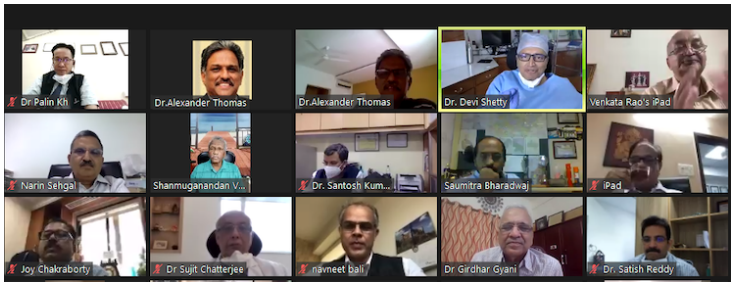
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# AHPI establishes patientâ??s grievance redressal forum

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**It will work as a mediator between concerned hospitals and patients and keep them well informed**




Association of Healthcare Providers (India) *or* AHPI has recently established the ‘AHPI Patient’s Grievance Redressal Forum’, with a view to educate as well as listen to the grievances of patient as consumers, while availing services from private healthcare providers.

AGRF will provide them guidance and help; it will work as a mediator between concerned hospitals and patients and keep them well informed which will help to make the process smooth without unwanted delays and save precious time of both parties. Dr Devi Shetty, Patron, Founder, AHPI inaugurated the forum in the presence of Dr Alexander Thomas, President, AHPI, Cdr Navneet Bali, National Convener, AHPI, RP Singh, Secretary General of Quality council of India (QCI), Dr Venkat Rao, Chairman, AHPI Patients Grievance Redressal Forum and Dr Girdhar Gyani, Member Secretary, AHPI. All AHPI state chapter representatives also participated in the programme.

Dr Shetty said that “The nation building exercise basically depends upon multiple institutions like Court of law, Government, Educational institutions. Today we may take such institution for granted but back in time some people had started some of the institutions with view of making our lives comfortable, and over the years such institutions, forums etc. became essential parts of our lives.”

He also added, “We are confident mainly because patients go to the courts with their complaints but there is nobody to explain them their rights, claims etc. as it is highly required and with this endeavour there will be existence of a forum consisting of healthcare providers of course not from same hospitals to assist them.”

APGRF is made up of a number of member organisations related to healthcare consumer groups such as national level pensioner associations, state health consumer organisations, health consumer organisations and networks dedicated to health conditions with a general interest in healthcare consumer affairs.

Dr Rao conveyed his appreciation to the participating members at the inauguration and said that, “we have faith in the forum that it will live up to the objectives it is designed for. We are extremely grateful to have to help and assist our patients and add to the value of our healthcare system.”