



## A Community (Mohalla) Clinic: An Honest Approach by Delhi's State Government, India: An Analysis of Media Reports

<sup>1</sup>*Dr. Aditya Narayan Misra, Associate Professor, Political Science, Sri Aurobindo College, University of Delhi, India, [Email.-dradityanmisra@gmail.com](mailto:dradityanmisra@gmail.com)*

<sup>2</sup>*Prof. (Dr.) Tej Narayan Ojha, Professor, Maharaja Agrasen College, University of Delhi, India*

**Abstract:** *The study presents an analytical study of the efficient quality and services of Community (Mohalla) clinics of public health institutions in the heart of Delhi, which have strongly supported the innovative idea of the current government of the National Capital Territory of Delhi. It also describes reflections on the scalability of public health services. This study seeks to examine the stories of three popular media outlets and their research-based reports. The research paper sought to clarify the operational side of the health system by launching Mohalla Clinics in Delhi. Primary health care is an essential pillar of any developing society, and now the government has offered more options for public health services through the Mohalla Clinic. The research paper should also examine the degree of public satisfaction and acceptance of government efforts to provide health services to all members of society, since the government's approach to primary health care appears to be a fundamental need of society, and at the time of commercialization, health services are almost out of reach for people without solid economic provision. The paper concludes that Mohalla Clinics is certainly a very innovative idea to support quality health facilities in community. The method used in the study was based on literature research and secondary material.*

**Keywords:** Mohalla clinics, Public health, Government effort, Primary health care, Delhi

### Introduction

Primary health care refers to medical services provided at the community level. These services are primarily intended for people who are experiencing financial difficulties. This approach to healthcare is basically to ensure beneficiaries receive the best care at their doorstep. The principal accountability of primary health care is to serve the local community and elucidate the health issues of all people (Chris Weel and Michael Kidd, 2018). A health-care system is essential in any society. The basic fact of development is having a strong health system. The development of any country depends on the strength and availability of health facilities. In the present era, especially post-COVID, the people are facing a lot of health issues; therefore, they need durable health support. The post-COVID era is very different because the nature of health issues is changing and the government is working hard to understand people's health needs as well as the changing demographics of the population they serve. Primary health care is the key strategy to reach all corners of society and provide them quality medical facilities. The primary health care system is very important to human development and provides services on a daily basis. The face of the Indian health system has changed significantly in the past few decades as we successfully eradicated fatal diseases like polio, chicken pox, and tetanus. One remarkable point in this regard is that there are many traditional health issues that are still present in society and need proper attention. Health has always been a priority issue for any society or government. It's basic and one of the prime indicators of any good and developed society. Lifestyle diseases such as diabetes and hypertension have dramatically increased in recent years, particularly in the post-corona phase, and the burden on the health-care system has certainly



increased. The primary health care in India was not as per the needs of the people; there were so many adverse comments from the people, such as no guarantee of service, a lack of diagnosis tools, and other malfunctions. It is therefore not surprising that a significant proportion of people who suffer from common communicable diseases such as fever, cough, low blood pressure, and diabetes are using these facilities at their doorstep. This results in a solution to overcrowding, long waiting times, poor quality of services provided, and people's dissatisfaction with public health services. The government's proposal to provide basic health care facilities certainly draws attention to health issues, but not to the extent that it would have liked. Among the public health initiatives aimed at providing services, The Mohalla, or community clinics in the Indian state of Delhi, has drawn international attention because its basic concepts were to serve society, particularly lower-class people, women and children's at their doorstep and consider health to be a basic need of the society. This idea leads to the development of community clinics called "Mohalla clinics" with a clear vision towards the broader vision of promoting basic health care for all in India. Earlier, people normally faced a lot of issues related to the primary health care system, such as a lack of revenue support and a large population. The problem was primarily associated with the society's lower classes and poor people. In a country like India, the majority of the population is from the lower class, with severe health and job crisis issues, and the majority of people work in the private sector. Therefore, the situation demands the health solution for people having financial and social crisis and Delhi government came with a model of Mohalla clinics.



