

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

**LOK SABHA
UNSTARRED QUESTION NO. 2094
TO BE ANSWERED ON 15TH DECEMBER, 2023
“UNAVAILABILITY OF ON-DUTY DOCTORS IN CGHS DISPENSARIES”**

2094. SHRI KANAKMAL KATARA:

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

- (a) Whether the Government has been receiving complaints/grievances regarding non-availability/ absence of doctors and staff at CGHS Dispensaries/ Wellness Centre located in Delhi during the last three years and the current year, year-wise, dispensary-wise;
- (b) If so, the details thereof;
- (c) Whether during the above period it has come to the notice of the Government that doctors disappear after marking their presence/attendance and return after a prolonged absence from the Dispensary including those located in Lodhi Colony and thereby causing inconvenience to the patients and if so, the details thereof; and
- (d) The details of the action/steps taken to correct this unethical conduct of CGHS doctors/staff who mark their attendance and disappear thereafter?

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

(a) to (d) Out of total 341 CGHS Wellness Centres across India, 87 are situated in Delhi NCR region. The Government of India have set up Public Grievances portal, in which the citizen can raise complaint/ grievances, which are addressed regularly. In the CGHS portal of ‘cghs.nic.in’, link of “Grievances” has been provided under the tab of “Beneficiary”. Alternately, a direct link to “Grievances” tab has also been provided in CGHS website, namely ‘cghs.gov.in’. These are monitored regularly for redressal of the Grievances received. CGHS Wellness Centres are inspected by Additional Directors regularly to ensure optimum functioning of the Wellness Centres and punctuality of Doctors and other Staff.
