

No. S-11030/51/2010-CGHS (P)
Government of India
Ministry of Health & Family Welfare
Department of Health & Family Welfare

Nirman Bhavan New Delhi
Dated : November 22 , 2010

OFFICE MEMORANDUM (Circular No. 1/2010)

Subject : Streamlining of functioning of CGHS dispensaries.

The question of streamlining the functioning of CGHS dispensaries has been engaging the attention of the Ministry of Health & Family Welfare for some time now. After considering the suggestions received from various quarters and after discussing the matter with officials of CGHS, it has been decided, as an initial measure, to streamline the functioning of CGHS dispensaries as below :-

- (i) There is a need for officers and staff in CGHS dispensaries to further improve the delivery of service to CGHS beneficiaries. There should be a constant and conscious effort to redress most of the grievances and problems of these beneficiaries at the dispensary level so that there is no inconvenience caused to them forcing them to approach higher authorities for redressal of their grievances. The entire staff at the dispensary level have to ensure a polite, positive and responsible attitude to make the service delivery better. The CMO In-charge must make every effort to ensure this user friendly environment. Complaints of rude/impolite behavior need to be checked and stern action taken by CMOs (Incharge).
- (ii) It is well established that CGHS beneficiaries need to be provided better service. Senior citizens/pensioners among the CGHS beneficiaries deserve special attention and response. It is re-iterated that senior citizens/pensioners need to be given out of queue treatment and service at each activity level. Despite repeated instructions in this regard, this system is generally not being enforced at the dispensary level. CMOs in-charge must ensure compliance of these instructions.

- (iii) CMOs In-charge of the dispensaries shall personally make rounds of the dispensary particularly during peak hours to ensure that there is proper environment and beneficiaries particularly pensioners/Senior Citizens are being treated promptly;
- (iv) The Zonal Additional Directors/Joint Directors shall convene the meetings of Pensioners Associations once in two months alongwith CMOs (Incharge) without fail.
- (v) A complaint/suggestion/feedback Box with details like number of complaints received and disposed etc. under a seal and lock will be kept at each dispensary and will be opened by the CMO In-charge in the presence of at least two members of the Advisory Committee when the Advisory Committee meeting is being held and necessary action taken by the Advisory Committee with regard to complaints/ suggestions/feedback thus received and, wherever required, the matter will be referred to higher authorities for necessary action.
- (vi) All Zonal Additional Directors and Joint Directors shall conduct at least five surprise inspections of the dispensaries in Delhi and at least two in other cities in a month and report the outcome of the inspection indicating the areas such as punctuality, availability and behavior of officers/staff, special care for pensioners/Senior Citizens, deficit areas/complaints and also the good work done in each of the dispensaries inspected, by way of a confidential monthly d.o. letter to reach AS & DG (CGHS) without fail on or before 10th of the succeeding month;
- (vii) It is seen that a large number of beneficiaries go to the dispensaries for taking repeat medicines. Authorization of repeat medicines will hereinafter be done by any of the CMOs, apart from the CMO In-charge, available in the dispensary;
- (viii) The Zonal Additional Directors/Joint Directors will personally monitor and ensure that the empanelled hospitals etc. do adhere to the terms &

conditions of MOAs. They will also supervise the services, if any, being provided by the private parties in their zones such as dialysis, dental services etc.

2. Director, CGHS and all Additional Directors/Joint Directors and CMOs In-charge are hereby directed to fully comply with the instructions contained in this Office Memorandum in both letter and spirit. Non-compliance shall be viewed seriously.

-Sd/-

(L.C. Goyal)
AS & DG (CGHS)

To

1. Director, CGHS, Nirman Bhavan, New Delhi.
2. Additional Director (HQ), CGHS, Bikaner House, Shahjahan Road, New Delhi.
3. Additional Deputy Director General (HQ), Nirman Bhavan, New Delhi.
4. Additional Director (Medical Stores Depot), Gole Market, New Delhi.
5. All Additional/Joint Directors in all cities.
6. All Chief Medical Officers (In-charge)