

**24.1 Formation of Patient Welfare Society in Government Hospitals**

Health And Family Welfare (P2) Department

G.O. (Ms) No. 60

Dated : 8.4.2002

**ORDER**

To improve the public health delivery system in the city of Indore in the state of Madhya Pradesh, the then District Collector of Indore Thiru S.R.Mohanty had devised a scheme introducing a unique structure of participating management in the hospital administration. This scheme was first introduced by him in the mammoth Maharaja Yashwantrao Hospital at Indore. Under this scheme, a "Rogi Kalyan Samiti" (Patient Welfare Society) was formed with the officials and non officials. Without involving Government fund, a little over Rs. 4.5. million was used in the project for making improvement in the Health Care Delivery System of the Hospital. After finding the success of the Scheme, otherwise called "The Indore Experiment' was replicated in over 450 Government Hospitals in all the 61 districts in Madhya Pradesh. This concept has been adopted in some other States like Rajasthan, Andhra Pradesh etc. The objectives of the Patient Welfare Society and its basic structure have been indicated in the Annexure to this order.

2. The Government have studied this unique scheme carefully and decided to introduce it in the following three Government Hospitals in this State on a pilot basis:-

- i) Madras Medical College, Chennai.
- ii) Government Headquarters hospital, Tiruppur
- iii) Government Headquarters Hospital, Ramanathapuram.

3. Accordingly the Government direct that a Patient Welfare Society consisting of the following members be formed so as to participate in the administration of the above three Government Hospitals for achieving the objectives without involving any Government fund:-

For Government Headquarters Hospital, Tiruppur and Ramanathapuram.		For Madras Medical College, Chennai	
Members	Post	Members	Post
District Collector	Chairman	Secretary to government, Health and family Welfare Department	Chairman
Chairman of the District Panchayat	Member	Project Director, Reproductive and child Health	Member
Chairman of the Municipal body	Member	Commissioner of Police	Member
Superintendent of Police	Member	Collector of chennai	Member
Joint Director / Superintendent of Hospital	Member	Managing Director, Tamil Nadu Medical Services Corporation	Member
Member of Legislative Assembly	Member	Commissioner, Indian Medicine and Homoeopathy	Member
One Senior Doctor	Member	Project Director, AIDS Control Society	Member
CEO of District Panchayat	Member	Chief Engineer, PWD	Member
CEO of Municipal Body	Member	Director of Medical Education	Member
Executive Engineer, PWD and Electricity Board	Member	Dean.Madras Medical College	Member

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Two donors	Member	District Governor of Rotary District in whose area Government Hospital is located	Member
Two leaders of the community	Member	Governor of Lions Club in whose area the medical college is located	Member
Secretary Red Cross	Member	Mayor	Member
District President, Indian Medical Association	Member	Local area MLA	Member
A representative from District Chamber of Industries and Commerce	Member	Local area Member of Parliament	Member
		Chairman of Indian Bank/IOB/CGM, SBI	Member
		2 Industrialists nominated by the CII	Member
		4 Donors	Member
		A representative from District Chamber of industries and Commerce.	Member

4. The Patient Welfare Society shall be registered by the Director of Medical Education in the case of Madras Medical College, Chennai and by the Director of Medical and Rural Health Services in the case of other two Government Hospitals (Tiruppur and Ramanathapuram) as in NGO and given complete control over the functioning of the hospitals. It shall be given the mandate to take all policy decisions regarding the running of the hospital. The Patient Welfare Society shall meet 5 or 6 times in a year to give general guidance for the improvement of the hospital.

5. The Director of Medical and Rural Health Services and the Director of Medical Education are requested to take necessary steps for the registration of the society under the Registration of Societies Act. 1975.

6. For looking after the day-today affairs of the Hospital, and Executive Committee shall be constituted under this scheme. The Government therefore constitute and Executive Committee for each of the three Government Hospitals with the following members.

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<b>For Government Headquarters Hospital, Tiruppur and Ramanathapuram</b>		<b>For Madras Medical College, Chennai</b>	
District Collector	Chairman	Director of Medical Education	Chairman
CEO Municipal Body	Member	Dean, Madras Medical College	Convenor
CEO District panchayat	Member	Chief Engineer, PWD	Member
Executive Engineer PWD	Member	Corporation Commissioner	Member
Joint Director	Convenor	Joint Commissioner of Police (Jurisdiction GH)	Member
One Senior Doctor	Member	One Senior Doctor of the Institute	Member
One donor nominated by the PWS	Member	One donor nominated by PWS	Member
Civil surgeon	Secretary		

7. The Government also direct that the sitting fee if any to be paid to the members be incurred from the fund maintained by the Patient Welfare Society.

8. This order issues with the concurrence of Finance Department vide U.O.No.80015/Health I/2001 dated 5.1.2002.

(By order of the Governor)

**SYED MUNIR HODA**  
SECRETARY TO GOVERNMENT

### ANNEXURE

#### Objectives of the Patient Welfare Society

- Improve the hospital, upgrade the equipment and modernize the health services.
- Ensure discipline in the institution and supervise the staff.
- Establish affiliations with private institutions to upgrade services.
- Undertake construction and expansion in the hospital building.
- Ensure optimal use of hospital premises.
- Improve participation of the committee in the running of the hospital.
- Ensure scientific disposal of hospital waste.
- Ensure proper training for doctors and staff.
- Ensure subsidized food, medicine and drinking water to the patients and their attendants.
- Ensure proper implementation of National Health Programme,
- Ensure proper use, timely maintenance and repair of hospital equipment and machinery.

#### Basic Structure of the Patient Welfare Society (PWS)

- PWS will be a registered society set up in all medical colleges, district hospitals initially and later, in all community health centers.
- The PWS will have people's representatives, health officials, local district officials, leading members of the community, representatives of the Indian Medical Association, Members of urban local bodies and Panchayat Raj representatives as well as leading donors as their members.
- The PWS, for its functioning, shall be deemed not as a government agency, but almost as an NGO.
- The PWS can utilize all Government assets and services to impose user charges. It would be free to determine the quantum of charges on the basis of the local circumstances.
- The PWS could raise funds additionally through donation, loans from financial institutions, grants from Government as well as other donor agencies.
- The PWS could take over and manage canteens, Rest Houses, parking areas, Ambulance Services and other facilities within the hospital complex owned or managed by the Government.
- Private Organisations offering high-tech services like Pathology, MRI, CAT, SCAN, Sonography, etc. could be permitted to set up their units within the hospital premises in return for providing their services at a rate fixed by the PWS.
- The funds received by the PWS will not be deposited in the State exchequer but will be available to be spent by the executive committee constituted by the PWS.

**SYED MUNIR HODA**  
SECRETARY TO GOVERNMENT