

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

UNSTARRED QUESTION NO:3572  
ANSWERED ON:14.12.2012  
TREATMENT OF PATIENTS IN AIIMS  
Choudhry Smt. Shruti;Guddu Shri Premchandra

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

- (a) whether the Government proposes to fix a certain time limit for the treatment of patients in the All India Institute of Medical Sciences (AIIMS), New Delhi;
- (b) if so, the details thereof and if not, the reasons therefor;
- (c) whether the Government also proposes to set up a complaint centre in AIIMS in order to bring transparency in the treatment so as to bring this institution closer to poor people; and
- (d) if so, the details thereof and if not, the reasons therefor?

**Answer**

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

- (a) & (b) No. The treatment of patients depends on patient to patient as well as disease to disease.
- (c) & (d) AIIMS hospital has inbuilt system for registration of grievances/complaints and any misconduct/misbehaviour by the staff/doctors which include placement of 24 complaint boxes in different areas of the hospital which are attended to by officer in-charge of the concerned areas to enable the public to register any complaint of negligence or short fall of doctors and hospital administration.