

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

**LOK SABHA
UNSTARRED QUESTION NO.1905
TO BE ANSWERED ON 30 JULY 2021**

CHARTER OF PATIENTS' RIGHTS

1905 DR. MOHAMMAD JAWED:

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

- a) the necessary steps taken to implement the charter of Patients' Rights as recommended by the National Human Rights Commission in September;
- b) the number of States that have set up the grievance redressal mechanism for patients as also recommended by NHRC advisory; and
- c) the steps taken by his Ministry to ensure all states and Union territories display patients rights charter in public and private healthcare facilities as well as on health department websites?

ANSWER

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

a) to c)

The Human Rights Advisory on Rights of Persons with Disability in context of COVID-19 issued on 28th September 2020, by National Human Rights Commission (NHRC) was marked to Secretary, Department of Empowerment of Persons with Disabilities, Secretary, Department of School Education and Literacy, Secretary, Ministry of Consumer Affairs, Food and Public Distribution, Secretary, Department of Health and Family Welfare, besides being sent to all States/Union Territories (UTs) Chief Secretary for necessary action.

Similarly, the Human Rights Advisory on Right to Health, issued on 28th September 2020 and marked to Secretary, Ministry of Health and Family Welfare was also marked to all States/UTs Chief Secretaries. Ministry of Health and Family Welfare (MoHFW) has taken up the issues of implementation of both the Advisories in the context of COVID-19 with the States/UTs from time to time. Further, a set of Do's and Don'ts for patients and clinical establishments, based on the Charter of Patient's Rights as recommended by NHRC was shared by Ministry of Health and Family Welfare, Government of India with all States/UTs for adoption, so that grievances and

concerns of patients are addressed while ensuring smooth and cordial environment in clinical establishments. The copy of the letter is available on the website of the Ministry at the web link –

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

Since Health is a State subject, it is for the respective State/ UT Government to implement and monitor Charter of Patients' Rights as recommended by the NHRC. Further, 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.