



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 (HQ)/2020-21 - 4265

Dated: 23/04/24

ADVISORY

A Large numbers of various grievances/complaints are being received in this Directorate regarding violation of MoU such as not providing appointment, not providing cashless medical facilities to serving/retired DGEHS beneficiaries, not following cghs/dgehs rates and charging higher rates than cghs rate list etc.

In this regard, it is informed that all the hospitals were directed vide OM no. F.25(III)/DGEHS/509/DHS/2016-17/225106-07 dated 29.04.2017 (Copy enclosed) that as per terms and conditions of agreement with private empanelled hospitals discrimination of any kind will be taken as violation of Contract and strict action as per rule will be taken against that particular hospital. Further, in the larger interest of DGEHS beneficiaries, it was also directed to all empanelled hospitals vide OM No. F.25(III)/DGEHS/458/DHS/2015-16/Pt-III/12834-13094 dated 29.03.2019 (Copy enclosed) to appoint a Nodal Officer who could be contacted by the DGEHS beneficiaries (pensioners & serving), in case any difficulty being faced by them in getting the entitled treatment.

Despite instructions/directions issued from this Directorate, the DGEHS beneficiaries are still facing difficulties as mentioned above. Therefore, all the empanelled hospitals are directed to provide treatment without any discrimination to DGEHS beneficiaries (pensioners & serving) as per MoU.

Further, all the empanelled hospitals/centres are hereby directed to provide information in following format on admission and discharge of patient through DGEHS email i.e. spodgehs.intimation@gmail.com w.e.f. 01, May, 2024. The copies of emails have to be attached with the cashless bills submitted by the empanelled hospitals/centres.

Name of the patient	DGEHS Card No	Mobile No of Patient/attendant	Date of admission/discharge

It is further informed that payment of any bill without the copies of emails consisting the above information shall not be made in any circumstances. Therefore, all the empanelled hospitals/centres may ensure attaching the following information with each and every bill of DGEHS pensioner beneficiaries.

Non-compliance of this advisory will be viewed seriously and disciplinary action as deemed fit as per mutual agreement will be initiated.

(Dr. S.K. Nayak)
SPO-DGEHS

To,

Medical Director/Superintendent,
All empanelled hospitals/centres