

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

**LOK SABHA
UNSTARRED QUESTION NO. 1389
TO BE ANSWERED ON 10TH FEBRUARY, 2023**

COMPLAINTS AGAINST CGHS DISPENSARIES

**1389. SHRIMATI SANGEETA KUMARI SINGH DEO:
DR. JAYANTA KUMAR ROY:**

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

- (a) whether Government have been receiving regular complaints regarding problems being faced by CGHS beneficiaries such as depleted strength and absence of Doctors/staffs, discontinuation of visit of Medical specialists, lack of infrastructure, non-availability of medicines, malfunctioning of server, long queue of patients, working of dispensary in rented building, shortage of staff, refusal of private empanelled hospitals, delay in reimbursement of medical claims etc.;
- (b) if so, the details thereof during the last three years, dispensary-wise;
- (c) whether there is need to extend cashless facility provided to retirees under CGHS to all serving employees also and if so, the details thereof;
- (d) whether the Government proposes to consider to remove the requirement of repeated endorsement for all CGHS beneficiaries and if so, the details thereof;
- (e) whether the Government proposes to set up separate hospitals exclusively for CGHS beneficiaries, on the lines of Ministries of Railways and Defence and ESIC and if so, the details thereof along with necessary steps taken in this regard; and
- (f) if not, the reasons therefor?

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(DR. BHARATI PRAVIN PAWAR)**

(a) to (f): The details of complaints on record during last three years are annexed. CGHS is a subscription based scheme with a mandate to provide CGHS facilities to beneficiaries. The treatment can be availed from all the Government Hospitals and private hospitals empanelled under CGHS. Medical Officers of CGHS provide healthcare facilities in the mode of family physician. Regular clinical treatment is to be availed from CGHS Medical Officers after consultation from Specialists.

All CGHS beneficiaries are entitled to avail cashless treatment under emergency at private hospitals empanelled under CGHS.

ANNEXURE

Grievance Category	Received During 2020	Received During 2021	Received During 2022
Extension of CGHS to new Cities and New Areas	74	75	57
Related to Medicines	250	241	213
Compassionate Appointment	8	12	7
Complaints related to CGHS Staff (including shortage)	164	208	223
Related to settlement of Medical claims	222	401	392
CGHS CARDS	426	536	514
Requests for Full Reimbursement	9	23	16
Complaints against Empanelled Hospitals	243	341	369
Grievance related to Pension	30	56	37
Others (include infrastructure , buildings, internet , electricity,)	648	925	955
Total	2074	2818	2783

Average disposal time of complaints 17 days.