

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

**LOK SABHA
UNSTARRED QUESTION NO. 4806
TO BE ANSWERED ON 28th MARCH, 2025**

BASIC HEALTH FACILITIES IN GOVERNMENT HOSPITALS IN JHARKHAND

†4806. SHRI CHANDRA PRAKASH CHOUDHARY:

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

(a) the steps taken by the Government so far to solve the problems faced by patients in getting basic facilities like beds, medicines and doctors in Government hospitals in the State of Jharkhand and if so, the details thereof;

(b) whether the Government proposes to develop any digital system to register complaints of patients and ensure their timely redressal; and

(c) if so, the details thereof;

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

(a): The National Health Mission (NHM) provides support for improvement in health infrastructure, availability of adequate human resources in health facilities, to improve availability and accessibility to quality healthcare especially for the under-served and marginalized groups in rural areas. The Ministry of Health and Family Welfare provides technical and financial support to the States/UTs to strengthen the public healthcare system, based on the proposals received in the form of Programme Implementation Plans (PIPs) under NHM. The Government of India provides approval for the proposals in the form of Record of Proceedings (RoPs) as per norms and available resources.

Under Centrally Sponsored Scheme (CSS) component of the PM-Ayushman Bharat Health Infrastructure Mission (PM-ABHIM), support for 100 and 50-bedded Critical Care Hospital Blocks (CCBs) at district hospitals or medical colleges is provided to various States/UTs including Jharkhand. Under Central Sector component of PM-ABHIM, 150 bedded Critical Care Blocks are envisaged to be established in 12 AIIMS and Institute of National Importance (INIs). Total amount of Rs. 1375.96 crore has been approved under CSS component of PM-ABHIM for the State of Jharkhand for FY 2021-22 to FY 2025-26.

The Fifteenth Finance Commission (FC-XV) has recommended grants through local governments for specific components of the health sector to the tune of Rs.70,051 crore and the same have been accepted by the Union Government. These grants for health through Local Governments will be spread over the five-year period from FY 2021-2022 to FY 2025-26 and will facilitate strengthening of health system at the grass-root level. Total amount of Rs.2370.19 crore has been allocated under FC-XV health grant for the State of Jharkhand for FY 2021-22 to FY 2025-26.

To ensure availability of essential drugs and reduce the Out of Pocket Expenditure (OOPE) of the patients visiting the public health facilities, Government has rolled out the Free Drugs Service Initiative (FDSI) under NHM. This includes financial support to States/UTs for 106 drugs at Sub-Health Centre (SHC) level, 172 at Primary Health Centre (PHC) level, 300 at Community Health Centre (CHC) level, 318 at Sub-District Hospitals (SDH) level and 381 drugs at district Hospitals.

The Government of India has taken number of initiatives in the form of incentives and honorarium to the medical professionals for encouraging better service delivery in rural and remote areas across the country including Jharkhand, which include:

- i. Hard Area Allowance to specialist doctors for serving in rural and remote areas so that they find it attractive to serve in public health facilities in such areas.
- ii. States are also allowed to offer negotiable salary to attract specialist including flexibility in strategies such as “You Quote We Pay”.
- iii. Non-monetary incentives such as preferential admission in postgraduate courses for staff serving in difficult areas and improving accommodation arrangement in rural areas have also been introduced under NHM.
- iv. Multi-skilling of doctors is supported under NHM to overcome the shortage of specialists such as Comprehensive Emergency Obstetric and Newborn Care (CEmONC) and Life Saving Anaesthesia Skills (LSAS).

(b) & (c): As informed by Government of Jharkhand, a Medical Helpline toll free number 104 has been developed through which patients can register their complaints and can get 24X7 medical assistance. This Ministry has also integrated “Mera Aspataal”, a patient feed-back system in the District Hospitals (DH).
