

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

UNSTARRED QUESTION NO:803  
ANSWERED ON:01.03.2013  
TIMING OF CGHS DISPENSARIES  
Verma Shri Sajjan Singh

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

- (a) the working hours of Central Government Health Scheme (CGHS) dispensaries at present;
- (b) whether the Government is considering to change the opening time of CGHS dispensaries in order to avoid inconvenience to the Government employees;
- (c) if so, the details thereof and if not, the reasons therefor;
- (d) whether the Government has received any complaints regarding misbehaviour by the doctors and other staff of CGHS dispensaries in Delhi with beneficiaries; and
- (e) if so, the details thereof along with the action taken against the guilty?

**Answer**

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

- (a): The working hours of CGHS dispensaries in Delhi & NCR has been revised to 9.00 AM to 4.00 PM except in case of six dispensaries which are working for 24 hours a day. In all other locations the working hours continues to be 7.30 AM to 1.30 PM.
- (b) & (c): There is no such proposal under consideration of this Ministry at the moment. An impact assessment of the revision in working hours in Delhi/NCR is required for taking a decision on the matter.
- (d) & (e): 19 such complaints have been received in CGHS, Delhi & NCR since January, 2012. The officers and staff have been advised to be more polite and courteous towards CGHS beneficiaries.