

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

**LOK SABHA  
UNSTARRED QUESTION NO. 2124  
TO BE ANSWERED ON 29<sup>TH</sup> JULY, 2022**

**LONG WAITING FOR TREATMENT IN AIIMS**

**2124. SHRI SHRIMATI GOMATI SAI:  
SHRI VIVEK NARAYAN SHEJWALKAR:**

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

- (a) Whether the number of patients in AIIMS Institutes has increased constantly during 2019-2020 to 2021-22 and if so, average number of patients visiting per day, AIIMS-wise including AIIMS, Delhi and Raipur;
- (b) Whether the patients in such institutes have to wait for a long period of time to get even basic treatments including at AIIMS, Delhi and Raipur; and
- (c) If so, steps being taken by the Government to ensure that the patients do not have to wait for longer period for treatment in these institutes?

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

- (a) Due to restrictions related to Covid-19 pandemic, the number of patients visiting OPD in various AIIMS went down as compared to 2019-20. In case of AIIMS New Delhi, average number of per day OPD patients declined from 6812 in 2019-20 to 1882 in 2020-21. Information in respect of 6 other functional AIIMS, set up under PMSSY, including AIIMS Raipur, is as under:

Average number of patients visiting hospital per day

S. No.	AIIMS	2019-20	2020-21	2021-2022
1.	Raipur	1828	921	1535
2.	Bhopal	2187	946	1238
3.	Bhubaneswar	3157	1797	2470
4.	Jodhpur	3082	1457	2192
5.	Patna	2581	500	2070
6.	Rishikesh	2866	774	1633

Note: Information in respect of AIIMS Bhopal and Jodhpur is for calendar year of 2019, 2020 & 2021.

- (b) & (c) There is no long waiting period for patients in new AIIMS set up under PMSSY. As far as AIIMS, New Delhi is concerned, 80% of OPD appointments for new patients are

provided online for upto 30 days in advance and remaining 20% of OPD appointments are for walk-in patients. In addition, patients given dates by their doctors are provided appointments through Single Window Exist Counter (SWEC) and departmental nodal persons. New appointments have a waiting of not more than one month.

Steps taken by various AIIMS to handle the increasing patient load includes, among others, screening clinics; increase in the number of special clinics and sample collection counters; implementation of Hospital Management Information System and Queue Management System, tele-consultation; increase in number of operation theaters and strengthening the manpower.

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