

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**LOK SABHA
UNSTARRED QUESTION NO. 931
TO BE ANSWERED ON 8TH DECEMBER, 2023**

DISPLAY OF PATIENTS RIGHTS

931. SHRI VISHNU DATT SHARMA:

Will the Minister of **HEALTH AND FAMILY WELFARE** be pleased to state:

- (a) whether it is true that hospitals in the country display panels of IPC, CrPC and other related penal provisions that are applicable to errant patients and their attendants who resort to violence against hospital staff and if so, the details thereof;
- (b) whether the Government has any plans to make it mandatory for the Government and private hospitals to display the statutory duties of hospitals and its staff along with statutory rights of patients and their attendants as well; and
- (c) if so, the details thereof and if not, the reasons therefor?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY
WELFARE
(PROF. SATYA PAL SINGH BAGHEL)**

(a) to (c) In order to prevent violence against doctors & other healthworkers and for inculcating an effective sense of security among all healthworkers on duty, following measures have been issued by the Ministry of Health & Family Welfare to all the States/Union Territories:

- i) security of sensitive hospitals to be managed by a designated and trained force,
- ii) installation of CCTV cameras and round the clock Quick Reaction Teams with effective communication/security gadgets particularly at Casualty, Emergency and areas having high footfalls,
- iii) well-equipped centralized control room for monitoring and quick response,

- iv) entry restriction for undesirable persons,
- v) institutional FIR against assaulters,
- vi) display of legislation protecting doctors in every hospital and police station,
- vii) appointment of Nodal Officer to monitor medical negligence,
- viii) expeditious filling up of vacant posts of doctors and para-medical staff in hospitals/Primary Health Centres (PHCs) to avoid excessive burden/pressure on doctors and to maintain global doctor-patient ratio,
- ix) better infrastructural facilities and medical equipment and provision of extra monetary incentive for the doctors and para medical staff serving in hard/remote areas as compared to major and metro cities with better career prospects, etc.

Health and Law & Order being State subjects, it is for the respective State/Union Territory Government to implement and monitor the Charter of Patients' Rights and Responsibilities (As approved by National Council for Clinical Establishments). The Ministry of Health and Family Welfare has issued a letter to all States/UTs for adoption of 'Dos and Don'ts' of Patients' Rights and Responsibilities, so that fundamental grievances and concerns of patients are addressed while ensuring smooth and cordial environment in clinical establishments.
