY scheme cheque. The complainant informed that on 14/01/21 her delivery was conducted at the said Hospital (Hos reg No-5292). However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Documents submitted and payment process done				Caller is satisfied	26-03-2021		Yes	24-03-2021			
546		Sankar Bhuyan	7002144900	7002144900	Kamrup (Metro)	Guwahati	Common Complaint	Facility of fogging	Malaria Deptt.	Malaria Deptt.	JDHS	6-Mar-2021	Mr. Sankar Bhuyan of Nehru stadium, Guwahati has informed regarding facility.	Mr. Sankar Bhuyan of Nehru stadium, Guwahati, has informed that the said area has been infested by mosquitoes. So, he has requested the Govt to kindly initiate some preventive measures like spraying of fogging or DDT.							No					
547		Md Sokman Mondal	8011747030	8011747030	Kokrajhar	Gossaigaon BPHC	Common Complaint	Facility of JSY cheque	Gossaigaon CHC	Hospital Authority of Gossaigaon CHC	JDHS	6-Mar-2021	Complainant has complained against hospital authority of Gossaigaon CHC under Gossaigaon BPHC regarding the non receipt of the benefit under JSY scheme.	Complainant has complaint against hospital authority of Gossaigaon CHC under Gossaigaon BPHC regarding the non receipt of the benefit under JSY scheme. According to the complainant the delivery of Marjina Begum was conducted on 21/09/2020 at Gossaigaon CHC. However, till date she has not received the JSY scheme cheque of Rs 1400/-.	Payment already cleared						Yes					
548	GC/56/06032021/2784	Jitendra Chouhan	9365141961	9365141961	Karbi Anglong	Donkamokam BPHC	Common Complaint	Corruption of asha worker	Donkamokam BPHC/CHC	Asha worker Babita Sahu	ASHA	6-Mar-2021	Complainant has complained against the ASHA Worker, Babita Sahu working under Donkamokam BPHC regarding her corruption.	Complainant has complained against the ASHA Worker, Babita Sahu working under Donkamokam BPHC regarding her corruption. The complainant informed that the delivery of Marmta Chouhan of Jampather village was done on 01/12/2020 at private hospital. However, after delivery the said ASHA worker had taken Rs 1000/- from them for the issuance of birth certificate. Moreover, yet she has not delivered the birth certificate to them.	After enquiring the matter and statement taken from the caller (Jiterda Chauhan), it has been found that an amount of 1000 rupees has been given by his sister-in-law to ASHA for purchasing of medicine at Lankehwari Nursing Home. And it has been found that the ASHA has not taken any amount for issuing of Birth Certificate.						Yes					

569	GC/65/1603202 1/2787	Bhasnath Dahal	6001969498	6001969498	Sonitpur	North Jamuguri BPHC	Common Complaint	Service of Pharmacist	Jamuguri SHC	Hospital authority of Jamuguri SHC	Pharamacist	16-Mar-21	Complainant has complained against Hospital authority of Jamuguri SHC under North Jamuguri BPHC regarding providing of expired drug	Complainant has complained against pharmacist of Jamuguri SHC under North Jamuguri BPHC regarding his service .The complainant has informed that on 16/03/21 at around 10 am he had taken the patient Suraj Adhikari to the said SHC for treatment. According to the complainant, he has brought the medicine that was prescribed by the doctor. However, when he checked the medicine he found out the the medicine expires on 03/21 (that is in this month itself) and the manufacturing was on 04/2019.	Complainant said that medicine was expired but it will expire on 31st March, 2021 as per DDSM, Sonitpur	Not responding	26-03-2021			Yes	25-03-2021
