



GOVERNMENT OF ODISHA  
HEALTH & FAMILY WELFARE DEPARTMENT

*circulate among  
wmg officers and  
Sup. etc.*

*SP  
06/12/25*

No. HFW-COOD-PG-0001-2023 <sup>\*\*\*\*\*</sup> 36048 /H

Dated 05/12/2025

From

Anya Das, IAS  
Deputy Secretary to Government.

To

The MD, NHM, Odisha, Bhubaneswar  
The MD, OSMCL, Odisha, Bhubaneswar  
All Branch Officer, Health & Family Welfare Department, Odisha  
All Directors, Health & Family Welfare Department, Odisha  
Superintendents of all Medical College & Hospitals, Odisha  
All CDM & PHOs, Odisha  
All DAMO & DHMO of Health & FW Dept.

**Sub: Grievances relating to Officers/employees of Health & family Welfare Department.**

Madam/Sir,

In inviting a reference to the subject cited above, I am directed to say that you have been instructed to direct employees and officials of your respective departments to attend the Monday grievance through online mode only vide this department letter No.26121, dated 08.09.2025(copy enclosed). This arrangement is convenient not only for the government servants who in many cases travel long distances to attend physical grievance but will also ensure smooth public service delivery in health institutions as staff need not leave headquarters.

It has come to notice that many Government servants are still attending the Monday Offline grievance instead of Monday Online grievance.

You are therefore requested to advise the employees under your administrative control to attend the grievance on Monday via online mode.

Yours faithfully,

*7/5/12*

Memo No. 36049 /H Dated 05/12/2025 Deputy Secretary to Government.

Copy forwarded to the PS to Commissioner-cum-Secretary, Health & Family Welfare Department for kind information of Commissioner-cum-Secretary.

*Memo No 6780 /CDM WPM 08.12.2025  
Copy forwarded to All wmg officers sundry  
All Superintendents SDH/CHC/UCHE/HC, for  
information & necessary action*

*7/5/12*  
Deputy Secretary to Government.

*08/12/25*  
Chief District Medical & Public Health Officer  
Sundargarh





GOVERNMENT OF ODISHA  
HEALTH & FAMILY WELFARE DEPARTMENT

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No.HFW-COOD-PG-0001-2023 26121 /H&F.W. Dated 08.09.2025

From

Aswathy S.  
Commissioner-cum-Secretary to Government.

To

The Mission Director, NHM, Odisha, Bhubaneswar  
The Managing Director, OSMCL, Bhubaneswar  
The Commissioner, Food Safety, Odisha, Bhubaneswar  
The CEO, State Health Assurance Society, Odisha, Bhubaneswar  
All Directors, Health & Family Welfare Department

**Sub: - Grievance relating to Officers/employees of Health & Family Welfare Department.**

Madam/Sir

It has been observed that during the Public Grievance hearing held on every working Monday at the Department Level the officials (doctors and paramedics of different cadres) from across the State are frequently visiting the Department with representations for redressal of their grievances, mostly related to transfer, regularization, gradation issues, study leave and other service condition matters. It is also noticed that several people from medical facility are coming to the Deptt. without informing the authorities. This is hampering day-to-day official activities, and their presence is crucial for delivering efficient public services and attending the official work of urgent nature. Hence, it is advised to avoid such type of practices so that public work is not affected.

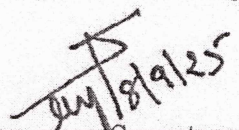
In view of the above, if any officer is leaving their assigned headquarters to visit the Department, he/she must take leave from the competent authority along with the Headquarters leaving permission letter. It is advised that no officer from any of the District/ CDM&PHO Office/Medical Colleges/PSUs/ Corporation etc./other semi-public agencies shall visit/approach the Department without following the basic hierarchical structure of grievance redressal. An employee should not be allowed to leave headquarters to present his /her grievance more than once in a quarter. If the matter is very urgent and the intervention of Deptt. is very much required, the employee concerned can leave the Headquarters specifically on Monday only with the permission of the competent authority.



