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la- 653] **New Delhi, Monday, September 17, 2018/Bhadra 26, 1940**
No. 653] **NEW DELHI, MONDAY, SEPTEMBER 17, 2018/BHADRA 26, 1940**

(Prevention and Control) Act, 2017 (1 of 20176) A# Section 47 &D) Shi+y, sum ofdo-a, n/nMakes written rules,Atha1t:-

undetected attachment(Prevention and controlo) rules, it is 2018.(2) This is effective from the date of publication of

Official Gazette.Gay.

languages—(a) Human from the "Act"Diseaseundiagnosed virus and undiagnosed infection(prevention anc

"Audits"ाधिकारी" FromMeantIs;name and beginning.—(1) These rulesOfSant तname manavDiseaseUnknc

viruses and unknown diseases888(a).—Of ीThis government is humanDisease

Know viruses and dise

address

National Emission Control Organizationar

Rowar Welfare Minis

NewDali, 17 सित बAnd, 2018notification

a ory-**I**ारंभिक

3.Model HIV and AIDS for setting up appropriate authorities under the Central Governmentto policy(a) HIV posit person"Representatives of

including all stakeholders; (b) HYV "Individual I"and protected persons; (c) M orM Q y supervision "giver; (d)ि Establishment providing health care/services, िवशेषRAnd in the field of HIV and AIDS+4. 5. 6.

(2) E was some MModel applicable to PANA HIV anda9s policy, िजसम+100 or more than that includedह, Wheth officer or director or 0 or "hostage", as the case may be,Daraprovisions of the actand these rules

A grievance redressal mechanism will be set up as per .But you M waM Q ycareM installationIn the case of M+ M this sub-The provisions of these rules apply asGay Like E"hundred or more"शह दOfM wasNot "twenty or more"श theHave been given mercy; And

(i) In case of Central + 5 Central Government + State 6 7th Access Control Organization; And(ii)Ra; In case of Y C State; YAS Control Society; (c) ``A> fFrom 'Bhar District'MeantIs from the district where –(i) "Green monitoring" 1%."Cultureहो; या(ii) "हरी िनगरानी म+ उ> च-जोिखम जनसंB या म+ पांच "ितशत से अिधक का"Cultureहो; या(iii) प काउंिसCलग और समय-समय पर क+5ीय सरकार के अधीन समुिचत"ािधकारीDारा अिधसूिचत(2) इसम+ उपयोग दऔर अिभI यिJयिज0 ह+ इन िनयमम+ पARभािषत नहK Eकया गया है परंतु

अिधसूिचत करने से पूव/ इस नीित के संबंध म+-

काय/ रहे संगठन, िनयोजक, 7th unionand other relevant stakeholders

Will consult with. Made Angeln k+5 m+ common patient

M+ HIV positive RA6 7RThis is above average.E+ is defined in the Act as, OfAtha/वही होगा जो अिधिनयम म+ िनLद6 ट Eकया गया है।

क+5ीय सरकार के अधीन समुिचत "ािधकारी राजप म+ M थापनाN के िलए मॉडल एचआईवी और ए9सनीि करेगा।क+5ीय सरकार के अधीन समुिचत "ािधकारी िनयम3 और 4के अनुसार M थापनाN के िलए समय-स एचआईवी और ए9स नीित क$ पुनवलोकन करेगा तथा उसे अSतन करेगा।(1) M वाM Q य देखरेख सेवाN के उपबं कर रही M थापन

तथा एचआईवी के I यावसाियकखुलासे क$ अT यिधक जोिखम वाली दूसरी "T येक M थापनम+ मॉडल एचआईव नीित लागू करनेसे काय/ करने म+ तथा अिधिनयम के उपबंध

के अनुUप परीण, उपचार और अनुसंधान के िलए संसूिचतसहमित के िलए सुरित वातावरण उपलH धwill be. थापन! के िलए एचआईवी और ए'स नीित को अिधसूिचत +कए जाने क- िविधa orय

