

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

**LOK SABHA  
UNSTARRED QUESTION NO. 1236  
TO BE ANSWERED ON 9<sup>TH</sup> FEBRUARY, 2018**

**POOR CONDITION OF CGHS DISPENSARIES**

**1236. SHRI TEJ PRATAP SINGH YADAV:**

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

- (a) whether the Government is aware of poor functioning of CGHS dispensaries due to malfunctioning of server, depleted strength and absence of doctors/staff, discontinuation of visit of Medical specialist, lack of infrastructure and nonavailability of medicines daily, long queue of patients, working of dispensaries in rented building etc. and if so, the details thereof;
- (b) whether the Government has received a number of such complaints regarding poor functioning of CGHS in the country including Delhi;
- (c) if so, the details thereof, dispensary-wise along with the action taken by the Government on such complaints so far during the last three years;
- (d) whether the Government has ever conducted any enquiry/ audit/ study on the functioning of CGHS facility in the country and if so, the details and outcome thereof and if not, the reasons therefor; and
- (e) the other steps 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 ASHWINI KUMAR CHOUBEY)**

- (a): Yes; problems of breakdown of internet connectivity, shortage of manpower including Doctors/Staff, some CGHS Dispensaries working in rented buildings etc. have been brought to the notice of CGHS.
- (b) & (c): Information is being collected and will be laid on the Table of the House.
- (d): No, Regular inspection of CGHS Wellness Centres is undertaken by all the Additional Directors of concerned CGHS cities, therefore, the need of separate study was not felt.

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(e): Following steps have been taken to improve the functioning of CGHS in the country:-

- (i) Govt. has recently permitted CGHS beneficiaries to avail OPD consultation from Specialists at CGHS empanelled Hospitals.
- (ii) The requirement of separate permission letter for taking treatment at empanelled hospitals has been done away with once a specific treatment procedure has been advised by a Govt. Specialist/CGHS Doctor.
- (iii) Provision for self-printing of CGHS cards by CGHS beneficiaries after it has been verified by Additional Director of concerned CGHS city has been made.
- (iv) CGHS beneficiaries also have the option to avail online appointment system for consulting a CGHS Doctor and they can reach the Wellness Centre a little before the scheduled appointment and avoid standing in a queue.
- (v) Orders have been issued for special facilities for CGHS beneficiaries aged 80 and above. They need not stand in a queue and their medical claims shall be processed on priority.
- (vi) Provision for online transfer of CGHS cards of serving employees has been made in case of transfer to other CGHS covered cities without surrendering the card.
- (vii) CGHS beneficiaries have the option to avail facilities from any CGHS Wellness Centre in the Country.
- (viii) CGHS beneficiaries have the option to obtain medicines upto 3 months in case of chronic illness.
- (ix) Data cards for internet access have been provided to CMO I/c of CGHS Wellness Centres to manage during breakdown of net connectivity.

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