

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

STARRED QUESTION NO:178
ANSWERED ON:10.12.2008
COMPLAINTS FROM CGHS BENEFICIARIES
Siddeswara Shri Gowdar Mallikarjunappa

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

- (a) whether a large number of complaints have been received from the beneficiaries about the functioning of the Central Government Health Scheme (CGHS) during the last three years and the current year;
- (b) if so, the details thereof and the reasons therefor; and
- (c) the steps taken by the Government to improve the services of CGHS dispensaries?

Answer

THE MINISTER OF HEALTH & FAMILY WELFARE(DR. ANBUMANI RAMADOSS)

(a)to(c): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED QUESTION NO. 178 FOR 10TH DECEMBER, 2008

(a)&(b): Some complaints have been received from time to time.

(c) As an improvement in services of the CGHS, following steps have been taken:

- (i) Modernisation of CGHS through Computerised network of dispensaries and Authorised Local Chemists in Delhi, which has also been decided to be replicated in other CGHS covered cities.
- (ii) Approval of contractual appointment of retired General Duty Medical Officers of the CGHS to tide over the vacancies of Medical Officers in the CGHS.
- (iii) Participation of beneficiaries in management of affairs of dispensary through Local Advisory Committees.
- (iv) Continuous empanelment Scheme for empanelment of Private Hospitals and diagnostic centres.
- (v) Making available all orders and data regarding empanelled Hospitals/diagnostic centres on CGHS webpage.
- (vi) Appointment of Authorized Local Chemists for easy availability of indented medicines and online indenting of medicines.
- (vii) Periodic convening of Claim Adalats for early settlement of Medical reimbursement Claims of pensioners.
- (viii) A comprehensive combined new drug formulary for CGHS/MSO has been formulated comprising 626 generic and 504 propriety drugs.