7. (1) के0 5ीय सरकार के अ धीन समुिचत "ािधकारी Dारा समय-समय पर लागू संशोिधत और अSतन मॉडलएचआ
नीित को इसक$ अिधसूचना होने पर "T येक M थापना Dारा अंगीकार EकयाWill go.(2) M थापन म+ काय/रत सभी I यि
एचआईवी और ए9स नीित के िवषय क$ जानकारी M थापना के "भारीI यिJ अथवा उT तरदायी I यिJ Dारा दी जाएगी।(3)
अथवा M थापन हेतु उT तरदायी I यिJ एचआईवी और ए9स नीित के पाठ को अंWेजी म+ अथवाकाय/रत अिधकांश I यिJय
जाने वाली भाषा म+ अथवा "वेश Dार पर अथवा उसके समीप, जहां सेकाय/रत अिधकांश I यिJ आते-जाते हY, पर इस उZे
गए िवशेष बोड\ पर "मुखता के साथ "दhundredWill do.(4) M थापनएचआईवी और ए9स नीित को समझने और इसके E
िलए काय/ करने वाले I यिJयOfिलए वाषक "िशण स
 का आयोजन करेगी।8.(1) िनयम 7 के उप-िनयम (3) म+ िविनLद6 टसूचना उस रीितम+ कथन करेगा, िजसम+ एचआ
ए9सनीित क$ "ितयां "ात क$ जाएंगी और M थापन म+ काय/रत अथवा सेवाN हेतु आने वाले I यिJ ऐसी नीित क$िन:शु
पाने के हकदार ह
गे।(2) M थापनक$ एचआईवी और ए9सनीित क$ "ितयां उनके Dारा पिHलक डोमेन म+ उपलH धकराई जाएंगी,िजनके
उपलH धकराई गई है,िजसम+ उनक$ वेबसाइट, यEद कोई हो, और नाममा मूय पर हाड/कॉपीउपलH ध कराना सिVमिल
रा; य का समुिचत "ािधकारी सभी शैिणक M थापनाN के "मुख
 को एचआईवी तथा ए9स नीित क$"ित उपलH धकराएंगे,जो इन M थापनम+ "वेश पाने वाले िवSाथय
 को अथवा उनके माता-िपता अथवाअिभभावकको इन नीितय
 क$ एक "ित िन:शु क उपलH धकराएगा।

9. (1) सौ या इससे अिधक कम/चाAरयवाले "T येक M थापन,िजसम+ कम/चारी अथवा अिधकारी अथवा िनदेशकअथवा 0
"बंधक, जैसा भी मामला हो, इस अिधिनयम के लागू होने के 180Eदनके अंदर Eकसी वAर6 ठपंिJ के I यिJ को, Dारा जैसा
समझे, िशकायत अिधकारी के Uप म+ िनयुa त Eकया जाएगा, जो इनिनयमके अनुपालन म+ M थापना म+ अिधिनयम के उ
 के उ लंघन क$ िशकायत
 का समाधान करेगा।पर0 तु सौ या इससे अिधक कम/चाAरयवाले M थापन क$ "T येक शाखा,िजसम+ कम/चारी अथवा अि
अथवािनदेशक अथवा 0 यासी अथवा "बंधक, जैसा भी मामला हो, इस अिधिनयम के लागू होने के 180Eदनके अंदरEकसी व
I यिJ को, Dारा जैसा वह उिचत समझे, िशकायत अिधकारी के Uप म+ िनयुa त Eकया जाएगा, जो इन िनयमके अनुपाल
म+ अिधिनयम के उपबंध
 के उ लंघन क$ िशकायत
 का समाधान करेगा।"सौ अथवा इससे अिधक"शह दके M थान पर "बीस अथवा इससे अिधक"शह दको रखा गया है।(2) M थ
DारािनयुिJ के 30 Eदनके अंदर, रोकथाम क$ सूचना, देखरेख, सहयोग तथा एचआईवी संबंिधतउपचार,मानव लYिगक
अिभमुखता तथा Cलग िनधा/रण, नशीले पदाथ/ का "योग, सेa स वक/, एचआईवीसंभािवत I यिJय, कलंक तथा भेदभाव,एच
पीिड़तके साथ घिन6 ठता बनानेके िसfांत, जोिखम कमपर0 तु आगे यह Eक M वाM Q य देखरेख M थापनके मामले
िनयम के उपबंध इस तरह से लागू हगे जैसेपना. हेतु िशकायत िनवारणणालीय –**III**

