Under the category of Hospital Innovations:
Digital Library of Court Cases of Main Hospital, AIIMS, New Delhi

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Brief background and Problem statement

- Main hospital of AIIMS with more than 1500 beds has on its board about 100 ongoing court cases which are under adjudication in different Hon'ble Courts of New Delhi.

- The litigations pertain to; service matters of employees, cases of patient treatment, hospital procurement and rare diseases matters etc.

- With a bulk 100 ongoing cases and an average of 12-15 matters getting listed every month, it becomes a tedious task to retrieve the case instructions contained in their last orders through the voluminous paper books.

Brief background and Problem statement

- In the manual form, there is no system of a reminder alert for the next date of hearing in a given matter and it has to be checked through a physical diary every time.

- The spread of 100 cases in different hon'ble courts of New Delhi can't be gleaned through; for the **"vital indices"** at a single point in time through physical records.

- **The two key determining aspects a of court case;** compliance with the necessary instructions contained in its last order which does involve a lot of coordination among different stakeholders in a big institute and specific action for the next date of listing in order to curtail the journey of litigation gets acutely compromised in the physical system of handling of this much quantum of matters.

Details of solution

- We devised an intervention to deal with this problem and populated the data of these 100 ongoing cases onto an excel sheet under the following **key indicators; title of the matter, category, under adjudication for many months, handled by which advocate, next listed of hearing, last order in the matter and so on.**

- We exported this excel sheet into a google spread sheet so that it could be simultaneously viewed by the faculty-in-charge, senior administrative assistant and the data entry operator who deal with the matters.

- Unlike, physical paper books which can't be perused for the key indicators, **the single spreadsheet made it possible to look into ongoing journey of all the ongoing cases in a single stretch.**

Details of solution

- We inserted the pdf file of the last order in one of the cells of google sheet against each case which greatly reduced our time and efforts of navigation to the websites of different hon'ble courts in order to get an access to the last orders.

- We implemented a proactive approach by scheduling reminder emails to our Legal Counsels. These gentle reminders are automatically dispatched, at a set time, **three days** prior to the impending date of hearing in a given matter effectively enhancing our level of readiness and facilitating precise documentation within the Court of Law through our Legal Counsels.

Relevance and impact of the solution

- This initiative improves our monitoring and follow up strategy in the matters and significantly minimizes any last-minute urgencies, enhances our reputation and communication, and reaffirm our dedication to safeguarding the interests of the Institute before the Hon'ble courts through our Legal Counsels representing us.

- Number of adverse orders/contempts got saved on 03 occasions in the Rare Diseases Matter.

- In 02 different cases, with timely compliance of the instructions of the Hon'ble courts, we could complete the cause to actions from our side and contributed to the curtailment of litigation curve.

- We could generate data fields for the analysis on the time duration of adjudication of a matter, final outcome (category wise/advocate wise) which would help in the future allocation of similar matters to the panel of counsels of AIIMS, New Delhi.

- Creation of digital record from the record of paper books for posterity and further analysis.

Scalability and usefulness of the solution to other hospitals

• It's a cost free hospital innovation which can be easily integrated in legal cells/establishment sections of large tertiary care teaching hospitals.

• Provides an opportunity to monitor the entire journey of court cases through a single spreadsheet.

• It holds great relevance especially when there is a bulk of court cases to be monitored and followed up.

• It could contribute in reducing the litigation curves in different matters as follow ups on the specific cause to actions gets strengthened.

• It could build a database for the future analytics and generates the opportunity for evidence based allocation of matters to different Legal Counsels based on their performance.