



भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
निर्माण भवन, नई दिल्ली - 110011

Government of India
Department of Health and Family Welfare
Nirman Bhavan, New Delhi - 110011

वन्दना गुरनानी, भा.प्र.से.
Vandana Gurnani, I.A.S.

अपर सचिव एवं मिशन निदेशक (रा.स्वा.मि.)
Additional Secretary & Mission Director (NHM)

D.O.No. Z-18015/4/2019-NHM-III
Dated 7th November, 2020

Dear Colleague,

You may be aware that the Ministry of Health & Family Welfare has been implementing an ICT-based patient feedback application '**Mera Aspataal**' for public and empanelled private hospitals in the country. Under '**Mera Aspataal**', a multi-channel approach is used to collect information on patients' satisfaction level i.e. Short Message Service (SMS), Outbound Dialling (OBD), web portal and mobile application. The application automatically contacts the patient (OPD patients after the closure of outpatient department and inpatients after their discharge) to collect information on pre-defined parameters.

2. The application is capable of analysis of data and provides meaningful insights on the performance at different levels. The application regularly shares the '**Performance Report**' of each of the integrated health facilities. Performance Reports are also readily accessible on '**Mera Aspataal Dashboards**' at the integrated facilities, Districts, State and National level. Currently, 6074 health facilities (including 710 Private hospitals) are integrated with '**Mera Aspataal**'. The state-wise status is enclosed.

3. Please take note that "Patient Satisfaction Score" is also one of the key criteria for NQAS certification of a health facility. In absence of intervention such as the **Mera Aspataal**, the facilities are supposed to maintain the records for exit interviews of patients for the purpose of NQAS assessment. Integration of **Mera Aspataal** with a facility will not only result in reduction in workload on account of maintenance of such records but would also ensure better access to these records for NQAS certification.

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4. Ensuring 'patient-centric' care is one of the key interventions for strengthening the health systems and 'Mera Aspataal' can contribute substantially to achieve the same. I, therefore, would like to request you to kindly take necessary actions to ensure the followings:

- i. Nominate a Nodal Officer of the State/UT for 'Mera Aspataal' for its implementation and monitoring activities;
- ii. Ensure that all public health facilities are integrated with 'Mera Aspataal';
- iii. Analyze 'Mera Aspataal' reports at facility, District and State level and take actions to improve patients' satisfaction level.

with warm regards

Encl: As above

Yours sincerely,


(Vandana Gurnani)

**Additional Chief Secretary / Principal Secretary (Health & family Welfare) /
Secretary (Health & family Welfare) - All States/UTs.**

Facilities Integrated with 'Mera Aspataal' (status as on 29.10.2020)

SL No.	State	Central Government	Medical College Hospital	District Hospital	SDH	CHC	Primary Health Centre	UPHC	Private Medical College	Private Hospital	Others	Grand Total
1	Andhra Pradesh	1		13	28							42
2	Arunachal Pradesh			16								16
3	Assam	1										1
4	Bihar	1		37								38
5	Chandigarh	1	1	2								4
6	Chhattisgarh	1	1	2								4
7	Dadra and Nagar Haveli			1	1	2	7					11
8	Daman and Diu			2								2
9	Delhi	7	1	30	1						3	42
10	Goa			2	1							3
11	Gujarat		20	24	33	278	1163	264		161	2	1945
12	Haryana		4	23	6	4	1					39
13	Himachal Pradesh			11	7	1	1					20
14	Jammu and Kashmir			20	5	12	1					38
15	Jharkhand	1		23	3	46		1				74
16	Karnataka	1	2	38	26							68
17	Kerala			5	24	277	692	1			1	1000
18	Madhya Pradesh	1		58				140			6	205
19	Maharashtra	3		45	92	358						498
20	Manipur	1										1
21	Meghalaya	1		11								12
22	Mizoram			9				2				11
23	Nagaland			13								13
24	Odisha	1		32								33
25	Puducherry	1		1								2
26	Punjab	1		23								24
27	Rajasthan	1	30	28	25	121	5	39				249
28	Sikkim			4								4
29	Tamil Nadu			31					19	530		580
30	Telangana		2	21	23	47	605	220				918
31	Tripura			8	9							17
32	Uttar Pradesh	1	2	155								158
33	Uttarakhand	1										1
34	West Bengal		1									1
	Grand Total	26	64	688	284	1146	2475	667	19	691	12	6074