करने के उपाय आEद सिहत इस अिधिनयम के उपबंधपर िशकायत अिधकाAरय
को "िशण Eदया जाएगा।"िशण के दौरान िशकायत अिधकारी को संरित I यिJय
तथा एचआईवी संभािवत I यिJय
सिहत िवशेषRक$ सहायता "दान क$ जाएगी।10. (1) कोई भी I यिJM wasपनम+ अिधिनयम के किथत उलंघन क$ जानक
उपरांत तीन माह केभीतर िशकायत अिधकारी को िशकायत कर सकता है:समय-सीमा बढ़ा सकता है,यEद वह संतु6 ट है I
िशकायतकता/ कुछ पARMथितयके कारण िनधा/Aरत समय म+िशकायत नहK कर सका।(2) "T येक िशकायत,thes
साथsubबf "Uप म+, िलिखत म+, क$ जाएगी:"कार क$ युिJयुa त सहायता "दान करेगा िजससे Eकिशकायत िलिखत म
सके।(3) िशकायतअिधकारी I यिJगत Uप म+, अथवा डाक Dारा अथवा फोन से अथवा इलैa 7ॉिनक Uप म+ िशकायत
सकता है:वेबसाइट,वेबपेज के माj यम से इलैa 7ॉिनक Uप म+ िशकायत क$ "ािk अथवा िशकायत अिधकारी को ि
के िलए सरकारी ई-मेल का पते "दान करने क$ रीित तय करेगी।(4) िशकायत अिधकारी,िशकायत क$ "ािk पर, िश
को पावती देगा और मा उस उZे[यके िलए रखेगए रिजM टर म+ िशकायत दज/ करेगा। (5) रिजM टर म+ िशकायत
समय और क$ गई कार/वाई क$ रिजM टर म+ "िवि6 ट क$ जाएगी। (6) रिजM टर म+ "T येक िशकायत को]िमक संE
जाएगी।(7) िशकायतअिधकारी अिधिनयम क$ अधीन क$ गई िशकायत पर उZे[यपरक और M वतं रीित से काय/ करे
िशकायतअिधकारी िशकायत पर तT परता से और Eकसी भी िMथित म+ सात काय/ Eदवसके भीतर िनण/य लेगा:या E
यcareसेवाN के पgँच अथवा सवा/भौिमक सावधािनयके उपबंधसे संबंिधत िशकायत है,िशकायत अिधकारी उसी Eद
उसे िशकायत "ा तहोती है,िनण/य लेगा।11.(1) िशकायतअिधकारी यEद संतु6 ट है Eक अिधिनयम का उलंघन gआ है ज
िशकायत म+ आरोप लगायागया है-पर0 तुिशकायत अिधकारी,िलिखत म+ कारणअिभलेखकरते gए और तीन मास के ि
करने क$

पर0 तुयह Eक जहां िलिखत म+ िशकायत नहK क$ जा सकती है, िशकायत अिधकारी,िशकायतकता/ को सभ
पर0 तुयह Eक M थापनिशकायत अिधकारी िनयुa त Eकए जाने क$ 30 Eदन क$ अविध के भीतर समcredit

पर0 तुयह Eक आपात मामले म+ अथवा M वाM Q यदेखरेख केM wasपनके मामले म+ जहां यह उपबंधम+ भेदभाव

(K)"थमत:, M थापना को उलंघन सुधार के उपाए करने का िनदेश देगा;(ख) दूसरे,िजस I यिJ ने उलंघन Eकया है
देगा और ऐसे I यिJ को एचआईवी और ए9स, अिधिनयम के उपबंधऔर िनयम
तथा Eदशा-िनदmश, िवशेषकर कलंक और भेदभाव से संबंिधत "िशण Eदया जाएगा जो एक स ताह क$ अविध
सामािजक सेवा हेतु िनधा/Aरत अविध तय क$जाएगी िजसम+ एचआईवी और एa वायड/ इV यूनोडेEफिसएंसी व
यिJ नेटवक/ हेतु काय/रत

