



UNION TERRITORY OF JAMMU & KASHMIR
DIRECTORATE OF HEALTH SERVICES
JAMMU

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CIRCULAR

As per Govt. Health & Medical Education Department, Civil Secretariat, Srinagar J&K Circular No: JK-OSD/HME/GC/2022/210, dated: 07-06-2022,...”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 & 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.”

In pursuance to this Circular, it is impressed upon all CMOs/ Medical Superintendents/ Incharge of the Hospitals/ Health Care institutions of Jammu Division 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.

In addition, the following instructions are to be followed to achieve the targeted score.

1. Uploading of all Patients on “Mera Asptaal” Portal along with their relevant mobile numbers on daily basis.
2. To check the registered mobile number for its validity.
3. To deal empathetically with the patients and their attendants.
4. Maintain cleanliness of hospital/ health institutions and surrounding.
5. Provide medicines from the hospital/ health institution.

NO: DHS-J/HEB/290-304

Dated: 08/06/2022.

(Dr. Deepak Kapoor)

Dy. Director Health Services (HQ)
Jammu

Copy to:

1. Director Health Services for kind information.
2. Medical Superintendent, Govt. Hospital Gandhi Nagar/ SDH Jagti for information and n/a.
3. All CMOs of Jammu Division for information and n/a with the request to circulate this circular among all concerned.
4. Medical Superintendent Govt. Hospital Sarwal/ Rajiv Gandhi Hospital Gangyal for information and n/a.
5. Office file.