

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

**LOK SABHA
UNSTARRED QUESTION NO. 4590
TO BE ANSWERED ON 12TH AUGUST, 2016**

CGHS EMPANELLED HOSPITALS

4590. SHRI SANJAY DHOTRE:

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

- (a) whether the Government is aware that in the Central Government Health Scheme (CGHS) empanelled hospitals are referring CGHS beneficiaries for admission/ bed in the situation of serious illness, whereas general patients get the bed at the same time easily;
- (b) if so, the details thereof and the reasons therefor along with the number of complaints received in this regard;
- (c) whether the Government has put in place any mechanism or established any authority/agency for addressing the grievances of such CGHS beneficiaries, if so, the details thereof and if not, the reasons therefor; and
- (d) the other remedial steps taken/ proposed to be taken in this regard?

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI FAGGAN SINGH KULASTE)**

(a) & (b): There are some such complaints in respect of some hospitals empanelled under CGHS. Details of complaints against hospitals empanelled in Delhi/NCR under CGHS is at annexure:

Information in respect of other CGHS cities is being collected and will be laid on the Table of the House.

(c): Government has issued directions to the empanelled hospitals to display names of two Nodal Officers alongwith their contact details at the reception counter to assist/address the grievances of CGHS beneficiaries.

(d): The following remedial steps have been taken by the Government:

- I. Issue of Show Cause Notice to hospitals against which complaints have been received.
- II. (Penalty of 15% of the performance Guarantee imposed on hospitals on violation of provisions of MoA.
- III. Warning letters issued to erring hospitals.
- IV. As per the Memorandum of Agreement signed with hospitals CGHS can inspect hospitals at any time and in the event of repeated default there is a provision for removal of hospitals from CGHS panel.

Details of complaints against hospitals empanelled in Delhi/NCR under CGHS

Sl. No.	Name of the Hospital	Nature of Complaints/ Name of the complainant	Action Taken Report
Year 2015			
1	Dr. B.L. Kapoor Memorial Hospital, Pusa Road, New Delhi-110005.	Complaint of Dr R.K. Mehta was received taking necessary action regarding denial of admission to his mother in emergency.	A warning letter has been issued to MS hospital vide letter dated 22.06.15 to follow the CGHS guidelines strictly.
2	Pushpanjali Crosslay Hospital Ghaziabad	Complaint of sh. Praveen Kumar Jain. Regarding refusal of entertaining to his mother Smt. Kanta Jain refuses to treat such patient under CGHS.	The Competent Authority has taken a decision vide letter dated 30.5.16 followed by reminder dated 1.8.16 to impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of Pushpanjali Crosslay Hospital Ghaziabad.
3	Balaji Action Hospital Paschim Vihar, New Delhi	Complaint of sh. P.N. Valecha regarding refusal of treatment	A Warning was issued to MS of the hospital by a letter dated 8.2.16 to follow CGHS guidelines strictly and be more considerate towards patients.
4	Max Superspeciality Hospital FC 50, C&D Block Shalimar Bagh, New Delhi-110088.	Complaint of Sh. Swami Nath regarding denial of admission to his wife Smt. Bimla Shukla	The Competent Authority has taken a decision vide letter dated 28.4.16 followed by reminder dated 13.7.16 to impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of Max Superspeciality Hospital FC 50, C&D Block Shalimar Bagh, New Delhi.
5	Max Super speciality Hospital, FC 50, C&D Block Shalimar Bagh, New Delhi	Complaint of Sh. Rajesh Khattar regarding denial of admission/treatment to his mother, Smt. Raj Kumari Khattar in emergency	The Competent Authority has taken a decision vide letter dated 28.4.16 to impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of Max Superspeciality Hospital, FC 50, C&D Block Shalimar Bagh, New Delhi and the recovery amount has been received from the concerned bank and deposited in Govt. account on 1.7.16.
6	Dr. B.L. Kapur Memorial Hospital.	Complaint of Sh. Phoolchand Sharma regarding non-honouring the permission letter	The Competent Authority has taken a decision vide letter dated 22.4.16 followed by reminder dated 1.8.16 to

		issued by CMO i/c CGHS WC, Dev Nagar in r/o treatment of his wife, Smt. Sarbati Devi	impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of Dr. B.L. Kapur Memorial Hospital.
7	Max Super Speciality Hospital, Indraprastha Extension, Patparganj, Delhi.	Complaint of Sh. Pratap Singh Adhikari regarding non-honouring the permission letter issued by CMO i/c CGHS WC, Lodhi Road-II.	As the matter is sub-judice, therefore, kept pending till judgment of District Consumer Redressal Forum.
Year 2016			
8	Max Super Speciality Hospital, 2, Press Enclave Road, Saket, New Delhi	Complaint of Sh. Sudhir Mohan Rastogi regarding denial of admission/non-honouring the permission letter issued by CMO i/c CGHS WC, Andrews Ganj	The Competent Authority has taken a decision vide letter dated 1.8.16 to impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of the Hospital
9	Max Super Speciality Hospital, East Block, 2 press Enclave Road, Saket, New Delhi	Complaint from Dr. Ved Parkash Chandna regarding non-honouring the permission letter issued by the Competent Authority	The Competent Authority has taken a decision vide letter dated 28.7.16 to impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of the Hospital.
10	Saroj Super Speciality Hospital, Sector -14 Extn., Madhuban Chowk, Rohini, New Delhi	Complaint of Sh. Jagan Singh regarding denial of admission to him in emergency.	The Competent Authority has taken a decision to impose 15% (i.e. Rs. 75,000/-) of PBG as Liquidated Damages from the PBG of Saroj Super Speciality Hospital.
11	Dr. B.L. Kapur Memorial Hospital, Pusha Road, New Delhi	Complaint of Sh. Jeewan Lal regarding denial of admission to his daughter, Ms K Kusum even of producing prior permission letter.	The Competent Authority has taken a decision vide letter dated 7.6.16 to impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of Dr. B.L. Kapur Memorial Hospital.
12	Max Superspeciality Hospital, FC 50, C&D Block Shalimar Bagh, New Delhi	Complaint of Dr. Bharat Bhushan Sharma regarding non-honouring the permission letter issued by the Competent Authority and asked to deposit Rs. 23,000/-.	The Competent Authority has taken a decision to impose 15% (i.e. Rs. 1,50,000/-) of PBG as Liquidated Damages from the PBG of Max Superspeciality Hospital, FC 50, C&D Block Shalimar Bagh, New Delhi.
13	Medanta The Medicity, Sector -38, Gurgaon, Haryana	Complaint of Sh. Braham Dutt Sharma regarding non-honouring the permission letter issued by the Competent Authority and asked to deposit Rs. 70,000/-	A SCN was issued to MS of the hospital by a letter dated 22.4.16 followed by reminder dated 18.7.16 to submit their explanation on the matter and the reply is still awaited.

14	Max Super Speciality Hospital (earlier known as Saket City Hospital), Mandir Marg, Press Enclave Road, New Delhi	Complaint of Sh. Salekh Chandra Sharma regarding denial of admission/treatment to his wife, Smt. Shakuntla Sharma in emergency	A SCN was issued to Director of the centre by a letter dated 29.6.16 to submit their explanation on the matter the reply is still awaited.
15	Max Smart Super Speciality Hospital (earlier known as Saket City Hospital), Mandir Marg, Press Enclave Road, Saket, New Delhi	Complaint from Sh. Ramdas regarding denial of admission to him in emergency with the plea of non-availability of beds.	A SCN was issued to MS of the hospital by a letter dated 2.8.16 to submit their explanation on the matter the reply is still awaited.