(2) उसीI यिJ Dारा पुन:अिधनियम का उलंघन करने पर िशकायत अिधकारी,M wasपन को िविध अनुसार उसकेिवnf अ कार/वाई करने क$ िसफाAरश कर सकता है।(3) िशकायत अिधकारी,िशकायत के संबंध म+ क$ गई कार/वाई क$ िश को जानकारी देगा और यEदिशकायतकता/ क$ गई कार/वाई से असंतु6 टहो तोउसको अिधकार होगा Eक वहओV ब9समैन अथवाकोई अ0 य उपयुa त िविध कार/वाई करे।(4) िशकायत अिधकारी,िशकायत पर िनण/य के उपरांत िनण/य क$ त Eदन क$ अविध म+ M थापना कोतथा िशकायत से संबf पकार

को िनण/य के संबंध म+ िलिखत म+ कारणसूिचत करेगा।12.(1) िशकायतअिधकारी सुिनि[चत करेगा Eक िशकायत संB या और क$ गई कार/वाई क$ ARपोट/के0 5ीय सरकार के अधीन उपयुa त "ािधकारी को अिधनियम क$ धारा 11 औ िनयम 13 के अंतग/त, हर छ: माह म+ दी जाए।(2) िशकायत अिधकारी इस अिधनियम के िनयम 13 और धारा 11के उपब ययधीन,यह सुिनिoत करेगाEक िशकायत, िशकायत क$ "कृित, िशकायत क$ संB या और क$ गई कार/वाई वाषक अ थान क$ वाषकARपोट/ म+ अथवा संM थान क$ वेबसाइट पर "कािशतyes.13.(1) िशकायत अिधकारी,संरित I यिJ जो Eक का िहM साIs,के अनुरोध पर िनV निलिखत रीितसे उa त संरित I यिJ क$ पहचान के संरण को सुिनिoत करेगा, अथा/त्

(2) कोई भी I यिJ िशकायत अिधकारी के समआई िशकायत के संबंध म+ कोई भी मामलातब तक मुE5त या"कािशत जब तक Eक िशकायत म+ संिलत संरित I यिJय

क$ पहचान सुरित न क$ गई हो। (K)िशकायत अिधकारी ऐसे दM तावेज क$ एक "ित फाइल करेगा िजसम+ ऐसे का नाम,

(ख) उसके समआई िशकायत

म+ संिल त संरित I यिJ को छr नाम "दान करेगा; (ग) िशकायत अिधकारी के समआई िशकायत

म+ संिल त संरित I यिJ क$ पहचान औरउसके पहचान

(घ) िशकायत अिधकारीके समआई िशकायत म+ संिल त संरित I यिJ क$ पहचान और पहचानयोq यगैर-सरकारी स काय/ करना सिVमिलतहोगा,अथवा रा; यसरकार के अधीन समुिचत"ािधकारी Dारा िनगरानी रखी जाएगी और हो उलंघनकता/ का पय/वेण करने वाले को भीऐसा "िशण लेना हो।

पहचानऔर पहचान योq य H यौरा Eदया गया हो, और इसे बंद िलफाफे म+ िशकायत अिधकारी क$ सुरित अिभ जाएगा;

योq य H यौरको िनयम10 के उप-िनयम 4के तहत िशकायतके रिजM टर सिहत िशकायत

के संबंध म+िशकायत अिधकारी और संM थान Dारा सृिजत सभी दM तावेजऔर ARकॉड\ म+ छr नाम से "द Eकयाजाएगा;H यौरको Eकसी भी I यिJ या सहायक और M टाफ सिहत उनके "ितिनिधय

Dारा "कट नहK EकयाWill go.

