



भारत सरकार
स्वास्थ्य एवं परिवार कल्याण विभाग
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
Government of India
Department of Health and Family Welfare
Ministry of Health & Family Welfare

प्रीति सूदन

सचिव

PREETI SUDAN
Secretary

D.O.No. Z.28015/48/2013-H/MS(Part.III)

Dated : 23rd November, 2017

Dear Chief Secretary,

I am writing you with reference to the recent newspaper reports alleging overcharging by Fortis Memorial Research Institute, Gurgaon, Haryana for treatment of dengue provided to a 7-year old baby girl Adya Singh. It has been alleged that the patient was grossly overcharged and standard treatment protocols were not followed.

I also wish to draw your kind attention to the widespread adverse coverage of the alleged malpractices by various clinical establishments in the recent past. These include exorbitant charges, deficiency in service(s), not following the standard treatment protocols, etc. resulting not only in compromised patient safety but also concerns about transparency and accountability in healthcare costs. Such incidents have an extremely deleterious impact on the faith of the general public in the healthcare system in the country. It is our duty to ensure that such incidents don't recur, quality care and treatment is provided to persons in need and that it is provided at a fair and affordable price.

I would like to draw your attention to the Clinical Establishment (Registration and Regulation) Act, 2010 under which effective action can be taken against such health care establishments indulging in fraudulent/unethical practices. Moreover, there are provisions under other Acts, Rules and Regulations under which action can be contemplated against such activities.

It is time to learn lessons from such incidents and I advise that a meeting with all important health care establishments (including private Hospitals) of your state be taken and they be clearly sounded not to indulge in such practices failing which strict action will be taken. I request you to kindly get the Clinical Establishment Act adopted/implemented by your state also.

With regards,

Yours sincerely,


(Preeti Sudan)

Chief Secretary of all States/UTs