

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

UNSTARRED QUESTION NO:836
ANSWERED ON:27.02.2015
SUB STANDARD HEALTH SERVICES
Suman Shri Balka

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

- (a) whether the Government has taken note of the low quality of health services available in the Government hospitals in rural and urban areas including scheduled areas;
- (b) if so, the details thereof;
- (c) whether the Government has any proposal to appoint professionals to tackle this problem;
- (d) if so, the details thereof and if not, the reasons therefor;
- (e) whether the Government also proposes to increase the budgetary allocations to improve the situation; and
- (f) if so, the details thereof and if not, the reasons therefor?

Answer

THE MINISTER OF HEALTH AND FAMILY WELFARE (SHRI JAGAT PRAKASH NADDA)

(a) & (b): Public Health being a State subject, primary responsibility of ensuring quality of health services lies with State/UT governments. However, Central Government provides financial and technical assistance to the State/UT governments under National Health Mission (NHM) to inter alia provide quality health care services in public health facilities. There is considerable variation in the Quality of Care delivered at Public Health Facilities between States/UTs, and also between health facilities within a state.

(c) & (d): The Government of India has released 'Operational Guidelines for National Quality Assurance in Public Health Facilities' for supporting states' efforts to improve the quality of District Hospitals, Community Health Centres and Primary Health Centres. States have been urged to undertake necessary steps to implement guidelines and ensure envisaged standards of quality. As per guidelines, all States/UTs are expected to set up an institutional framework from State level to facility level. There is provision of hiring dedicated Human Resource for Quality Assurance Units at each level i.e. State level, Regional level/District level and facility level. These units are expected to undertake gap analysis, periodic assessment, and scoring as per operational guidelines. States/UTs are expected to obtain State level and National level Quality Assurance Certification after achieving prescribed score. A provision of incentives has also been made for the facilities which are able to achieve and retain the certification. The operational guidelines are available in public domain at <http://nhsrcindia.org/index.php?option=comcontent&view=article&id=171&Itemid=647>.

(e) & (f): State/UT Governments are provided funds within their resource envelope, for improving their healthcare system including quality in public health facilities based on their proposal in the Programme Implementation Plan (PIP) of NHM. States are advised to seek resources for improving quality in public health facilities on priority in their PIP. In FY 2014-15, an amount of Rs. 5666.76 lakhs has been approved for Quality Assurance across all States/UTs. The details are annexed.