

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

RAJYA SABHA
UNSTARRED QUESTION NO. 1521
TO BE ANSWERED ON 20TH DECEMBER, 2022

SLOW INTERNET SERVICE IN CGHS DISPENSARIES

1521. DR. C. M. RAMESH:

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

- (a) whether patients visiting CGHS dispensaries in different parts of Delhi especially in RK Puram area, have to wait unnecessarily for registration at the counter to seek appointment with doctors due to slow internet service, if so, the details thereof; and
- (b) whether Government proposes to handover internet services to private companies instead of continuing with MTNL, for speedy registration and also for the benefits of doctors, if so, the details thereof, and if not, the reasons therefor?

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(DR. BHARATI PRAVIN PAWAR)**

(a) to (b): Waiting time for registration of beneficiaries who visit Wellness Centres without having online appointment depends on the number of beneficiaries at any given point of time and is not linked to the speed of internet. As per extant CGHS guidelines, beneficiaries have the option to seek online appointment for consultation with the doctor in order to cut short the waiting time at the Wellness Centre. As per instructions of Department of Telecommunications (DoT), Ministry of Communications, utilization of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) network for internet/ broadband services is mandatory for all Ministries/ Departments of Government of India.