570		Arup Kumar Das	9864394013	9864394013	Barpeta	Barpeta	Common Complaint	Service of duty doctors	FAAMCH, Barpeta	Doctors (department of Ophthalmology), FAAMCH, Barpeta	Doctor	17-Mar-21	Complainant has complained against the doctors of department of Ophthalmology, FAAMCH, Barpeta regarding their service.	Complainant has complained against the doctors of department of Ophthalmology, FAAMCH, Barpeta regarding their service. According to the caller, on 17th March'21 at around 8:30am he had taken the patient, Tiken Das (78 years old) to the said hospital for eye treatment. However, till 9:30 am none of the duty doctors had reached the hospital.	Complainant has complained against the doctors of department of Ophthalmology, FAAMCH, Barpeta regarding their service. According to the caller, on 17th March'21 at around 8:30am he had taken the patient, Tiken Das (78 years old) to the said hospital for eye treatment. However, till 9:30 am none of the duty doctors had reached the hospital.				Yes		
571		Harej Ali	9101884403	9101884403	Bongaigaon	Bongaigaon BPHC	Common Complaint	Service and Corruption of ASHA worker and ANM	Bongaigaon PHC	ASHA worker, Malaika Mazumdar and ANM, Jita Chakrabarty	ASHA and ANM	17-Mar-21	Complainant has complained against the ASHA worker, Malaika Mazumdar as well as ANM, Jita Chakrabarty working at Bongaigaon Civil Hospital regarding corruption as well as service.	Complainant has complained against the ASHA worker, Malaika Mazumdar as well as ANM, Jita Chakrabarty working at Bongaigaon Civil Hospital regarding corruption as well as service. As per the caller, Miss Sajina Khatun's delivery was conducted on 19/09/2020 at the said civil hospital and after delivery they have applied for baby's birth certificate. However, till date they have not received the birth certificate. Moreover, the said ASHA worker and ANM has been demanding Rs 1000 from them for the issuance of birth certificate.	Certificate already Issued				Yes		
572		Pritam kundu	8721902679	8721902679	Sonitpur	Tezpur	Common Complaint	Non receipt of anti rabies vaccine	Kanaklata Civil hospital	Dist Drug Controller	Drug controller	17-Mar-21	Complainant has complained against Kanaklata Civil Hospital, Sonitpur regarding the unavailability of drugs.	Complainant has complained against Kanaklata Civil Hospital, Sonitpur regarding the unavailability of drugs. As per the caller, he had visited the said hospital for taking anti rabies vaccine on 17th March'21. However, in the said hospital stock of anti rabies vaccines were not available.	As stated by the DDSM, Sonitpur, Anti Rabies vaccines were not available at that time in the district, now it is available.				Yes		
573	GC/57/1803202 1/2790	Sanjay Harijon	9864363980	9864363980	Karimganj	R.K.Nagar BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Dullavcherra MPH	Dullavcherra MPH	JDHS	18-Mar-21	Complainant has complained against Dullavcherra MPH under R.K.Nagar BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam.	Repeated. Complainant has complained against Dullavcherra MPH under R.K.Nagar BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Silpi Harijon was done on 23-03-20 at Katigrah MCH SC under Jalaipur BPHC Cachar district. She has done her all ANC's at Dullavcherra MPH under R.K.Nagar BPHC . However, till date she has not received money Rs 12,000/- under the said scheme.Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no	The person belongs to Bashkarilla SC under RK Nagar. The concerned person went to her Father's Home under Cachar District after first registration and stayed there still delivery for which requisite documents were not available for uploading in wage compensation web portal. The process is again being verified for compliance as per guideline.				Yes		
574	GC/38/1703202 1/2788	Mehbob Ali Azad	7896909640	7896909640	Barpeta	Nagaon BPHC	Common Complaint	Service of ANM	Suha Baradi SC	Bijuli Ojah	ANM	18-Mar-21	Complainant has complained against ANM Bijuli Ojah of Suha Baradi SC under Nagaon BPHC regarding their negligence towards the patient.	Complainant has complained against ANM Bijuli Ojah of Suha Baradi SC under Nagaon BPHC regarding their negligence towards the patient. The complainant has informed that the patient Halida Sarkar delivery was done on 25/5/2020 at private nursing home and baby first vaccine was given at said Suha Baradi SC. According to the complainant the last vaccine was not give to the baby.However the ANM Bijuli is refused to give the second vaccine to the baby.	According to ANM,Bijuli Ojah, under Suhabaradi HWC the baby of Halida Sarkar was vaccinated MR 1st dose, JE 1st dose & Vit. A 1st dose at Omura session on 17-03-2021 .				Yes		
