

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

UNSTARRED QUESTION NO:2223
ANSWERED ON:24.08.2012
WORKING HOURS OF CGHS DISPENSARIES
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Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

- (a) the working hours of Central Government Health Scheme (CGHS) dispensaries in Delhi;
- (b) whether some of doctors and other staff of CGHS dispensaries in Delhi particularly in Sector 3, R.K. Puram often come late or leave early causing inconvenience to CGHS beneficiaries;
- (c) if so, the complaints received in this regard and the action taken/ proposed by the Government against the erring doctors/staff during the last three years and the current year so far;
- (d) whether surprise inspections are conducted by the senior officers of the Ministry to ensure discipline and punctuality in CGHS dispensaries in Delhi particularly in the above said dispensary;
- (e) if so, the details thereof indicating the frequency of inspection carried out in Delhi during the said period, dispensary-wise; and
- (f) the steps taken to ensure punctuality and discipline in CGHS dispensaries in Delhi?

Answer

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

- (a): The normal working hours is 7.30 A.M to 1.30 P.M. However, six dispensaries earmarked for emergency services in Delhi are operational for 24 hours.
- (b) & (c): No such complaints have been received.
- (d) & (e) Surprise inspections by the Additional Director of the respective zones and other senior officers of CGHS are carried out to ensure discipline and punctuality in the CGHS dispensaries. The details including frequency of inspections carried out in Delhi are at Annexure.
- (f): The CMOs –in charge of CGHS dispensaries are responsible for maintaining discipline and punctuality among all the doctors and staff of the dispensaries. Whenever complaints regarding indiscipline and punctuality are received, administrative actions are taken against the erring officials.