

**GOVERNMENT OF INDIA  
HEALTH AND FAMILY WELFARE  
LOK SABHA**

UNSTARRED QUESTION NO:1873  
ANSWERED ON:08.03.2006  
GRIEVANCE CELLS IN HOSPITALS  
Mahato Shri Bir Sing;Prasad Shri Hari Kewal

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

- (a) whether Grievance Cells have been set up in various Government hospitals to redress the grievances of patients regarding treatment;
- (b) if so, the details thereof;
- (c) if not, the reasons therefor;
- (d) the number of complaints received by these Cells set up in Government hospitals of Delhi during the last six months;
- (e) whether any action has been taken against any employee/officer on the basis of aforesaid complaints during the last six months; and
- (f) if so, the details thereof?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH & FAMILY WELFARE (SMT. PANABAKA LAKSHMI)

(a) & (b) In so far as Central Government Hospitals, namely, Dr. Ram Manohar Lohia Hospital, Safdarjung Hospital and Lady Harding Medical College and associated hospitals, Jawaharlal Institute of Postgraduate Medical Education and Research (JIPMER), Pondicherry, PGIMER, Chandigarh and AIIMS, New Delhi, are concerned, grievance cells have been set up in these hospitals to redress the complaint received from any patients or his/her relatives. Any action taken in the matter is intimated to the complainant also.

(c) Does not arise.

(d) Number of complaints received by the Central Government Hospitals in Delhi, during last six months is as under:-

1. Dr. R.M.L. Hospital 51
2. Safdarjung Hospital 11
3. LHMC & allied hospitals 5

(e) & (f) In Safdarjung Hospital, an employee was transferred from Registration Counter and in four cases, the complainants were advised to meet the concerned doctors for needful.

In LHMC, warning letter issued to every ambulance driver concerned by the administration.

In Dr. R.M.L. Hospital, a Senior Ortho. Surgeon has been placed under suspension.