

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

UNSTARRED QUESTION NO:146
ANSWERED ON:23.11.2005
QUALITY OF CGHS SERVICES
Patil Shri Balasaheb Vikhe

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

- (a) whether there is dissatisfaction among CGHS beneficiaries regarding the quality of CGHS services;
- (b) if so, the reasons therefore;
- (c) whether there are a number of attractive Medical Insurance Schemes of public as well as private insurance companies;
- (d) if so, whether the Government proposes to make CGHS subscription optional to the employees; and
- (e) if so, the details thereof?

Answer

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

(a)&(b): No, Sir. CGHS presently provides health care services to around 45.58 lakh beneficiaries. In 2003-04 itself CGHS attended to about 1.59 crore patients. With such a high turn over of patients, some individual grievances of delay in reimbursement etc. are inevitable. Such grievances are regularly monitored for redressal.

(c): Yes, Sir. The Medical Insurance Policies being offered by various Public Sector Insurance Companies provide cover for any illness (disease) or injury through accident. The Policy covers hospitalization expenses for medical/surgical treatment as inpatient or domiciliary hospitalization benefits in certain case where patient's condition is that he cannot be removed to hospital/nursing home. These schemes generally do not cover OPD treatment including cost of Drugs. The expenditure depends on the overall liability (sum insured) and age. Medical insurance schemes have also been floated by different private insurance companies.

(a) and (e): No, Sir.