

NAGALAND STATE HUMAN RIGHTS COMMISSION

Case No.

Name of the complainant: Suo Motu

Respondents : 1. The Commissioner, Health & Family Welfare, Government of Nagaland
2. Principal Director, Health & Family Welfare, Government of Nagaland
3. Chief Medical Officer, Zunheboto District, Government of Nagaland

Record of the steps taken
(to be entered by the office)

Orders/Proceedings of the Commission

Date

Step (s) taken

RECOMMENDATION

Dated:

On the 26th and 27th of February, 2025, the Commission visited the district of Zunheboto in order to see and understand the ground situations of the health facilities, the educational institutes, police stations and the district jail. During the visit, the Commission visited three Health Centres including the District Hospital Zunheboto. While visiting the Health Centres, the Commission interacted with the Doctors, Nurses and some local leaders. Based on the findings the Commission recommends the following:

Health and Wellness Centre: Satakha

Satakha H&WC covers 5 villages with a population approximately 5000. The Centre functions with 2 (two) Medical Officers, 2(two) Nurses, 1(one) GNM and 1(ANM), 1(one) lab technician. There is no staff nurse posted although 2 (two) posts are available. The vacancy is caused by retirement. Despite shortage of manpower, they conduct regular vaccinations every Friday.

Issues and Recommendations

- i. **Insufficient supply of essential medicines:** Without supply of essential medicines, especially in rural areas, mere existence of the medical centre and the doctors and nurses does not help much. Therefore, the Commission strongly recommends that essential medicines as per entitlement and need of the Health Centre are provided in time and regularly. The Commissioner and Secretary, Health & Family Welfare, shall ensure the same.
- ii. **No reagents:** India, like any other advanced countries, have been giving much emphasis on prevention in recent times, therefore, lab facilities have been made available at every health centre. But if these labs are not provided with the reagents, it would not serve the intended purpose. The Commission, therefore, recommends uninterrupted supply of reagents to the centre concerned in particular, and at all the other centres in the State at all times. The Commissioner, Health & Family Welfare, shall submit a report on the State's readiness to do the same.
- iii. **Lack of regular supply of electricity:** Dependence on power supply has increased due to the unavoidable usage of modern gadgets. So, when there is irregularity or shortage in the supply of electricity, things can come to a grinding halt. To ensure smooth functioning of the health centre, the Commissioner H&FW, shall take appropriate action at the earliest.
- iv. **Staff nurse:** For smooth functioning of any institution, there is a necessity to have staffs at every level. Since the post of 2 staff



nurses are already there, the Commission strongly recommends that immediate and appropriate actions are taken for filling up the same in the public interest. The Commissioner H&FW shall do the needful so that the two posts are filled up as per the service rules within the current financial year. The Commissioner H&FW shall inform the Commission on the action or actions taken.

- v. **No ambulance:** Under the National Health Mission, ambulances are provided at health centres. For a place like Satakha also, there is a need for an ambulance considering the geographical location and the number of populations the health centre covers. Therefore, the Commission, strongly recommends that the H&FW department provides an ambulance to the health centre at the earliest so that the inconvenience faced by the people in availing appropriate health services is reduced to some extent. The Commissioner H&FW shall take appropriate and prompt action in this regard.

District Hospital: Zunheboto

The Hospital has sufficient number of doctors (14) including a surgeon. Dialysis facility including KFT and LFT testing facilities are in place in the hospital. However, certain issues facing the hospital were highlighted and they are given here below along with the Commission's recommendations:

1. **Need paediatrician, psychiatrist and micro biologist:** In a district hospital which caters health service to a population of about 2 lakhs, specialists in the fields mentioned are minimum requirements. Therefore, the Commission is of the view that the government should make all efforts to provide the same. The Commissioner H&FW shall take appropriate action so that the specialists in the fields mentioned are provided to the hospital at the earliest.
2. **Inadequate supply of medicine:** With sufficient supply of medicines, the hospitals, especially which are situated at far flung areas of the state would be able to render better service to the public more particularly to the economically disadvantaged section. Therefore, the Commission strongly recommends regular and sufficient supply of medicines to all the hospitals more particularly the district hospital at Zunheboto. The Commissioner and Secretary H&FW, the Principal Director of the department and the Chief Medical Officer of the district shall do the needful to ensure the same.
3. **Reagent not provided:** This issue is common to many health centres we have visited. Therefore, the Commissioner H&FW and the Principal Director shall look into this issue and submit a report to this Commission within one month as to how they plan to resolve the same.
4. **MO(ART) post is available but no candidate:** The service of MO in this field is increasingly in demand. Therefore, the Commissioner H&FW and the Principal Director shall take necessary steps so that the post is filled up at the soonest.
5. **Requested to create separate UTP Cell with toilet:** Zunheboto being a district headquarter where the district jail is also located, there is a need to have a proper UTP cell (Under Trial Prisoners Cell) with toilet attached and an accommodation for security personnel. Therefore, the Commissioner and the Principal Director shall take appropriate action and on priority in this regard.

