

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

STARRED QUESTION NO:267  
ANSWERED ON:25.07.2014  
DEFICIENT CGHS SERVICES  
Singh Shri Sushil Kumar

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

- (a) The number of beneficiaries enrolled under the Central Government Health Scheme (CGHS) and the various facilities/medical equipment admissible to them;
- (b) Whether instances of denial of certain facilities and medical equipment to the CGHS beneficiaries despite doctor's advice have come to the notice of the Government and if so, the details thereof along with the reasons therefor;
- (c) Whether the Government has taken note of inconvenience caused to the beneficiaries due to frequent break down/ deficient internet services in Government Hospitals/CGHS Dispensaries and if so, the details thereof; and
- (d) The corrective action taken by the Government in this regard?

**Answer**

THE MINISTER OF HEALTH AND FAMILY WELFARE (DR. HARSH VARDHAN)

(a) to (d): A statement is laid on the Table of the House

STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED QUESTION NO.267 FOR 25TH JULY, 2014

(a) The Central Government Health Scheme (CGHS) is providing comprehensive healthcare facilities to the Central Government employees and pensioners and some other select categories of persons in 25 cities across the country. The number of CGHS beneficiaries are 35,87,964.

The facilities available to CGHS beneficiaries include:

- # OPD treatment and medicines from CGHS Wellness Centres
- # Specialist Consultation at Government Hospitals
- # Hospitalization at Government and CGHS empanelled hospitals
- # Investigations at Government and empanelled Diagnostic centres
- # Reimbursement of expenses incurred for purchase of hearing aid, hip/knee joint implants, artificial limbs, pace makers, ICD/ Combo device, CPAP, Bi-PAP, Oxygen Concentrator etc., as per the CGHS ceiling rates and guidelines.
- # Medical consultation and dispensing of medicines in Ayurveda, Homeopathy, Unani and Siddha systems of medicine (AYUSH).
- # Reimbursement of expenses for treatment in Private unrecognized hospitals in case of emergency as per CGHS guidelines.
- # In case of emergency, CGHS beneficiaries can go to any hospital, empanelled or non-empanelled and avail medical treatment.

(b) At times, requests are received for issue of medical equipments / facilities, which are not approved under CGHS. The requests for such unapproved medical equipments and facilities are considered in consultation with the specialists in the field and are decided on a case to case basis. In case committee of experts do not find justification for such appliances / facilities, same are regretted.

(c) &(d): In order to deal with the situation of breakdown of internet connectivity due to technical reasons, Chief Medical Officers - in-charge (CMOs i/c) of Wellness Centres have been provided user Data Cards. They also take up the matter with the officers of MTNL/ BSNL and NIC for early restoration of the same. Instructions are also in place for issue of medicines manually in case of breakdown in connectivity.