

The Government of AP has terminated the agreement with agency (Health Management Research Institute) and entrusted the management of 104 Health Information Helpline to Aarogyasri Health Care Trust *vide* G.O Ms No. 255 HM and FW (K2) Dept. dated 5-9-2011. The Trust has taken over the center and re-established on 1.10.2011 at 3rd Floor MCH complex, Koti and renamed as 104 Sevakendram. The Trust integrated the Aarogyasri call centre with 104 Sevakendram and focused the center for monitoring of major schemes and for receiving of any grievances pertaining to the Medical and Health dept.

10. Chandigarh:

In UT Chandigarh, for addressing the grievances related to the system, the helpline-102 acts as emergency referral helpline along with the general grievances related to the health system. At the facility level, the head of the departments are responsible to attend the grievances if any.

Action plan to reduce patients load at AIIMS, New Delhi

†1877. SHRI P.L. PUNIA: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether Government is of the view that due to excessive load of patients on All India Institute of Medical Sciences (AIIMS), New Delhi, the patients have to wait for a long period for treatment, tests, operation etc., if so, the details thereof; and

(b) whether Government has any special action plan to reduce the load of patients on AIIMS, New Delhi, if so, the details thereof?

THE MINISTER OF HEALTH AND FAMILY WELFARE (SHRI JAGAT PRAKASH NADDA): (a) It is a fact that a huge number of patients come to All India Institute of Medical Sciences (AIIMS), New Delhi for its services in the OPD as well as for hospitalization. Adequate medical care is provided to all patients who come to AIIMS for treatment within the constraints of available infrastructure. AIIMS prioritizes dates for procedures and surgeries depending on condition of patients.

(b) Government has approved an additional 85 HDU beds and 106 ICU beds over the last 3 years to cater to the needs of the critically ill patients. In addition, in view of the ever increasing patient load at AIIMS, New Delhi, the Government has taken a number of steps to augment tertiary care facilities including setting-up of new AIIMS like institutions; strengthening Super Specialties in Government Medical Colleges; and setting-up of State Cancer Institutes and Tertiary Cancer Care Centres in Government Medical Colleges.

†Original notice of the question was received in Hindi.