

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

**LOK SABHA  
UNSTARRED QUESTION NO. 3955  
TO BE ANSWERED ON 10<sup>TH</sup> AUGUST, 2018**

**ASSESSMENT OF GOVERNMENT HOSPITALS**

**3955. SHRI LAKHAN LAL SAHU:  
PROF. RAVINDRA VISHWANATH GAIKWAD:**

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

- (a) whether the Government has conducted any survey to assess the functioning of Government Hospitals and if so, the details thereof;
- (b) whether the Government has received complaints regarding the pitiable condition of hospitals in the country;
- (c) if so, the details thereof, State/UTwise including Maharashtra; and
- (d) the measures taken by the Government for improvement in the condition and functioning of Government hospitals in the country?

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

(a) to (d): 'Public Health' and 'Hospitals' being State subjects, such information is not maintained centrally.

As far as three Central Government hospitals in Delhi i.e. Safdarjung, Dr. Ram Manohar Lohia hospital and Lady Hardinge Medical College and Associated hospitals are concerned, Government has not conducted any specific survey to assess the functioning of these hospitals. However, hospital monitoring assessment is a regular ongoing process and supervisory officials regularly monitor the functioning of these hospitals.

The complaints/suggestions regarding behaviour of doctors/staff, lack of cleanliness, shortage of drugs, etc. received from time to time are noted for compliance and necessary actions are taken to improve the quality of hospital care services in these hospitals with available resources.

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A number of measures have been taken by Government/Hospitals for bringing improvements in the functioning, which are as under:-

- (i) Maintenance and up-gradation of hospital infrastructure.
- (ii) Kaya Kalp initiatives have been taken for cleanliness and Infection Control practices.
- (iii) New equipments and other diagnostic facilities have been upgraded continuously.
- (iv) Providing free drugs to all admitted patients.

In addition to the above, functioning of the hospitals is monitored at various levels, There are many Committee in different levels for the smooth functioning of these hospitals. A Grievance Redressal Officer is designated in every hospital for effective grievance redressal of the patients. Further, a number of complaint boxes are placed at strategic locations of hospitals for collection of complaints from the patients and their relatives.

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