

Come 2016, blood donors can just call authorities to complain about transfusion process issues

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Every year, around 95 lakh people donate blood, whether voluntarily or for their relatives, across the country.

• Next year on, if a donor faces any problem during blood transfusion, s/he will be able to complain to the higher authorities with just a call. The Ministry of Health & Family Welfare is working on setting up a toll-free number and a mobile app for this.

Every year, around 95 lakh people donate blood, whether voluntarily or for their relatives, across the country. There is every chance of a donor getting an adverse reaction, like hematoma, which is collection of blood outside the blood vessel. A donor can also lose consciousness or have breathing problems, fever and chills, itching, rashes or swelling, and pain in the abdomen, chest or back.

Currently, there is no system in place wherein the donor can approach higher authorities in case something goes wrong. To fix this, central government-run National Institute of Biologicals (NIB) is working to ensure that the blood transfusion process is made smooth. The aim, officials said, is to make sure that donors feel encouraged to give blood again and again.

NIB director Dr Surinder Singh told dna, "We have a donor vigilance programme under which we are offering this service. Our official is working on the mobile app and toll-free number, both of which will be launched soon. If a donor encounters any problem in the blood transfusion process, s/he can register the complaint with us. This will help us to get crucial data and make a policy in the future."

"Our aim is to ensure the safety of both the donor and recipient, promote safe blood transfusion and blood product administration, and ensure that patients coming for treatment to India from overseas are made aware about the practice of blood transfusion here being safe," he added.

Dr Hemant Bhalekar, pathologist and trustee of Dr BV Limaye Rotary Blood Bank, New Panvel, said, "This is a really good move, making the higher authorities accessible to donors. We anyway take all necessary precautions while holding [blood donation](#) camps. But having a dedicated number for patients to register their complaint, if any, is helpful; it will also make doctors be that much more careful."