

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

UNSTARRED QUESTION NO:264  
ANSWERED ON:23.11.2012  
PATHETIC CONDITION OF KALAWATI SARAN HOSPITAL  
Ray Shri Saugata

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

- (a) whether the Government has noticed the pathetic condition of Government hospitals in the country including Kalawati Saran Hospital;
- (b) if so, the details thereof, State-wise, hospital-wise including Delhi;
- (c) the action taken to redress the grievances of the patients of these hospitals;
- (d) whether there is any shortage of doctors, para medical staffs in those hospitals; and
- (e) if so, the details thereof and the details of remedial action taken in this regard?

**Answer**

THE MINISTER OF HEALTH AND FAMILY WELFARE (SHRI GHULAM NABI AZAD)

(a) to (e) Health is a state subject and no such information is maintained centrally. It is primarily the responsibility of the State Governments to provide high-quality patient care facilities to the people.

In so far as three Central Government Hospitals namely Safdarjung Hospital, Dr. RML Hospital and LHMC & Smt. S.K. Hospital including Kalawati Saran Hospital are concerned, high priority is accorded to patients care and accordingly efforts are made to provide the best patient care within available resources.

There is a separate Complaint and Grievance redressal Cell in these hospitals to take care of grievances of the public and staff. Complaint boxes are installed at strategic points in the hospitals and hospital authorities are also approachable for spot redressal of the grievances wherever possible.

There is no acute shortage of doctors, para medical staffs in three Central Government Hospitals. However vacancies are created due to retirement, death, resignation etc. Since recruitment process is an ongoing and continuous process, attempts are also made to fill the vacant position as per the Recruitment Rules. Permission is also granted from time to time to recruit contractual staff pending regular appointments so that patient care is not suffered.