

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**LOK SABHA
UNSTARRED QUESTION NO. 935
TO BE ANSWERED ON 25TH JULY, 2025**

DELAY IN DISTRIBUTION OF MEDICINES IN CGHS WELLNESS CENTRES

935. SHRI JAI PRAKASH:

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

- (a) whether the Government has received any representations from the CGHS beneficiaries with regard to inordinate delay by the CGHS wellness centres in procuring medicines causing problems to the CGHS beneficiaries especially senior citizens;
- (b) if so, the details of the steps being taken by the Government to mitigate their problems;
- (c) whether the Government has prescribed any time-limit for procurement of medicines for distribution through CGHS wellness Centres to the patients; and
- (d) if so, the details thereof?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI PRATAPRAO JADHAV)**

(a) to (d) The Government had received representations from CGHS beneficiaries regarding inordinate delays in the procurement and supply of medicines by CGHS Wellness Centers, which has caused problems to the CGHS beneficiaries. To mitigate these problems, the Government has taken various steps which includes introduction of new application developed by C-DAC, that comprises functionalities to monitor and analyse the demand trends, procurement, and supply of medicines at CGHS Wellness Centres. This digital system is expected to enhance the timely and accurate availability and distribution of medicines, thereby improving service delivery to the beneficiaries.

The Government has prescribed time-bound procedures for the procurement and distribution of medicines through CGHS Wellness Centres. The details are as follows:

- (i) Routine Medicines: CGHS Wellness Centres procure routine medicines from Medical Store Organisations (MSO)/Government Medical Store Depots (GMSD), which are supplied through CGHS Medical Store Depots (MSDs). Additionally, Jan Aushadhi Medicines are procured separately under the Pradhan Mantri Jan Aushadhi Yojana Kendra (PMJAYK). The demand for Jan Aushadhi medicines is compiled on a monthly basis at the Wellness Centre level and forwarded to the respective Additional Director (AD) zone for procurement through PMJAYK.

- (ii) Delhi-NCR Schedule: For the Delhi-NCR region, the schedule of supplies of MSO drugs from the MSD to the Wellness Centres is shared with all Additional Director (AD) zones and respective centres. Each CGHS Wellness Centre receives a supply of medicines once every 35 days as per this schedule.
- (iii) Restricted Medicines: These are procured on a case-to-case basis upon the prescription of the treating specialist. For beneficiaries in Delhi, such medicines are supplied directly from MSD Delhi. For NCR beneficiaries, they are supplied through designated nodal Wellness Centres.
- (iv) These restricted medicines are procured directly from the manufacturer and are typically supplied on the next working day from MSD for Delhi-based beneficiaries, and within 3 to 4 working days for NCR residents via the nodal Wellness Centres. Occasionally, delays in the supply of restricted medicines may occur due to supply chain or logistical issues, as they are procured directly from manufacturers on a case-to-case basis.

Further, available medicines at Wellness Centre are distributed to beneficiaries on the same day and in case, a medicine prescribed by a specialist is not available in Wellness Center, the same is indented through Authorized Local Chemists who supplies the medicines within 48 hours, failing which penalty is imposed, in terms of Memorandum of Agreement signed with Local Chemist.
