

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

UNSTARRED QUESTION NO:5924  
ANSWERED ON:11.05.2012  
FACILITIES TO SR. CITIZENS IN SAFDARJUNG HOSPITAL  
Ram Shri Purnmasi

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

- (a) whether there is acute shortage/ absence of various basic necessities such as wheel chairs, stretchers, ward boys, lift operators to attend to senior citizens and physically challenged outdoor patients in the new Out Patient Department(OPD) Building of Safdarjung Hospital, New Delhi;
- (b) if so, the reasons therefor alongwith the details of total number of functional wheel-chairs and stretchers available in OPD for patients;
- (c) whether any complaints from members of Parliament have been received in this regard;
- (d) if so, the action taken by the Government thereon; and
- (e) the steps taken to improve all the services and ensure presence of lift operators/ward boys on duty in the OPD of Safdarjung Hospital?

**Answer**

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

(a) to (e): The basic necessities such as wheel chairs, stretchers, ward boys, lift operators are adequately available in the Out Patient Departments (OPDs) in Safdarjung Hospital to help the patients including Senior citizens and physically challenged patients. Safdarjung Hospital has not received any complaint from Hon'ble Members of Parliament in this regard.

Various steps taken by the Safdarjung Hospital to improve the services include presence of lift operators/ward boy on duty in the OPD include setting up of 'May I help you' counter to help the patients including Senior Citizens, deployment of two medical social workers and four nursing attendants, setting up of separate registration counters for senior citizens in OPDs, reserving four beds in all wards for senior citizens; issue of instructions to lift operators through CPWD to make proper arrangements for old and physically challenged patients for boarding the lifts and earmarking of lifts for them, etc.