

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

UNSTARRED QUESTION NO:1219
ANSWERED ON:07.03.2007
LACK OF PROPER TREATMENT IN HOSPITALS
Mahato Shri Sunil Kumar;Yadav Shri Giridhari

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

- (a) whether proper medical treatment is not being provided to the patients coming from outside Delhi at Ram Manohar Lohia Hospital, Safdarjung Hospital and All India Institute of Medical Sciences;
- (b) whether the Government has received complaints from Members of Parliament in this regard;
- (c) if so, the number of complaints received by the Government from MPs during the last three years along with the action taken thereon; and
- (d) other steps taken by the Government to improve the situation?

Answer

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

(a) to (d) : In so far as the three Central Government Hospitals in Delhi, are concerned, all the patients who come to the hospitals are given appropriate treatment expeditiously irrespective of states, he/she belongs. Whenever any complaint regarding treatment are received it is looked into by the Grievances Redressal Committee of the hospitals. Periodical review of the complaints are undertaken in each of the hospitals.

Instructions are issued from time to time to the staff of the hospitals to ensure that the patients are dealt with Politely, Sympathetically while providing the treatment.