

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

**LOK SABHA
UNSTARRED QUESTION NO. 3221
TO BE ANSWERED ON 17TH DECEMBER, 2021**

COMPLAINTS AGAINST CGHS DOCTORS

3221. DR. ALOK KUMAR SUMAN:

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

- (a) whether the Government is aware that the doctors working under CGHS in the country specially in South Zone Delhi are lacking in their professional ethics;
- (b) whether the Government has received any complaints against them in the country particularly in South Zone Delhi and if so, the total number of complaints received;
- (c) whether action has been taken by the Government against such officials in Delhi;
- (d) if not, the reasons for not taking any action against them and even not transferring them;
- (e) whether the Government is also aware that senior officers under CGHS are not taking complaints written by the elected representatives/ MPs seriously and giving unsatisfactory information and if so, the details thereof; and
- (f) whether junior officers/Doctors have been posted in the CGHS Centres/dispensaries, especially in Delhi on the posts of Additional Directors/Physicians and /Senior Pharmacist Officers by overlooking their seniority, if so, the reasons therefor?

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

- (a) to (f) Complaints have been received against doctors working under CGHS in the country. These are dealt with in the following manner:
- (i) Advisories are issued to doctors to be more polite and show empathy with patients.
 - (ii) Erring doctors are warned, wherever necessary.

(iii) In cases of repeat of misconduct, departmental action is also initiated. If required, the doctor concerned is also transferred from the place of posting. Complaints received from Hon'ble MPs are processed expeditiously and meticulously and appropriate action is taken thereon.

Posting of doctors and other staff under CGHS is done as per administrative exigencies and requirements.
