

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

UNSTARRED QUESTION NO:1383  
ANSWERED ON:05.03.2010  
SHORTAGE OF STAFF IN CGHS DISPENSARIES  
Sampath Shri Anirudhan

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

(a) whether the Government has received complaints regarding the shortage of staff and insufficient infrastructural facilities in the CGHS dispensaries; and

(b) if so, the details thereof and the action taken to strengthen the CGHS during the last three years?

**Answer**

THE MINISTER OF HEALTH & FAMILY WELFARE (SHRI GHULAM NABI AZAD)

(a) & (b) The complaints are generally for engaging more specialists, doctors, other paramedical staff and to provide better medical facilities to CGHS beneficiaries. The Govt. of India had taken various steps. Action taken by the CGHS during the last three years are as under:

1. Computerization of CGHS,
2. Creation of new posts.
3. Where ever it was felt that regular appointments would take time, CGHS has filled up vacancies in many cadres on contract basis. Pending recruitment on regular basis by the UPSC, retired doctors were appointed on contractual basis out of which contractual appointment of 43 doctors has been extended for a further period of one year.
4. Opening of in house lab for diagnostic facilities under PPP Model in R.K.Puram, New Delhi.
5. Outsourcing of house-keeping, sanitation and security in CGHS wellness centres.
6. Introduction of Preventive Health Check up as a pilot study in South Zone, Delhi.
7. Introduction of CGHS Help line where beneficiary can get desired information by calling Central No. 011-66667777 and also get the grievances redressal from the concerned by calling the helpline.