

# **Annexures**



**Annexure I**  
**(Referred to in paragraph 2.2)**

**A. Details of Nursing staff in the hospitals as of March 2022**

Sl. No.	Name of the Hospital	Sanctioned Strength	Present Strength	Shortage	Shortage in percentage
1.	Acharya Shree Bhikshu	117	107	10	8.54
2.	Aruna Asaf Ali	101	86	15	14.85
3.	Attar Sain Jain Eye and General Hospital	11	11	00	00 (Dec 2023)
4.	Babu Jagjiwan Ram Memorial	137	119	18	13.13
5.	Bhagwan Mahavir	220	146	74	33.63
6.	BR Sur Homeopathic	13	11	02	15.38
7.	Central jail	71	70	01	1.40
8.	Deen Dayal Upadhyay	693	528	165	23.80 (Dec 2023)
9.	Deep Chand Bandhu	147	119	28	19.09
10.	Dr. Hedgewar Arogya Sansthan	163	128	35	21.47
11.	Dr. Baba Saheb Ambedkar	453	418	35	7.07 (Dec 2023)
12.	Dr. NC Joshi Memorial	56	48	08	14.28
13.	GB Pant	1154	760	394	34.14
14.	Guru Nanak Eye Centre	119	102	17	14.28
15.	Guru Teg Bahadur	1377	983	394	28.61
16.	Guru Gobind singh	125	113	12	9.6 (Dec 2023)
17.	Jag Pravesh Chander	144	111	33	22.92 (Dec 2023)
18.	Lok Nayak Hospital	1644	1315	329	20.01
19.	Lal Bahadur Shastri	166	119	47	28.31
20.	Maharishi Valmiki	108	108	0	0 (Dec 2023)
21.	Nehru Homeopathic Medical	28	26	02	7.14
22.	Pt. Madan Mohan Malviya	110	98	12	10.90
23.	Rao Tula Ram Memorial	97	94	03	3.09
24.	Sanjay Gandhi Memorial	263	229	34	12.92
25.	Satyawadi Raja Harish Chandra	134	121	13	9.70
26.	Sardar Vallabh Bhai Patel	91	87	04	4.39
27.	Sri Dadadev Maitri Avum Shishu Chikitsalya	90	89	01	1.11
28.	A&U Tibbia College & Hosp.	28	20	08	28.57

**B Details of Para Medical staff as of March 2022**

Sl. No.	Name of Post	Sanctioned Strength	Present Strength	Shortage	Shortage in percentage
1.	Occupational/Physiotherapist	102	70	32	31
2.	Speech Therapist	12	06	6	50
3.	Refractionist	34	19	15	44
4.	Audiometric Assistant	23	13	10	43
5.	Dietician	58	30	28	48
6.	Dark Room Artist	63	32	31	49
7.	Laundry staff	05	02	03	60
8.	Post Mortem Assistant	37	04	33	89
9.	Library staff	26	00	26	100
10.	Perfusionist	03	00	03	100
11.	Chair side Assistant	10	02	08	80
12.	Technical Assistant Ophthalmology	15	04	11	73
13.	Orthoptist	04	01	03	75
14.	LA/LT PCR Hepatitis	02	00	02	100
15.	Psychiatric Social worker	48	06	42	87
16.	Lab Technician	1422	820	602	42
17.	OT Technician	832	562	270	32
18.	Radiographer	296	159	137	46
19.	Medical Record Technician	28	3	25	89

**C Details of Non-teaching Specialist in the hospitals/Units as of March 2022**

Sl. No.	Name of Hospital/Units	Sanctioned Strength	Present Strength	Shortage	Shortage in percentage
1.	Acharya Shree Bhikshu (ABGH)	21	14	07	33.33
2.	Deen Dayal Upadhyay (DDUH)	69	47	22	31.88 (Dec 23)
3.	Deep Chand Bandhu (DCBH)	29	16	13	44.82
4.	Dr. Baba Saheb Ambedkar (DBSAH)	71	44	27	38.02 (Dec 2023)
5.	Guru Teg Bahadur (GTBH)	21	22	NA	NA
6.	Lok Nayak Hospital (LNH)	69	41	28	40.57
7.	Sanjay Gandhi Memorial (SGMH)	35	27	08	22.85
8.	Satyawadi Raja Harish Chandra (SRHCH)	23	10	13	56.52
9.	Aruna Asaf Ali (AAAGH)	26	21	05	19.23
10.	Attar Sain Jain Eye and General Hospital (ASJEH)	04	02	01	50.00 (Dec 2023)
11.	Babu Jagjiwan Ram Memorial (BJRMH)	25	14	11	44
12.	Bhagwan Mahavir (BMH)	24	22	02	8.33
13.	Central Jail (CJH)	13	07	06	46.15
14.	Dr. Hedgewar Arogya Sansthan (DHAS)	25	21	04	16
15.	Govind Balabh Pant Hospital (GBPH)	01	00	01	100
16.	Guru Gobind Singh Government Hospital (GGSGH)	24	17	07	29.16
17.	Guru Nanak Eye Centre (GNEC)	03	02	01	33.33 (Dec 2023)
18.	Jag Parvesh Chander (JPCH)	25	19	06	24 (Dec 2023)

Sl. No.	Name of Hospital/Units	Sanctioned Strength	Present Strength	Shortage	Shortage in percentage
19	Lal Bahadur Shastri (LBSH)	25	21	04	16
20	Maharishi Valmiki (MVH)	18	11	7	38.88 (Dec 2023)
21	Dr. NC Joshi Memorial (NCJMH)	14	09	05	35.71
22	Pt. Madan Mohan Malviya (PMMM)	23	18	05	21.73
23	Rao tula Ram Mem. (RTRMH)	20	13	07	35
24	Sri Dadadev Maitri Avum Shishu Chikitsalya (SDDMASC)	14	10	04	28.57
25	SHS (DHS)	05	01	04	80
26	Sardar Vallabh Bhai Patel (SVBPH)	21	14	07	33.33
27	CDMO (ND)	03	00	03	100

**Annexure II**  
**(Referred to in paragraph 2.10)**  
**Details of Radiological services (X-rays)**

Name of the hospital	Number of X-Ray Machine	Technician	SR/Specialist
B R Sur Homeopathic	0	2	0
A&U Tibbia	0	1	0
Acharyaa Shree Bhikshu Hospital	1	11	2
Rao Tula Ram Memorial Hospital	1	5	0
Rajiv Gandhi Super Speciality Hospital	7	0	6
Guru Gobind Singh Govt. hospital	2	9	0
SRHC Hospital	2	9	0
Sanjay Gandhi	5	14	1
GTB hospital	5	40	20 (December 2023)
Lok Nayak Hospital	10	50	30
Deep Chand Bandhu Hospital	5	10	0
Chaudhary Brahm Prakash Ayurved Charak Sansthan	1	0	0

**Annexure III**  
**(Referred to in paragraph 4.2.6.2)**  
**List of inferior quality drugs consumed in hospitals**

Sl. No.	Name of Tablet	Date of receiving in Store	Batch No.	Quantity received	Date of Expiry	Quantity replaced	Qty. of Inferior quality consumed	Sample receiving date by drug deptt.	Test report receiving date by hospital
	<b>LNH</b>								
1.	Diclofenac Sodium 50mg	22.04.20	DIC-1920	900000	02/23	554020	345980	27.10.20	24.02.21
2.	Ibuprofen IP 400mg	25.04.16	LT 5092	100000	02/18	91980	8020	26.04.16	08.08.16
3.	Diclofenac Sodium 50mg	22.04.20	DIC-1920	900000	02/23	554020	345980	27.10.20	24.02.21
4.	Ibuprofen IP 400mg	25.04.16	LT 5092	100000	02/18	91980	8020	26.04.16	08.08.16
5.	Inj Glycopyrrolate	2018	DL 350	9000	-	-	9000	-	24.05.18
6.	Inj Bupivacain	2018	5K50431	1060	-	-	1060	-	24.05.18
7.	Inj. Labetalol	2018	LB1H5 B2	225	-	-	225	-	24.05.18
8.	Inj. Gentamycin	2018	150538	15000	-	-	11941	-	24.05.18
9.	Inj. Pantaprazole	2018	ADG021	60000	-	51577	8423	-	24.05.18
10.	Inj Labetalol	2018	LBG682	293	-	-	293	-	24.05.18
11.	Inj Amino Acid 10%	2018	17GAM 001	460	-	-	460	-	24.05.18
12.	Inj. paracetamol	2018	2491127	15000	-	1368	13632	-	24.05.18
13.	Inj. Iron sucrose	2018	317 1097	1284	-	-	1284	-	24.05.18
14.	Tab Azithromycin 500mg	2018	AZT 15007	3000	-	-	3000	-	24.05.18
15.	Tab Azithromycin 500mg	2018	AZT 15008	3000	-	-	3000	-	24.05.18
16.	Tab Azithromycin 500mg	2018	AZT 16002	15000	-	-	15000	-	24.05.18
17.	Calcium with D3	2018	616-702	2000	-	-	2000	-	24.05.18
18.	Neosporin skin ointment	03/17 and 05/17	G16035	1382	07/18	630	752	-	05/17
19.	Ranitidine 150mg	03.05.19 03.08.19	RAN-1903 RAN-1920	617000 600000	07/20 07/20	572200 600000	44800 -	-	-
20.	Acetazolamide 250 mg	28.11.18	T-1859007	50000	03/19	26580	23420	-	-
	<b>CNBC</b>								
21.	Diclofenac Sodium 50mg ₹	06.01.18	DFT170 21	5000	10/19	-	5000	06.08.18	02.01.19
22.	Enalapril Maleate IP 2.5mg	07.04.18	T15884	1000	12/19		630	06.08.18	02.01.19
23.	Acetazolamide, 250mg	16.11.18	T-185900 7	2000	02/20		1000		05.12.18

