

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**LOK SABHA
UNSTARRED QUESTION NO. 5717
TO BE ANSWERED ON 4TH APRIL, 2025**

TREATMENT IN CGHS PANEL HOSPITALS

5717. SHRI Y S AVINASH REDDY:

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

(a) whether it is a fact that some hospitals/CGHS dispensaries, empanelled hospitals are not giving proper treatment and OPD staff/doctors are also showing utter negligence, insulting and avoiding the CGHS beneficiaries especially pensioners and their family members, if so, the details thereof and the reasons therefor.

(b) whether the Government refunds the one-time payment/adjust the payment paid for pensioner CGHS card after surrendering the pensioner card and taking the serving CGHS cards by the spouse on getting employment, if so, details thereof, and

(c) the number of such cases noticed/registered in each office/CGHS along with the action taken thereon?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI PRATAP RAO JADHAV)**

(a) to (c): Some complaints have been received against private empaneled hospitals regarding denial of credit/services and overcharge amount. The details such complaint along with action taken is attached at **Annexure**.

Instruction for refund of subscription, after deducting an amount for the period for which CGHS card was utilized as family pensioner, are in place. vide Office Memorandum No. S.11012/1/2016-CGHS(P) dated 19.09.2016. Two cases through physical letter were received in Nagpur city, for refund of one-time payment/adjust the payment paid for pensioner CGHS card after surrendering the pensioner card and taking the serving CGHS cards by the spouse on getting employment.

List of complaints along with action taken

S. No.	Name of Hospital	Action Taken
1.	Paras HMRI Hospital, Patna	Complaint letter received in physical form regarding negligence. CGHS empanelment of hospital suspended for 6 months.
2.	Kailash Hospital & Heart Institute, Noida	Complaint letter received in physical form regarding non-compliance of CGHS guidelines. Hospital penalized by liquidating Rs. 1.5 Lacs from Performance Bank Guarantee and overcharged amount refunded to beneficiary.
3.	Jaypee Hospital, Noida	A complaint was received through e-mail regarding overcharging. Show Cause Notice issued. Hospital refunded the overcharged amount to beneficiary.
4.	Max Super Specialty Hospital, Saket	Complaint letter received in physical form regarding overcharging. Show Cause Notice issued Hospital refunded the overcharged amount to beneficiary.
5.	Fortis Escorts Hospital, Faridabad	Complaint letter received in physical form regarding non-compliance of CGHS guidelines. A warning letter issued to the hospital.