575		Sarbojit Dushad	8724016342	8724016342	Hailakandi	Lala BPHC	Common Complaint	Non receipt of benefit under wage compensation scheme of Assam	Lala BPHC	Hospital authority of Lala BPHC	JDHS	18-Mar-21	Complainant has complained against Lala BPHC village Ainakhai tea garden area regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam	Complainant has complained against Lala BPHC village Ainakhai tea garden area regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Lakhimoni Dusadh was done on 12/5/2019 at the Silchar medical college and check up done at Lala BPHC and Mother id- 823802311800057. However, she got the 1 st installment but rest of the money has received till now	All instalments as per guideline, already processed by the block/ District & as well as by the State.				Yes		
576	GC/44/1803202 1/2791	Rupam Dey	8638346189	8638346189	Darrang	kharupetia bphc	Common Complaint	Service of ASHA	Kharupetia BPHC	ASHA Worker Bijaya	ASHA Worker	18-Mar-21	Complainant has complained against ASHA Worker Bijaya who is working under Kharupetia BPHC of Kharupetia ward no-2 regarding her service.	Complainant has complained against ASHA Worker Bijaya who is working under Kharupetia BPHC of Kharupetia ward no-2 regarding her service. The complainant has informed that the delivery of Mousumi Choudhury was done on 26/2/2020 at Mangaldai Civil hospital However, till date the said ASHA worker has not visited her for once after her delivery and during pregnancy period. Moreover, iron tablet has not provided to them during pregnancy period.	Communicated with SDM & HO & BPM of Kharupetia BPHC. They assured that They will inquire the matter as early as possible				Yes		
577	GC/57/1803202 1/2789	Abul Hussain	9066247465	9066247465	Karimganj	R.K.Nagar BPHC	Common Complaint	Service of ASHA	R.K.Nagar BPHC	ASHA Worker Arati Dhar	ASHA Worker	18-Mar-21	Complainant has complained against ASHA Worker Arati Dhar of Tarpin Choura village who is working under R.K.Nagar BPHC regarding her service	Complainant has complained against ASHA Worker Arati Dhar of Tarpin Choura village who is working under R.K.Nagar BPHC regarding her service. The complainant has informed that his wife Noorjahan Begum is now 6 months pregnant. However, till date the said ASHA worker has not taken her to Govt hospital for ANC and registration. Moreover, the said ASHA never provides adequate information to the beneficiary	11800023807 16.12.20 ANC Registered. TT Firsrt dose Taken on 16.12.20. 2nd dose TT & Checkup ANC on 20.01.21. Weight & BP , HB% on Registration & 1st ANC Checked at Session site on 16.12.20 & ASHA Arati Bhor accompanied her as per record of SC. BPHC Registrar				Yes		
578		Zakir Hussain	8471924489	8471924489	Lakhimpur	Bihpuria BPHC	Common Complaint	Facility of JSY cheque	Bihpuria BPHC	Hospital authority of Bihpuria BPHC	JDHS	19-Mar-21	Complainant has complained against Bihpuria BPHC regarding the non receipt of JSY scheme cheque.	Complainant has complained against Bihpuria BPHC regarding the non receipt of JSY scheme cheque. The complainant informed that the delivery of Razia Begum of Ahmedpur village was conducted on 06/12/20 at the said Hospital.However, till date she has not received the JSY scheme cheque of Rs 1400/-	Payment already done.PFMS Txn ID CO32180047197				Yes		

579		Bedobrata Saikia	7002495707	7002495707	Dhemaji	Dhemaji	Common Complaint	Service of duty doctors	Dhemaji civil hospital	Duty doctors of Dhemaji civil hospital	Doctor	19-Mar-21	Complainant has complained against duty Doctors of Dhemaji civil hospital regarding their service.	Complainant has complained against duty Doctors of Dhemaji civil hospital regarding their service. The complainant informed that on 19-03-21 at around 2pm he went to the said hospital for his high blood pressure and high sugar treatment. However, according to the caller, the duty doctor did not respond to him properly in the said hospital.	The caller said after waiting for comparative concern authority came at 10.30 AM then got their treatment.	The caller said after waiting for comparative concern authority came at 10.30 AM then got their treatment.					Yes		
