

No. F.3(5-750-C)DHS/RSBY/2016/Complaints
Directorate of Health Services
Government of Tripura

Dated 5th January, 2017.

Memorandum

Subject: RSBY: Addressing of grievances of beneficiaries

1. Rashtriya Swasthya Bima Yojana (RSBY) is implemented in the State of Tripura since 2009. Presently, benefits are extended to 4,81,331 enrolled families under the RSBY in 88 Govt. empanelled health institutions & one Dr. Brahm & TMC Hospital. Policy benefits of Rs.30,000/- are given to families for the policy period of one year and also a top up of Rs.30,000/- is also provided to the beneficiaries over the age of 60 years. IFFCO-TOKID GIC is the insurance provider for the year since 1st June 2016. Concerns have been raised from many quarters regarding errors in names of family members in the Smart Cards and grievances related to services. The following guidelines are being issued to address these gaps.

2. Errors in names of family members of RSBY beneficiary or any issues related to smart cards if any, may be corrected at the Insurance Company run District Kiosk as per following details from 10 a.m. to 3 p.m. on all working days on production of valid documents namely Smart Cards of RSBY, Aadhar card/Voter ID card, Ration Card and PRC. The beneficiary should appear in person for correction of name(s) positively.

District Kiosk run by Insurance Company

Sl. No.	Name of District	Location	Name of District Kiosk	Contact No.
1	West Tripura	GBPH & AGMC	Mithun Debnath	977/931541
2	Khcowai	Khcowai District Hospital	Tapan Das	9774621471
3	South Tripura	Belonia FRU	Linkan Naha	9862126703
4	Cepahijala	Bshalgam SDH	Raju Debnath	8115940337
5	Gomati	Tripura Sundan District Hospital	Md. Younis Mirdha	9612245625
6	Unakoti	RGM Hospital	Moutushi Debnath	7085211636
7	Dhalai	Dhalai District Hospital	Dipak Pal	8415935969
8	North Tripura	Dharmaragar District Hospital	Ratan Nath	9362896221

3. Grievances related to service:- The following redress committee may be approached

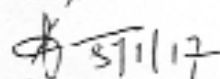
State Grievance Redressal Committee (SGRC) and District Grievance Redressal Committee (DGRC) are constituted with the following members:

District Grievance Redressal Committee (DGRC):

1. Chairman - District Magistrate
2. Convener - Chief Medical Officer
3. Member - District Coordinator of the Insurance Company.

State Grievance Redressal Committee (SGRC):

1. Chairman - Principal Secretary, Department of Health and Family Welfare (secy.hfw-tr@gov.in)
2. Convener - State Nodal Officer for RSBY (rsbydhs@gmail.com)
3. Member - State Coordinator of the Insurance Company (arindamc121@gmail.com).


Under Secretary to the
Government of Tripura

