

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

STARRED QUESTION NO:103
ANSWERED ON:30.11.2005
IMPROVING SERVICES OF CGHS DISPENSARIES
Chavda Shri Harisinh Pratapsinh

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

- (a) whether the Central Government Health Scheme (CGHS) beneficiaries do not get adequate treatment from dispensaries under CGHS;
- (b) if so, the reasons therefor;
- (c) the total amount by way of subscription collected from the beneficiaries during the last two years;
- (d) the expenditure incurred by the Government on the C.G.H.S. during the last two years; and
- (e) the steps being taken by the Government to improve the services of CGHS dispensaries?

Answer

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

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

STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED QUESTION NO. 103 FOR 30TH NOVEMBER , 2005.

- (a) No, Sir. CGHS dispensaries are providing adequate services to its beneficiaries.
- (b) In view of (a) above, the question does not arise.
- (c) The CGHS has collected Rs.57.94 crores and Rs.66.42 crores during 2003-04 and 2004-05 respectively.
- (d) The expenditure incurred by the CGHS is Rs.500.32 crores and Rs.581.19 crores during last two years 2003-04 and 2004-05 respectively.
- (e) The Government has initiated action to procure 463 proprietary drugs and 258 generic drugs. As a result, availability of drugs in CGHS dispensaries is improving further.

Government has also constituted a Committee headed by a former Cabinet Secretary to review the functioning of the CGHS and for giving recommendations to make it more user friendly. This Committee has invited comments/suggestions from pensioners and other Welfare Organisations.

The system of clearing medical reimbursement claims has been decentralized in Delhi and the beneficiaries are no more required to visit the CGHS Headquarter at Nirman Bhavan and instead, deposit their claim for hospitalization etc. in the respective dispensaries. Such claims are sent to the respective Zonal Additional Directors for processing and making payment. This system has substantially reduced the pendency of medical reimbursement claims in respect of pensioner beneficiaries.

NIC has been mandated to develop a software for computerizing the working of CGHS dispensaries especially inventory management and claims processing.