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GOVERNMENT OF JAMMU AND KASHMIR
HEALTH & MEDICAL EDUCATION DEPARTMENT

Civil Secretariat, Srinagar.

No: JK-OSD/HME/GC/2022/210
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CIRCULAR

In order to monitor, assess and improve the delivery of Health Care in the hospitals of J&K, patient feedback/satisfaction score from hospitals through the "**Mera Aspataal**" App has been introduced and regular monthly feedback is being generated which is being monitored at the highest level of the UT Administration.

While being assessed, the Jammu and Kashmir Patient Satisfaction Score for previous has indicated that the score is very low at an average for all the hospitals which has been viewed seriously by the higher authorities.

Therefore, it is impressed upon all the HODs and Heads of Hospitals and Healthcare institutions of J&K to ensure that the highest standard of services is provided to the patients and improve their respective scores at least above 90 points for the coming months and subsequently setting a target of 100.

These instructions may be followed in letter and spirit.

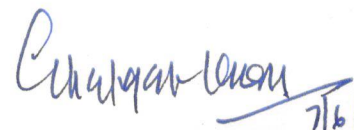
Sd/-

Manoj Kumar Dwivedi(IAS)

Principal Secretary to Government
Health & Medical Education Department

Copy to:

1. All HODs of Health & Medical Education Department, J&K
2. All CMOS/Medical Superintendents of Hospitals.
3. PPS to Chief Secretary, J&K
4. PS to Principal Secretary to Government, H&ME Department.


7/6/2022

Officer on Special Duty,
Health & Medical Education Department