



GOVERNMENT OF KERALA

Abstract

Health & Family Welfare Department – Patient-friendly service delivery in Government health institutions – Comprehensive training programme for hospital staff –Orders issued

HEALTH&FAMILY WELFARE (M)DEPARTMENT

G.O.(Rt)No.2467/2026/H&FWD Dated,Thiruvananthapuram, 28-07-2026

ORDER

It has come to the notice of Government that there have been increasing complaints from patients and their attendants regarding lack of assistance, discourteous behaviour, ineffective communication and unsatisfactory public interaction by hospital staff in Government health institutions. Such incidents adversely affect patient care and undermine public confidence in the Government healthcare system. Government have therefore decided to strengthen patient-friendly service delivery by imparting structured training to hospital personnel.

2) In the above circumstance, Government are pleased to order to conduct a comprehensive training programme on patient care, communication skills, public relations, professional ethics, behavioural management, grievance redressal and service delivery for all categories of hospital staff, excluding Medical Officers, in Government Medical College Hospitals, District Hospitals, General Hospitals, Women & Children Hospitals, Model Hospitals, Taluk Headquarters Hospitals and Taluk Hospitals across the State, with the following guidelines:

- Four officials from each district and each Government Medical College shall be identified and deputed to undergo a Training of Trainers (ToT) programme.
- The ToT programme for Government Medical College Hospitals shall be conducted by the Apex Trauma and Emergency Learning Centre (ATELC).The training module shall also be prepared

through ATELC . The Master Trainers trained at ATELC shall conduct institution-level training programmes in their respective Medical Colleges.

- The ToT programme for District Hospitals, General Hospitals, Women & Children Hospitals, Model Hospitals, Taluk Headquarters Hospitals and Taluk Hospitals shall be conducted by the State Institute of Health and Family Welfare (SIHFW). The trained officials shall thereafter conduct district-level and institution-level training programmes.
- To ensure uninterrupted hospital services, training shall be conducted in batches of not more than ten participants at a time, with appropriate scheduling by the respective Heads of Institutions.
- All Security Personnel, including those engaged on temporary, contractual or outsourced basis, shall undergo the prescribed training on a mandatory basis. No security personnel shall be engaged or permitted to continue on duty without successfully completing the training programme.
- The Director of Medical Education shall coordinate the implementation of the programme in Government Medical College Hospitals through ATELC. The Director of Health Services shall coordinate the programme in all other Government health institutions through SIHFW.
- The Directors concerned shall ensure that all eligible staff complete the prescribed training within two months from the date of issue of this Order and shall closely monitor compliance.

(By order of the Governor)
DEEPA SURENDRAN
ADDITIONAL SECRETARY

The Director of Medical Education, Thiruvananthapuram
The Director of Health Services, Thiruvananthapuram
The Principal Accountant General
(Audit/A&E), Kerala, Thiruvananthapuram

Principals of all Government Medical Colleges
All District Medical Officers
Information&Public Relations Department(Web&New media)
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Section Officer

Copy to

P S to Minister(Health)

P A to Principal Secretary(Health)