

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

UNSTARRED QUESTION NO:3324  
ANSWERED ON:01.08.2014  
COMPLAINTS AGAINST AIIMS DOCTORS  
Singh Shri Pashupati Nath

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

- (a) whether the behaviour of doctors, nurses and paramedical staff in the prestigious hospital of the country namely All India Institute of Medical Sciences (AIIMS) towards the patients is reportedly getting extremely rude;
- (b) if so, the details thereof along with the reaction of the government thereto;
- (c) whether the Government has received any complaints including from public representatives in this regard;
- (d) if so, the details thereof during each of the last three years and the current year along with the action taken by the Government thereon; and
- (e) the other remedial measures taken/ being taken by the Government in this regard?

**Answer**

THE MINISTER OF HEALTH AND FAMILY WELFARE (DR. HARSH VARDHAN)

(a) to (d): The patients visiting general Out Patient Department (OPD), casualty OPD and admitted in the various wards of the Hospital and other Centres of the All India Institute of Medical Sciences (AIIMS) are given adequate attention by the doctors, nurses and other staff. Despite that few complaints have been received and details of such complaints including those from public representative during the last three years and current year along with action taken on these complaints at the level of Institute are as per Annexure .

(e) To deal with the complaints received from various quarters, complaint boxes have been installed in different areas of the Institute which are attended by the concerned officer In-charge on regular basis. Apart from this, Medical Social Service Officer and Part Time Social guides appointed in the Institute attend to complaints of general patients.