PC-Times Now

**Mohalla Clinics:** In February 2014, the government of Delhi, India, took this innovative step to create a local clinic called Mohalla clinic to provide medical care to the local community at their place. These mohalla clinics consist of specialized medical professionals who provide quality medical facilities such as free medications, diagnostics, and vaccinations. The purpose of this is to provide fine-quality primary health care, especially for the urban poor and womens at their place. The clinics first opened in July 2015, with a strong idea to deploy more than a thousand of such clinics in various localities of Delhi. The Mohalla Clinic of the Delhi administration has enabled the deprived, especially in cities, to access the nearest medical services by reducing the distance to the medical center. The medical facility is free, and poor communities and lower-class people can receive high-quality medical services, although it's open to all with the idea of quality health for all. This also includes the availability of vital medicines and other diagnostic tests. The most heartening motive behind the plan is that "we must assist low-income families"



and treat all humans at the same level. Delhi's population density affected the profitability of the clinics. The availability of quality doctors and nurses in a city like Delhi has also supported the Mohalla Clinic. The concept of mohalla clinics was also commended by a very prestigious medical journal, The Lancet, which stated that "the mohalla clinics successfully target a large local population," mainly the people with low financial support. Apart from this, "many international and Indian newspapers welcomed this concept and felt that these clinics were consistent with the basic concepts of universal health care, which improves access to quality health care for the poorest and reduces the financial burden of access to health services." Besides, Mahila (Women) Mohalla Clinics- It is a government approach where female employees provide primary care services to women, children under the age of 12 and young girls in a women-friendly environment. Initially, the government launched four pilot Mahila clinics for women and children (TOI; 28<sup>th</sup> Nov.2022)

### **Strength of Mohalla Clinic**

- Political will, but great human responsibility: Political determination of local administration to consider health as a basic need of community and human responsibility. The motive of this establishment of mohalla clinic is to provide health support for all people in their locality, especially those who cannot afford expensive health facilities in private hospitals. The local administration has a very clear intension to support citizens with guaranteed superior health care.
- Budget appropriations: the priority of the health sector and Mohall clinics has been complemented by an increase in budget appropriations for the health sector.
- Equality in service delivery: Women and children's health clinics target disabled populations and areas where access to health services is limited. A large network of secondary and tertiary institutions Approachable for all lower-class people
- Availability of qualified human resources: The Delhi government and its health ministry are utilizing their health resources to fulfil medical needs effectively.
- Broader target community: The poor and immigrants play a key role in the need for health services.
- Responsiveness of the health system: automatic token dispensers and automatic medicine dispensers have been used for proper management of people and facilities.

### **Principle behind Mohalla Clinic**

- Approachability: Ensure a quality health facility for everyone in the community.
- Equity: Care for disadvantaged and marginalized groups in health facilities
- Quality Health for All: The local administration must ensure the best quality of health services as per government guidelines.
- Economic safeguard: affordable health-care costs, particularly for those in financial difficulty, as the government has a clear goal of assisting the lower middle and poor classes and regards health as one of the most important basic necessities of life.
- Community service at the doorstep: easy, affordable, and economic medical services in the same community.

### **Objective of the study**

The present analysis is entirely based on the selected literature taken form the media report published in the Indian media. The literature was selected on a random basis from the reputed media agencies. The media agencies taken into consideration are

1. The Wire
2. Business Standard
3. The Tribune



### Analysis and Discussion on Literature Survey

The literature has been taken on the basis of reputed new analysis presented in the media report of authentic and responsible media agencies in India. The report has been taken as mentioned in the table below.

