

**GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA**

UNSTARRED QUESTION NO:2565
ANSWERED ON:10.08.2005
TREATMENT OF ACCIDENT VICTIMS
McLeod Smt. Ingrid

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

- (a) whether the Government is aware that the National Consumer Disputes Redressal Commission in its judgement given on April 25, 2005 has ruled that doctors/ hospitals cannot turn away accident victims on any ground including the ground that patients` relatives were not ready with requisite fees ;
- (b) if so, the details thereof and the Government`s reaction thereto;
- (c) whether similar judgements were already given by the apex court some years back ; and
- (d) if so, the details thereof and the steps taken by the Government for wide publicity of the same and compliance thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH & FAMILY WELFARE (SMT. PANABAKA LAKSHMI)

(a) to (d) Yes Sir. National Consumer Disputes Redressal Commission, New Delhi in its order dated 25.4.2005 has observed that doctors/hospitals cannot turn away accident victims on the ground that required advance money has not been deposited. In the case under reference emergency treatment was started when an accident victim was brought to a private Hospital in Calcutta but the treatment was discontinued as the person who had brought the victim to the hospital could not deposit advance of Rs. 15000/- . The patient was simply shifted to a Government Hospital (which was at a distance) without any transfer records. The National Consumer Redressal Commission, New Delhi has awarded a compensation of Rs. 10 lakh in this case.

Observations of the Commission and its order dated 25.04.05 have been conveyed to all State Governments for issue of appropriate advice to all Hospitals including Private Hospitals.

The Hon`ble Supreme Court in its judgement 6.5.1996 in the case No. 796/92-Paschim Banga Khet Mazdoor Samity Vs State of Bengal & Others has also stressed to provide medical services and its improvement in the country to the citizens. The judgement was circulated to all the State Governments and Central Government Hospitals for strict compliance.