



GOVERNMENT OF INDIA  
OFFICE OF THE ADDL. MEDICAL SUPERINTENDENT  
& PUBLIC GRIEVANCE REDRESSED CELL  
SAFDARJUNG HOSPITAL  
NEW DELHI-110029

No. Off/PGRC/ CIR./2020 -114

- 31/01/2020

**CIRCULAR**

Public Grievance Redressal Cell (PGRC) is receiving numerous complaints from patients and their relatives regarding misbehavior and use of rude language by various staff members of the hospital.

All HODs are advised to sensitize their doctors, nurses and other staff for dealing with patients & their relatives with politeness, courtesy and empathy. **Any complaints received in this regard shall be viewed seriously.**

This issues with the approval of Medical Superintendent.

Member Secretary

- All HODs
- Standard distribution.

*to be uploaded on  
website of hospital please*

*The Nodal Officer  
Server Room*

सदस्य / Member  
सार्वजनिक विचारण प्रकोष्ठ  
Public Grievance Redressal Cell  
सफ़दरजुंग ११००२९ / Safdarjung Hospital  
नई दिल्ली-११००२९ / New Delhi-110029