

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

**LOK SABHA  
UNSTARRED QUESTION NO. 4898  
TO BE ANSWERED ON 31<sup>ST</sup> MARCH, 2017**

**COMPLAINTS AGAINST CGHS EMPANELLED HOSPITALS**

**4898. ADV. NARENDRA KESHAV SAWAIKAR:**

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

- (a) whether the Government has received large number of complaints from Central Government pensioners particularly in metro cities about harassment meted out to them and denial of admission in emergency cases by private hospitals approved under Central Government Health Scheme;
- (b) if so, the details thereof, metro citywise separately during the last three years; and
- (c) the details of action that have been taken by the Government against the erring hospital, naming the hospitals in each metro city?

**ANSWER**

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

(a) to (c): Details of some complaints against hospitals empanelled under CGHS in Delhi/NCR and action taken is enclosed .

Information in respect of other Metro cities is being collected and will be laid on the Table of the House.

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ANNEXURE

**Details of complaints against hospitals empanelled in Delhi/NCR under CGHS**

S. N.	Name of the Hospital	Nature of Complaints/ Name of the complainant	Action Taken Report
<b>Year 2014</b>			
1.	Dr. B.L. Kapur Memorial Hospital, Pusha Road, New Delhi	Complaint of Sh. Sarmukh Singh regarding non-entertaining his wife, Smt. Nirmaljeet Kaur in emergency and compel to leave the hospital without providing first aid treatment.	In response to the direction of this office, the Manager of Bank of Baroda, B-3, Connaught Circus, New Delhi has sent a cheque of <b>Rs. 1,50,000/-</b> bearing No. 250683 dated 11.7.14 on account of levy <b>15%</b> of PBG submitted by the hospital, which was submitted in the Govt. account on 24.7.14. The letter has been issued to The assistant Registrar National Human Rights Commission, Block "C", G.P.O. Complex, INA, New Delhi On date 24.10.2014 and 30.07.15
2.	Dr. B.L. Kapur Memorial Hospital, Pusha Road, New Delhi	Complaint of Sh. Surinder Kumar Saraf regarding denial of admission/treatment to his wife Smt. Gurdev Kaur in emergency.	In response to the direction of this office, the Manager of Bank of Baroda, B-3, Connaught Circus, New Delhi has forwarded a cheque of <b>Rs. 1,50,000/-</b> bearing No. 250684 dated 11.7.14 on account of levy <b>15%</b> of PBG submitted by the hospital, which was submitted in the Govt. account on 24.7.14.
4.	Rockland Hospital, Sector XII, HAF-B, Phase 1, Dwarka, New Delhi-110075 File No. 6-154/2014	Complaint has been received from Sh. Sandeep Kumar regarding refusal of admission, denial of credit facility and misbehavior by the treating doctor when he took his father Sh. Hukam Chand for treatment in emergency	The Competent Authority has taken a decision to <b>impose 15% (i.e. Rs. 1,50,000/-)</b> of PBG as Liquidated Damages, submitted by the hospital to Union Bank of India, I.F. Branch, Con. Circus, New Delhi. <b>The recovery amount has been received from the guarantor bank vide DD bearing No. 824610 dated 28.09.2016 and the same has been deposited in Govt. account.</b>
5.	Dr. B.L. Kapoor Memorial Hospital Pusa Road New Delhi-110005. File No. 6-174/2014	Complaint of Sh. C.S. Rajput was received taking necessary action regarding denial of admission in emergency.	The Competent Authority has taken a decision by a letter dated 14.1.16 that an amount equivalent to 15% of PBG <b>i.e. Rs. 1,50,000/-</b> , is to be forfeited as Liquidated Damages from the PBG of Dr. B.L. Kapoor Memorial Hospital. <b>The recovery amount has been received from the guarantor bank vide DD bearing No. 047989 dated 22.09.2016 and the same has been deposited in Govt. account</b>
<b>Year 2015</b>			
1	Dr. B.L. Kapoor Memorial Hospital, Pusa Road, New Delhi-110005. File No. 6-12/2015	Complaint of Dr R.K. Mehta was received taking necessary action regarding denial of admission to his mother in emergency.	A warning letter has been issued to MS hospital vide letter dated 22.06.15 to follow the CGHS guidelines strictly.