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Sl. No.	Name of Tablet	Date of receiving in Store	Batch No.	Quantity received	Date of Expiry	Quantity replaced	Qty. of Inferior quality consumed	Sample receiving date by drug deptt.	Test report receiving date by hospital
24.	Calcium Carbonate D3 (Syp)	25.11.19	KR 7018 & 7021	7100	04/21		2024	05.12.19	14.01.20
25.	Ceftriaxone, 1gm/vial	08.08.15	150669	6300	11/16		2080		05.11.15
26.	Promethazine	20.03.17	DL-017	15000	02/19		10100		21.11.17
27.	Gentamycine, 40 mg	29.06.15	150538	300	10/16		200		26.08.15
28.	Antacid Gel	16.07.16	22-66BHD 10&9	3960	05/18		3960		21.12.16
29.	Levocetirizine	16.07.16	01026-BDH10	10000	05/18		10000		
30.	ORS	12.09.16	1916-316	2325	06/18		2325		



**Annexure IV**  
**(Referred to in paragraph 4.4.1)**  
**Unavailability of Essential Drugs in hospitals**

**(i) LNH, JSSH, CNBC**

Sl. No.	Month	Name of the medicine	Balance in the beginning of the month	Quantities demanded by departments	Quantities issued in the month	Remarks
<b>LNH</b>						
1.	May 2017	Ramipril, 5mg	1400	35000	Nil	30000 received on 22.06.17
2.	May 2017	Amlodipine, 5mg	20650	116000	20000	Not received during the year
3.	May 2017	B. Complex	970	107200	Nil	63000 quantities received on 30.06.17 and issued 5100 only against the May 17 indents.
4.	May 2017	Amitriptylline, 10mg	0	10000	Nil	Fresh stock of 4000 tablets on 03.08.2017 and 15000 tablets on 28.08.2017 were received
5.	May 2017	Amitriptylline, 25mg	400	11000	Nil	Fresh stock of 5000 tablets was received on 23.05.2017 but no quantity was issued in this month.
6.	May 2017	Pyridoxine, 10mg	0	2000	Nil	First stock of this tablet was received on 10.06.2017 of 200 tablets.
7.	May 2017	Bethistine, 8mg	1920	21200	1200	New stock of 30000 tablets was received on 06.09.2017.
8.	May 2017	Atorvastatin, 10mg	190	10050	50	Fresh batch of 10000 tablets were received on 08.07.2017.
9.	January 2021	K. Bind Sachet	450	400	350	
10.	January 2021	Syp. DPH	214	500	200	
11.	January 2021	Syp. Iron	232	117	87	
12.	January 2021	E/d Clotrimazole	Nil	50	Nil	
13.	January 2021	Amoxycillin	568	188	168	
14.	January 2021	Sup.Cefixime	Nil	200	Nil	
15.	Feb 2020	Glycerol	876	1124	804	300 bottles were received in the store on 29.02. 2020
16.	Feb 2020	Sterillium	1954	3698	2958	2000 bottles were received on 15.02.2020. 1100 bottles were received on 29.02.2020.

Sl. No.	Month	Name of the medicine	Balance in the beginning of the month	Quantities demanded by departments	Quantities issued in the month	Remarks
17.	Feb 2020	Hydrogen Peroxide (H2O2)	270	546	486	250 quantities were received on 15.02.2020 and 200 quantities were received on 29.02.2020.
18.	Feb 2020	Vitamin D3 drops	20	50	30	10 bottles were received on 11.02.2020. Indent of 20 bottles was given by Ch. Med. W-13A&16, but not given. 05 bottles were received on 25.08.2020, after a gap of almost 06 months.
<b>JSSH</b>						
19.	Dec-2018	Tab. Glimperide 1mg	Nil	54000	Nil	Not received during the month
20.	Dec-2018	Tab. Glimperide 2mg	Nil	200000	Nil	Not received during the month
21.	Dec-2018	Tab. Glimperide 4mg	Nil	208000	Nil	Next supply against indent received was executed on 22/04/19
22.	Dec-2018	Tab. Methylcobalamine 500mg	Nil	200000	Nil	Not received during the month
23.	Dec-2018	Tab. Betahistine 8mg	Nil	10000	Nil	Next supply against indent received was executed on 06/03/19
24.	Dec-2018	Tab. Allupurinol 100mg / Zylonic	2000	45000	2000	Not received till March 2022
25.	Dec-2018	Tab. Donezepil 5mg	568	5000	Nil	Next supply against indent received was executed on 02/04/19
26.	Dec-2018	Tab. Warferine 5mg	Nil	5000	Nil	Next supply against indent received was executed on 06/03/19
27.	Dec-2018	Tab. Escitalopram 10mg	Nil	20000	Nil	Not received till March 2020
28.	Dec-2018	Tab. Doxophylline 400mg	Nil	30000	Nil	Next supply against indent received was executed on 24/04/19
29.	Feb-2020	Tab. Digoxin 0.25mg	Nil	5000	Nil	Tab. was out of stock since December 2019 and next supply against indent received was executed on 15/10/2020
30.	Feb-2020	Tab. Domperidone 10 mg	Nil	60000	Nil	Tab. was out of stock since December 2019 and next supply against indent received was executed on 24/06/2020

Sl. No.	Month	Name of the medicine	Balance in the beginning of the month	Quantities demanded by departments	Quantities issued in the month	Remarks
31.	Jan-2021	Tab. Montelukast 10mg	Nil	5000	Nil	Tab. was out of stock since December 2020 and next supply against indent received was executed on 26/08/2021
32.	Jan-2021	Tab. Voglibose 0.3mg	Nil	100000	Nil	Tab. was out of stock since December 2020 and next supply against indent received was executed on 03/03/2021
33.	Jan-2021	Tab. Carbamezipine 200mg	Nil	40000	Nil	Tab. was out of stock since Oct-2020 and next supply against indent received was executed on 03/03/2021
<b>CNBC</b>						
34.	May 2017	Acyclovir, 200mg	150	3000	100	1500 received on 28.07.17 and only 300 issued
35.	May 2017	Enalapril melete, 5mg	0	5000	Nil	2000 received on 31.05.17 and only 1000 issued on 07.06.17
36.	May 2017	Diclofenic Sodium, 50 mg	0	4000	Nil	5000 quantities received on 19.05.17 and issued 3000 only against the May 17 indents.
37.	May 2017	Adapaline, 15mg	0	1000	Nil	Not received during the year.
38.	May 2017	Sodium Bicarbonate, 500mg	50	3000	Nil	9950 tablets were received on 19.07.2017.
39.	May 2017	Betamethsone, 20mg	0	1000	Nil	New stock of only 100 tablets was received on 19.08.2017.
40.	December 2018	Inj. Heparin 25000 IU	10	40	10	
41.	December 2018	Calcium Carbonate, 500mg	5430	10000	3000	
42.	December 2018	Cefexime, 200mg	4200	8000	3000	
43.	December 2018	Folic Acid, 5mg	330	6000	200	
44.	December 2018	Metronedazole, 400mg	100	3000	50	
45.	December 2018	Phenobaritone, 30mg	150	1000	150	
46.	July 2019	Anti Rabis Vaccine	60	100	20	

Sl. No.	Month	Name of the medicine	Balance in the beginning of the month	Quantities demanded by departments	Quantities issued in the month	Remarks
47.	July 2019	Przosin, 5mg	500	2000	300	
48.	February 2020	Vitamin D3 6000 units	340	1000	100	
49.	February 2020	Adrenaline	9980	2000	500	
50.	January 2021	Inj. Midazolam	175	1200	125	
51.	January 2021	Vitamin K 10mg	350	100	50	
52.	January 2021	Lactulose, 100ml	90	1000	40	
53.	January 2021	Mensa	6	30	6	
54.	January 2021	Amlodipine 5mg	1830	2000	730	

