

Important

**No.: 15-2/2015-AS-IV (II)
Government of India
Ministry of Communications & IT
Department of Telecommunications
(AS – IV Division)**

**11th Floor, Sanchar Bhawan, New Delhi
26th May, 2015**

OFFICE MEMERANDUM

Subject: Difficulties faced by patients and other visitors to the hospitals, particularly in Delhi, to communicate through mobiles due to poor connectivity – Action to be taken in the matter by all concerned.

It has been brought to the notice that the patients and other visitors to the hospitals, particularly in Delhi, are finding it difficult to communicate through mobile phones due to poor connectivity.

2. In the matter, after examination of the issues, following observations are made:
 - (a) Some of the hospitals are well covered while some, mainly Government hospitals, are not well covered.
 - (b) Outdoor coverage is generally good; however, indoor coverage is not that good at most of the hospitals.
 - (c) In order to provide coverage to all the persons visiting a hospital, availability of adequate coverage (indoor as well as outdoor), in the hospital premises, from all the Telecom Service Providers (TSPs) is essential.
 - (d) Otherwise, the visitors, who are customers of an operator having poor coverage in that hospital, would face problems in communicating through mobile phones.
 - (e) As the hospital premises are generally large and the building structures are complex, indoor coverage issues in hospitals are inevitable.
 - (f) Installation of In-Building Solutions (IBSs) within the hospital buildings is the most effective method to improve indoor coverage.
 - (g) Besides, sufficient number of BTSs should be installed nearby hospital buildings.
 - (h) For installation of IBSs and additional BTSs within hospital premises, permission is required from hospital authorities/ local bodies.

3. In the light of above observations, it is felt that following actions are required on the part of local bodies:
 - (a) Local authorities should readily permit and facilitate all the TSPs, on equal terms, to acquire sites to install the necessary telecom equipments in and around the

hospital premises so that all the visitors to hospitals, having mobile phone connection from any of the operators, would get proper coverage.

- (b) Provisioning of infrastructure permission for installation of IBSSs/ BTSs in and around the hospital premises should not be a means to generate revenue by the local bodies.
- (c) Further, the existing infrastructure available with local bodies may be allowed to be shared by all the TSPs.
- (d) The existing sites inside/ near the hospital premises should not be closed or disturbed.

4. In the matter, it is requested to issue suitable instructions to all concerned to take all the necessary measures, as observed above or otherwise, in order to ensure ubiquitous mobile network coverage to all the visitors to hospitals.

5. An action taken report in the matter may please be got forwarded to this office at the earliest.

6. This is issued with the approval of Hon'ble MoC&IT.

R R Tiwari

(R R Tiwari)

Director (AS-IV)

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To

1. Secretary, NDMC, New Delhi
2. Commissioner, North/ South /East Delhi Municipal Corporation
3. CEO, Cantonment Board, Delhi