2	Pushpanjali Crosslay Hospital Ghaziabad	Complaint of sh. Praveen Kumar Jain. Regarding refusal of entertaining to his mother Smt. Kanta Jain refuses to treat such patient under CGHS.	The Competent Authority has taken a decision vide letter dated 30.5.16 followed by reminder dated 1.8.16 to impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of Pushpanjali Crosslay Hospital Ghaziabad.
3	Balaji Action Hospital Paschim Vihar, New Delhi File No. 6-44/2015	Complaint of sh. P.N. Valecha regarding refusal of treatment	A Warning was issued to MS of the hospital by a letter dated 8.2.16 to follow CGHS guidelines strictly and be more considerate towards patients.
4	Max Superspeciality Hospital FC 50, C&D Block Shalimar Bagh, New Delhi-110088.	Complaint of Sh. Swami Nath regarding denial of admission to his wife Smt. Bimla Shukla	The Competent Authority has taken a decision vide letter dated 28.4.16 followed by reminder dated 13.7.16 to impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of Max Superspeciality Hospital FC 50, C&D Block Shalimar Bagh, New Delhi.
5	Max Superspeciality Hospital, FC 50, C&D Block Shalimar Bagh, New Delhi	Complaint of Sh. Rajesh Khattar regarding denial of admission/treatment to his mother, Smt. Raj Kumari Khattar in emergency	The Competent Authority has taken a decision vide letter dated 28.4.16 to impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of Max Superspeciality Hospital, FC 50, C&D Block Shalimar Bagh, New Delhi and the recovery amount has been received from the concerned bank and deposited in Govt. account on 1.7.16.
6	Dr. B.L. Kapur Memorial Hospital. 6-169/2015	Complaint of Sh. Phoolchand Sharma regarding non-honouring the permission letter issued by CMO i/c CGHS WC, Dev Nagar in r/o treatment of his wife, Smt. Sarbati Devi	The Competent Authority has taken a decision vide letter dated 22.4.16 followed by reminder dated 1.8.16 to impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of Dr. B.L. Kapur Memorial Hospital.
7	Max Super Speciality Hospital, Indraprastha Extension, Patparganj, Delhi.	Complaint of Sh. Pratap Singh Adhikari regarding non-honouring the permission letter issued by CMO i/c CGHS WC, Lodhi Road-II.	As the matter is sub-judice, therefore, kept pending till judgment of District Consumer Redressal Forum.
<b>Year 2016</b>			
8	Max Super Specialty Hospital, 2, Press Enclave Road, Saket, New Delhi	Complaint of Sh. Sudhir Mohan Rastogi regarding denial of admission/non-honouring the permission letter issued by CMO i/c CGHS WC, Andrews Ganj	The Competent Authority has taken a decision vide letter dated 1.8.16 to impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of the Hospital
9	Max Super Speciality Hospital, East Block, 2 press Enclave Road, Saket, New Delhi	Complaint from Dr. Ved Parkash Chandna regarding non-honouring the permission letter issued by the Competent Authority	The Competent Authority has taken a decision vide letter dated 28.7.16 to impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of the Hospital.

