

**GOVERNMENT OF INDIA  
HEALTH AND FAMILY WELFARE  
LOK SABHA**

UNSTARRED QUESTION NO:3397  
ANSWERED ON:11.12.2002  
CGHS DISPENSARY IN GURGAON  
NEPAL CHANDRA DAS

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

- (a) whether a number of doctors have been transferred out of CGHS Dispensary No. 73 (Gurgaon) during the last one year;
- (b) if so, the details thereof;
- (c) the reasons for continuation of certain doctors there in spite of a large number of complaints against them;
- (d) the reasons for not following the transfer policy with respect to Para-medical staff in the said dispensary;
- (e) the details of such staff working there for the last five years and not transferred indicating the reasons for their continuation in the same dispensary;
- (f) whether any complaints have been received in respect of the staff of the said dispensary during the last three years;
- (g) if so, details thereof; and
- (h) the steps taken by the Government to rectify the situation?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI A. RAJA)

(a)&(b): Yes Sir. The following doctors have been transferred during the last one year from the CGHS dispensary, Gurgaon:

1. Dr. S. Dutta, CMO
2. Dr. (Mrs) S. Chand, CMO
3. Dr. Sunil Arya, CMO
4. Dr. N.C. Dass, CMO (NFSG)
5. Dr. Amit Dabral, MO
6. Dr. P.C. Chugh, CMO
7. Dr. P.K. Mohapatra

(c): There is no complaint against any of the doctors posted in CGHS dispensary, Gurgaon.

(d)&(e): By and large the transfer policy is being followed in the case of para- medical staff of the dispensary except in administrative exigencies and related constraints.

The details of staff working in CGHS dispensary Gurgaon for the last five years is as under:-

1. Mrs. Janak , Pharmacist.
2. Mr. Ajay Chowdhary, Pharmacist.
3. Mr. Bali, Male Staff Nurse.
4. Mr. Phool Singh, Lab. Technician.
5. Mr. Balbir , Lab. Attendant.
6. Mr. Prithvi Singh, Nursing Attendant.

(f): Yes, Sir.

(g)&(h): The information is given at Annexure-'A`.

(g)&(h): Two complaints were received during the last 3 years.

The first complaint was about abusive behaviour and man- handling by the male nurse at CGHS dispensary Gurgaon. However, in the enquiry report, it was observed that the allegations made in the complaint by Shri M.L. Babeja and Mrs. Pushpa Babeja could not be substantiated as there was some confusion in identifying the staff. Further, Shri M.L. Bebeja had withdrawn his complaint as he realised that there was some misunderstanding and miscommunication which had led to the confusion. The complainant had also regretted the inconvenience caused to the authorities.

The second complaint received was a pseudonymous complaint against the CGHS dispensary, Gurgaon on the following issues:-

1) Miserable condition of the dispensary and behaviour of the staff 2) No specialist posted in the dispensary and no provision for ENT, Dental, Paediatrician or other specialized treatment 3) Lab. attached with the dispensary not equipped to perform LFT and other specialties 4) Medicines supplied are not branded medicines. Authorized chemist of Gurgaon is in Palam, which is 21 Kms. Away. 5) No ambulance was provided by Safdarjung Hospital.

The Additional Director(Central Zone), CGHS Delhi, after carrying out a surprise inspection submitted the report as under:- 1) CGHS dispensary is functioning in Private Rented building and the landlord does not maintain the building properly. However land has been acquired from HUDA for construction of dispensary building. 2) Beneficiaries are satisfied with the functioning of the dispensary and there was no specific complaint against any staff with regard to their behaviour. 3) Due to the shortage of specialists in ENT, Dental and Paediatrician, it is not possible to provide Specialist Services at the dispensary. However one of the Medical Officers who was a post- Graduate in Medicine was instructed to work as a Specialist for 2 days in a week i.e. Tuesday and Wednesday. Beneficiaries of the dispensary obtain specialized consultation in other specialties from the State Govt. Hospital, Gurgaon. 4) CGHS procures all medicines through the Medical Stores Organisation under the Dte.GHS and medicines which are not available in the dispensary are procured through local purchase and made available to the beneficiaries on the 3rd day. The local chemist attached to the dispensary is situated in Palam Colony, Delhi, which is 19 Km away and no local chemist from Gurgaon had applied for registration for being appointed as the local chemist for the said dispensary. 5) The laboratory attached to the dispensary is conducting all routine tests on all working days but certain bio-chemical tests like Blood Sugar, Blood Urea, Blood Cholesterol, pregnancy test, blood group are being done twice a week i.e. Tuesday and Friday. 6) During the surprise inspection, it was found that all the 3 Pharmacists were present on duty.