

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**RAJYA SABHA
UNSTARRED QUESTION NO. 2202
TO BE ANSWERED ON 01ST JANUARY, 2019**

COMPLAINTS AGAINST AN EMPANELLED PATHOLOGY LAB

2202. SARDAR SUKHDEV SINGH DHINDSA:

Will the Minister of **HEALTH AND FAMILY WELFARE** be pleased to state:

- (a) the number of complaints received from Members of Parliament or public representatives against a pathology lab in New Delhi which is on the CGHS Panel against non-cooperation by its staff especially against senior citizens during the last six months; and
- (b) the action taken in each case?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI ASHWINI KUMAR CHOUBEY)**

- (a): One complaint has been received from Shri P.V. Abdul Wahab, Hon'ble Member of Parliament against Dr. Lal Path Lab, Janakpuri, New Delhi, which is on the CGHS panel, during the last six months.
- (b): The details are at Annexure.

ANNEXURE

**STATEMENT SHOWING DETAILS OF ACTION TAKEN ON THE COMPLAINT
RECEIVED AGAINST DIAGNOSTIC LABS EMPANELLED UNDER CGHS**

Sl. No.	CGHS Empanelled Diagnostic Lab	Complainant/Details of Complaint	Action taken
1	Dr. Lal Path Labs Ltd.	<p>Shri P.V.Abdul Wahab, Hon'ble MP (Rajya Sabha) referred to inconveniences faced by senior citizens and mentioned two cases namely:</p> <p>i) Shri Madhusudan was refused by the staff of diagnostic laboratory to perform the test raising objection to the validity of prescription.</p> <p>ii) In case of Smt. Santosh Sharma, wife of Shri Madhusudan, the staff of diagnostic laboratory objected to perform the tests raising queries on the prescription issued by AIIMS, New Delhi to undergo tests every six months. The beneficiary had to get a separate slip from Janakpuri Wellness Centre.</p>	<p>A meeting was held by Additional Director, Central Government Health Scheme (Head Quarter) with the representatives of diagnostic laboratory and Shri Madhusudan, principal CGHS card holder.</p> <p>The authority from diagnostic lab informed that they would give utmost importance to the patient and any rude behavior by their staff would not be tolerated and assured to take appropriate action against such staff and regretted the inconvenience caused to the beneficiaries.</p> <p>The concerned staff was removed from diagnostic lab and sensitization training program was imparted to other staff members.</p>