

July, 2018

## **Grievance Redressal Mechanism**

- It is notified that the Mental Healthcare Act (MHA) 2017 has come into force w.e.f 29<sup>th</sup> May, 2018.
- The Mental Health Review Board is in the process of being formed as per Sections 73 & 74 of MHA, 2017 and Chapter V of CMHA Rules, 2018. This process would take some more time, possibly months.
- In the meantime as an interim working arrangement, SMHA Secretariat at IHBAS will function as the MHRB for all the Mental Health Establishments (MHEs) in the State of Delhi except IHBAS. For issues about IHBAS, the Office of the DGHS, GNCT of Delhi will function as MHRB, however all the Complaints/Grievance will be routed through the SMHA, Secretariat at IHBAS.

**If Any Patient or Family of a Person with Mental Illness (PMI) has any Complaints/Grievance related to 'Care, Treatment & Services' at any Mental Health Establishments, He/She can register their Complaints / Grievance with details to the SMHA Secretariat preferably by email or letter at the address given below:-**

**The Member Secretary / Chief Executive Officer**

**State Mental Health Authority (SMHA)**

**Institute of Human Behaviour & Allied Sciences (IHBAS)**

**Dilshad Garden, Delhi-110095**

**Email Address: [smhadelhi.mhrb2018.grievances@gmail.com](mailto:smhadelhi.mhrb2018.grievances@gmail.com)**

**Phone Number: 011-22113395**