OFFICR ORDER

It is hereby ordered that the BPL Referral Desk in OPD where Patient Welfare Officers (PWOs) are seated will act as first contact point for all the patients having grievances with respect to pharmacy or any functioning of OPD. The PWOs will keep two registers of complaints, one for Pharmacy related and another for other OPD related complaints. He will register all complaints and will try to resolve the issues. In case, it is beyond his limit, he will escalate the problems/complaints to either Pharmacy Incharge or OPD Incharge.

(Dr. Sangeeta Basu)
Medical Superintendent

No. RTRMH-1/7/PBMS/13-14/10529

Dated: 19.10.16

Copy to:

1. H.O.O., RTRM Hospital
2. Incharge, OPD/Pharmacy/Casualty/Patient Welfare Officer.
3. Incharge BPL/EWS.
4. Pharmacist Incharge, Pharmacy.
5. All Patient Welfare Officers.
6. All Notice Boards.

(Dr. Sangeeta Basu)
Medical Superintendent