

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

**LOK SABHA  
UNSTARRED QUESTION NO. 116  
TO BE ANSWERED ON 2<sup>ND</sup> FEBRUARY, 2018**

**HOSPITALS EMPANELLED UNDER CGHS**

**116. SHRI KAUSHAL KISHORE:**

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

- (a) the total number of CGHS empanelled hospitals and diagnostic centres which have been removed from the list during the last three years along with the reasons therefor;
- (b) whether many of the empanelled hospitals and diagnostic centres give stepmotherly treatment to the CGHS beneficiaries and in many cases they refuse admission and proper treatment and preference is given to insurance and cash paying patients only; and
- (c) if so, the details thereof and the steps taken/being taken by the Government to ensure fair treatment for the CGHS beneficiaries in empanelled hospitals and diagnostic centres?

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND  
FAMILY WELFARE  
(SHRI ASHWINI KUMAR CHOUBEY)**

- (a): 161 CGHS empanelled hospitals and diagnostic centres have been removed from the CGHS empanelled list during the last three years due to various reasons such as non-affiliation from Quality Council of India (QCI)/ National Accreditation Board for Hospitals and Healthcare providers (NABH)/ National Accreditation Board for Testing and Calibration Laboratories (NABL), non submission of requisite documents, unethical practices and opting out from CGHS empanelment themselves.
- (b): Some complaints of refusal of admission and denying credit facility have been received.
- (c): The number of complaints received city-wise during the last four years are as under:-

City	2014-15	2015-16	2016-17	2017-18
<b>Bengaluru</b>	Nil	Nil	Nil	6
<b>Chandigarh</b>	Nil	Nil	Nil	1
<b>Chennai</b>	Nil	Nil	Nil	3
<b>Delhi</b>	33	25	28	9
<b>Hyderabad</b>	Nil	Nil	2	1
<b>Kolkata</b>	Nil	2	Nil	Nil
<b>Mumbai</b>	Nil	Nil	Nil	3
<b>Pune</b>	Nil	41	28	14

Following steps have been taken by the Government to ensure fair treatment for the CGHS beneficiaries in these hospitals and diagnostic centres:-

- ò Show cause notices have been issued to the Hospitals and Diagnostic Centres.
- ò 15% of Performance Bank Guarantee (PBG) has been forfeited.
- ò Recovery of excess charged amount from the CGHS beneficiary.
- ò The Hospitals and Diagnostic Centres have been suspended.