**(ii) List of medicines which were not available in RGSSH**

Sl. No.	Name of the Items not available	From	To	Indenting department	Appx. Period for which medicine not available
<b>RGSSH</b>					
1.	Normal Saline 500 ml	22.10.2016	21.11.2016	CCU	1 months
2.	Inj. Lignocaine 2%	22.05.2017	07.03.2018	Cath Lab	9 months
3.	Inj. Heparin 25000 IU	22.05.2017	05.04.2018	„	10 months
4.	Normal Saline 100 ml	26.05.2017	19.11.2017	Emergency	6 months
5.	Inj. Lasix/Furosemide	26.05.2017	06.07.2017	„	1 month
6.	Inj. Cleaxin/Enoxaparin 0.4 ml	26.05.2017	20.09.2017	„	4 months
7.	Inj. Tramadol 50mg	26.05.2017	09.07.2017	„	1½ months
8.	Inj. Pan top 40mg	26.05.2017	06.07.2017	„	1 month
9.	Inj. Rantac/Ranitidine 50mg	26.05.2017	06.07.2017	„	1 month
10.	Inj. Ketamine	22.05.2017	12.09.2017	Endoscopy	3½ months
11.	Inj. Pantoprazole 40mg	22.05.2017	06.07.2017	„	1½ months
12.	Inj. Tramadol 50mg	22.05.2017	09.07.2017	„	1½ months
13.	Inj. Nor-Adrenaline	22.05.2017	09.07.2017	„	1½ months
14.	Inj. Deriphyline/Theophylline	22.05.2017	18.12.2017	„	7 months
15.	Inj. Metoclopramide	22.05.2017	04.02.2019	„	8½ months
16.	Inj. Hyoscine Bromide	22.05.2017	04.03.2018	„	9½ months
17.	Tab. Amlodipine 5mg	22.05.2017	09.07.2017	„	1½ months
18.	Tab. Bisacodyl 5 mg	22.05.2017	09.07.217	„	1½ months
19.	Inj. Adrenaline	20.12.2018	04.02.219	„	1½ months
20.	Inj. Calcium Gluconate	31.12.2018	04.02.2019	Pulmo Ward	1 month
21.	Inj. Soda bicarbonate	31.12.2018	04.02.2019	„	1 month
22.	Inj. Soda bicarbonate	18.12.2018	04.02.2019	ICU	1½ months
23.	Inj. STK/Streptokinase	13.01.2021	19.03.201	ICU	2 months
24.	Inj. Adenosine	13.01.2021	19.03.2021	ICU	2 months
25.	Inj. Piptaz/Piperacillin 4.5 mg	14.01.2021	16.02.2021	Pulmo Ward	1 month
26.	Inj. Gentamycin	14.01.2021	18.03.2021	„	2 months
27.	Inj. Linezolid	14.01.2021	06.10.2021	„	8½ months
28.	Inj. Trenexa/Tranexamic Acid	14.01.2021	11.05.2021	„	4 months
29.	Inj. Mucomix/N- Acetyl cysteine	14.01.2021	17.01.2022	CTV ICU	1 year
30.	Inj. Adenosine	20.01.2021	19.03.2021	IUC	2 months
31.	Beta din Solution	27.01.2021	14.06.2021	R.U.C.U.	4½ months
32.	Tab. Montelukast 10 mg	27.01.2021	19.03.2021	„	1½ months
33.	Inj. Scanline	27.01.2021	06.05.2021	O.T.	3 months
34.	Inj. STK/Streptokinase	29.01.2021	19.03.2021	CCU	1½ months
35.	Inj. Adenosine	29.01.2021	19.03.2021	CCU	1½ months
36.	Inj. Hepatitis B Immunoglobulin	30.01.2021	28.04.2021	Endoscopy	3 months

**Annexure V**  
**(Referred to in paragraph 5.2.7)**  
**Health Facilities like Hospitals/Dispensary after the allotment of land to the DGHS not developed**

Sr. No.	Location of land	Date of Allotment	Cost of land (Amount in lakh)	Date of Possession	Time lapse for Possession after date of allotment (in Months)	Time lapse for Possession after date of Payment (in Months)	Land Owning Agency	Remarks
1.	A plot measuring 3 Bigha 17 Biswa at Vill. Kutubgarh <b>(Dispensary/ Polyclinic yet to be decided)</b>	19.08.2015	No Cost Basis	09.11.2015	2	Not Applicable	Panchayat Department	DGHS failed to decide the health facility (Dispensary or polyclinic) to be provided at the land after 75 months from the allotment date.
2.	A plot measuring 1 Bigha 11 Biswa at Vill. Nijampur <b>(Dispensary/ Polyclinic yet to be decided)</b>	19.08.2015	No Cost Basis	09.11.2015	2	Not Applicable	Panchayat Department	DGHS failed to decide the health facility to be provided at the land after 75 months from the allotment date.
3.	A plot measuring 9 Biswa at Vill. Mundka <b>(Dispensary/ Polyclinic yet to be decided)</b>	01.09.2015	No Cost Basis	Not Available with Department	-	Not Applicable	Panchayat Department	DGHS failed to decide the health facility to be provided at the land after 74 months from the allotment date.
4.	A plot measuring 2 Bigha 8 Biswa at Vill. Bakkarwala <b>(Dispensary/ Polyclinic yet to be decided)</b>	07.08.2015	No Cost Basis	Not Available with Department	-	Not Applicable	Panchayat Department	DGHS failed to decide the health facility to be provided at the land after 75 months from the allotment date.
5.	A plot measuring 11 Biswa at Vill. Shafipur Ranholla <b>(Health Facility)</b>	01.09.2015	No Cost Basis	30.12.2015	74	Not Applicable	Panchayat Department	DGHS failed to start the health facility to be provided at the land after 74 months from the allotment date.

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Sr. No.	Location of land	Date of Allotment	Cost of land (Amount in lakh)	Date of Possession	Time lapse for Possession after date of allotment (in Months)	Time lapse for Possession after date of Payment (in Months)	Land Owning Agency	Remarks
6.	A plot measuring 1000 Sq. Mtrs. at Vill. A- Block , Shastri Park (Near Buland Masjid) <b>(Dispensary)</b>	06.08.2008	18.85	20.05.2010	21	141	DDA	DGHS failed to start the health facility at the land after 138 months from the date of possession and even 141 months of the payment of the land on 17.2.2010.
7.	A plot measuring 1000 Sq. Mtrs. at Gandhi Vihar <b>(Dispensary)</b>	08.06.2009	52.33	25.1.2011	19	137	DDA	DGHS failed to start the health facility at the land after 130 months from the date of possession and even 137 months of the payment of the land on 31.05.2010
8.	A plot measuring 1685.2 Sq. Mtrs. at Kapashera <b>(Dispensary)</b>	01.05.2012	22.64	23.5.2014	24	100	DDA	DGHS failed to start the health facility at the land after 90 months from the date of possession and even 100 months of the payment of the land on 15.07.2013.
9.	A plot measuring 1000 Sq. Mtrs. at Sec-04, Rohini Extn <b>(Dispensary)</b>	14.11.2012	47.67 28.36 (Add. Land Cost)	19.6.2014	19	105	DDA	DGHS failed to start the health facility at the land after 89 months from the date of possession and even 105 & 79 months of the payment of the land on 11.02.2013 & 09.04.2015.
10.	A plot measuring 1685.2 Sq. Mtrs. at Dariyapur Kalan <b>(Dispensary)</b>	17.05.2012	34.86	5.7.2013	13	108	Panchayat Department	DGHS failed to start the health facility at the land after 114 months from the date of possession and even 108 months of the payment of the land on 19.11.2012.

