

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

UNSTARRED QUESTION NO:2393  
ANSWERED ON:23.08.2013  
SERVICE PROVIDED BY CGHS  
Dubey Shri Nishikant ;Dutt Smt. Priya Sunil

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

- (a) whether a large number of complaints/reports have been received about the dissatisfaction of Central Government employees with the services provided by the Government under the Central Government Health Scheme (CGHS);
- (b) if so, the details thereof;
- (c) the remedial measures taken by the Government in this regard;
- (d) whether the Government has taken any steps to increase the financial resources/assistance to improve the health facilities so as to meet the requirements of the CGHS patients in getting proper treatment; and
- (e) if so, the details thereof and the further measures taken by the Government to improve the healthcare services to the people all over the country?

**Answer**

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

(a) & (b): This Ministry has been receiving complaints/grievances in respect of the following major aspects.

1. Administrative:- Misbehavior by medical and paramedical staff,

Shortage of staff, Punctuality etc.

2. Technical:- Delay in settlement of medical reimbursement claims (MRCs), Supply of substitute medicines instead of the prescribed by the Govt. specialists, Delay in supply of indented medicines, etc.

3. Related to empanelled hospitals: Denial of credit facility, Misbehavior of hospital doctors/staff, overcharging, etc.

4. Related to Internet accessibility Disruption in services due to breakdown in internet connectivity, etc.

(c): To redress the grievances/complaints, the following steps have been taken:

Administrative:- Instructions have been issued to the doctors /para-medical staff working in CGHS to be polite and courteous in their behaviour with the patients. In specific cases transfers have also been made and disciplinary actions initiated. Contractual doctors are appointed to meet the requirement

of Medical Officers. Regular inspections are carried out.

Technical:- The time limit for clearance of MRC bills has been fixed. CGHS doctors are advised to prescribe generic medicines to the maximum extent. The indented medicines are supplied through various local chemists to avoid the delay. Related to empanelled hospitals: Penalty is imposed and suitable action is initiated against the erring empanelled private hospitals.

Related to Internet accessibility:- Medical Officers have been instructed not to stop to provide the consultation/treatment in case of failure of internet connection.

Apart from the above, SMS Alert system has been introduced aiming at bringing transparency in delivery of services as major initiative. Redressal Committees have also been formed by CGHS.

(d)& (e): The allocation of financial resources is based on the evaluation of specific requirements/demands projected by the CGHS units and availability of resources.