<b>10</b>	Saroj Super Speciality Hospital, Sector -14 Extn., Madhuban Chowk, Rohini, New Delhi	Complaint of Sh. Jagan Singh regarding denial of admission to him in emergency.	The Competent Authority has taken a decision to impose 15% (i.e. Rs. 75,000/-) of PBG as Liquidated Damages from the PBG of Saroj Super Speciality Hospital.
<b>11</b>	Dr. B.L. Kapur Memorial Hospital, Pusha Road, New Delhi	Complaint of Sh. Jeewan Lal regarding denial of admission to his daughter, Ms K Kusum even of producing prior permission letter.	The Competent Authority has taken a decision vide letter dated 7.6.16 to impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of Dr. B.L. Kapur Memorial Hospital.
<b>12</b>	Max Superspeciality Hospital, FC 50, C&D Block Shalimar Bagh, New Delhi 6-33/2016	Complaint of Dr. Bharat Bhushan Sharma regarding non-honouring the permission letter issued by the Competent Authority and asked to deposit Rs. 23,000/-.	The Competent Authority has taken a decision to impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of Max Superspeciality Hospital, FC 50, C&D Block Shalimar Bagh, New Delhi.
<b>13</b>	Medanta The Medicity, Sector - 38, Gurgaon, Haryana	Complaint of Sh. Braham Dutt Sharma regarding non-honouring the permission letter issued by the Competent Authority and asked to deposit Rs. 70,000/-.	A SCN was issued to MS of the hospital by a letter dated 22.4.16 followed by reminder dated 18.7.16 to submit their explanation on the matter and the reply is still awaited.
<b>14</b>	Max Super Speciality Hospital (earlier known as Saket City Hospital), Mandir Marg, Press Enclave Road, New Delhi	Complaint of Sh. Salekh Chandra Sharma regarding denial of admission/treatment to his wife, Smt. Shakuntla Sharma in emergency	A SCN was issued to Director of the centre by a letter dated 29.6.16 to submit their explanation on the matter the reply is still awaited.
<b>15</b>	Max Smart Super Speciality Hospital (earlier known as Saket City Hospital), Mandir Marg, Press Enclave Road, Saket, New Delhi	Complaint from Sh. Ramdas regarding denial of admission to him in emergency with the plea of non-availability of beds.	A SCN was issued to MS of the hospital by a letter dated 2.8.16 to submit their explanation on the matter the reply is still awaited.
<b>16</b>	Narinder Mohan Hospital & Heart Centre, Mohan Nagar, Ghaziabad  6-51/2016	Complaint of Sh. KM Mathur regarding harassment and non-honouring the permission letter issued by CMO i/c CGHS WC Shahibabad	The explanation were sought from the hospital which were sent to Sh. KM Mathur vide letter dated 30.5.16 for his comments.
<b>17</b>	Max Super Speciality Hospital, Saket, New Delhi.	Complaint of Sh. R. N. Datta regarding denial of allotment of room in emergency	As there were no supportive documents in r/o the complaint made by Sh. R. N. Datta. Therefore, AD (SZ) was requested by a letter dated 10.6.16 followed by reminder dated 17.8.16, 25.10.16 & 20.12.16 to provide the copy of discharge summary and other relevant documents pertaining to the treatment of Sh. R. N. Datta in the above said hospital for further consideration of the case

<b>18</b>	Goyal MRI & Diagnostic Centre, B-1/12, Safdarjung Enclave, New Delhi	Complaint of Sh. Arun Kumar Shah regarding refusal of conducting Ultrasound (KUB)-PVR test as advised by Govt. Specialist of Safdarjung Hospital	A warning was issued to MS of the hospital vide letter dated 10.6.16 and cautioned to carefully read the prescription/advice and provide investigation strictly as per CGHS guidelines
<b>19</b>	Max Smart Super Speciality Hospital (earlier known as Saket City Hospital), Mandir Marg, Press Enclave Road, Saket, New Delhi	Complaint from Sh. Ramdas regarding denial of admission to him in emergency with the plea of non-availability of beds.	The clarification were sought from the hospital, which seems satisfactory and sent to Sh. Ramdas by letter dated 21.10.16.
<b>20</b>	Fortis Healthcare Ltd., A-Block, Shalimar Bagh, New Delhi	Complaint from Sh. Satish Kumar regarding refusal of admission & credit to his wife, Smt. Usha Sikka in emergency without referral letter from CGHS Wellness Centre.	A SCN was issued to MS of the hospital by a letter dated 31.8.16 to submit their explanation on the matter
<b>21</b>	Metro Hospital & Cancer Institute, 21, Community Centre, Preet Vihar, Delhi	Complaint from Sh. Naseem Ahmad regarding denial of admission/treatment to his daughter, Miss Anjum in emergency	A SCN was issued to MS of the hospital by a letter dated 31.8.16 followed by reminder dated 4.11.16 & 19.12.16 to submit their explanation on the matter
<b>22</b>	Chandra Laxmi Hospital, Sec-4, Plot No. 337, Vaishali, Ghaziabad	Complaint from Sh. Ajit Kumar Singh regarding denial of treatment to him in emergency	A SCN was issued to MS of the hospital by letter dated 4.11.16 followed by reminder dated 19.12.16 to submit their explanation on the matter
<b>23</b>	Max Superspeciality Hospital, FC 50, C&D Block Shalimar Bagh, New Delhi	Complaint from Sh. Ranvir Singh Sugandh regarding non-honouring the permission letter issued by the Competent Authority.	A SCN was issued to MS of the hospital by letter dated 21.12.16 to submit their explanation on the matter

