



Government of Jammu & Kashmir
Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana
State Health Agency Society

Registered under J&K Societies Registration Act VI (1941 A.D)
(Reg. No.: D18C/7188-RS/916)
Old Secretariat, Srinagar/Railhead Complex, Jammu

Subject: Hospital Login feature on CGRMS portal of AB-PMJAY.

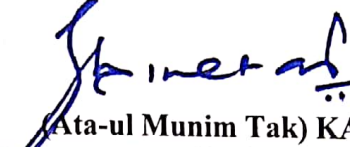
Circular No: 01 of 2020

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With an objective to provide a forum for resolving disputes and grievances from beneficiaries, a Central Grievance Redressal Management System (CGRMS) has been constituted by National Health Authority to ensure efficient, transparent and speedy redressal of grievances in a time bound manner. In a recent development, a new feature has been introduced on this portal wherein empanelled hospitals shall be able to login to this portal at <https://cgrms.pmjay.gov.in/GRMS/loginnew.htm> and view all the grievances transferred from Grievance Nodal Officers. Empanelled hospitals shall be able to use their existing MEDCO login credentials (TMS MEDCO logins) as login credentials on CGRMS portal.

In view of above, all empanelled hospitals are hereby directed to login to the CGRMS portal and resolve the pending grievances at the earliest.

The user manual for hospital login on CGRMS portal is annexed herewith.


(Ata-ul Munim Tak) KAS
Deputy Secretary/State Nodal Officer

Copy to:

1. Financial Commissioner, Health & Medical Education Department, Civil Secretariat, Jammu for favour of information.
2. Chief Medical Officers (All) for information.
3. Medical Superintendents/ Nodal Officers of all empanelled Public & Private hospitals for information and necessary action.
4. Medical Coordinators (All) for information.
5. Pradhan Mantri Arogya Mitras (All) for information.