

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

STARRED QUESTION NO:450  
ANSWERED ON:10.12.2010  
FACILITIES TO INDOOR PATIENTS  
Ram Shri Purnmasi

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

- (a) whether any guidelines/norms exist in regard to the facilities extended to indoor patients in the Government hospitals;
- (b) if so, the details thereof;
- (c) whether the Government has received complaints in regard to lack of facilities in the Government hospitals; and
- (d) if so, the corrective measures taken by the Government in this regard?

**Answer**

THE MINISTER OF HEALTH AND FAMILY WELFARE (SHRI GHULAM NABIAZAD)

(a)to (d)A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED QUESTION NO 450 FOR 10TH DECEMBER,2010

(a) & (b): In the Central Government hospitals in Delhi namely, Dr. R.M.L., Hospital, Safdarjung Hospital and Lady Harding Medical College and associated hospitals, the guidelines/norms for the facilities extended to indoor patients have been laid down in the hospital manual, prepared by Directorate General of Health Services (DGHS). This includes admission procedures, display of certain instructions in wards, procedure for treatment/discharge, management of various wards such as general, surgical, maternity/nursery, etc.

(c) & (d): As reported by Central Government Hospitals in Delhi, no complaint has been received. However, there is a Grievance Redressal Committee in the above mentioned hospitals to enable the public to lodge the written complaints/suggestions/grievances. The Committee meets at regular intervals to examine the complaints and communicates its decision/recommendations to the Department/Section concerned for their redressal.