Sr. No.	Location of land	Date of Allotment	Cost of land (Amount in lakh)	Date of Possession	Time lapse for Possession after date of allotment (in Months)	Time lapse for Possession after date of Payment (in Months)	Land Owning Agency	Remarks
11.	A plot measuring 797 Sq. Mtrs. at CS/OCF-2, Sector-23 <b>(Dispensary)</b>	29.04.2013	60.59	9.6.2015	25	83	DDA	DGHS failed to start the health facility at the land after 102 months from the date of possession and even 83 months of the payment of the land on 19.12.2014.
12.	A plot measuring 360 Sq. Mtrs. at Neb Sarai <b>(Dispensary)</b>	06.09.2011	7.43	1.6.2012	8	115	Panchayat Department	DGHS failed to start the health facility at the land after 122 months from the date of possession and even 115 months of the payment of the land on 31.03.2012 stating the reason that the construction work of boundary wall was not allowed by owners of the adjacent plot claiming that this plot belongs to them.
13.	A plot measuring 6951 Sq. Mtrs. at Jhatikara <b>(Hospital)</b>	30.01.2008	47.57	30.9.2009	20	158	Panchayat Department	Vide letter dt. 26.05.2011 DDA informed that Construction of hospital not allowed as per MPD 2021 norms. DGHS, however, enquired about change in land use and possibility of construction of Mohalla Clinic only on 17.10.2016. No correspondence was made by DGHS with the concerned Block Development Officer after 8.11.11 for having a joint inspection to identify the suitable piece of land by the dept. in the village or its

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Sr. No.	Location of land	Date of Allotment	Cost of land (Amount in lakh)	Date of Possession	Time lapse for Possession after date of allotment (in Months)	Time lapse for Possession after date of Payment (in Months)	Land Owning Agency	Remarks
								neighboring areas for construction of 100 bedded maternity cum health centre.
14.	A plot measuring 14534 Sq. Mtrs. at Bamnoli( <b>Hospital</b> )	18.09.2008	300.65	21.1.2010	16	Not Available	Panchayat Department	Vide letter dt. 26.5.2011 DDA informed that Construction of hospital not allowed as per MPD 2021 norms being part of Green Belt. DGHS, however, enquired about change in land use only on 17.10.2016. No correspondence was made by DGHS with the concerned office to allot another land in the nearby area in lieu of the existing allotted land after 7.7.2011 and for refund of money prior to 17.11.2020.
15.	A plot measuring 3960 Sq. Mtrs. at Molarband( <b>Hospital</b> )	27-12-2006	27.1	28.6.2007	6	Not Available	Panchayat Department	DGHS vide letter 24.8.2007 had requested DDA for NOC regarding change of land use. DDA vide letter 30.12.2014 refused to accede with the request for change of land use as the land was earmarked as 'River and Water Body' as per Zonal Development Plan of Zone. However, no correspondence was available prior to 10.4.2015 with Panchayat Office for allotment of an alternative plot. No Govt. hospitals in the entire belt in South East district and nearest



Sr. No.	Location of land	Date of Allotment	Cost of land (Amount in lakh)	Date of Possession	Time lapse for Possession after date of allotment (in Months)	Time lapse for Possession after date of Payment (in Months)	Land Owning Agency	Remarks
								Govt. Hospital is either AIIMS, Safdarjang or Pt. Madan Mohan Malviya Hospital, all of which are more than 16 kms from the proposed site.
		<b>Total</b>	<b>648.05</b>					

**Annexure VI  
(Referred to in paragraph 8.2.2)  
Details of Nursing Institutions**

Sl. No.	Name of Institute	Previous Inspection conducted	Date of inspection to be conducted	Date of inspection conducted	Delay in inspection (Months)
1.	Akanksha Institute of Nursing RZ-C-117, Gopal Nagar, Najafgarh, New Delhi – 43	Nov 2017	Nov 2020	Feb 2022	14
2.	Apollo School of Nursing SaritaVihar New Delhi 110044	May 2017	May 2020	Oct 2021	17
3.	Ahilya Bai College of Nursing Lok Nayak Hospital, New Delhi	July 2015	July 2018	Oct 2019	15
4.	Brahm Shakti School of Nsg U-1/78 BudhiVihar, Main Kanjhawala Rd, Delhi-86	June 2018	June 2021	Feb 2022	08
5.	Dharamshila Naryana Super Specialty Hospital	October 2018	Oct 2021	No inspection till may 2022	07
6.	Ginni Devi Action School of Nursing FC-34-A-4, PaschimVihar, New Delhi-63	Jan 2016	Jan 2019	Feb 2022	37
7.	Holy Family Hospital College of Nursing Okhla Road, N.D.110025	Apl 2016	April 2019	No inspection till may 2022	37
8.	LHMC College of Nursing Connaught Place, New Delhi, Delhi 110001	Feb 2015	Feb 2018	July 2019	17
9.	Lady Reading Health School Bara Hindu Rao Delhi 110007	Mar 2014	Mar 2017	Oct 2019	31
10.	National Heart Institute, Delhi	May-15	May 2018	october 2021	41
11.	RajmataVijayaraje Scindia Nursing School Swami Dayanand Hospital Dilshad Garden, Delhi 110095	Feb 2016	Feb 2019	April 2022	38
12.	RAK College of Nursing Lajpat Nagar III, New Delhi -110024	Apr-16	April 2019	No inspection till may 2022	37
13.	Dr. Ram Manohar Lohia Hospital College of Nursing New Delhi 110001	August 2017	Aug 2020	No inspection till may 2022	21
14.	Rufaida College of Nursing, Jamia Hamdard Nagar New Delhi 62,	Nov 2014	Nov 2017	Feb 2019	15
15.	Rural Health Training Centre Najafgarh New Delhi 110073	Jan 2014	Jan 2017	June 2019	29
16.	Salokaya College of Nursing Plot No. 1147 Near Rithala Metro Station Delhi-85	May 2013	May 2016	Feb 2019	33
17.	College of Nursing, St. Stephen's Hospital Near Tis Hazari, Delhi-110054	May 2017	May 2020	Oct 2022	29
18.	Sant Parmanand Hospital School of Nursing Sant Nagar, Burari, Delhi 110084	October 2018	October 2021	No inspection till may 2022	07
19.	School of Nursing, Tirath Ram Shah Hospital 1, Isher Das Sahney Road, Rajpur Road, Delhi 54	Jan 2016	Jan 2019	No inspection till may 2022	40
20.	College of Nursing VMMC and Safdarjung Hospital Ansari Nagar Delhi	May 2016	May 2019	No inspection till may 2022	36

**Annexure VII**  
**(Referred to in paragraph 10.1.7)**  
**Improper/Non providing free treatment to EWS Patients by Identified Private Hospital**

Sl. No.	Name of EWS patient treated	Name of IPH	Amount paid by patient (₹)	Case	Remarks
1.	Sh. Ram Lal Singh	Batra	30,000	Not provided free treatment under EWS Category	The patient claimed that hospital authority had refused to treat him free under EWS Category and charged payment of Rs. 30000/- for treatment. The complaint was forwarded to Hospital on 19.10.2021 but reply is still pending even after delay of 132 days.
2.	Sh. Hatam Singh	Batra	1,31,851	Not provided free treatment under EWS Category	Patient was admitted in the Hospital with Heart Ailments but Hospital to treat free Under EWS Category and torn my referral Letter by the staff of hospital. The hospital stated in its reply patient had not shown EWS documents at the time of admission and treatment. Hence patient was considered in paid category. The Reply is not acceptable as patient belonged to EWS Category and hospital author has not incurred any extra expenditure on his treatment as the service is free to EWS Patient that to be provided to Cash/Paid Patient as per the directions of High court.
3.	Md. Nazir	Batra		Delay and not providing proper treatment	The Patient was suffering from cancer and his condition was deteriorating very fast and hospital authority was not paying attention towards patient and was giving prolong date (as stated by Patient on 13.11.2019). The complaint was forwarded to Hospital 19.11.2019 but no reply received till date even after delay of 830 Days.
4.	Sh. Khan Chand	Batra	2,66,866	Refused for treat under EWS	Patient claimed that he was not treated under EWS Category and hospital had charged from him instead providing free treatment. Hospital responded in its reply that patient has not revealed his EWS Category at the time of admission. The reply is not acceptable as Patient belonged to EWS Category as per documentary evidence.
5.	Sh. Jasbir Singh	Batra	6,42,902	Not provided free treatment under EWS Category	Patient was admitted in Batra Hospital in emergency due to Brain hemorrhage but hospital had refused to provide free treatment under EWS Category. The Complaint was forwarded to Hospital on 02 April 2019 but no reply received till date even after delay of 1065 days.
6.	Sh. Suresh Kumar	Batra	NA	Delay in Treatment	Patient complained that he was suffering from Severe Kidney Problem and required urgent Dialysis on regular basis and condition was deteriorating but hospital told your turn would come in 6-7 months. Hospital responded that effort were being made to accommodate him for Dialysis. The reply seems not true as patient urgently required dialysis on regular basis.
7.					A lot of complaints against batra Hospital regarding non availability of drugs/medicines, providing long date for treatment/ Diagnostic investigation, non-treatment of EWS Patients properly and misbehaving with the patients, non-appointment of Nodal Officer by the hospital, non-earmarked EWS rates have been received from Area MLA,

