

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

**RAJYA SABHA  
UNSTARRED QUESTION NO. 1688  
TO BE ANSWERED ON 9<sup>TH</sup> March, 2021**

**LONG WAITING FOR APPOINTMENT IN AIIMS, DELHI**

**1688 SHRI VISHAMBHAR PRASAD NISHAD:  
SMT. CHHAYA VERMA:  
CH. SUKHRAM SINGH YADAV:  
SHRI CHH. UDAYANRAJE BHONSLE:**

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

- (a) whether it is a fact that All India Institute of Medical Sciences, New Delhi is allocating very long waiting dates for appointment in OPD and operation for treatment of the various patients;
- (b) if so, the details thereof;
- (c) whether Government would consider to find a way to avoid long wait dates, and to reduce the pressure of increasing number of patients by increasing resources and the health facilities of AIIMS-like institutions in view of the number of patients; and
- (d) whether any student has been conducted, in view of the increasing number of patients in AIIMS, to ascertain the inconvenience caused to the normal patients in treatment due to pandemic?

**ANSWER  
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND  
FAMILY WELFARE  
(SHRI ASHWINI KUMAR CHOUBEY)**

(a) to (d) At present registrations are done as per maximum handling capacity of the concerned specialty/department in AIIMS, New Delhi. 80% of OPD appointments for new patients are being provided online for upto 30 days in advance and remaining 20% of OPD appointments are being provided for walk-in patients. In addition, patients who are advised follow up consultation by their doctors are provided appointments through Single Window Exit Counters (SWEC) and departmental nodal persons. New appointments have a waiting of not more than one month. All follow up patients (with prior appointment as well as walk-in) are registered/seen by respective OPDs without any limit. Further, the waiting list of patients needing admission is prepared according to patients' condition, urgency of treatment and bed availability on the particular day. Facilities/blocks such as National Cancer Institute, Burn and Plastic Surgery and New OPD Block of AIIMS, New Delhi have also become functional to handle the high patient load. Further, for correcting regional imbalances in availability of affordable tertiary healthcare services, the Government is implementing Pradhan Mantri Swasthya Suraksha Yojana (PMSSY) under which setting up of 22 new AIIMS and upgradation of 75 Government Medical Colleges have been sanctioned.