(3) िशकायत अिधकारी इस अिधिनयम क$ धारा 11 के उपबंधके अनुसार आंक
के संरण के उपाय
काअनुपालन करेगा।14."T येक M wasपन िजसेिशकायत अिधकारी िनयुa त करने क$
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[फा. सं.टी-11020/50/1999-नाको (पी ए4 डसी)]

तारीख:

आलोक स7 सेना,

MINISTRY OF HEALTH AND FAMILY WELFARE

(National AIDS Control Organisation)

NOTIFICATION

New Delhi, the 17th September, 2018

G.S.R. 888I.—In exercise of the powers conferred by section 47 of the Human Immunodeficiency Virus and Acquired Immune Deficiency Syndrome (Prevention And Control) Act, 2017 (16 of 2017), the Central Government hereby makes the following rules, namely:—

Chapter – I

Preliminary

1. Short title and commencement.- (1) These rules may be called the Human Immunodeficiency Virus and Acquired Immune Deficiency Syndrome (Prevention And Control) Rules, 2018.

2.Definitions.-

(1)In these rules, unless the context otherwise requires,—

(a)"Act" means the Human Immunodeficiency Virus and Acquired Immune Deficiency Syndrome (Prevention And Control) Act, 2017 (16 of 2017);

(b)"appropriate authority" means;

(i)the National AIDS Control Organisation in case of Central Government; and

(ii)the State AIDS Control Society in case of State Government;

(c)“high burden district” means a district which has-

(i)more than one percent prevalence among antenatal care in Sentinel Surveillance; or

(ii)more than five percent prevalence among high-risk population in Sentinel Surveillance; or

(iii)HIV positivity of more than national average among general clients in Integrated Counselling and Testing Centre notified by the appropriate authority under the Central Government from time to time;

(2)Words and expressions used herein and not defined in these rules but defined in the Act shall have the meanings assigned to them in the Act.

Chapter – II

Manner of Notifying HIV and AIDS Policy for Establishments

3. The appropriate authority under the Central Government shall, before notifying a model HIV and AIDS policy for establishments consult -

(a)all stakeholders including representatives of HIV -positive persons;

(b)HIV -affected persons and protected persons;

(c)healthcare providers;

(d)मेज़िस्पे उमद्जे मदहंहमक पद चत्वापक्पदाह मकनबंजपवदे मिंस्जीबंतम मेम्टाप्बमे मग्चमत्जे नदक वतहंदप्रंजपवदे वुतापदाह पद जीम पिमसक व दHIV and AIDS, employers, trade unions, and other relevant stakeholders on such policy.

4.The appropriate authority under the Central Government shall notify a model HIV and AIDS policy for establishments in the Official Gazette.

5.The appropriate authority under the Central Government shall review and update from time to time the model HIV and AIDS policy for establishments in accordance with rules 3 and 4.

6. (1) The model HIV and AIDS policy applicable to an establishment, engaged in the provision of healthcare services and every other establishment where there is a significant risk of occupational exposure to HIV shall provide for a safe working environment and for informed consent for testing, treatment and research in accordance with the provisions of the Act.

(2) The model HIV and AIDS Policy applicable to an establishment consisting of one hundred or more persons, whether as an employee or officer or member or director or trustee or manager, as the case may be, shall provide for a grievance redressal mechanism in accordance with the provisions of the Act and these rules:

Provided that in the case of healthcare establishments, the provisions of this sub-rule shall have the effect as if for the words “one hundred or more”, the words “twenty or more” had been substituted.

7. (1) The model HIV and AIDS policy as may be applicable and as may be amended and updated from time to time by the appropriate authority under the Central Government shall be adopted by every establishment upon its notification.

(2) The text of the HIV and AIDS policy shall be communicated to all persons working in the establishment by the person in charge of or responsible to the establishment.

(3) The person in charge or responsible for the establishment shall prominently post the text of the HIV and AIDS policy as a notice in English and in the language understood by majority of persons working in or accessing such establishment on special boards to be maintained for such purpose, at or near the entrance through which the majority of the persons working in or accessing the services of the establishment enter such establishment.

(4) The establishment shall conduct annual training sessions for persons working in such establishment in understanding and implementing the HIV and AIDS policy.

8. (1) The notice referred to in sub- rule (3) of rule 7 shall state the manner in which copies of the HIV and AIDS policy shall be obtained and persons working in or accessing the services of the establishment shall be entitled to a copy of such policy free of charge.