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Sl. No.	Name of EWS patient treated	Name of IPH	Amount paid by patient (₹)	Case	Remarks
					Liaisoning officer concerned and union of Batra Hospital which emboldened complaint made by the other Patients in this regard but DGHS has not initiated any enquiry/investigation itself to verify genuineness of Complaints merely depends on hospitals response which may be biased and no instructions/advisory was issued to hospital to improve Healthcare services being provided to EWS Patients to minimize complaints in future.
8.	Smt. Ram Pyari	Mata chanan Devi	45000	Not providing free medicine	Complaint filed on 18.09.2018, Forwarded by EWS branch to concerned hospital for reply on 24.9.2018 but no reply furnished by hospital even after delay of <b>1230 days</b> ( till Jan. 2022)
9.	Smt. Preeti	Mata chanan Devi	12,082	Refused for treat under EWS	Complainant stated in his complain the hospital authority misbehaved and charged money at the time of discharge. Hospital responded that the patient has obtained to avail paid services. Reply is not acceptable as EWS bed were vacant at the time of admission of the patient. LO/EWS did not verify the facts of reply and simply communicated to the Patient. As per High court instructions all facility to be provided to EWS Patient at free of cost that being given to paid patient.
10.	Sh. Manoj	Mata chanan Devi		Complaint regarding not providing free ultrasound facility and no further treatment under free category	Complaint forwarded by EWS branch to concerned hospital for reply on 20.10.2020 but no reply furnished by hospital even after delay of <b>469 days</b> ( till Jan.2022).
11.	Sh. Gulshan	Indian Spinal Injury	15,000	Not providing treatment under EWS	Hospital has not furnished specific reply regarding charging from Patient.
12.	Sh. Brijmala	Indian Spinal Injury		Not providing treatment under EWS	Patient complained that she was not operated for Spine injury even after passing of many months and facing a lot of problem in Walking and sitting. Hospital replied that no bed was available at that time without furnishing Bed occupancy details and was silent for not providing treatment even after many months. The facts were also not verified by LO/NO/EWS Cell why patient was not treated on time.
13.	Mr. Mohd. Tahir	Indian Spinal Injury		Refused for treat under EWS	Complainant said that he met with an accident( 16.01.2019) and got emergency treatment in government hospital in Chandigarh after that he went to Indian Spinal Injury for further treatment but hospital did not provide any treatment for over 02 months and the condition of his leg deteriorated very fast. Hospital replied that bed was not available at the time of admission (02.02.19). Without furnishing details of Bed Occupancy of that date and was silent for not providing free bed even in 02 months and

Sl. No.	Name of EWS patient treated	Name of IPH	Amount paid by patient (₹)	Case	Remarks
					11 days. LO/NO/EWS Cell had not made any effort to help him in getting treatment as soon as possible.
14.	Ms. Sakina	Indian Spinal Injury		Not providing treatment under EWS	Patient said that she was suffering from hip injury and required immediate treatment but no treatment was provided by the hospital and given medicine for 04 months instead of operating it. Complaint forwarded by EWS branch to concerned hospital for reply on 16.10.19 but no reply furnished by hospital even after delay of <b>836</b> days.
15.	Mr. Munawar Rasheed	Pushpawati Singhanian (PSRI)		Not providing free medicine and test	No mention of charge of medicine by the hospital in its reply.
16.	Mr. Hiralal Singh	Pushpawati Singhanian (PSRI)		Not providing free Medicines post renal transplant	Hospital stated that Patient should follow up and get medicine from AIIMS where he got his kidney transplanted. Reply is not correct as EWS Patient is free to get medicine from any IPH.
17.	Ms. Ramesh Devi	Maharaja Agarsen		Refused for free treatment	Even after the patient was referred by LNJP hospital in emergency to Maharaja Agrasen Hospital but hospital had denied to admit the patient under EWS Category in emergency( Suffering from Interstitial Lung Disease and grappling under Heavy Pain). As complainant said in this case the referral procedure of emergency Patient was not adhered by both Govt as well as private hospital. Complaint forwarded by EWS branch to concerned hospital for reply on 10.6.21 but no reply furnished by hospital even after delay of <b>235</b> Days.
18.	Ms. Asha	Maharaja Agarsen	NA	Not providing free treatment and charging fees.	EWS patient complained that she has incurred over 2 lakh rupees on her treatment in the hospital and did not have more money for further treatment. Hospital authority has offered 30% discount on bill in spite of that it has charged from her 38000/- for shifting in General ward from ICU Complaint forwarded by EWS branch to concerned hospital for reply on 10.10.18 but no reply furnished by hospital even after delay of 1207 days( till Jaqn.2022)
19.	Ms. Kamla Rani	Moolchand		Not provided medicine.	The patient claimed that medicines were not being provided by the IPH. Complaint forwarded by EWS branch to concerned hospital for reply on 2.4.19 but no reply furnished by hospital even after delay of 1034 days.(Jan. 2022)
20.	Naseem Jahan	Moolchand		Not provided medicine.	The patient claimed that medicines were not being provided by the IPH. Complaint forwarded by EWS branch to concerned hospital for reply on 2.4.19 but no reply furnished by hospital even after delay of 1034 days.(Jan. 2022)
21.	Ms. Gita Devi	Moolchand		Refused for treat under EWS	The patient claimed that medicines were not being provided by the IPH. Complaint forwarded by EWS branch to concerned hospital for reply on 31.5.19 but no reply furnished by hospital even after delay of 975 days( Jan 2022)

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Sl. No.	Name of EWS patient treated	Name of IPH	Amount paid by patient (₹)	Case	Remarks
22.	Ms. Sarita	Moolchand		Not provided medicine.	The patient claimed that medicines and injections were not being provided by the IPH. Complaint forwarded by EWS branch to concerned hospital for reply on 9.8.19 but no reply furnished by hospital even after delay of 905 days(Jan2022)
23.	Ms. Anita	Moolchand		Not provided medicine.	The patient claimed that medicines were not being provided by the IPH. Complaint forwarded by EWS branch to concerned hospital for reply on 9.8.19 but no reply furnished by hospital even after delay of 905 days(Jan2022)
24.	Ms. Arti Goyal	Moolchand		Not provided medicine.	The patient claimed that medicines were not being provided by the IPH. Complaint forwarded by EWS branch to concerned hospital for reply on 9.8.19 but no reply furnished by hospital even after delay of 905 days(Jan2022)
25.	Mr. Birender Mishra	VIMHAN S		Mis-behave with EWS patient	The patient claimed that he was being harassed at various level during his treatment from registering under EWS to provide medicine, diagnostic test/investigations/consultancy and there was big discrimination between paid and free patient, only junior doctor were treating the EWS patients and no senior doctor being provided for treatment of EWS Patient. Complaint forwarded by EWS branch to concerned hospital for reply on 23.1.19 but no reply furnished by hospital even after delay of 1103 days(Jan 2022)
26.	Mr.Tintu Ram	VIMHAN S	80663	Refused for treat under EWS	The patient was admitted in emergency ward but treatment was not provided under EWS Category and was forced to made payment of Rs. 80663 for treatment provided by the hospital. Hospital replied that Patient had not shown EWS document at the time of admission.
27.	Ms. Shahida Begam	Max Patparganj		Not proper treated to EWS patient	The patient complained that she did not getting bed in hospital in critical condition. Complaint forwarded by EWS branch to concerned hospital for reply on 11.3.21 but no reply furnished by hospital even after delay of 325 days(Jan 2022)
28.	Ms. Shamshad	Max Patparganj		Refused for treat under EWS	The Patient claimed that he was suffering from Heart ailments and undergone treatment in this hospital but now hospital has refused to provide any medicine and diagnostic investigation. The condition of patient was deteriorating day by day but hospital authority was not paying any heed on his suffering. Complaint forwarded by EWS branch to concerned hospital for reply on 26.3.21 but no reply furnished by hospital even after delay of 310 days(Jan. 2022)
29.	Mr. Shiv Ratan	Max Patparganj		Delay in providing treatment	The patient claimed that he was suffering from cancer but was not able to get the bed for radiation therapy. No diagnostic investigation date was provided to get date for the test. Hospital told that the date for investigation to be given in 15 days but even after delay of 2-3 months no date was provided Complaint forwarded by EWS branch to concerned hospital for reply on 20.7.21 but no reply furnished by hospital even after delay of 195 days( Jan. 2022)

