Good and accessible health service is one of the most important premises of development of a country. The Indian Constitution highlights that providing accessible health services is the duty of state government rather than the central government. Therefore one of the essential duties of state government in India deals with improving the standard of living of its people by raising the level of nutrition available to its people and improving the standards of public health maintained in the state. Further ironically the World Bank report of 2015 indicated that the total expenditure on health care as a proportion to GDP made by India in 2104 was 4.7% which is lower than the global median of 5%. In recent times the state governments across India have understood the importance of investments in Health care Sector. For instance the budget of state of Chhattisgarh for fiscal year 2016-17 seeks to boost health sector to ensure all round development through its budget allocations.

In the above backdrop the present Ph.D work is an attempt to make an assessment of quality of health services available in the state of Chhattisgarh. The work is divided into five distinct chapters which are an attempt to provide a theoretical base to the concept which is further empirically tested on the basis of collected primary data and results are drawn to provide suggestions to the stake holders. The first chapter is divided into two parts. The first part is the macro analysis of the state of health care facilities in India. The second part highlights the health care services available in the state of Chhattisgarh.

The second chapter provides insights to studies already conducted on quality of health care services in India and abroad. The studies are related with parameters like patient satisfaction, reputation, customer perception, customer expectation, and service quality. The second chapter also draws a relationship between constructs and provides a base for understanding of the concept.

The third chapter is a brief of research methodology adopted for the study. The chapter highlights the purpose, objectives, hypothesis and research design for
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