

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

UNSTARRED QUESTION NO:4589

ANSWERED ON:21.02.2014

TIMING OF CGHS DISPENSARIES

Patel Shri Somabhai Gandadal Koli;Yadav Shri Om Prakash

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

- (a) whether the working hours of Central Government Health Scheme(CGHS) dispensaries in Delhi and National Capital Region (NCR) have been changed recently;
- (b) ifso, the details thereof and the reasons therefor;
- (c) whether the Government has made any assessment/impact of the revision of working hours in Delhi/NCR and if so, the details and the outcome thereof;
- (d) whether the Government has received any requests/representations from individuals/associations regarding change in timing of CGHS dispensaries; and
- (e) if so, the details thereof and action taken/proposed by the Government thereon?

Answer

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

(a) & (b): The working hour of CGHS dispensaries in Delhi & NCR changed to 8.00 AM to 3.00 PM w.e.f. 1st April, 2013 across the country, except in case of six dispensaries in Delhi which are working for 24 hours a day. Working hours of CGHS dispensaries were revised with a view to ensure optimum utilization of scarce manpower resources of CGHS to improve the functioning of CGHS and also the satisfaction level of CGHS beneficiaries. Doctors are now able to devote more time towards patient care with revised working hours of 8.00 AM to 3.00 PM.

(c): The timings were earlier revised and fixed from 9.00 AM to 4.00 PM w.e.f. 1st January, 2013 in Delhi NCR on experimental basis. A no. of representations were received against the revised timings, mainly from the serving employees on the ground that they cannot reach office in time if they visit CGHS dispensaries with opening time of 9.00AM. On the other hand, a demand was raised in the 22nd meeting of Standing Committee of Voluntary Agencies (SCOVA) held under the chairmanship of Hon'ble Minister of State for Ministry of Personnel, Public Grievances & Pension for revision of working hours of CGHS Wellness Centres like Delhi NCR. Accordingly, a detailed discussion was held on this issue in the meeting of Additional / Joint Directors of all CGHS cities held on 5-6 March, 2013 in New Delhi. On the basis of discussion held during the meeting and the feedback received from the beneficiaries, it was decided to revise the working hours of the CGHS Wellness Centres in all CGHS cities across the country with the new timings of 8:00 AM to 3: 00 PM with 1:00 to 1:30 as lunch break.

(d) & (e): Certain requests have been received to restore the earlier timings of Wellness Centres of 7.30 AM to 1.30 PM. However, in view of the (a) and (b) above and in the public interest, there is no proposal to change the timings.