580		Putukon Bora	6002655970	6002655970	Kamrup (Metro)	Guwahati	Common Complaint	Non receipt of facility under Snehasparsh scheme	GMCH, Guwahati	GMCH, Guwahati	JDHS	20-Mar-21	Complainant has complained regarding the non receipt of benefit under Snehasparsh Scheme.	Complainant has complained regarding the non receipt of benefit under Snehasparsh Scheme. As per the caller, his child, Bitupon Bora (9 years old) has been suffering from Cerebral Palsy (90%). Therefore, on 12/01/2021, he had visited registration camp which was organised by the Govt of Assam at GMCH, Guwahati. As per the caller, he had submitted all the relevant documents on the said day. However, till date the patient had not received the benefit of the scheme. They are originally from Adhahotro and Guhahotro village Katalata, Dhemajidistrict.							No		
581		Pritam kundu	8721902679	8721902679	Sonitpur	Tezpur	Common Complaint	Non receipt of anti rabies vaccine	Kanaklata Civil hospital	Dist Drug Controller	Drug controller	20-Mar-21	Complainant has complained against Kanaklata Civil Hospital, Sonitpur regarding the unavailability of drugs.	Repeated. Complainant has complained against Kanaklata Civil Hospital, Sonitpur regarding the unavailability of drugs. As per the caller, he had visited the said hospital for taking anti rabies vaccine on 17th March'21. However, in the said hospital stock of anti rabies vaccines were not available since 2months. Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no redressal has been provided to him.	As stated by the DDSM, Sonitpur, Anti Rabies vaccines were not available at that time in the district, now it is available.					Yes			
582		Pankaj Dutta	8753988215	8753988215	Kamrup (Metro)	Guwahati	Common Complaint	Service of staff of Atal Amrit Department	GMCH Guwahati	Staff of Atal Amrit Department, GMCH	Others	20-Mar-21	Complainant has complained against Staff of Atal Amrit Department, GMCH regarding their service.	Complainant has complained against Staff of Atal Amrit Department, GMCH regarding their service. The complainant has informed that on 20/03/21 at around 4:05pm he went to the department for availing the Atal Amrit card for conducting the emergency surgery of Mohini Bora. However, the on duty staff is not available in the said department.							No		
583		Jitendra Chouhan	9365141961	9365141961	Karbi Anglong	Donkamokam BPHC	Common Complaint	Corruption of asha worker	Donkamokam BPHC/CHC	Asha worker Babita Sahu	ASHA	21-Mar-2021	Complainant has complained against the ASHA Worker, Babitu Sahu working under Donkamokam BPHC regarding her corruption.	Complainant has complained against the ASHA worker, Babita Sahu working under Donkamokam BPHC regarding her corruption. The complainant informed that the delivery of Manta Chouhan of Jampather village was done on 01/12/2020 at private hospital. As per the caller, after delivery the said ASHA worker had taken Rs 1600- from them for the issuance of birth certificate. However, yet she has not delivered the birth certificate to them. Moreover, the people of the said village want to remove the asha worker as the said asha worker is a corrupt.	After enquiring the matter and statement taken from the caller (Jiterda Chauhan), it has been found that an amount of 1000 rupees has been given by his sister-in-law to ASHA for purchasing of medicine at Lankeshwari Nursing Home. And it has been found that the ASHA has not taken any amount for issuing of Birth Certificate.					Yes			