Sl. No.	Name of EWS patient treated	Name of IPH	Amount paid by patient (₹)	Case	Remarks
30.	Ms. Sushmita Sen	Max Patparganj		Refused for treat under EWS	The patient claimed that she was not provided treatment in emergency ward, the patient was suffering from stone ailments. No operation date was provided even after meeting with senior authorities and every time put her name in waiting list. The condition was deteriorated and suffered from heavy pain. Complaint forwarded by EWS branch to concerned hospital for reply on 3.8.21 but no reply furnished by hospital even after delay of 181 days.
31.	Ms. Sandhya Shukla	Max Shalimar Bagh	4133	Refused for treat under EWS	The patient was admitted in emergency ward on 04.07.2017 but refused to treat under EWS Category with plea that EWS bed not available and charged for Diagnostic investigation. Later the patient was admitted self to Saroj hospital after refused by Max Hospital. Complaint lodged to EWS branch on 27.7.2017 but the same had not forwarded by EWS branch to concerned hospital for reply even after delay of 1648 days(Jan. 2022)
32.	Mr. Rammurat Singh	Max Shalimar Bagh		Non providing treatment to EWS Patients properly	The patient claimed that he needed to get his ear operated but hospital authority not given date for same even after multiple visits to Nodal officers. Date of complaint 28.07.2017, complaint forwarded to IPH by EWS 10.08.2017. No reply received from IPH till date even after delay of 1661 days.
33.	Ms. Dimple Jain	Max Shalimar Bagh		Non providing treatment to EWS Patients properly	The patient claimed that she was referred by Government Hospital to Max to get her Hernia operated but hospital has not provided date for operation even after multiple visits of the same. The condition of patient was deteriorating and need urgent operation. Date of complaint 13.09.2017, complaint forwarded to IPH by EWS 15.09.2017. No reply received from IPH till date even after delay of 1616 days.
34.	Ms. Geeta	Max Shalimar Bagh		Non providing treatment to EWS Patients properly	The relative of patient claimed that she needed to admit in emergency but doctor refused to even check the patient condition and told they do not EWS bed. After many requests she was admitted in emergency. The next day hospital staff told in morning we do not have beds and take out patient from here that day was Sunday and we again requested them that we are trying to get bed in other hospitals as well and requested hospital authority to provide treatment till patients is shifted to other hospital. Being Sunday we were not able to find bed in any nearby hospitals and patient was not in position to move anywhere as treating doctors told us. For not providing treatment properly and timely Patient ultimately expired. Date of complaint 18.08.2017, complaint forwarded to IPH by EWS 15.09.2017. No reply received from IPH till date even after delay of 1626 days. In this case seems that in Audit hospital had not adhered High Court instructions while admitting and treating patient in emergency/casualty.
35.	Ms. Anju	Max Shalimar Bagh	238414	Non providing free treatment to EWS Patients	The relative of patient claimed in his complaint that patient was not treated free under EWS Category by the IPH and charged fees for treatment provided by it. Date of

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Sl. No.	Name of EWS patient treated	Name of IPH	Amount paid by patient (₹)	Case	Remarks
					complaint 26.09.2017, complaint forwarded to IPH by EWS 24.10.2017. No reply received from IPH even after delay of 1558 days(Jan. 2022)
36.	Mr. Dharmbeer	Max Shalimar Bagh	533022	Non providing free treatment to EWS Patients	Patient claimed that he was admitted in emergency. Being EWS Patient hospital has not provided free treatment and charged from him. Hospital stated that patient came in emergency with gunshot in forearm and was admitted in ICU after surgery and he had not shown EWS Documents for free treatment. The reply of hospital does not seems true as it is silent on bed occupancy of that date. If bed was available under EWS Category he has to provide free treatment under EWS Category even he failed to show document at the time of admission as per High Court instructions.
37.	Mr. Narayan prasad	Max Shalimar Bagh	350000	Non providing free treatment to EWS Patients	The patient claimed that he was not provided free treatment under EWS Category by the hospital. Date of complaint 23.02.2018, complaint forwarded to IPH by EWS 26.02.2018. No reply received from IPH till date even after delay of 1462 days.
38.	Mr. Sandeep Kumar	Max Shalimar Bagh		Non providing free treatment to EWS Patients properly	The patient claimed that he was not admitted in the Hospital even after multiple visits to get his hand operated injured in an accident, he was harassed in various way by staff for not giving date for operation and liaison officer posted in concerned hospital also did not help to patient get timely and proper treatment. Date of complaint 01.08.2018, complaint forwarded to IPH by EWS 10.08.2018. No reply received from IPH till date even after delay of 1268 days.
39.	Mr. Faizan Akhtar	Venkatেশ war		Non providing free treatment to EWS Patients	The patient suffering from kidney disease and needs dialysis at regular intervals but hospital did not provide injections for 3-4 months and asked to arrange. Three injection are required in a week and cost of per injection is 1200/-Date of complaint 22.02.2018, complaint forwarded to IPH by EWS 26.02.2018. No reply received from IPH till date even after delay of 1457 days ( Feb. 2022)
40.	Ms. Shama Khan	Action Care		Delay in providing dates for surgery	The patient claimed that she was suffering from cancer and operated upon urgently and hospital being not provided date for operation. Date of complaint 11.08.2018, complaint forwarded to IPH by EWS 14.08.2018. No reply received from IPH till date even after delay of 1465 days.
41.	Mr. Devender Singh	Action Care		Delay in Treatment	Patient was referred from government hospital DDU to get treatment of stone disease. The hospital told the Patient that surgery would perform when patient will feel the pain. He had visited more than 2 times but no treatment was provided to him and suffering from disease being enhanced as day passes. Date of complaint 22.12.2017, complaint forwarded to IPH by EWS 24.01.2018. No reply received from IPH till date even after delay of 1465 days( Till Jan 2022)
42.	Ms. Malti	Max Saket		Non providing free medicine	The patient claimed that hospital did not provided medicines and asked the patient to purchase from outside at his/her cost. Date of complaint 30.09.2019, complaint



Sl. No.	Name of EWS patient treated	Name of IPH	Amount paid by patient (₹)	Case	Remarks
					forwarded to IPH by EWS 25.10.2019. No reply received from IPH till date even after delay of 822 days( Jan 2022)
43.	Ms. Sunita verma	Max Saket		Refusal to provide treatment	The patient was suffering from disease and needed urgent treatment and condition was very critical. The hospital refused to admit the patient and asked to visit elsewhere. Date of complaint 02.06.2021, complaint forwarded to IPH by EWS 07.06.2021. No reply received from IPH till date even after delay of 238 days( Jan 2022)
44.	Ms. Uma Rani	St. Stephen	8,52,659	Refusal to provide free treatment	The patient claimed that he was admitted in emergency ward, Being EWs no free treatment was provided even pleading for the same. The hospital responded that patient sought treatment under the paid category and never informed to authority about their EWS Category. Audit in view that the if patient was admitted in emergency ward IPH would not sought any document from the patient and inform to concerned Govt hospital which in turn to verify eligible criteria within 48 hours, no need to show EWS Documents at the time of admission in concerned government hospital will check eligibility criteria within 48 hours of its admission. But in this case this procedure was not followed by IPH as well as IGH.
45.	Ms. Pooja	St. Stephen		Refusal to provide free treatment	The patient was admitted in emergency ward due to critical condition. The hospital authority refused to treat the patient under EWS Category and charged fees from her. The Hospital replied that patient had not shown EWS document at the time of admission. Reply of Hospital is not true as patient belongs to EWS category. No extra expenditure was incurred on patient if bed was available at the time of admission as healthcare facility is same for free and paid patient in accordance with High Court order
46.	Ms. Paro	St. Stephen		Refusal to provide free treatment	The patient claimed that ultrasound facilities was not provided to her during the pregnancy. Date of complaint 06.03.2020, complaint forwarded to IPH by EWS 12.03.2020. No reply received from IPH even after delay of 324 days( Jan. 2022)
47.	Ms. Hamza	St. Stephen		Refusal to provide free treatment	The patient claimed that she did not get free treatment under EWS Category. Date of complaint 02.04.2021, complaint forwarded to IPH by EWS 15.04.2021 No reply received from IPH even after delay of 291 days.( Jan 2022)
48.	Mr. Madan Lal	Golden Jaipur	849307	Refusal to provide free treatment and charging from the Patient	The relative of patient claimed that he was admitted in emergency ward , later shifted in ICU and kept on ventilator, Being EWS patient hospital did not provide free treatment and charged for treatment provided during emergency. During the treatment the patient was harassed to pressurize for making the payment of balance amount and threatened to stop medicine and shifted from ICU if not deposited the required money. The patient expired during the treatment. The hospital replied that patient had not revealed EWS status during the treatment. The reply is not true as patient belonged to EWS Category.

