

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

**LOK SABHA
UNSTARRED QUESTION NO. 1019
TO BE ANSWERED ON 08th DECEMBER, 2023**

INCREASING NUMBER OF PATIENTS IN GOVERNMENT HOSPITALS

1019. SHRI RAMDAS C. TADAS:

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

- a) whether the Government has taken note of the difficulties faced by the patients visiting Central Government hospitals including AIIMS all over the country;
- (b) if so, the details thereof;
- (c) whether the Government has made an assessment of the number of patients visiting these hospitals and if so, the details thereof;
- (d) whether there has been an increase in the number of patients coming for various surgeries and if so, the details thereof;
- (e) whether the Government proposes to pay special attention to further increase the facilities at AIIMS, Nagpur; and
- (f) if so, the details of the steps taken in this regard?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY
WELFARE
(DR. BHARATI PRAVIN PAWAR)**

(a) to (b): The Government attaches great importance for providing effective patient care to the public at large. The Ministry of Health & Family Welfare regularly monitors the performance of Government Hospitals including All India Institute of Medical Science (AIIMS) in terms of patient care delivery and issues necessary directions from time to time. All Central Government Hospitals including AIIMS provide Out Patient Department (OPD) registration through Online Registration System (ORS) which can be accessed through <https://ors.gov.in>. Central Government Hospitals have been facilitated with digital display of Citizen Charter, display of information about various departments OPDs, signages etc. for guiding the patients.

(c) and (d) There has been an overall increase in the number of patients visiting OPD and for various surgeries in all Central Government Hospitals including AIIMS all over the country.

(e) and (f): At AIIMS Nagpur the number of surgical super specialty beds have increased in view of increased number of patients. Additional Operation Theaters (OTs) have been operationalized to accommodate the increased number of patients requiring surgical intervention.
