

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

UNSTARRED QUESTION NO:4744
ANSWERED ON:18.12.2009
TREATMENT OF PATIENTS IN CGHS
Botcha Lakshmi Smt. Jhansi

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

- (a) whether the doctors in CGHS dispensaries in New Delhi are not examining patients properly;
- (b) if so, the facts in this regard and reasons therefor;
- (c) whether any complaints have been received from CGHS beneficiaries against doctors in this connection;
- (d) if so, the details thereof; and
- (e) the action taken/proposed to be taken by the Government against such doctors?

Answer

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

(a) to (e) No complaint has been received regarding doctors in CGHS dispensaries in Delhi not examining patients properly. However, CGHS has set a grievance redressal mechanism by setting up of Local Advisory Committee (LAC) in each dispensary. Local Advisory Committee meets on every second Saturday of the month to redress any grievance of beneficiaries. Local Advisory Committee has representative of pensioner associations, Area Welfare Officer appointed by the Department of Personnel & Training. Each dispensary also maintains complaint register and complaint/suggestion boxes. A helpline has also been set up.

With the computerisation of CGHS dispensaries in Delhi, CGHS is in a position to monitor the number of patients attended by each doctors in the dispensary, as also the time taken in attending to the patients.