584	GC/46/21032021/2792	Bapi Dutta	9101158568	9101158568	Dhubri	Golakganj BPHC	Common Complaint	Unavailability of anti rabies vaccine	Golakganj BPHC	Dist drug Controller	Drug controller	21-Mar-2021	Complainant has complained against the Golakganj BPHC regarding the unavailability of anti rabies vaccine.	Complainant has complained against the Golakganj BPHC regarding the unavailability of anti rabies vaccine. According to the complainant on 21/03/2021 he has taken the patient Sagar Dutta of south tokrasora village to the said BPHC for injecting anti rabies vaccine. However, stock of anti rabies vaccine was not available at the said hospital.	Stock nil on dated 30-12-2020 and new stock received on 09-04-2021, anti rabies vaccine was not available					Yes			
585	GC/46/22032021/2793	Nikhil Ranjan Pal	9678137673	9678137673	Dhubri	Dharmasala BPHC	Common Complaint	Non receipt of anti rabies vaccine	Dharmasala PHC	Dist drug Controller	Drug controller	22-Mar-21	Complainant has complained against Dharmasala PHC regarding the non receipt of anti rabies vaccine	Complainant has complained against Dharmasala PHC regarding the non receipt of anti rabies vaccine. According to the complainant, on 22/03/2021 he had taken the patient Jyoti rani Pal to the said hospital for taking anti rabies vaccine. However, in the said PHC stock of anti rabies vaccines were not available.	The supply of anti rabies vaccine is not available since November/2020 till date as a result the Stock position is nil since November/2020					Yes			
586	GC/65/23032021/2794	Kasum Ali	8129617783	8129617783	Sonitpur	Behali BPHC	Common Complaint	Service of ASHA	ASHA Worker	ASHA Worker Hasinara Begum	ASHA Worker	23-Mar-2021	Complainant has complained against ASHA Worker Hasanara Begum working under Behali BPHC regarding her service.	Repeated. Complainant has complained against ASHA Worker Hasanara Begum working under Behali BPHC regarding her service. The complainant informed that his wife's delivery was conducted at home on 07/10/2015. However, after her delivery they have given the documents to the said ASHA Worker but till now they did not received the birth certificate. Complainant has informed that, earlier he has registered the same complaint in 104 helpline but till date no redressal has been provided to him.	Not relevant, belongs to Biswanath District					Yes			
587		Parag Das	9678827770	9678827770	Sonitpur	Tezpur	Common Complaint	Unavailability of drugs	TMCH, Tezpur	Dist drug Controller	Drug controller	24-Mar-2021	Complainant has complained against Hospital Authority of TMCH, Tezpur regarding Unavailability of Drugs.	Complainant has complained against Hospital Authority of TMCH, Tezpur regarding Unavailability of Drugs. The complainant has informed that on 24/03/21 he (Hos reg no-406921) went to the said Medical college for his treatment. As per the complainant, the doctor has prescribed 7 numbers of medicines. However, only 3 numbers of the medicine are available in the hospital.	The matter has been informed to TMCH for necessary action.					Yes			
588		Syed Hshah	8876959409	8876959409	Kamrup (Metro)	Guwahati	Common Complaint	Facility of fogging	Malaria Deptt.	Malaria Deptt.	JDHS	25-Mar-2021	Mr. Syed Hshah of Lakhtokia SS Road near Gold Digital Cinema hall, Guwahati has informed regarding the facility.	Mr. Syed Hshah of Lakhtokia SS Road near Gold Digital Cinema hall, Guwahati has informed that the said area has been infested by mosquitoes. So, he has requested the Govt to kindly initiate some preventive measures like spraying of DDT and fogging in the said area as early as possible.						No			

