

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

UNSTARRED QUESTION NO:1313
ANSWERED ON:30.07.2003
SURPRISE VISIT TO CGHS DISPENSARIES
RATNA SINGH

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

- (a) whether she alongwith some senior officers made surprise visits at some CGHS dispensaries in the Capital recently;
- (b) if so, the details of deficiencies noticed by the visiting teams in the functioning of those dispensaries;
- (c) whether the comments of beneficiaries were also sought;
- (d) if so, the details thereof;
- (e) whether the surprise visits are proposed to be conducted at other CGHS dispensaries also to obtain the comments of the beneficiaries; and
- (f) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI. A. RAJA)

(a): Yes, Sir. A surprise Inspection has been conducted by Hon`ble HFM on 1st July, 2003 at the CGHS dispensary Inderpuri and CGHS dispensary /Polyclinic, Janakpuri.

(b): Working of the Inderpuri dispensary was found to be satisfactory but the accommodation provided by IAR was found to be inadequate, ill-ventilated and unsuitable for the patients. The work of Janakpuri dispensary/Polyclinic was found to be satisfactory but there was overcrowding due to the large number of beneficiaries registered there.

(c) & (d): Yes, Sir. Hon`ble HFM interacted with the beneficiaries on the major areas of concern shown by the beneficiaries like:-

(i) Delay in supply of local purchase medicines.

(ii) Long waiting period on the local purchase counter and double queuing systems for getting the small chits and registrations.

(iii) Up-gradation of laboratory, X-ray and Ultrasound facilities at Janakpuri Polyclinic.

(iv) A separate dispensary for the CGHS card holders of Vikaspuri in the same building housing the Janakpuri dispensary/polyclinic.

(e) & (f): Surprise Inspection of the CGHS dispensaries is a continuous process and interaction with the beneficiaries is always a part of inspections.