

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

UNSTARRED QUESTION NO:2337
ANSWERED ON:07.12.2012
PATIENT CHARTER
Gandhi Shri Dilip Kumar Mansukhlal

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

- (a) whether the Government proposes to formulate a patient charter to address the shortcomings in healthcare facilities in the country;
- (b) if so, the details thereof; and
- (c) the time by which it is likely to be implemented?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI ABU HASEM KHAN CHOUDHURY)

(a) to (c): Public Health being a State subject, the primary responsibility of public health, including formulation and implementation of Patient Charter, rests with the States. Government of India has provided templates of Citizen Charter for different level of health care facilities viz. Sub Health Centre (SHC), Public Health Centre (PHC), Community Health Centre (CHC) and District Hospital (DH). It is up to the States to formulate/adopt and implement Patient Charter. Therefore, no timeline can be given.

Under the Revised National Tuberculosis Control Programme (RNTCP) a Patients Charter for Tuberculosis Care developed by the World Care Council has been adopted.

The Patients' Charter for Tuberculosis Care (the Charter) outlines the rights and responsibilities of people with tuberculosis (TB). It empowers people with the disease and their communities through knowledge of the disease. Initiated and developed by patients from around the world, the Charter makes the relationship with health-care providers a mutually beneficial one.

The Charter sets out the ways in which patients, communities, health-care providers, both private and public, and governments can work together as partners in a positive and open relationship, to improve standards of TB care and effectiveness of the health-care process. It allows all parties to be held more accountable to each other, fostering mutual interaction and a "positive partnership".

Developed in tandem with the International Standards for Tuberculosis Care to promote a "patient-centers" approach, the Charter adheres to the principles on health and human rights of the United Nations, UNESCO, WHO and the Council of Europe, as well as other local and national charters and conventions.

The Charter embodies the principle of Greater Involvement of People with TB (GIPT). This affirms that the empowerment of people with the disease is the catalyst for effective collaboration with health-care providers and authorities and is essential for success in the fight to stop TB. The Charter, the first global "patients-empowered" standard for care, is a cooperative tool, forged from a common cause, for the entire TB community. The Patients Charter comprises of both patients' rights and patients responsibilities.