(2) The copies of the HIV and AIDS policy of establishments shall be made available in the public domain by those to whom the policy has been made available including on their website if any and in case of hard copies for a nominal price.

(3) The appropriate authority of every State shall make available the copy of HIV and AIDS policy to heads of all educational establishments who shall further provide a copy of the policy to the learners and their parents or guardians free of charge immediately upon admission of the learner to the establishment.

Chapter – III

Grievance Redressal Mechanism for Establishments

9. (1) Every establishment having one hundred or more persons, whether as an employee or officer or member or director or trustee or manager, as the case may be, shall within one hundred and eighty days of the commencement of the Act, designate such person of senior rank, as it deems fit, as the Complaints Officer who shall dispose of complaints of violations of the provisions of the Act in the establishment, in accordance with these rules:

Provided that every branch of an establishment having one hundred or more persons, whether as an employee or officer or member or director or trustee or manager, as the case may be, shall within one hundred and eighty days of the commencement of the Act, designate such person of senior rank, as it deems fit, as an additional Complaints Officer for such branch who shall dispose of complaints of violations of the provisions of the Act in the establishment, in accordance with these rules:

Provided furtherthat in the case of healthcare establishments, the provisions of this rule shall have the effect as if for the words "one hundred or more", the words "twenty or more" had been substituted.

(2) The establishment shall within thirty days of appointment, provide training to the Complaints Officer on the provisions of the Act including information on prevention, care, support and treatment related to HIV, human sexuality, sexual orientation and gender identity, drug use, sex work, people vulnerable to HIV, stigma and discrimination, principles of the greater involvement of people living with HIV, strategies of risk reduction, etc. During the training assistance of experts including protected persons and persons vulnerable to HIV may be provided to the Complaints Officer.

10. (1) Any person may make a complaint to the Complaints Officer, within three months from the date that the person making the complaint became aware of the alleged violation of the Act in the establishment:

Providedthat the Complaints Officer may, for reasons to be recorded in writing, extend the time limit to make the complaint by a further period of three months, if he is satisfied that circumstances prevented the complainant from making the complaint within the stipulated period.

(2) Every complaint shall be made to the Complaints Officer in writing in the Form set annexed to these rules:

Provided that where a complaint cannot be made in writing the Complaints Officer shall render all reasonable assistance to the complainant to reduce the complaint in writing.

(3) The Complaints Officer may receive complaint made in person, or by post or telephonically or in electronic form:

Provided that the establishment shall within a period of thirty days of appointing the Complaints Officer, establish a method for receipt of complaints in electronic form either through dedicated website, webpage or by providing an official email address for the submission of complaints to the Complaints Officer.

(4) The Complaints Officer shall, on receipt of a complaint, provide an acknowledgment to the complainant and record the Complaint in a register to be kept solely for that purpose.

(5) The time of the complaint and the action taken on the complaint shall be entered in a register.

(6) Every complaint shall be numbered sequentially in the register.

(7) The Complaints Officer shall act in an objective and independent manner while deciding complaints made under the Act.

(8) The Complaints Officer shall decide a complaint promptly and in any case within seven working days:

Provided that in case of emergency or in the case of healthcare establishment where the complaint relates to discrimination in the provision of, or access to health care services or provision of universal precautions, the Complaints Officer shall decide the complaint on the same day on which he receives the complaint.

11. (1) The Complaints Officer, if satisfied that a violation of the Act has taken place as alleged in the complaint, shall-

(a) firstly, direct the establishment to take measures to rectify the violation;

(b) secondly, counsel the person who has committed the violation and require such person to undergo training in relation to HIV and AIDS, provisions of the Act, rules and guidelines, particularly in relation stigma and discrimination, for a period amounting to one week, and a fixed period of social service, which shall include working with a non-governmental organisation working on HIV and Acquired Immunodeficiency Virus, a protected person's network, or the appropriate authority under the State Government that shall be monitored, and may also require that the person supervising the violator undergo such training.

(2) Upon subsequent violation of the Act by the same person, the Complaints Officer may recommend the establishment to take disciplinary action in accordance with the law.