S. No.	Media Report	Media agencies	Published date and year
1	Are Mohalla clinic making the Aam Aadmi Healthy in Delhi?	The Wire	Jan 20,2019
2	Stanford school Innovation review praises Delhi Mohalla Clinic	Business Standard	July 21, 2017
3	Over 90 per cent patients satisfied with services at Aam Aadmi Mohalla clinics in Delhi, says City government survey	The Tribune	April 03,2022

***Table: 1 Literature Survey***

As mentioned in the report given by the various media agencies, the majority of people in Delhi are very happy and satisfied with the performance of this mohalla clinic. The analysis of each report clearly points out the intention and importance of the health care system for the common people. Remarkably, the report stated that the Mohalla Clinic, an important part of the primary health care system, is mainly meant for economically deprived people, women, and children. The reason for this is that wealthy and financially secure people have free access to all private hospitals, which are very expensive, but what about those who are struggling financially? Where will they go? As per human rights, everyone must have access to quality health care.

Similarly, as mentioned in the wire report, primary health care is very approachable and available for ordinary people with low income, i.e., less than Rs. 2.5 lakh. This is possible due to the effective functioning of Mohalla Clinic. The report also mentioned that the free medicine, its disposal, and its closeness to the home are also very helpful, as people can save a lot of money. The expenditure on medical facilities is really high in a metropolitan city like Delhi. This is also worth mentioning because roughly 80% of people reported being very happy to save money and be able to control money outflow on medical facilities. This is really a commendable and supportive step by the government of the Aam Aadmi Party.

Secondly, the above-mentioned statements are also very well supported by the report written in Business Standard. The report stated that America's Stanford University considered Mohalla clinic as praiseworthy step by state government, offering free medication and consultation in the same locality. The report in The Tribune mentioned that more than 90 percent of the people in Delhi are very much satisfied with the AAMC (as per government report)

The analysis of media reports and the responses of the people to the innovative idea of Mohalla Clinic indicate the fact that the present government kept health higher than any political discussion and took decisions for the people's good and interest. The head of state, Mr. Arvind Kejriwal, CM of Delhi State, has given a new start to the people's work and interests. Strengthening a public health system is a large task that requires many resources and support, but the Mohalla clinic is a significant step forward in the long journey of a public health system.

### Conclusion

Mohalla clinics have given a new face to quality healthcare in society, particularly for the lower middle class and those suffering from economic hardship. It is truly commendable how it was implemented and applied in the Delhi-area states. These clinics provide medical services both at





the medication and diagnostic levels. However, strengthening primary health centers (PHCs) requires a holistic approach and greater attention to the population and/or public health services through targeted initiatives. The Delhi government accomplished this through the magnificent approach of the Mohalla Clinic. Mohalla clinics are basically a concept that has the potential to initiate reform in India's healthcare sector. It not only includes the medication and diagnosis but also the infrastructure related to pharmacies and the coordination of the work of these clinics with other existing or planned mechanisms. In addition, this idea is a kind of reform in the healthcare system. Mohalla Clinics are a moral beginning for the community health system. This is really an innovative idea and approach to benefiting the economically deprived community in society. In this review, the information analysed from the media report of the web-link mentioned (The Tribune, Business Standard & The Wire) in which the responses from the common people clearly pointed out that the objective of Mohalla Clinic is very clear, as mentioned below: -

- To draw the attention of society and political leaders to the fact that the community medical center is extremely important and must be strengthened at all costs in society.
- Health is a basic need for everyone in the country, and all levels of government must think about the establishment of such Mohalla clinics.

Based on the analysis, these constructive health approaches are very important towards achieving universal health security for common people in the society. Community (Mohalla) clinics effectively provide health care to residents because it is a basic human need. This is the clear honest motive of Kejriwal's health model to support primary health care, which is essentially focused on developing quality health services as one of the fundamental human needs that must be available to all members of society, rich or poor. This is one of the best models of quality health services for all, and it must be an example for all other states in India to develop such quality infrastructure for common people. Certainly, Mr. Kejriwal's Delhi State government set a great example, which is really required for India's overall development, this interdisciplinary approach and intersectoral linkages necessary for an effective health system have been taken into consideration. Finally, the Mohalla Clinic's approach is admirable, as its low budget allocation results in high efficiency in primary health care.

