

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

**LOK SABHA
UNSTARRED QUESTION NO. 3244
TO BE ANSWERED ON 4TH AUGUST, 2017**

CGHS EMPANELLED HOSPITALS

**3244. SHRI KAPIL MORESHWAR PATIL:
DR. RAMESH POKHRIYAL “NISHANK”:**

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

- (a) whether the various Central Government Health Scheme (CGHS) empanelled hospitals avoid providing credit facility to CGHS beneficiaries especially to the pensioners, if so, the details thereof;
- (b) the number of complaints received by the Government in this regard during the last three years and the current year, State/UT-wise;
- (c) the steps taken/being taken by the Government for quick redressal of such grievances and providing advanced medical facilities to the CGHS beneficiaries;
- (d) the details of private hospitals empanelled by CGHS in the country including Dehradun and Lucknow;
- (e) whether retired Government servants having life time CGHS cards are allowed to take treatment in the approved private hospitals in emergency and if so, the details thereof; and
- (f) whether the medicines prescribed by the above private hospitals are issued to the patients by the CGHS dispensaries and if not, the reasons therefor?

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

- (a) & (b): There are some such complaints in respect of some hospitals empanelled under CGHS as per details at **Annexure –I**.
- (c): The following steps have been taken by the Government to redress such grievances.
 - (i) Government has issued directions to the empanelled hospitals to display names of two Nodal Officers alongwith their contact details at the reception counter to assist/address the grievances of CGHS beneficiaries.

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(ii) Issue of Show Cause Notice to hospitals against which complaints have been received.

(iii) Penalty of 15% of the Performance Bank Guarantee imposed on hospitals on violation of provisions of MoA.

(iv) Warning letters issued to erring hospitals.

(v) As per the Memorandum of Agreement signed with hospitals CGHS can inspect hospitals at any time and in the event of repeated default there is a provision for removal of hospitals from CGHS panel.

(d): The details of the private hospitals empanelled by CGHS are at **Annexure-II**.

(e): Pensioner CGHS beneficiaries are entitled to take treatment in private hospitals empanelled under CGHS on a credit basis in emergent conditions and no prior permission is required.

(f): Medicines prescribed by private empanelled hospitals in permitted cases are issued by CGHS by the available brand name/generic names except non-admissible items like dietary supplements, keto-analogues , etc.

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Annexure –I**Number of Complaints received against Private hospitals empanelled under CGHS**

Sr. No.	Name of the City	2014	2015	2016	2017
1	Allahabad	Nil	Nil	Nil	Nil
2	Ahmedabad	Nil	Nil	Nil	Nil
3	Bangalore	Nil	Nil	Nil	Nil
4	Bhopal	Nil	Nil	Nil	Nil
5	Bhubaneswar	Nil	Nil	Nil	Nil
6	Chandigarh	Nil	Nil	1	1
7	Chennai	Nil	Nil	Nil	Nil
8	Dehradun	Nil	Nil	Nil	Nil
9	Delhi	33	25	28	9
10	Guwahati	Nil	Nil	Nil	Nil
11	Gandhi Nagar	Nil	Nil	Nil	Nil
12	Hyderabad	Nil	Nil	2	1
13	Indore	Nil	Nil	Nil	Nil
14	Jaipur	Nil	Nil	Nil	Nil
15	Jabalpur	Nil	Nil	Nil	Nil
16	Jammu	Nil	Nil	Nil	Nil
17	Kanpur	Nil	Nil	Nil	Nil
18	Kolkata	Nil	2	Nil	Nil
19	Lucknow	Nil	Nil	Nil	Nil
20	Meerut	Nil	Nil	Nil	Nil
21	Mumbai	Nil	Nil	Nil	3
22	Nagpur	Nil	Nil	Nil	Nil
23	Pune	Nil	41	28	14
24	Patna	Nil	Nil	Nil	Nil
25	Puducherry	Nil	Nil	Nil	Nil
26	Ranchi	Nil	Nil	Nil	Nil
27	Trivandrum	Nil	Nil	Nil	Nil
28	Shillong	Nil	Nil	Nil	Nil
29	Shimla	Nil	Nil	Nil	Nil
30	Vishakhapatnam	Nil	Nil	Nil	Nil
	Total	33	68	59	28

Annexure- II**List of the HCOs empanelled under CGHS**

Sr. No.	Name of the City	Hospitals (a)	Eye Clinics (b)	Dental centres(c)	a+b+c	Diagnostic Centres (d)
1	Allahabad	18	1	2	21	2
2	Ahmedabad	14	4	1	19	1
3	Bangalore	16	33	4	53	6
4	Bhopal	13	2	Nil	15	3
5	Bhubaneswar	10	1	1	12	Nil
6	Chandigarh	7	5	2	14	1
7	Chennai	15	6	3	24	5
8	Dehradun	08	4	Nil	12	4
9	Delhi	116	99	46	261	62
10	Guwahati	3	Nil	Nil	3	2
11	Gandhi Nagar	Nil	Nil	Nil	Nil	Nil
12	Hyderabad	46	14	1	52	5
13	Indore	2	Nil	Nil	2	2
14	Jaipur	24	12	2	38	4
15	Jabalpur	18	7	5	30	4
16	Jammu	Nil	1	Nil	Nil	Nil
17	Kanpur	39	9	1	49	10
18	Kolkata	6	4	Nil	10	10
19	Lucknow	9	12	3	24	10
20	Meerut	19	6	3	28	1
21	Mumbai	24	15	3	42	1
22	Nagpur	39	19	4	62	12
23	Pune	19	10	1	30	3
24	Patna	16	4	4	24	3
25	Puducherry	Nil	Nil	Nil	Nil	Nil
26	Ranchi	2	2	Nil	4	Nil
27	Trivandrum	1	3	Nil	4	3
28	Shillong	Nil	Nil	Nil	Nil	Nil
29	Shimla	Nil	Nil	Nil	Nil	Nil
30	Vishakhapatnam	10	3	Nil	13	2
31	Agartala	Nil	Nil	Nil	Nil	Nil
	Total	494	276	86	856	156