

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

UNSTARRED QUESTION NO:4098
ANSWERED ON:20.04.2005
PUNCTUALITY REPORT OF CGHS DOCTORS AND STAFFS
Chouhan Shri Shivraj Singh

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

(a) whether Government is aware that doctors and other staff frequently report late for their morning shift duties in several CGHS dispensaries in Delhi, particularly in Gole Market and Arambagh Dispensaries causing a great deal of inconvenience to the beneficiaries ;

(b) if so, whether the Government has received any complaints in this regard alongwith the names of the CGHS dispensaries to which these complaints relate to; and

(c) the steps being taken to improve the services being rendered by the aforesaid dispensaries?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH & FAMILY WELFARE (SMT. PANABAKA LAKSHMI)

(a)&(b): By and large, the CGHS doctors and staff are punctual in attending to their duties at the dispensaries and as such beneficiaries are not inconvenienced. However, five(5) complaints have been received regarding unsatisfactory attendance of Medical Officers and other staff under CGHS Delhi during the last one year. The dispensary-wise complaints received are as under:-

1. Gole Market-12 complaints

2. Aram Bagh 1 complaint

(Chitragupta Road)

3. R.K. Puram 1 complaint dispensary, Sector- 12(Homeopathy)

4. West Patel 1 complaint Nagar Dispensary which was found to be pseudonymous

(c): There is an inbuilt mechanism to improve the functioning of CGHS dispensaries by way of inspection, supervision and guidance by the Senior Officers of CGHS. The complaints of the beneficiaries are regularly monitored at CGHS dispensary, Zonal level and at the Headquarters level. Necessary instructions are also issued from time to time to improve the punctuality and behaviour of officers. Eight special inspection teams have also been constituted to monitor the functioning of CGHS dispensaries in Delhi.