

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

UNSTARRED QUESTION NO:5795
ANSWERED ON:11.05.2012
HARASSMENT OF PATIENTS BY PATH LAB
Ram Shri Purnmasi

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

- (a) whether any complaints including from Members of Parliament, have been received by the Government regarding harassment of patients with regard to various clinical tests and supply of their test reports in time at the CGHS empanelled Dr. Lal Path Lab, Hanuman Road, Connaught Place, New Delhi;
- (b) if so, the action taken by the Government thereon; and
- (c) the steps taken by the Government to check harassment of CGHS beneficiaries at the said path lab?

Answer

THE MINISTER OF HEALTH AND FAMILY WELFARE (SHRI GHULAM NABIAZAD)

(a): Yes. Complaints regarding harassment of patients, delay in providing test reports, denial of CGHS benefits and over charging of the rate etc. were received.

(b) & (c): The complaints were redressed. Dr. Lal Path Lab was called to the office and has been instructed to adhere to the terms and conditions as envisaged in the Memorandum of Agreement (MOA) failing which penalty will be imposed as per MOA.