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Sl. No.	Name of EWS patient treated	Name of IPH	Amount paid by patient (₹)	Case	Remarks
49.	Ms. Shanti Devi	Golden Jaipur		Non providing proper treatment and admission	The relative of Patient claimed that he went in the hospital and asked to admit the patient in emergency ward, as condition was very critical but hospital authority refused to admit her as no EWS bed was available. Later they went to Deen Dayal Upadhyay due to critical condition and patient died same day. Date of complaint 10.06.2019, complaint forwarded to IPH by EWS 20.06.2019. No reply received from IPH even after delay of 955 days.
50.	Mr. Jitender kumar	Dharmshila		Refusal to provide free treatment	The patient claimed that he was suffering from cancer and hospital did not provide free treatment under EWS Category and asked to get treated under Cash category. Date of complaint 05.03.2020, complaint forwarded to IPH by EWS 24.03.2020. No reply received from IPH even after delay of 677 days( Jan 2022)
51.	Mr. Surender Singh	Dharmshila		Refusal to provide free treatment	The patient was suffering from kidney disease and not getting free treatment from hospital under EWS category Complaint forwarded to IPH by EWS 16.12.2019. No reply received from IPH even after 776 days (Jan 2022)
52.	Ms. Kanti	Dharmshila		Refusal to provide free treatment	The patient claimed that he visited hospital many times but hospital authority refused to provide free treatment under EWS Category. The hospital replied that we are not aware about this patient.
53.	Ms. Noor Khan	Dharmshila		Not providing free treatment	The patient was suffering from cancer and was being treated in hospital, the patient required surgery and hospital demanded 200000 for surgery and said that treatment will be continued otherwise get treated in elsewhere hospital. The hospital stated that patient required plastic surgery that was not available in hospital, therefore patient was suggested to visit other hospital. The reply is not true, as per instruction of High Court is not available in concerned IPH it will enquired other hospital where the facility is available the patient will be transferred in such hospital after consultation with concerned doctors.
54.	Mr. Shivkumar Verma	Agrasen , Dwarka	45469	Refusal to provide free treatment and charging from the Patient	Date of complaint 09.09.2019, complaint forwarded to IPH by EWS 19.09.2019. No reply received from IPH even after delay of 864 days.
55.	Ms. Mansha	Dharamshila		Refusal to provide free treatment	Date of complaint 16.09.2021, complaint forwarded to IPH by EWS 02.07.2021. No reply received from IPH till date. Complainant said that hospital had refused to admit the Cancer patient later the patient was shifted to AIIMS in emergency in serious condition
56.	Priyanshi	Ganga Ram		Not getting treatment under EWS Category	The Patient said that she was suffering from Knee Problem and needed urgent operation and felt pain in walking. The complaint was forwarded to Hospital on 22.09.2017 but reply is still awaited even after delay of 1591 days. ( Jan 2022)

Sl. No.	Name of EWS patient treated	Name of IPH	Amount paid by patient (₹)	Case	Remarks
57.	Salman	Ganga Ram	6,00,000	Not getting free treatment under EWS Category	The patient claimed that he was admitted in emergency ward with leg injury and profusely bleeding at the time of admission. The hospital authority had charged the treatment provided by them under EWS Category. The hospital responded that the patient was admitted under Paid category and patient did not show EWS Documents at the time of admission. The reply is not correct, if bed is available and patient belongs to EWS Category even he/she failed to show EWS Documents at the time of admission will not charge any fees from him/her for treatment provided as per High Court order.
58.	Jhilmil	Ganga Ram	3,80,000	Not getting free treatment under EWS Category	The child (1 Month Old) was admitted in the emergency ward after referred by Hindu Rao and Kalawati Hospital as no bed was available. The relative claimed that the hospital authority was demanding 3,74,000 to discharge patient. Due to failure of paying the amount the Hospital authority harassed the patient and threaten them. The Hospital responded that the patient admitted under the paid category and did not show EWS Documents at the time of admission. The reply is not correct as patient was admitted in emergency after not getting bed in 02 hospitals
59.	Prem Kumar along with 72 patients	Ganga Ram		Harassment, discrimination, Misbehaving and not providing medicine with EWS Patient	A joint complaint against this hospital has been filed by 74 Patients including an Area MLA regarding Harassment, discrimination, Misbehaving and not providing free medicine. They also claimed that EWS Registration and OPD was not functioning properly and the timing for pharmacy was also reduced due to which a lot of patients failed to get medicine prescribe by the doctors on the same day. Patients have to visit multiple times to get OPD Consultancy and medicine. The hospital authority did not pay heed to the problems faced by the patients and patients faced various types of discrimination and harassment during the treatment. The protocol of treatment to be provided was not being adhered by the Hospital. The DGHS had not initiated any enquiry to look into the irregularities pointed out by the Patients and no instructions/directions was issued to the hospital to improve the service and adhered the High Court directions so that EWS Patients not to be harassed at the time of getting Healthcare facilities
60.	Anil Kumar	Ganga Ram		Not admitting patients in emergency	The patient claimed he visited the hospital in emergency condition but hospital authority refused to admit claiming that bed was not available without giving bed occupancy detail. The complaint was registered on 04.11.2020 but reply is still awaited even after delay of 453 days ( Jan 2022)
61.	Jasbir	Shanti Mukund	95,618	Refusal to treat free under EWS Category	The patient claimed that he was suffering from Kidney Disease and treated in Safdarjang Hospital due to non-availability of Dialysis facility in hospital and told to visit somewhere else to get dialysis facility after that he visited this hospital under emergency condition and the Hospital authority refused to provide treatment under EWS Category as bed was not available. Hence the patient was admitted in Paid Category because the

Sl. No.	Name of EWS patient treated	Name of IPH	Amount paid by patient (₹)	Case	Remarks
					condition of patient deteriorated very fast. The Hospital responded that Patient was admitted in Casualty, the patient did not sought treatment under EWS Category. The reply is not true as patient belonged to EWS Category and should have been treated under EWS Category
62.	Raj Kumar	Shanti Mukund	12689	Refused to treat patient under EWS Category	The patient stated that he was denied free treatment under EWS Category by the hospital. Other EWS patient also suffered from same problem. The hospital responded that the BPL card was issued by the concerned authority without verifying the facts as patients did not fall under EWS Category
63.	Ms. Meera	Shanti Mukund	890	Refused to treat patient under EWS Category	The Patient was suffering from stone problem and hoping that he would get free treatment under EWS Category but authority denied free treatment. The hospital responded that patient opted treatment under paid category and did not show EWS documents. The reply is not true as patients belonged to EWS Category and treatment should have been provided for free.
64.	Manohar Lal	Shanti Mukund	2,60,000	Refused to treat patient under EWS Category	The relative of patient claimed that he was denied of treatment by Max, Shanti Mukund but kosmos hospital admitted in emergency for which it charged, later the patient expired. The hospital authority responded that the patient had not visited the hospital.
65.	Ms. Hazra	Shanti Mukund		Not provided free medicines	The patient was admitted in emergency ward under EWS Category after making a lot of efforts but hospital authority not provided free medicine and injections during the treatment. The hospital responded that the patient neither objected nor mentioned EWS Category at the time of purchasing medicine. The reply is not acceptable as patient was admitted and being treated under EWS Category
66.	Ms. Vidya Devi	Shanti Mukund		Not provided free medicines and diagnostic investigations	The patient complained that Hospital did not provided free medicine and diagnostic investigation.
67.	Mr. Vijay Kumar	Shanti Mukund		Harassment by the hospital	The patient claimed that he was harassed during the treatment in emergency and denied free treatment by the hospital. The hospital responded that the patient was not harassed during the treatment.

