

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

UNSTARRED QUESTION NO:2503
ANSWERED ON:07.12.2012
STUDY ON FUNCTIONING OF GOVERNMENT HOSPITALS
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Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

- (a) whether the Government has conducted any study on the functioning of the Government hospitals;
- (b) if so, the details thereof;
- (c) whether the Government has any mechanism to monitor the functioning of the Government hospitals;
- (d) if so, the details thereof and if not, the reasons therefor; and
- (e) the steps taken by the Government to address the issue?

Answer

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

(a) & (b): Since 'Health' is a State subject, no such information is maintained centrally. However, so far as three Central Government Hospitals in Delhi are concerned, in 2009 a Pilot study was conducted in Dr. RML Hospital for the study of flow of movement of patients and to assess the response time of Doctors & Nurses in the Emergency Department, only. Certain modifications suggestions were made in the sitting arrangement of Nursing Staff and Doctors which has since been implemented.

In addition, a pilot study was also done in Kalawati Saran Children's Hospital and Smt. Sucheta Kriplani Hospital in 2010 on the functioning of emergency services.

(c) to (e): The functioning of Government hospital is monitored regularly. The Medical Superintendent of the respective hospitals take regular rounds of various areas in the hospital to monitor the functioning of the hospital.

Apart from this, regular inspections/visits are also conducted by the officers of Directorate General of Health Services/Ministry of Health & Family Welfare to ensure smooth functioning of these hospitals. There is also Grievance Redressal Cell in these hospitals. Complaint boxes are put up at strategic points in these hospitals which are opened at regular intervals. Complaints received are redressed timely. Designated officers are also available in these hospitals for on-the-spot redressal of urgent issues. The performance of these hospitals is also discussed in various review meetings in the Ministry/Directorate General of health services at regular intervals.