589		Rahul Amin	8812024571	8812024571	Lakhimpur	Lakhimpur	Common Complaint	Service of doctors	Lakhimpur Civil hospital	Doctors of Lakhimpur Civil Hospital	Doctors	26-Mar-21	Complainant has complained against the doctors of Lakhimpur Civil Hospital regarding their negligence towards the patient.	Complainant has complained against the doctors of Lakhimpur Civil Hospital regarding their negligence towards the patient. According to the complainant, on 26/03/2021 at around 2am patient Rahan Amin who is a 3 years old child was admitted at the said hospital. However, neither of the doctors had visited the patient for checkup nor was provided with any medicines to the patient from the hospital. Moreover, instead he has to buy the medicine from a private store.	Patient Rahan Ali admitted at LMCH on 26.03.2021 at 2.45 am and diagnosed as a Cough Cold. As per record Casualty Doctor was attended the case and give medication on time as per BHT. Patients get LAMA on same day						Yes		
590	GC/51/2603202/1/2795	Zakir Hussain Mazumder	9706998989	919706998989	Hailakandi	Lala BPHC	Common Complaint	Service of Pharmacist	Lala BPHC	Hospital authority of Lala BPHC	Others	26-Mar-21	Complainant has complained against hospital authority of Lala BPHC regarding their service.	Complainant has complained against Hospital Pharmacy of Lala BPHC regarding their service. The complainant informed that on 26/03/2021 at around 12:50 pm he had taken the patient Tasmina Akhter to the said BPHC for treatment. However, the prescribed medicine was not given to the patient from the pharmacy of the said hospital though it was available at the pharmacy of the said BPHC.	As per OPD record, the patient Tasmina Akhter attended with fever at Lala Che/Bphc on 15/3/21 & received all medicines as per prescription . She has again re-visited with same prescription on 26/3/21 (AS Repeat Patient) and was provided with repeat medications.						Yes		
591		Manash Mahanta	7044087239	7044087239	Cachar	Silchar	Common Complaint	Service	Silchar Medical College	Hospital Authority of Silchar Medical College	Others	27-Mar-21	Complainant has complained against the Hospital Authority of Silchar Medical College regarding their service	Complainant has complained against the Hospital Authority of Silchar Medical College regarding their service.The complainant has informed that on 27th March at around 11:45am he went to the said medical college for taking covid vaccine as he has a election duty.However,as per the complainant due to 4th Saturday the vaccine department is closed.	Vaccination session was colosed on that day i.e. 27-03-2021 . The person took the vaccine on the nex day.					Yes			
592		Dip Ranjan Chetia	7002562104	7002562104	Dibrugarh	Khawang BPHC	Common Complaint	Non receipt of anti rabies vaccine	Moran SD	Dist drug Controller	Drug controller	27-Mar-21	Complainant has complained against Moran SD under Khawang BPHC regarding the unavailability of drugs.	Complainant has complained against Moran SD under Khawang BPHC regarding the unavailability of drugs. As per the caller, the patient Bablu Karmakar of Mlorpur moranhat village had visited the said SD for taking anti rabies vaccine on 27th March'21. However, in the said SD stock of anti rabies vaccines were not available since 1weeks.	As per telephonic communication with DDSM, Dibrugarh in the month of March, 2021, we have been instructed to collect 50 nos. of anti rabies vaccines from Khawang BPHC and accordingly we have collected the same on 3.4.2021 and the last dose of the vaccine we provided on 8.4.2021. Again we communicate with Block Pharmacist last week but they informed					Yes			
593	GC/51/2703202/1/2796	Panna Pal	9435809748	9435809748	Hailakandi	Katicherra BPHC	Common Complaint	Non receipt of benefit under wage compensati on scheme of Assam	Lalpani SC	Hospital authority of Lalpani SC	JDHS	27-Mar-21	Complainant has complained against the Hospital Authority of Lalpani SC under Katicherra BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam	Complainant has complained against the Hospital Authority of Lalpani SC under Katicherra BPHC regarding the non receipt of money under wage compensation scheme of tea garden areas of Assam. According to the complainant the delivery of Kalpana Pal of Moripur Bagan was done on 12-06-2020 at private hospital. She has done her(Mother ID-119006345629) all ANC's at Lalpani SC under Katicherra BPHC. However, till date she has not received money Rs 12,000/- under the said scheme.	Payments already submitted by block but as per party they have not received any payment, 4th installment payment process will be done in next allotment by tomorrow.					Yes			
