

Important

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

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

OFFICE MEMORANDUM

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) For installation of IBSs and additional BTSs within hospital premises, permission is required from hospital authorities.

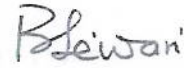
3. In the light of above observations, it is felt that following actions are required on the part of hospital authorities:
 - (a) Hospital authorities should readily permit all the TSPs on equal terms to install the necessary telecom equipments in the hospital premises so that all the visitors to hospitals, having mobile phone connection from any of the operators, would get proper coverage.

- (b) The hospitals should provide the necessary infrastructure at nominal/ reasonable charges.
- (c) Provisioning of infrastructure/ permission for installation of IBSs/ BTSs should not be used as a means to generate revenue by the hospitals.
- (d) Further, the existing infrastructure may be allowed to be shared by all the operators.
- (e) The existing sites inside the hospital premises should be allowed to function without any disturbance.

4. In the matter, it is requested to issue suitable instructions to all the hospitals under your jurisdiction, including private hospitals, 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)

Director (AS-IV)

Ph: 23370263/ 2303-6051

To

1. Secretary, Department of Health & Family Welfare, Govt. of India
2. Chief Secretary, Govt. of NCT of Delhi