

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**LOK SABHA
UNSTARRED QUESTION NO. 2318
TO BE ANSWERED ON 9TH MARCH, 2018**

HOSPITAL MANUAL

**2318. SHRI RAJESH KUMAR DIWAKER:
SHRI DEVJI M. PATEL:
SHRI CHANDU LAL SAHU:
SHRI SUNIL KUMAR SINGH:**

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

- (a) whether the Hospital Manual 60 and 61 has the provision mandating each hospital to designate one complaint redressal officer and keep a complaint box for complaints;
- (b) if so, whether this hospital manual is being fully implemented in all the hospitals of the country including Uttar Pradesh, Rajasthan and Jharkhand; and
- (c) if not, the action taken by the Government against such hospitals which have not implemented this manual and the details thereof, State-wise?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI ASHWINI KUMAR CHOUBEY)**

(a): As per the Hospital Manual (Chapter XIII) issued by the Directorate General of Health Services, Ministry of Health and Family Welfare, published on 4th June, 2002, a Grievance Redressal Officer is also to be designated in every hospital for effective grievance redressal of the patients. Further, the manual prescribes that a number of Complaint Boxes are to be placed at strategic locations of hospitals for collection of complaints from the patients and their relatives.

(b) &(c): 'Health' being a state subject, no such information is maintained centrally. As far as three Central Government Hospitals in Delhi viz. Safdarjung, Dr. Ram Manohar Lohia and Lady Hardinge Medical College & Associated Hospitals are concerned, effective Grievance Redressal machinery, is in place. All the grievances received in these hospitals are being dealt in a time-bound manner for speedy redressal.

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