

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

**LOK SABHA
STARRED QUESTION NO. 186
TO BE ANSWERED ON THE 11TH DECEMBER 2015
OVERCROWDING OF GOVERNMENT HOSPITALS**

†*186. **SHRI PANKAJ CHAUDHARY:**

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

(a) whether the Government is aware of overcrowding of Government Hospitals and if so, the details thereof;

(b) the average waiting time and norms drawn and for major procedures and surgeries other than emergency cases in Government Hospitals;

(c) whether an online appointment system for treatment in Government Hospitals/Medical Colleges/Medical Institutes has been introduced, if so, the details thereof indicating the names of the Hospitals where such system has been introduced;

(d) whether some deficiencies in the working of online appointment have been reported, if so, the details thereof; and

(e) the steps taken by the Government to ensure proper treatment of the patients under the system?

**ANSWER
THE MINISTER OF HEALTH AND FAMILY WELFARE
(SHRI JAGAT PRAKASH NADDA)**

(a) to (e): A statement is laid on the Table of the House

**STATEMENT REFERRED TO IN REPLY TO LOK SABHA
STARRED QUESTION NO. 186* FOR 11TH DECEMBER, 2015**

(a) & (b): The number of patients visiting the Central Government Hospitals for treatment is much more as compared to their handling capacity in terms of number of beds, manpower and other resources. These hospitals are not only attending to the patients of the city of their location but also the patients from neighbouring States and far flung areas of the country. As a result, there is a waiting period for certain procedures, which varies from Department to Department in these Hospitals. As such, various Clinical Departments make their own waiting lists of patients in need of admission taking into consideration the condition of patients, urgency of treatment required and bed availability on a particular day.

(c) to (e): Online Registration System (ORS) has been introduced in Hospitals from 01.07.2015 and so far 11 (eleven) Central Government Hospitals have introduced this system, details of which are available at **Annexure**. More than 1 lakh appointments have already been taken using this portal. At present, system is in a nascent stage and its functionality and performance is closely monitored for further improvisation. Immediate remedial measures are ensured to address any shortcomings/deficiencies in the operation of the system.

Annexure

S. No.	Name of State	Name of Hospital
1.	Chandigarh	Government Medical College and Hospital Sector
2.	Chandigarh	Post Graduate Institute of Medical Education and Research
3.	Delhi	All India Institute of Medical Sciences (AIIMS), New Delhi
4.	Delhi	Dr. Ram Manohar Lohia Hospital
5.	Delhi	Kalawati Saran Children's Hospital
6.	Delhi	Lady Hardinge Medical College and Smt. Sucheta Kriplani Hospital
7.	Delhi	National Institute of Tuberculosis and Respiratory Diseases
8.	Delhi	Safdarjung Hospital and VMMC
9.	Delhi	Sports Injury Centre, Safdarjung Hospital
10.	Karnataka	National Institute of Mental Health and Neuro Sciences (NIMHANS)
11.	Puducherry	Jawaharlal Institute of Postgraduate Medical Education and Research