

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

UNSTARRED QUESTION NO:1947
ANSWERED ON:02.12.2011
COMPLAINT AGAINST HOSPITALS
Guddu Shri Premchandra

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

- (a) whether the complaints of the patients in the Government hospitals including All India Institute of Medical Sciences (AIIMS) are on the rise;
- (b) if so, the details thereof;
- (c) the details of the complaints registered by the patients during each of the last three years and the current year; and
- (d) the steps being taken/likely to be taken by the Government to provide proper and hassle free treatment to the patients in Government hospitals?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF HEALTH & FAMILY WELFARE (SHRI GHULAM NABI AZAD)

(a) to (d): Health is state Subject and no such data is maintained centrally. In so far as the Central Government Hospital located in Delhi namely Safdarjung Hospital, Dr.RML Hospital and LHMC & associated hospitals and AIIMS located in Delhi are concerned, the details of the complaint received during last three year and current year are given below:

No. of Complaints received

Year Safdarjung Hospital LHMC & associated hospitals Dr. RML Hospital Trauma Centre under AIIMS and C.N. Hospital Centre under AIIMS

2008 04 NA 71 NA

2009 01 10 121 21

2010 03 05 100 28

2011 (30th 07 04 51 30
November)

Main Hospital AIIMS

Year No. of complaints

2008-09 63

2009-10 73

2010-11 84

2011-12 (30th NA
November)

Not Available

In order to readdress the complaints of patients, necessary steps are taken which include issue of directions to the person concerned, initiation of appropriate administrative action, installation of complaint boxes in various departments for any grievances faced by the patients, availability of help desk in OPD, refunding of unutilized amount, etc.