**Annexure VIII**  
**(Referred to in paragraph 11.5.4)**  
**Unavailability of Essential Drugs in SHMC**

Sl. No.	Medicine Name	Non availability Period	Total unavailability
1.	Kali Muriaticum Biochemic 6x	12.12.2018-04.02.2019 (23 days) 22.08.2019-17.11.2019(47 days) 18.02.2020-04.01.2021(10 month 7 days) 11.10.2022- 03.04.2023(4 month 23 days)	17 month 10 days
2.	Magnesium Phosphoricum Biochemic 6x	26.09.2016-24.11.2016 (1 month 29 days) 11.12.2016-29.12.2016( 19 days) 17.05.2017-23.08.2017 (2 month 36 days) 14.10.2017-23.01.2018(1 month 39 days) 29.11.2018-04.02.2019 (2 month 6 days) 07.09.2019-17.11.2019 (1 month 40 days) 12.02.2020-04.01.2021 (10 month 23 days) 21.09.2021-10.10.2021 (20 days)	24 month 2 days
3.	Aurum Mur. Nat. 3x Trituration	20.11.2005-23.08.2017 (140 month 34 days) 30.08.2017-24.08.2018 (11 month 26 days) 07.09.2018-10.03.2019 (5 month 34 days) 15.09.2020-05.08.2021 (10 month 21 days) 18.03.2022- 03.04.2023 (11 month 6 days)	173 month 1 days
4.	Ova Tosta 3x Trituration	27.12.2011-23.08.2017 (67 month 28 days) 20.09.2019-30.12.2020 ( 14 months 41 days )	83 month 9 days
5.	Arnica Montana Ointment	26.09.2016-09.01.2017 (3 month 14 days) 24.08.2017-23.01.2018 (4 month 29 days) 01.02.2018-25.02.2018 (25 days) 15.08.2018-12.10.2018 (1 month 28 days)	11 month 3 days
6.	Calendula Officinalis Ointment	26.09.2016-14.11.2016 (1 month 19 days) 13.11.2016-09.01.2017 (1 month 27 days) 24.08.2017-23.01.2018 (4 month 29 days) 01.02.2018-25.02.2018 (25 days)	9 month 10 days
7.	Cantharis Ointment	06.02.2016-14.11.2016 (9 month 9 days) 13.11.2016-09.01.2017 (1 month 27 days) 22.07.2017-25.02.2018 (7 month 3 days)	18 month 9 days
8.	Rhus Toxicodendron Ointment	26.09.2016-14.11.2016 (1 month 19 days) 24.08.2017-23.01.2018 (4 month 29 days) 01.02.2018-25.02.2018 (25 days) 29.07.2018-12.10.2018 (2 month 15 days) 04.07.2019-19.11.2019 (4 month 17 days)	14 month 15 days
9.	Cineraria Maritima Eye Drops	24.08.2017-23.01.2018 (4 month 29 days) 01.02.2018-25.02.2018 (25 days)	5 month 24 days
10.	Euphrasia Eye Drops	20.12.2016-23.08.2017 (8 month 4 days) 26.10.2017-23.01.2018 (2 month 28 days) 01.02.2018-25.02.2018 (25 days) 17.07.2018-12.10.2018 (2 month 27 days) 22.09.2019-22.11.2019 (2 month 1 days)	16 month 25 days
11.	Mullein Ear Oil	08.03.2016-23.08.2017 (17 month 6 days) 20.01.2018-23.01.2018 (4 days) 01.02.2018-12.10.2018 (8 month 12 days) 15.09.2018-20.02.2019 (5 month 6 days) 04.07.2019-13.11.2019 (4 month 9 days)	35 month 7 days
12.	Alfalfa Mother Tincture (Internal)	16.10.2020-30.12.2020 (2 month 10 days)	2 month 10 days
13.	Allium Sativa Mother Tincture (Internal)	21.10.2014-17.01.2017 (26 month 28 days)	26 month 28 days
14.	Aralia Rac. Mother Tincture (Internal)	20.12.2016-23.08.2017 (8 month 4 days) 08.06.2022- 03.04.2023 (9 month 19 days)	17 month 23 days

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Sl. No.	Medicine Name	Non availability Period	Total unavailability
15.	Arnica Montana Mother Tincture (Internal)	Till 25.02.2018, drug was not available in the stock.	
16.	Aspidosperma Mother Tincture (Internal)	22.06.2021-03.02.2022 (7 month 13 days)	7 month 13 days
17.	Berberis Vulgaris Mother Tincture (Internal)	29.06.2016-14.11.2016 (4 month 16 days) 29.11.2017-23.01.2018 (1 month 26 days) 07.09.2019-17.11.2019 (2 month 11 days)	8 month 23 days
18.	Blatta Orientalis Mother Tincture (Internal)	26.09.2016-14.11.2016 (4 month 13 days) 31.12.2016-17.01.2017 (18 days)	5 month 1 days
19.	Cantharis Mother Tincture (Internal)	31.01.2016-25.02.2018 (1 month 26 days) 14.07.2019-13.11.2019 (3 month 29 days)	5 month 25 days
20.	Carduus Marianus Mother Tincture (Internal)	21.10.2014-08.07.2016 (20 month 19 days)	20 month 19 days
21.	Cephalandra Indica Mother Tincture (Internal)	06.02.2016-17.01.2017(11 month 11 days) 17.10.2017-06.02.2018 (3 month 20 days) 07.09.2019-17.11.2019 (2 month 10 days) 03.11.2020-30.12.2020 (1 month 27 days) 20.02.2021-19.04.2021 (2 month) 19.10.2021-03.02.2022 (3 month 16 days) 16.07.2022- 03.04.2023 (8 month 18 days)	33 month 12 days
22.	Chelidonium Majus Mother Tincture (Internal)	14.09.2017-23.01.2018 (4 month 10 days) 01.02.2018-25.02.2018 (25 days) 20.09.2019-04.01.2021(15 month 15 days) 20.02.2021-20.05.2021 (4 month) 19.10.2021- 03.04.2023 (18 month 16 days)	43 month 6 days
23.	Cratagus Oxy. Mother Tincture (Internal)	06.02.2016-14.11.2016 (9 month 8 days) 31.12.2017-06.02.2018 (1 month 7 days)	10 month 15 days
24.	Grindelia R. Mother Tincture (Internal)	06.02.2016-14.11.2016 (11 month 8 days) 11.12.2016-17.01.2017 (1 month 8 days) 26.10.2017-23.01.2018 (2 month 29 days) 30.11.2018-23.06.2019 (5 month 24 days) 04.07.2019-13.11.2019 (4 month 10 days) 21.11.2019-04.01.2021(13 month 14 days)	39 month 3 days
25.	Hydrastis Canadensis Mother Tincture (Internal)	16.11.2012-17.01.2017 (50 month 1 day)	50 month 1 day
26.	Janosia Asoka Mother Tincture (Internal)	22.06.2017-06.02.2018 (7 month 14 days)	7 month 14 days
27.	Passiflora Incarnata Mother Tincture (Internal)	26.09.2016-17.01.2017 (3 month 22 days)	3 month 22 days
28.	Rauwolfia Serpentina Mother Tincture (Internal)	26.10.2017-23.01.2018 (2 month 28 days) 15.08.2018-12.10.2018 (1 month 28 days) 07.09.2018-20.02.2019 (5 month 14 days) 22.08.2019-18.11.2019 (2 month 27 days) 30.01.2020-30.12.2020 (11 month)	24 month 7 days
29.	Sabal Serrulata Mother Tincture (Internal)	29.11.2017-25.02.2018 (2 month 27 days) 10.11.2019-19.04.2021 (17 month 10 days) 14.05.2021-27.07.2021 (2 month 14 days) 05.08.2022- 03.04.2023 (7 month 29 days)	30 month 20 days
30.	Syzygium Jambolanum Mother Tincture (Internal)	16.07.2022- 03.04.2023 (8 month 19 days)	8 month 19 days
31.	Calendula Officinalis Mother Tincture (External)	02.08.2017-17.11.2019 (27 month 15 days) 25.01.2020-19.01.2021 (11 month 26 days)	39 month 11 days
32.	Thuja Occidentalis Mother Tincture (External)	17.07.2018- 03.04.2023 (56 month 17 days)	56 month 17 days

Sl. No.	Medicine Name	Non availability Period	Total unavailability
33.	Kreosote Mother Tincture (External)	Till 13.11.2019, drug was not available in the stock.	
34.	Plantago Mother Tincture (External)	Till 17.11.2019, drug was not available in the stock.	
35.	Acid Phosphoricum	18.01.2017-25.02.2018( 13 month 8 days )	13 month 8 days
36.	Digitalis Pre.	17.11.2015-18.01.2017 (14 month 2 days) 02.08.2017-12.10.2018 (2 month 11 days)	16 month 13 days
37.	Natrum Mur.	31.12.2017-12.10.2018 (9 month 13 days)	9 month 13 days

### Annexure IX

(Referred to in paragraph 11.5.5)

#### List of medicines purchased in bulk and distributed loose in Tibbia Hospital

Unani		Ayurvedic	
Name of Medicine	Quantity ( Kg)	Name of Medicine	Quantity(Kg.)
Suboos-e-isaphgol	10	Giloy	70
Gul-e-tisu	15	Ashwagandha	30
Mako-e-Khushk	10	Shatawari	30
Tukhm-e-Kasni	15	Saariva	7
Tukhm-e-Kasus	8	Bala	25
Charaita	10	Gokshru	35
Mundi	15	Haritaki	50
Khar-e-Khask	15	Bhibhitaki	50
Tukhm-e-Khayarain	5	Amalaki	50
Tukhm-e-Kharpaza	5	Saunth	20
Zanjabeel	15	Maricha	10
Ravend Chini	10	Pippali	10
Asghandh	15	Vidanga	5
Darcheeni	10	Nagarmotha	20
Maghz-e-bhelgiri	20	Kantakaari	20
Sanamakki	12	Ativisha	8
Ustokhudus	12	Katuki	5
Kishneez-e-Khushk	12	Karkatashrangi	8
Filfile-siyah	5	Arjuna Chaal	30
Asrol	6	Shigru	20
Barg-e-adusa	12	Dashmool	10
Mochras	10	Lodhra	50
Sang-e-jarahat	7		
Satawar	15		
Musli safaid	10		
Gulezoofa	10		
Amla Khushk	20		

