

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

**LOK SABHA
UNSTARRED QUESTION NO. 2256
TO BE ANSWERED ON 31st JULY 2026**

EMERGENCY ADMISSIONS AT BHU TRAUMA CENTRE

2256. SHRI MANOJ KUMAR:

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

- (a) whether the Government is aware of the serious lapses in administrative accountability and the blatant disregard of official protocol extended to Members of Parliament by the administration at the Institute of Medical Sciences (BHU), Hospital and Trauma Centre in Uttar Pradesh, if so, the details thereof;
- (b) whether it is a fact that multiple urgent recommendations and requests made by the MP for emergency medical treatment of poor and needy patients have met with no response from the BHU hospital;
- (c) if so, the details of the actions taken/proposed to be taken by the Government against the responsible hospital authorities;
- (d) the details of the existing official protocol guidelines issued by the Ministry regarding the response time and courtesy to be maintained by the Central Government hospital administrations when dealing with references from MPs; and
- (e) the urgent steps being taken by the Government to streamline emergency admissions at the BHU Trauma Centre so that underprivileged patients receive immediate, life-saving care without administrative delays?

ANSWER

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

(a) to (e): As per the information provided by Institute of Medical Sciences (IMS), Banaras Hindu University (BHU), the Trauma Centre has a well-defined administrative mechanism for the prompt handling of urgent matters and public grievances, including those referred by Hon'ble Members of Parliament. A robust reporting and escalation system is in place for timely review, appropriate decision making and necessary action on all urgent issues.

BHU has informed that representations and recommendations received from Hon'ble Members of Parliament or other public representatives regarding emergency medical treatment are attended expeditiously and are communicated to the concerned clinical and administrative authorities for appropriate action, wherever required. The Trauma Centre, IMS, BHU has an established administrative protocol to ensure that references received from Hon'ble Members of Parliament are handled promptly and with due courtesy. Also, all emergency medical cases are accorded the highest priority based on clinical urgency, and the existing administrative mechanism ensures prompt coordination, effective communication, and adherence to institutional and Government guidelines.

Further, it has been informed that no systemic lapse in administrative accountability to respond to emergency medical requests has been reported. The existing mechanisms continue to be periodically reviewed and strengthened to ensure timely patient care, effective grievance redressal, and adherence to established institutional protocols.

The Trauma Centre has a robust patient-centric system to ensure that emergency admissions are undertaken promptly based on the clinical condition and urgency of the patient, in accordance with established emergency care protocols. Further, to ensure that financial constraints do not hinder timely treatment, free of cost diagnostic investigations, including CT scan, MRI, X-ray and laboratory tests, are provided to eligible patients who are unable to afford these services. Admitted patients are provided treatment under the Ayushman Bharat scheme, wherever applicable.
