

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

UNSTARRED QUESTION NO:2036
ANSWERED ON:02.12.2011
MISBEHAVIOUR BY DOCTORS
Singh Shri Iyyaraj ;Tudu Shri Laxman

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

- (a) whether increasing number of persons are going to private hospitals for treatment due to callous attitude of the employees of Government hospitals;
- (b) if so, the reaction of the Government thereto;
- (c) the number of persons against whom action has been taken due to misbehaviour with patients, State/UT-wise during each of the last three years and the current year; and
- (d) the corrective steps taken by the Government in this regard?

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. However, as far as three Central Government Hospitals located in Delhi namely Safdarjung Hospital, Dr. R.M.L. Hospital and Lady Hardinge Medical College and its associated hospitals in Delhi are concerned, there is no shortfall of patients coming to those hospitals for treatment in OPD and IPD. No case of misbehavior has been established/reported in respect of Dr. R.M.L. Hospital and Lady Hardinge Medical College and its associated hospitals. However, Safdarjung Hospital has issued directions to its staff in 9 cases. In order to readdress the complaints of misbehavior with patients, necessary steps are taken in these Central Government hospitals 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 etc.