

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2675
TO BE ANSWERED ON 21st DECEMBER 2021**

PATIENTS' RIGHTS CHARTER

**2675. SHRI AJIT KUMAR BHUYAN
SHRI ABIR RANJAN BISWAS:**

Will the MINISTER OF HEALTH & FAMILY WELFARE be pleased to state:

- (a) the number of States that have adopted the Patients' Rights Charter after the instruction was shared by the Ministry in 2019;
- (b) the steps that were taken by the Ministry to ensure that all States display Patients' Rights Charter on their Health Department websites;
- (c) the steps taken to track and support the implementations of the Patients' Rights Charter in accordance with the recommendations made by the National Human Rights Commission;
- (d) the number of hospitals that are supported under Ayushman Bharat Scheme; and
- (e) the provisions for budget allocations for promotion of Patients' Rights Charter under the Ayushman Bharat Scheme?

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY
WELFARE
(DR. BHARATI PRAVIN PAWAR)**

(a) to (c) Ministry of Health and Family Welfare (MoHFW) had shared the Charter of Patients' Rights recommended by National Human Rights Commission (NHRC) in 2019 with the Government of all States and Union Territories (UTs). Health is a State subject. It is for the respective State/ Union Territory (UT) Government to adopt, implement and monitor the Charter of Patients' Rights. Further, it is also for the respective State/UT Government to display the Patients' Rights Charter on their health department websites and to track and support its implementation.

National Council for Clinical Establishments setup under the Clinical Establishments Act, 2010 in MoHFW has further updated the aforesaid Patients' Rights Charter and included additional Patients' Rights in the year 2021 and shared the same with the States and UTs, where the Clinical Establishments Act is applicable. The updated charter is also available in public domain on the weblink <http://clinicalestablishments.gov.in/WriteReadData/3181.pdf>.

The implementation of the provisions of the aforesaid Act and the updated Patients' Rights Charter is within the remit of the respective State/UT, where the Act is applicable.

(d) & (e) As on 16th December 2021, Ayushman Bharat Pradhan Mantri – Jan Arogya Yojana (AB PM-JAY) is being implemented by 33 States / UTs. A pan-India network of more than 24,500 hospitals are empanelled under AB PM-JAY for providing healthcare services to the scheme's beneficiaries.

National Health Authority (NHA) which is mandated to implement the AB PM-JAY, drafted the Patients' Rights and Responsibilities Charter for hospital empanelled under this scheme. This was adopted from NHRC and international patient charters. Further, in May 2021, NHA issued a communication to various State Health Agencies (SHA) to ensure observance of Patients' Rights Charter across all empanelled hospitals and to display it at prominent areas in the hospital premises. It was also suggested that the Patients' Rights Charter booklet be made available with the Pradhan Mantri Arogya Mitra's kiosk for AB PM-JAY beneficiaries.

NHA releases funds to the SHAs to undertake various beneficiary empowerment activities including Information, Education and Communication (IEC). These funds are intended to be utilized by SHAs for above purpose.
