

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

UNSTARRED QUESTION NO:7094
ANSWERED ON:18.05.2012
HELPLINE FOR PATIENTS
Siricilla Shri Rajaiah

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

- (a) whether the Government is assisting the States in starting helpline for patients to enable patients in Government hospitals to lodge complaint against non-availability of doctors and medicines;
- (b) if so, the details thereof; and
- (c) the funds allocated and utilised so far by each State/UT in this regard during the Eleventh Plan Period?

Answer

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

(a) to (c) 'Health' is a State subject and it is primarily the responsibility of the State Government to start such helpline for patients in hospitals.

No such scheme is presently under consideration of the Central Government.

In so far as three Central Government Hospitals in Delhi namely Safdarjung Hospital, Dr. Ram Manohar Lohia Hospital and Lady Hardinge Medical college and its Associated Hospitals are concerned, Grievances Redressal Cell is available to lodge such complaints.