594	GC/56/2803202/1/2797	Amarjit Chauhan	8011022988	8011022988	Karbi Anglong	Donkamok am BPHC/CH C	Common Complaint	Non receipt of birth certificate	Kheroni SHC	Hospital authority of Kheroni SHC	Others	28-Mar-21	Complainant has complained against Hospital authority of Kheroni SHC under Donkamokam BPHC/CHC regarding the non receipt of birth certificate	Complainant has complained against Hospital authority of Kheroni SHC under Donkamokam BPHC/CHC regarding the non receipt of birth certificate. The complainant informed that, on 19/04/2020 the delivery of Sangita Devi was done at the said SHC and after her delivery they have submitted all the documents to the said SHC. However till date have not received the birth certificate.	As informed by the Hospital Authority of Kheroni SHC, the person dealing with issuance of Birth Certificate is in COVID emergency duty due to which the issue of Birth Certificate was delayed but the issue is being taken care of and Birth Certificate will be issued within 2 working days.					Yes			
595		Ashok Kumar Deuri	6002846933	6002846933	Nagaon	Kathiatoli BPHC	Common Complaint	Service of Adarani van	Kampur FRU	Adarani Van	Others	29-Mar-21	Complainant has complained against the Adarani van of Kampur FRU under Kathiatoli BPHC regarding their service.	Complainant has complained against the Adarani van of Kampur FRU under Kathiatoli BPHC regarding their service. The complainant informed that Niva pator deuri delivery was done on 29-03-21 at around 5:15 am at the said FRU . As per the complainant, she was discharge from the FRU on the same day at around 10:30 am. Moreover according to the complainant, no adaroni van is present at the said fru from last 3 days as no fuel is present in the adarani van .					No				
596	GC/65/2903202/1/2798	Pritam Kundu	7002673714	7002673714	Sonitpur	Tezpur	Common Complaint	Non receipt of anti rabies vaccine	Kanaklata Civil hospital	Dist drug Controller	Drug controller	29-Mar-21	Complainant has complained against Kanaklata Civil Hospital regarding the non receipt of anti rabies vaccine	Complainant has complained against Kanaklata Civil Hospital regarding the non receipt of anti rabies vaccine. According to the complainant, he had visited the said hospital for taking anti rabies vaccine. However, in the said hospital stock of anti rabies vaccines are not available since 30/1/21.	As stated by the DDSM, Sonitpur, Anti Rabies vaccines were not available at that time in the district, now it is available.					Yes			
597		Biswajit Deka	9678331163	9678331163	Kamrup (Metro)	Guwahati	Common Complaint	Service of hospital authority	GMCH, Guwahati	Hospital authority of GMCH, Guwahati	Others	30-Mar-21	Complainant has complained against Hospital authority of GMCH,Guwahati regarding their service.	Complainant has complained against Hospital authority of GMCH,Guwahati regarding their service.The complainant has informed that on 27th march'21 at around 11:00am the patient Hitesh Patowary was admitted in the said medical college for surgery at emergency ward.As per the complainant,on same day he has donate blood for conducting the surgery at blood department but till date he did not get the blood for undergo the surgery.					No				
598		Swarup Das	6000522529	6000522529	Karimganj	Karimganj	Common Complaint	Service of doctor	Karimganj Civil hospital	Dr. Kinkar Pal (Medicine specialist)	Doctor	30-Mar-21	Complainant has complained against the Dr. Kinkar Pal (Medicine specialist) working at Karimganj Civil hospital regarding his negligence towards the patient.	Complainant has complained against the Dr. Kinkar Pal (Medicine specialist) working at Karimganj Civil hospital regarding his negligence towards the patient.The complainant has informed that on 27/03/21,he went to the said hospital for treatment.However,According to the caller, the said doctor did not response to him properly.Moreover,As per the caller, most of the time of day he remains busy in private practice.	The complaint has been forwarded to the Superintendent, Civil Hospital Karimganj for needful.					Yes			

