

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 262
TO BE ANSWERED ON 21ST JULY, 2026**

**PROCUREMENT, EMPANELMENT AND BENEFICIARY GRIEVANCE
REDRESSAL UNDER CGHS**

**262. SHRI ASHOK SINGH:
DR. SANTRUPT MISRA:**

Will the MINISTER OF HEALTH AND FAMILY WELFARE be pleased to state:

- (a) whether complaints regarding financial misappropriation or irregularities in the procurement or empanelment processes under the CGHS have been received, if so, the action taken thereon and the number of convictions secured;
- (b) whether a mechanism exists for CGHS beneficiaries to lodge complaints regarding denial of admission or delay or dilution of services by empanelled hospitals, delayed reimbursement, if so, the details thereof;
- (c) the number of such complaints received during the last three years and the action taken thereon; and
- (d) whether any helpline or grievance redressal facility exists for beneficiaries/pensioners facing denial of services at the time of admission, and if so, the details thereof?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI PRATAP RAO JADHAV)**

(a) to (d) The procurement and empanelment processes under the Central Government Health Scheme (CGHS) are based on laid down policies duly notified from time to time.

A robust grievance redressal mechanism is available for CGHS beneficiaries, through which complaints relating to denial of admission or services by empanelled Health Care Organizations (HCOs) may be submitted. Such grievances may be lodged through:

- (i) the CGHS Grievance Portal (<https://cghs.mohfw.gov.in/AHIMSG5/hissso/benLogin>), the CPGRAMS Portal, or app;
- (ii) by letter, e-mail, telephone or direct, by approach the concerned CGHS Wellness Centre or the Office of the Additional Director of the concerned CGHS city,
- (iii) Grievances may also be raised during the meetings of the Local Advisory Committee(s) and the Zonal Advisory Committee(s).
- (iv) Further, Nodal Officers/Grievance Redressal Officers have been designated for all the empanelled HCOs for grievance redress.

Complaints relating to denial of admission or services by empanelled hospitals are placed at **Annexure-I**. Such complaints are examined, and clarifications are sought from the concerned empanelled HCOs through the designated Nodal Officers. Appropriate action, as warranted under the applicable provisions of the empanelment guidelines, is taken based on the facts and circumstances of each case.

ANNEXURE**Empanelled Hospital/Labs related Grievances regarding refusal to provide services/admission from 01.06.2023 to 30.06.2026**

S. No.	City Name	Total Grievances
1	Ahmedabad	13
2	Bengaluru	19
3	Bhopal	6
4	Bhubaneswar	6
5	Chandigarh	25
6	Chennai	37
7	Delhi/HQ/Directorate	204
8	Guwahati	11
9	Hyderabad	51
10	Jaipur	22
11	Kanpur	11
12	Kolkata	62
13	Lucknow	10
14	Meerut	7
15	Mumbai	37
16	Nagpur	10
17	Patna	14
18	Prayagraj	10
19	Pune	22
20	Ranchi	5
21	Trivandrum	4
22	Dehradun	5
23	Jabalpur	2
Grand Total		593
