

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

**LOK SABHA
UNSTARRED QUESTION NO. 1707
TO BE ANSWERED ON 11th FEBRUARY 2022**

CHARTER OF PATIENT'S RIGHTS

**1707. SHRI SAPTAGIRI SANKAR ULAKA &
SHRI RAM MOHAN NAIDU KINJARAPU:**

Will the MINISTER OF HEALTH & FAMILY WELFARE be pleased to state:

- (a) the necessary steps taken by the Government to implement the charter of patients rights as recommended by the National Human Rights commission;
- (b) the steps taken by the Government to ensure all States and Union Territories display patients' rights charter on their health department websites along with the number of States that have adopted the same after the letter that was shared by the MOHFW in 2019;
- (c) the number of hospitals empanelled under the Ayushman Bharat Scheme that are displaying the patients' rights charter including both public and private hospitals; and
- (d) the budget allocations made for the promotion of patients' rights charter;
- (e) the number of States that have set up the grievance redressal mechanism for patients as recommended by NHRC advisory; and
- (f) the steps taken by the Government to ensure that all States and Union territories display patients rights charter in public and private healthcare facilities as well as on health department website?

ANSWER

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

(a) to (f) Ministry of Health and Family Welfare (MoHFW) had shared the Charter of Patients' Rights recommended by National Human Rights Commission (NHRC) in 2019 with the Government of all States and Union Territories (UTs). Health is a State subject. It is for the respective State/UT Government to adopt, implement and monitor the Charter of Patients' Rights. Further, it is also for the respective State/UT Government to display the Patients' Rights Charter in public and private healthcare facilities as well as on their health department websites, allocate budget for promotion of Patients' Rights Charter, set up grievance redressal mechanism for patients as recommended by NHRC advisory.

National Council for Clinical Establishments setup under the Clinical Establishments Act, 2010 in MoHFW has, in the year 2021, further updated the aforesaid Patients' Rights Charter and included additional Patients' Rights and shared the same with the States and UTs, where the Clinical Establishments Act is applicable. The updated charter is also available in public domain on the weblink <http://clinicalestablishments.gov.in/WriteReadData/3181.pdf>. The implementation of the provisions of the aforesaid Act and the updated Patients' Rights Charter is within the remit of the respective State/UT Government, where the Act is applicable.

As on 08.02.2022, Ayushman Bharat PradhanMantri – Jan ArogyaYojana (AB PM-JAY) is implemented by 33 States/UTs. A pan-India network of more than 25000 hospitals are empanelled under AB PM-JAY for providing healthcare services to the scheme's beneficiaries.

National Health Authority (NHA) which is mandated to implement the AB PM-JAY, drafted the Patients' Rights and Responsibilities Charter for hospital empanelled under this scheme. This was adopted from NHRC and international patient charters. Further, in May 2021, NHA issued a communication to various State Health Agencies (SHA) to ensure observance of Patients' Rights Charter across all empanelled hospitals and to display it at prominent areas in the hospital premises. It was also suggested that the Patients' Rights Charter booklet be made available with the Pradhan Mantri Arogya Mitra's kiosk for AB PM-JAY beneficiaries.

NHA releases funds to the SHAs to undertake various beneficiary empowerment activities including Information, Education and Communication (IEC). These funds are intended to be utilized by SHAs for above purpose.
