

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

**LOK SABHA  
UNSTARRED QUESTION NO. 1474  
TO BE ANSWERED ON 28<sup>TH</sup> JULY, 2023**

**“GRIEVANCES/ADVISORY COMMITTEE IN CGHS WELLNESS CENTRES”**

**1474. SHRI C. LALROSANGA:**

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

- (a) Whether the Government has set up Grievances/Advisory Committee at dispensary level in all CGHS Wellness Centres and if so, the details thereof;
- (b) The details regarding the manner in which the move is going to help CGHS card holders, Freedom Fighters, Ex-MPs and Central Government Pensioners;
- (c) Whether the Grievances/Advisory Committee has been formed in all CGHS Wellness Centres of the North-East and if so, the details thereof along with the details of CGHS Wellness centres in North-Eastern areas of the country which do not have any such Grievances/Advisory Committee; and
- (d) Whether the CGHS Wellness Centres in the North-East are yet to put up the minutes of the Grievances/Advisory committee meeting on its notice board in the Campus of the Wellness Centre alongwith its website for the information of the CGHS beneficiaries and if so, the details thereof along with the steps taken by the Government to streamline the same?

**ANSWER**

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

(a) to (d) : With the aim to facilitate seamless delivery of health care services and prompt redressal of grievances within the CGHS System, Local Advisory Committees (LACs) and Zonal Advisory committees (ZACs) have been constituted at each CGHS Wellness Center and Additional Director level.

The committees meet once in every month and work towards effective functioning of CGHS Wellness Centers, streamlining reimbursement claims, evaluate services of empaneled chemists, hospitals and diagnostic centres and resolve grievances.

The details of composition of Advisory Committees of all CGHS Wellness Centers available in public domain on the website of CGHS i.e. [www.cghs.gov.in](http://www.cghs.gov.in). The displays are placed at the respective wellness centres.

\*\*\*\*