

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

**LOK SABHA
UNSTARRED QUESTION NO.1702
TO BE ANSWERED ON 25TH NOVEMBER, 2016**

POOR FUNCTIONING OF CGHS

**1702. SHRI BHARTRUHARI MAHTAB:
SHRI SANJAY DHOTRE:**

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

(a) whether the Government has received a number of complaints regarding poor functioning of Central Government Health Scheme (CGHS) in the country;

(b) if so, the details thereof, State/UTwise and the reasons therefor along with the action taken/being taken by the Government on such complaints so far during the last three years;

(c) whether the Government has ever conducted any enquiry/audit/study on the functioning of CGHS facility in the country, if so, the details and outcome thereof and if not, the reasons therefor;

(d) whether the Government has any proposal to replace the CGHS with a Health Insurance Scheme (HIS), if so, the details thereof along with the time by which CGHS is likely to be replaced with HIS in the country; and

(e) the other steps taken/being taken by the Government to improve the functioning of CGHS in the country?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI FAGGAN SINGH KULASTE)**

(a) & (b): Some grievances have been received from CGHS beneficiaries through grievance portals and other channels regarding functioning of CGHS. These are mainly regarding non-issue of medicines, plastic cards, shortage of doctors/ specialists and long queue of patients in Wellness Centres.

Following action has been taken by the government in this regard:

- (i) Appointment of retired doctors on contract basis as a stop gap arrangement to fill the vacant posts.
- (ii) Medicines, which are not available at CGHS Wellness Centres are procured through Authorized Local Chemists.
- (iii) A special drive was undertaken to clear the pendency of issue of CGHS Plastic cards
- (iv) Option for self-printing of CGHS cards for existing CGHS beneficiaries.
- (v) Introduction of on-line registration for consultation at selected Wellness Centres in Bengaluru and in one zone in Delhi.
- (vi) Initiation of tele-consultation on trial basis in Delhi from two CGHS Wellness Centres with specialists of Dr. R.M.L Hospital.

(c): Regular internal audits and also external audits/studies on the functioning of CGHS have been carried out.

Outcome of some of the important studies are as under:

- (i) **Staff Inspection Unit (SIU)** was carried out by Ministry of finance for Staff Pattern Norms based on patient attendance. Recommendations of the SIU have been implemented.
- (ii) Based on the study carried out by **Kaul Committee**, computerization of all the CGHS Wellness Centres has been done
- (iii) On the basis of recommendations of the **CAG Audit on procurement of medicines**, Medical Stores Organization (MSO) has initiated e-tender for procurement of Anti Cancer and other Lifesaving medicines. It has also been decided to procure only L1 Rate medicines under formulary for Branded Medicines.
- (iv) **Committee of Secretaries (COS)** has also been monitoring the functioning of CGHS since 2008 and various steps have been implemented to make CGHS beneficiary friendly. As per the recommendations of COS, UTI-ITSL has been appointed as Bill Clearing Agency for settlement of credit bills of empanelled hospitals and diagnostic centres pertaining to the treatment of CGHS pensioner beneficiaries.
- (v) The functioning of CGHS is also monitored by the Hon'ble Prime Minister and as per the directions under '**PRAGATI**', the process of linking of Aadhar Number with CGHS beneficiary Numbers has been started.
A special drive was undertaken to clear the pendency of issue of CGHS Plastic cards. Provision has been made for self-printing of CGHS cards by existing CGHS beneficiaries.
- (vi) **DAR&PG** conducted a study through Quality Council of India (QCI) to identify areas of Grievances in Different Ministries and organizations including CGHS and suggested possible solutions.

Based on the inputs so received:

- Financial Powers of Additional Directors of CGHS have been enhanced for early settlement of medical claims of Pensioners.
- Introduction of on-line registration for consultation at selected Wellness Centres in Bengaluru and in one zone in Delhi.
- Aadhar based Bio-metric Attendance for the staff at CGHS Wellness Centres has been implemented in Delhi and NCR.

(d): No.

(e): The following steps have been taken for improvement in the functioning of CGHS in the country:-

1. Regular Inspection of Wellness Centres is carried out.
2. Monthly advisory committee meetings are held for each Wellness Centres with CMO (Incharge)
3. Regular monitoring of empanelled hospitals by a team constituted by Additional Directors, CGHS of cities for this purpose.
4. Regular meeting of Additional Directors, CGHS with pensioner associations.
5. SMS alert facility to CGHS beneficiaries.

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