

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 910
TO BE ANSWERED ON 11.02.2025**

DIGITAL SYSTEM FOR REGISTERING COMPLAINTS OF PATIENTS

910 # DR. BHIM SINGH:

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

- (a) the steps taken by the Ministry so far, to address the problems faced by patients in availability of basic facilities like beds, medicines, and doctors in Government hospitals and the details thereof; and
- (b) whether the Ministry is planning to develop a digital system to register patients' complaints and ensure their timely redressal and, if so, the details thereof?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE
(SHRI PRATAPRAO JADHAV)**

(a) & (b) Augmentation of healthcare facilities to ensure availability of beds, essential medicines, and adequate number of doctors and other staff in Government hospitals is a regular process under taken on the basis of functional requirement of the Hospitals.

Aggrieved persons can lodge their grievances by online mode at the Centralized Public Grievance Redress and Monitoring System(CPGRAMS) portal operated by Department of Administrative Reforms and Public Grievances. The petitioners can also track and view the status/reply of their online grievance petitions at the portal. A patient/attendant can record the feedback in respect of the hospital in “Mera Asptal’ portal of Ministry of Health & Family Welfare .

Nodal Officers/ Grievance Officers have been designated in each Central Government hospital to address and promptly resolve the grievances. Appeal facility is also available to the citizens if they are not satisfied with the resolution done by the Grievance Officer. An Officer senior to the Nodal Officer is designated as Nodal Appellate Authority in each Central Government hospital for consideration and appropriate disposal of the appeal.

In addition, a Public Grievance Cell is also functioning in the Ministry of Health & Family Welfare to address the petitions received in the Department. Details of number of grievances received by Grievance Redressal Officer (GRO) of Hospital Division, Ministry of Health and Family Welfare during the period 1.04.2024 to 31.12.2024 are at Annexure-I

Annexure-I

Details of Grievances received from 1.04.2024 to 31.12.2024 by GRO Hospital Division.

Grievance type	Brought forward as on 1.04.2024	Received during 1.04.2024 to 31.12.2024	Disposed during 1.04.2024 to 31.12.2024	Pending as on 1.01.2025	Most common nature/ subjects of grievances
Grievance	44	151	169	12	Service delivery, Waiting period, Non-cooperative behaviour of
Appeal	8	4	12	0	doctors/staff, Traffic and Parking related issues, Sanitation issues, Security issues, General administration and establishment matters