

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

UNSTARRED QUESTION NO:1272

ANSWERED ON:08.12.2004

MEDICAL REIMBURSEMENT

Bhadana Shri Avtar Singh;Patil Shri Balasaheb Vikhe;Singh Shri Sugrib

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

- (a) whether a lot of time is taken in the office of Directorate of Health Service, Nirman Bhawan ,New Delhi in making reimbursement of the claims submitted by the CGHS beneficiaries both serving and retired causing a lot of financial hardships to them ;
- (b) if so, the details thereof;
- (c) whether the reimbursement claims submitted by the CGHS beneficiaries for the month of March, 2004 , when the Chemists in Delhi had gone on strike, have not yet been reimbursed ;
- (d) if so, the reasons therefor;
- (e) the number of reimbursement claims submitted on or before August31, 2004 still pending for reimbursement alongwith the reasons for the delay ; and
- (f) the steps the Government proposes to take to avoid delays of more than 45 days?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH & FAMILY WELFARE (SMT. PANABAKA LAKSHMI)

(a)&(b): The medical reimbursement claims of serving employees holding CGHS cards are cleared by the concerned Ministry/Department where the Govt. employee is working. However, cases requiring relaxation are referred to the Ministry of Health and Family Welfare.

Medical reimbursement claims of the CGHS pensioner cardholders are dealt by the CGHS Dte. and the bills are generally cleared in four to six weeks time except in the event of budgetary constraints or in cases which require opinion of the expert Committee; cross verification against hospital bills; relaxation of rules; where the beneficiary had taken treatment in another city, etc.

(c)to(f) All complete medical reimbursement claims submitted by the CGHS pensioner cardholders for the month of March, 2004 (when the CGHS Authorised local chemists had gone on strike) have been cleared by CGHS and sent to Pay & Accounts Officer, CGHS, Delhi for making payment.

Similarly, the complete medical reimbursement claims submitted before 31.8.2004 by the pensioner cardholders of CGHS Delhi are not pending with the CGHS. However, the processing of medical claims, preparation of bills, issue and despatch of cheques is a continuous process that involves several administrative steps.

It is the constant endeavour of the CGHS to process the medical reimbursement claims of CGHS pensioner beneficiaries within a period of four to six weeks except in the few instances mentioned above.