However, they are encouraged to send their grievances through e-mail ([mondaygrievancehfw@gmail.com](mailto:mondaygrievancehfw@gmail.com)). The grievances received by 1.00 PM of the preceding Friday will be listed with online acknowledgement to the concerned officer/employee and be heard through VC on next working Monday. A template for submitting the grievances by email is enclosed herewith and also available on the Department website. 25 Grievances will be considered for online hearing on first cum first basis.

All head of offices are directed to ensure compliance of the order in their offices.

Yours faithfully,

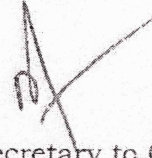


Commissioner-cum-Secretary to Government

Memo No. 26122/H

Dated 08.09.2025

Copy forwarded to All Superintends of Medical College & Hospital/ All CDM & PHOs, Health & FW Dept./ All Superintends of Ayurvedic and Homeopathic Medical College & Hospital/All DAMO & DHMO of Health & FW Dept. / All Superintends of Nursing Colleges for information and necessary action.



Deputy Secretary to Government



ଓଡ଼ିଶା ସରକାର  
ସ୍ୱାସ୍ଥ୍ୟ ଓ ପରିବାର କଲ୍ୟାଣ ବିଭାଗ  
କମିଶନର - ତଥା -ଶାସନ ସଚିବଙ୍କ ଅଭିଯୋଗ ପ୍ରକୋଷ

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\*କ୍ର. ନ. \_\_\_\_\_ ତାରିଖ \_\_\_\_\_

୧.	ଅଭିଯୋଗକାରୀଙ୍କ ନାମ ଓ ଠିକଣା	
୨.	ପଦବୀ	
୩.	ଅନୁସ୍ଥାପିତ କାର୍ଯ୍ୟାଳୟର ନାମ	
୪.	ମୋବାଇଲ ନଂ	
୫.	ଇମେଲ	
୬.	ନିୟନ୍ତ୍ରଣକାରୀଙ୍କ ନାମ ଓ ପଦବୀ	
୭.	ପୂର୍ବରୁ ଅଭିଯୋଗ ପ୍ରକୋଷ ରେ ଯେଣ ହୋଇଥିଲେ କି (ହଁ/ନା)	
୮.	ସଂକ୍ଷିପ୍ତରେ ଅଭିଯୋଗ	
୯.	ଇମେଲରେ ଅଭିଯୋଗ ଦରଖାସ୍ତ ସମ୍ଭବ କରାଯାଇଛି କି (ହଁ/ନା)	
୧୦.	ଅଭିଯୋଗକାରୀଙ୍କ ଦସ୍ତଖତ	

କାର୍ଯ୍ୟାଳୟ ଉପଯୋଗ ନିମନ୍ତେ

୧.	ପ୍ରାରିତ ଆଦେଶ	
୨.	ପ୍ରେରଣ କରାଯାଇଥିବା ଅଧିକାରୀଙ୍କ ନାମ, ଶାଖା ଓ ତାରିଖ	

\* କାର୍ଯ୍ୟାଳୟ ଦ୍ୱାରା ପୂରଣ କରାଯିବ

କମିଶନର - ତଥା -ଶାସନ ସଚିବ  
ସ୍ୱାସ୍ଥ୍ୟ ଓ ପରିବାର କଲ୍ୟାଣ ବିଭାଗ



# **Online Monday Grievance mail Id**

**Email Id:- [mondaygrievancehfw@gmail.com](mailto:mondaygrievancehfw@gmail.com)**

The grievances received by 1.00 PM of the preceding Thursday will be listed with online acknowledgement to the concerned officer/employee and be heard through VC on next working Monday. A template for submitting the grievances by email is enclosed herewith and also available on the Department website. 25 Grievances will be considered for online hearing on first cum first basis.



