

Details for registration number : DHLTH/E/2024/0011844

Name Of Complainant	Balasubramanian R R GS AIBSNLREA
Date of Receipt	27/07/2024
Received By Ministry/Department	Health & Family Welfare
Grievance Description	
Health & Family Welfare >> Medicines >> Other ----- This is a grievance related to Need for clarity regarding issue of OPD medicine to CGHS beneficiaries going abroad. There appears to be a lack of clarity regarding the commencement of the 3/6 months period, whether it is to be counted from the date of last issue of medicines made or from the date of travel abroad by the CGHS beneficiary. In a specific case we have knowledge of, when the last 3 months' issue of medicine was done two months back and the beneficiary was required to travel with one month's medicine in hand, he was denied issue of medicine for the remaining two months he would be staying abroad, on the plea that medicine cannot be issued with the previous 3 months' supply not yet used. We would therefore request that clear guidelines may be issued to all Wellness Centres that medicines may be supplied for the remaining months of stay abroad after completion of use of previous supply, of course subject to the limit of 3/6 months on supply, in any single occasion. A detailed representation is enclosed	
Current Status	Case closed
Date of Action	16/08/2024
Remarks	
It is to clarify that in case if the beneficiary applies with the proof of going abroad with supporting documents then the medicines will be issued maximum of 6 months (including the stock in hand with beneficiary).	
Officer Concerns To	
Officer Name	Dr. Parveen Bala (Additional DDG)
Organisation name	CGHS Outside Delhi
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