

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

**LOK SABHA  
UNSTARRED QUESTION NO.1849  
TO BE ANSWERED ON 06.12.2024**

**DISRUPTIONS OF COMPUTER SERVICE IN RML HOSPITAL**

**1849 SHRI JAI PRAKASH:**

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

- (a) whether the Government is aware of the fact that the RML Hospital, Delhi has experienced perennial computer service disruptions due to alleged non-functional fire-wall system which protects its network from cyber threats causing a lot of inconveniences to a large number of patients; and
- (b) if so, the steps taken/proposed to be taken by the Government to mitigate the sufferings of the patients?

**ANSWER  
MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE  
(SHRI PRATAPRAO JADHAV)**

- (a) & (b) Only one event of firewall failure was reported in the Hospital on 04.11.2024. The firewall function was restored on 06.11.2024. The OPD registrations were done manually from 04.11.2024 and 05.11.2024. No patient was deprived of healthcare service due to non-functional of firewall system on 04.11.2024 and 05.11.2024.

The IT Infrastructure of Hospital is reviewed from time to time and necessary steps are taken to address the issues, if any to make it more robust.

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