599	GC/53/3003202 1/2799	Rupak Saikia	8638343935	8638343935	Jorhat	District HQ	Common Complaint	Non receipt of anti rabies vaccine	B.B. Dispensar y	Dist drug Controller	Drug controller	30-Mar-21	Complainant has complained against B.B. Dispensary,Jorhat regarding the non receipt of anti rabies vaccine.	Complainant has complained against B.B. Dispensary,Jorhat regarding the non receipt of anti rabies vaccine. According to the complainant, on 26/03/2021 he had visited the said hospital for taking anti rabies vaccine. However,the hospital authority informed him that the stock of anti rabies vaccines were not available since last 6 months..	Yes, the matter informed by the hospital authority regarding unavailability of Anti Rabbis vaccine since Sept 2020.						Yes		
600		Navajeet M Baruah	9954388959	9954388959	Tinsukia	Tinsukia	Common Complaint	Non receipt of anti rabies vaccine	Tinsukia Civil Hospital	Dist drug Controller	Drug controller	31-Mar-21	Complainant has complained against Tinsukia Civil Hospital regarding the non receipt of anti rabies vaccine.	Complainant has complained against Tinsukia Civil Hospital regarding the non receipt of anti rabies vaccine. According to the complainant, on 30/03/2021 he had visited the said hospital for taking anti rabies vaccine. However,the hospital authority informed him that the stock of anti rabies vaccines were not available since last 6 months..	officials of District Helath Society Verified the stock position of Rabies Vaccine of 31st March - 2021 . As per the record Rabies vaccine was not available at Tinsukia Civil Hospital as well as District Drugs Store. Requirement sent to SHQ.						Yes		
601		Jaykanta Doley	7637932327	7637932327	Dhemaji	Jonai BPHC	Common Complaint	Unavailability of drugs	Bijoypur MPHC	Dist drug Controller	Drug controller	31-Mar-21	Complainant has complained against Hospital Authority of Bijoypur MPHC under Jonai BPHC regarding Unavailability of Drugs	Complainant has complained against Hospital Authority of Bijoypur MPHC under Jonai BPHC regarding Unavailability of Drugs.The complainant has informed that on 31/3/21 at around 10:00am Chanrajit Doley(hos reg no- 056244)went to the said MPHC for his treatment.As per the complainant,the doctor has prescribed medicines name- Paracetamol,Paediatric oral,Suspension IP and Serbel.However, none of the medicine are available in the saidMPHC.	As complainant said he didn't get medicine from facility and had to buy from pharmacy.	As complainant said he didn't get medicine from facility and had to buy from pharmacy.					Yes		
602	GC/63/3103202 1/2800	Rafikul Hussain	7099289544	7099289544	Nalbari	Nalbari	Common Complaint	Unavailability of drugs	Swahid Mukunda Kakati Civil Hospital, Nalbari	Dist drug Controller	Drug controller	31-Mar-21	Complainant has complained against Hospital Authority of Complaint against Swahid Mukunda Kakati Civil Hospital, Nalbari regarding Unavailability of Drugs	Complainant has complained against Hospital Authority of Complaint against Swahid Mukunda Kakati Civil Hospital, Nalbari regarding Unavailability of Drugs.The complainant has informed that on 31/3/21 the patient Rafikul Hussain and Anjuman Ara Khanam (Opd Reg no were- 31731/2021 and 31730/2021) both went to the said hospital for treatment.As per the complainant,the doctor has prescribed the medicines they needed.However, none of the medicine are available in the hospital.	As per complaint details, it can not be traced out as what type of medicineswere prescribed by the treating doctor. If complainant produce the prescription then only it can be verified					Yes			