(3) The Complaints Officer shall inform the complainant of the action taken in relation to the complaint and of the complainant's right to approach the Ombudsman or to any other appropriate legal recourse in case the complainant is dissatisfied with the action taken.

(4) The Complaints Officer shall, on deciding a complaint, provide brief reasons in writing for the decision to the establishment and the concerned parties to the complaint within a period of ten days from the date of decision.

12. (1) The Complaints Officer shall ensure that the complaint, its nature and number and the action taken are reported to the appropriate authority under the Central Government every six months subject to the provisions of section 11 of the Act and rule 13 of these rules.

(2) The Complaints Officer shall ensure that the complaint, the nature of the complaint, the number of the complaint and the action taken are published on an annual basis or the establishment publishes annual report or on the website of the establishment or in such annual report , subject to the provisions of rule 13 and section 11 of the Act.

13. (1) The Complaints Officer shall, if requested by a protected person who is part of any complaint, ensure the protection of the identity of the protected person in the following manner, namely:-

(a) the Complaints Officer shall file one copy of the document bearing the full name, identity and identifying details of such protected person which shall be kept in a sealed cover and in safe custody with the Complaints Officer;

(b) the Complaints Officer shall provide pseudonyms to protected person involved in complaints before him;

(c) the identity of protected person involved in complaints before the Complaints Officer and their identifying details shall be displayed in pseudonym in all documentation and records generated by the Complaints Officer and the establishment in relation to the complaints including in the register of complaints under sub-rule (4) of rule 10;

(d) the identity and identifying details of the protected person involved in a complaint before the Complaints Officer shall not be revealed by any person or their representatives including assistants and staff.

(2) No person shall print or publish any matter in relation to a complaint before a Complaint Officer unless the identity of the protected persons in the complaint is protected.

(3) The Complaints Officer shall comply with the data protection measures in accordance with the provisions of section 11 of the Act.

14. Every establishment which requires to appoint a Complaints Officer shall-

;nd vdnd ndnns inepee vthandpem vtoivche ndk nntmdme chatvhtanuume vit mdepjpepadh pje mauchsvalmme upji jim chatvApepvdeof the Act and orientation programmes for the Complaints Officer;

(b) provide necessary facilities for the Complaints Officer for deciding the complaint; and

(c) make available such information as the Complaints Officer may require in deciding the complaint.

15. The appropriate authority under the Central Government shall-

(a) develop and disseminate information, education, communication and training materials to advance the understanding of the public generally and in particular of protected persons, civil authorities and healthcare workers of the provisions of the Act including relating to redressal of rights;

(b) formulate and disseminate orientation and training programmes that may be used by establishments in the training of Complaints Officers under sub-rule (2) of rule 9 and in the counselling of persons found to have violated the provisions of the Act and clause (b) of sub-rule (1) of rule 11;

(c) provide training for the establishments in high burden districts, in coordination with the appropriate authority under the State Government and their Complaints officers in such districts on the implementation of the Act and the rules and shall further provide such trainings on an annual basis;

(d) provide training for civil authorities, and healthcare workers including Accredited Social Health Activists and Anganwadi Workers in high burden districts, in coordination with the appropriate authority under the State Government in such districts on the implementation of the Act and the rules and shall further provide such trainings on an annual basis.

16. Nothing contained in these rules prohibits, limits or otherwise restricts the right of a person to other remedies provided under the Act or any other law for the time being in force to address violations of the provisions of the Act.

FORM

Form for making Complaint to Complaints Officer under rule 10

1. Date of Incident ____

2. Place of Incident ____

3. Description of incident _______

4. Person or institution responsible for the incident _____

Signature or Thumb Impression of Complainant*

Name: Date:

Mobile No. or email or Fax or Address:

For Official Use only:

Complaint Number: ____

**Where the complaint is received orally or telephonically and reduced to writing by the Complaints Officer, the Complaints Officer shall sign and date the Form.*

[F. No. T-11020/50/1999-NACO (P&C)]

ALOK SAXENA, Jt. Secy.

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ALOK KUMA

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