

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

**LOK SABHA
UNSTARRED QUESTION NO. 4021
TO BE ANSWERED ON 19TH MARCH, 2021**

CHARTER OF PATIENTS' RIGHTS

4021. SHRI PINAKI MISRA:

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

- (a) the status of implementation of the Charter of Patients' Rights as recommended by the National Human Rights Commission;
- (b) the States that have established a grievance redressal mechanism for patients; and
- (c) the steps being taken by the Government to publicize the Charter of Patients' Rights and to ensure that it is displayed in all public and private healthcare facilities and on government websites?

ANSWER

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

(a) to (c): Ministry of Health and Family Welfare (MoHFW), Government of India issued a letter to all States/Union Territories (UTs) for adoption of the Dos and Don'ts, contained in the draft Charter of Patient Rights shared by National Human Rights Commission (NHRC), and as recommended by the National Council for Clinical Establishments, a statutory body under the Clinical Establishments (Registration and Regulation) Act, 2010, so that grievances and concerns of patients are addressed while ensuring smooth and cordial environment in clinical establishments. The copy of the letter is also hosted on the website of the Ministry at the web link –

<http://clinicaestablishments.gov.in/writereaddata/9901.pdf>

Further, Health being a State subject, it is for the respective State/UT Government to ensure implementation of Charter of Patients' Rights. It is also for the respective State/UT Government to establish grievance redressal mechanism for patients and to take steps to publicize the charter of patient's rights and to ensure that it is displayed in all public and private health facilities and on Government websites. The details are not maintained Centrally.