

OFFICE OF THE SECRETARY (HEALTH & FAMILY WELFARE)
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
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No.F. PA/Secy.(HFW)/2017/ssadmin/657-660

Dated: 04.10.2017

CIRCULAR

This is with reference to the meeting taken by the Hon'ble CM on 16/08/2017, minutes of which were circulated to all the participants. Today on a visit to the hospitals, it was observed by the Hon'ble CM that Pharmacies are not opening at the scheduled time of 9.00 AM, nor have displayed the Complaint (Helpline) No.1031 near Pharmacy Counters for lodging all public complaints, as had been directed during the meeting. It was also seen that there was a large number of medicines that were not available at the pharmacy counters. All MDs/MSs would recall that instructions had been given that they shall make the necessary emergency procurement as per given procedure, whenever there is a shortfall in supplies. CPA also had been given directions that these should be procured on rate contract if tenders are not finalized. Director, CPA shall explain the reasons for his failure to do so. The non-availability of medicines after issue of such directions indicates negligence on the part of the concerned MSs which has been taken very seriously by the Hon'ble CM.

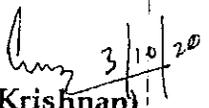
All MDs/MSs shall therefore furnish the following information:-

1. Whether the Complaint (Helpline) no.1031 has been displayed. If not yet displayed, they shall take immediate steps to display the same.
2. List of unavailable medicines, and dates since when these medicines are unavailable. MDs/MSs shall also indicate the steps taken by them to ensure availability of these medicines.
3. Display of boards informing the general public about the availability of free medicines & free diagnostic services, within the hospital premises.

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4. It also came to notice that in many cases surgeries are not being scheduled for various reasons and patients have to wait endlessly for operations, whereas there is already a scheme in place whereby such patients are to be referred to the empanelled private clinics if waiting time is more than one calendar month.

The status report in this regard, and proposed timelines for implementation of all of the above, shall be furnished by **3.30 pm on 06/10/2017**.


(Rashmi Krishnan)
Secretary(H&FW)

To

All Medical Directors/Supdts of hospitals
& Heads of Institution under. H&FW, GNCTD.

Copy for information to:-

1. Pr. Secretary (H&FW).
2. Spl. Secretary to Hon'ble CM.
3. Secretary to MOH.