ATOIZU: PHC

Only CHC in Atoizu Sub Division and covers 18 villages and 9 H&WC. Upgraded to CHC in 2021. Under the scheme funded by the World Bank, the infrastructures of so many hospitals and health centres in the state were either upgraded or renovated. But the infrastructure of this health centre has



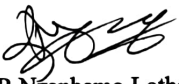
been either left out from the scheme or the same have not been executed. The hard work of all the staffs of the hospital under the leadership of the present Medical Officer namely, Dr. Gihuka V Chishi in the up keep and improvement of the same is easily visible. Their contributions in making the hospital cater to the needs of the people is something that needs not only recognition but encouragement from the government particularly, the department concerned. Accordingly, the Commission recommends that a high-ranking officer of the department visits the hospital to know and appreciate the needs and based on his report the department takes appropriate actions.


Issues and Recommendations:

- i. **Only 1 MO:** We recommend appropriate action on the part of the Commissioner and Secretary, H&FW for posting of the required number of doctors.
- ii. **Need new CHC building:** The need for a new and bigger building was expressed by the staffs and the public leaders of the place. The need is genuine because of the number of villages the hospital covers. Therefore, the Commission strongly recommends upgradation of the building on priority.
- iii. **Only 1 Asha worker:** The role of Asha workers has become very important in delivering health services to the needy. Therefore, only one Asha worker presently made available is too less for the area covered by the hospital. The Commissioner and Secretary, H&FW shall do the needful so that more Asha workers are made available to the hospital.
- iv. **Lab equipments are available but lab technicians not posted for 5 years:** This issue is also quite a common phenomenon in many of the health centres we have visited. This can be resolved with proper planning and some attention. As already stated, prevention is priority these days and if that has to happen the labs must function. The Commissioner and Secretary H&FW, shall look into this issue not only for this hospital alone but for all the hospitals or health centres in the state and find ways to resolve the issue. The Commission as mandated under The Protection of Human Rights Act, 1993 expects a report from the Commission and Secretary, H&FW.
- v. **No ultrasound facility:** During our visit to health centres, we have come across situations like, where ultrasound equipments are available no experts to operate the same are available, and where the experts are available no ultrasound equipment are available. The Commission strongly feels that the issue needs to be looked into by the highest authority in the department so that the same can be resolved at the earliest. Therefore, the Commissioner and Secretary, H&FW shall look into the same on priority basis.
- vi. **Inadequate supply of medicines:** This issue is also a common phenomenon in almost all the hospitals and health centres. Therefore, the Commission is of the view that the highest authority in the department looks into this issue so that it can be resolved without any further delay, as it concerns the health and life of the people. We expect a report from the Commissioner and Secretary, H&FW on this, within a period of one month.
- vii. **Septic tank of COVID-19 ward not yet completed:** This is also common issue with all the wards built during the COVID-19 pandemic. If this issue is resolved many of the hospitals and health centres will have additional rooms or space. This also needs to be looked into immediately so that the wards which have been constructed can be put to use. In fact, some hospitals and health centres are badly in need of additional rooms or space for accommodating patients and for other related purposes. Therefore, the Commissioner and Secretary, H&FW shall look into the matter so that the buildings which are already completed except for the septic tanks or other items can be made available for use.

As mandated under section 18 (e) of the Human Rights Protection Act, the concerned authorities shall forward their comments on the recommendation, including the action or actions taken or propose to be taken thereon, to the Commission within a period of one month from the date of receipt of copy of this recommendation.

The Secretary/ Registrar of the Commission shall do the needful for communication of the recommendation to the authorities concerned.


(R. Nzanbemo Lotha)
Member


(Justice Songkhupchung Serto)
Chairman, NSHRC

Typed by: Medosieno
(LDA)