

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

UNSTARRED QUESTION NO:4189

ANSWERED ON:24.08.2005

COMPLAINTS AGAINST STAFF OF CGHS DISPENSARIES

Jogi Shri Ajit;Narhire Smt. Kalpana Ramesh;Sahu Shri Chandra Sekhar;Seal Shri Sudhangshu

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

- (a) whether around 210 MPs/personal staff are attached to Allopathic and Ayurvedic CGHS dispensaries, North Avenue, New Delhi;
- (b) whether the doctors and paramedical staff are habitual late comers and as a result distribution of indented medicines gets delayed;
- (c) whether incidents of arrogant and rude behaviour by dispensary personnel towards beneficiaries have often been reported;
- (d) if so, the details thereof during the last two years and till date;
- (e) whether similar complaints have been received from various other CGHS dispensaries in Delhi;
- (f) if so, the details in this regard, dispensary-wise, during the above period; and
- (g) the measures being contemplated to make the officials of the dispensaries more disciplined and patient friendly?

**Answer**

THE MINISTER OF HEALTH & FAMILY WELFARE ( DR.ANBUMANI RAMADOSS)

- (a) Yes, Sir. 210 MPs are attached to the CGHS Allopathic Dispensary of North Avenue.
- (b) By and large most of the Doctors and staff of the above dispensary attend to their duties on time.
- (c)&(d) The number of complaints of rude behaviour received against Doctors and paramedical staff of CGHS dispensary, North Avenue, during the last two years are as under:-

1. Doctors	4 complaints
2. Pharmacist	2 complaints
3. ANM	1 complaint
4. LDC	1 complaint

- (e)&(f) Twelve (12) complaints have been received in the last two years against doctors/staff of other dispensaries under CGHS Delhi as per details given below:-

Sl.No	Name of Dispensary	No. of complaint
1.	Kidwai Nagar	1
2.	Chandni Chowk	1
3.	Sarojini Nagar Market	1

4.	Rohini	1
5.	North Avenue	1
6.	Sadiq Nagar	1
7	Sunder Vihar	2
8.	Chanakyapuri	1
9.	Chitragupta Road	1
10.	Malviya Nagar	1
11.	J.N.U.	1

In addition to the above, one complaint of rude behaviour has been received against M/s. Kendriya Bhandar, Bhagwan Dass Road, which supplies Local Purchase indent medicines to some dispensaries under CGHS Delhi.

(g) Regular inspections are carried out by Zonal Additional Directors, Additional Director (HQ) and Director (CGHS) to monitor, supervise and give guidance regarding functioning of CGHS dispensaries including monitoring punctuality, behaviour of Doctors and staff, etc.

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 consisting of Senior Officers of Dte.GHS and CGHS have been constituted to monitor the functioning of CGHS Dispensaries in Delhi. Regular meetings are held with the Resident Welfare Associations for improving the functioning of CGHS dispensaries.

Govt. has also constituted a High-powered Committee under the Chairmanship of Shri P.K.Kaul, former Cabinet Secretary to review the functioning of CGHS for making it more user-friendly.