### References

1. Government of Delhi. Delhi Population: Statistical Abstract of Delhi; 2014. Delhi: Department of Statistics and Economics; 2015.
2. Government of Delhi. Economic survey 2016-17 Department of Health and Family Welfare, Govt. of Delhi; 2016.
3. Government of Delhi. Mohalla Clinics. Available from: <http://www.dshh.delhi.gov.in/pdf/AamAadmiMohallaClinics.pdf>. [Last accessed on 2016 Sep 27].
4. Government of India. National Health Profile 2015; Central Bureau of Health Intelligence. Nirman Bhawan, New Delhi: MoHFW, Govt. of India; 2016.
5. <https://thewire.in/health/are-mohalla-clinics-making-the-aam-aadmi-healthy-in-delhi>
6. <https://timesofindia.indiatimes.com/city/delhi/cm-reviews-progress-on-mohalla-clinics/articleshow/65016138.cms>
7. [https://www.business-standard.com/article/news-ians/stanford-social-innovation-review-praises-delhi-s-mohalla-clinics-117072101660\\_1.html](https://www.business-standard.com/article/news-ians/stanford-social-innovation-review-praises-delhi-s-mohalla-clinics-117072101660_1.html)



8. <https://www.tribuneindia.com/news/delhi/over-90-per-cent-patients-satisfied-with-services-at-aam-aadmi-mohalla-clinics-in-delhi-says-city-government-survey-383223>
9. National Sample Survey Organization. Key Indicators of Social Consumption in India: Health. 71st Round: January – June 2014. Ministry of Statistics and Program Implementation. New Delhi; 2014. p. 1-99.
10. Perappadan BS. Cabinet Approves Delhi Healthcare Corporation. The Hindu, Delhi; 01 October, 2015. Available from: <http://www.thehindu.com/news/cities/Delhi/cabinet-approves-delhi-healthcare-corporation/article7709317>. ece. [Last accessed on 2016 Sep 27].
11. Prakash R. Karnataka to Replicate Delhi's 'Mohalla Clinics'. Times of India, Bengaluru; 27 October, 2016. Available from: <http://www.timesofindia.indiatimes.com/city/bengaluru/Karnataka-to-replicate-Delhis-Mohalla-clinics/articleshow/55095782.cms>. [Last accessed on 2016 Dec 31].
12. Rao M. The Clinic at Your Doorstep: How the Delhi Government is Rethinking Primary Healthcare; 25 May, 2016. Available from: <http://www.scroll.in/pulse/807886/the-clinic->. [Last accessed on 2016 Sep 14].
13. Government of Delhi. Delhi Healthcare Corporation. Dept. of Health and Family Welfare, Govt. of Delhi; 2016.
13. Sharma DC. Delhi looks to expand community clinic initiative. Lancet 2016;388:2855.
14. Sharma R. Eye on Polls, Gujarat Govt. to Set Up 'Mohalla Clinics' in 4 cities. Indian Express, Ahmedabad, 07 October, 2016. Available from: <http://www.indianexpress.com/article/cities/ahmedabad/eye-on-polls-gujarat-govt-to-set-up-mohalla-clinics-in-4-cities-3069359/>. [Last accessed on 2016 Dec 31].
15. The Lancet. Universal health coverage-looking to the future. Lancet 2016;388:2837.
16. Wadhwa V. What New Delhi's Free Clinics Can Teach America about Fixing its Broken Health Care System? Washington Post; 11 March, 2016. Available from: [https://www.washingtonpost.com/news/innovations/wp/2016/03/11/what-new-delhis-free-clinics-can-teach-america-aboutfixing-its-broken-health-care-system/?utm\\_term=.3bb5b0a51745](https://www.washingtonpost.com/news/innovations/wp/2016/03/11/what-new-delhis-free-clinics-can-teach-america-aboutfixing-its-broken-health-care-system/?utm_term=.3bb5b0a51745). [Last accessed on 27 Sep 2016].

Bayan College