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Date: 4th December 2024

To,
Prof. Vivek Lal
Director, Postgraduate Institute of Medical Education & Research
Sector-12, Chandigarh, Pin- 160012,
India

*Dear Prof. Vivek,
Namaste*

When one steps into the PGIMER campus in Chandigarh, it is hard not to notice the palpable trust and confidence that radiates between doctors and patients. The sense of assurance that everything is being taken care of is almost instinctual. As one of the foremost medical institutions in the country, this level of trust is, of course, expected. However, during our recent visit to PGIMER for the Telemedicine conference, we witnessed an unsettling and deeply concerning sight.

Amidst the chills of North India, we saw patients' relatives lying on the grass and in the park, some with blankets, others without. These individuals, who have already been through the emotional and physical strain of having a loved one in treatment, are now subjected to the harshness of the winter night. Their wait, which should be filled with hope for recovery, has instead turned into a nightmare, where their own health and well-being are compromised. But I must put on record my appreciation of allowing them to be there in the garden / open area.

But is not acceptable for any person to face such hardships, and it is deeply troubling to witness this at one of the most renowned institutions in the country. We cannot afford to ignore these fundamental needs. Healthcare is not just about treating patients—it is also about ensuring dignity while delivering care.

As the founder of Health Parliament, a top policy think tank, and someone who has contributed to the National Health Policy, I request you to take the necessary steps to address this situation. It is essential to provide proper winter shelter, warm coverings, sleeping beds, and access to dignified facilities for toilet needs. My team has spoken to several of these families, and while they are too upset to voice their concerns, their pain is evident.

As a premier institution, we must ensure that we are addressing not only the medical needs but also the basic human needs of those who rely on us. If we are unable to provide such fundamental

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provisions, we are falling short in our duties. I have full confidence that PGIMER has the resources and leadership to rectify this issue swiftly.

I sincerely hope that you will consider this matter with the urgency and compassion it deserves.

with best regards

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