

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

UNSTARRED QUESTION NO:4362

ANSWERED ON:22.03.2013

DIAGNOSTIC TESTS

Rama Devi Smt. ,Sinh Dr. Sanjay,Vasava Shri Mansukhbhai D.

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

- (a) whether incidents of Union Government hospitals in Delhi asking the patients to get diagnostic tests and x-ray done from outside have come to the notice of the Government;
- (b) if so, the details thereof and the reasons therefor along with the reaction of the Government thereto;
- (c) the details of provision for registering complaint by the patients in this regard;
- (d) whether the Government has conducted any enquiry into this illegal practice which causes inconvenience to the patients; and
- (e) if not, the reasons therefor and the manner in which such complaints are investigated so that the patients may not face harassment?

**Answer**

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

- (a) In so far as the three Central government hospitals in Delhi namely Safdarjung Hospital, Dr. Ram Manohar Lohia Hospital and Lady Hardinge Medical College and Associated Hospitals are concerned, there are no such incidents reported.
- (b) Does not arise.
- (c) to (e) In these three Central Government Hospitals in Delhi, there is a separate Complaint and Grievance Redressal Cell to take care of grievances of the public and staffs. Complaint boxes are installed at strategic points in the hospitals and spot redressal of the grievances is also conducted by the hospital authorities, whenever and wherever possible.