



GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
DIRECTORATE GENERAL OF HEALTH SERVICES
F-17, KARKARDOOMA, DELHI-110032
(DELHI GOVT. EMPLOYEES HEALTH SCHEME)

No. F 25(III)/DGEHS/1310/DGHS (IIQ)/2020-21 / 698

Dated: 22/05/2025

NOTICE

Subject:- Strict Compliance with DGEHS Guidelines – Non-Discrimination and Unrestricted Access to Services for Beneficiaries

It has come to the notice of this Directorate, that several Health Care Organizations (HCOs) empanelled under DGEHS are not complying with the terms and conditions laid down under the Delhi Government Employees Health Scheme (DGEHS). The following issues have been reported:-

1. **Discriminatory Assignment of Doctors:-** Certain hospitals are reportedly assigning specific doctors exclusively for DGEHS card holders. This practice is discriminatory and undermines the intent of equitable healthcare access.
2. **Restricted Consultation Timings:-** Some hospitals are imposing unjustified limitations on the timings during which DGEHS card holders can consult particular doctors or access services.
3. **Refusal of Admission to Seriously Ill Patients:-** Instances have been reported where empanelled hospitals have refused to admit seriously ill patients referred by government departments, despite being on the approved panel.

This has been viewed seriously by the undersigned, hence, all empanelled HCOs are hereby directed to **strictly comply** with the following, failing which action as deemed fit will be initiated:-

- **Ensure non-discriminatory treatment** to DGEHS card holders in terms of access to doctors, consultation slots, and treatment applicable to non-DGEHS patients.
- **Refrain from imposing any timing restrictions** for consultations or hospital visits that are not applicable to non-DGEHS patients.
- **Admit all seriously ill patients referred by Government Departments** without delay or refusal, as per the MoU.

All hospitals are requested to acknowledge receipt of this advisory and confirm compliance at the earliest.

(Dr. Rati Makkar)

Director General of Health Services

To

All HCOs empanelled under DGEHS