



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

F. No. 25(III)/DGEHS/1026/DGHS-HQ/19-20/Part-I/4785-4796 Dated: 11/02/2026

OFFICE MEMORANDUM

In accordance with various Cabinet Decisions, Office Memorandums, and directives issued by the Government of NCT of Delhi from time to time, and in alignment with the provisions and guidelines of the Central Government Health Scheme (CGHS), a **Standard Operating Procedure (SOP)** for the empanelment of Health Care Organizations (HCOs) under the **Delhi Government Employees Health Scheme (DGEHS)** has been reviewed and finalized as follows:

Issue / Area	SOP & Competency Framework			
Application submitted	Applications completed in all manners shall be accepted throughout the year.			
Inspection timeline at the level of CDMO concerned	Inspection within 7 days of intimation. Report to be submitted within 7 days after inspection			
Inspection Validity	Inspection report valid for one year			
Initial duration of empanelment	03 years			
Extension of duration of Empanelment	01 years			
PBG/Security Deposit	Category of HCO	PBG for Tier I(X City)	PBG for Tier II (Y City)	PBG for Tier III (Z City)
	Multi-Specialty Hospital / Single-Specialty Hospital / Cancer Hospital/Unit	₹20 lakh	₹10 lakh	₹10 lakh
	Super-Specialty Hospital	₹25 lakh	₹12.5 lakh	₹12.5 lakh
	Exclusive Eye Hospital/Centre, Exclusive Dental Clinic, Diagnostic Laboratory/Imaging Centre, Chemotherapy Centre /Dialysis Unit/ Physical Medicine & Rehabilitation (PMR) Centres	₹4 lakh	₹2 lakh	₹2 lakh
Inspection Frequency Post-Empanelment	Once in a year			

Minimum Infrastructure & Rates

- Minimum Beds for Multispeciality Hospital : 50 Beds
- Minimum Beds for Super Speciality Hospital : As per CGHS guidelines
- Minimum Beds for Exclusive Eye Clinic : As per CGHS guidelines

(Signature)

- Minimum Dental Chair for Exclusive Dental Clinic : 04 Dental Chairs or as per CGHS guidelines whichever is applicable
- Cancer hospitals/units : As per CGHS guidelines
- Diagnostic Laboratories / Imaging Centers. : As per CGHS guidelines
- **Applicable Rates:** HCOs must agree to charge DGEHS beneficiaries as per DGEHS notified rates/ CGHS rates/ provision (semi-private ward).

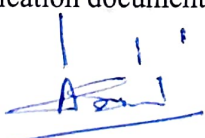
Empanelment Process Flow

Step	Action	Frequency/Details
1. Application Submission	New HCOs submit application and required documents (in duplicate) to the Additional Director (DGHS)/SPO (DGEHS).	Throughout the year
2. Scrutiny and Examination	Applications completed in all manner shall be accepted only	Incomplete applications shall be returned immediately.
3. Approval for Inspection	Inspection to be done for Non- NABH /Non-NABL HCOs. Inspection is not required for NABH/NABL or its equivalents such as joint commission international (JCI), ACHS(Australia) or by any other accreditation body approved by International Society For Quality In Health Care (ISQHC) shall be considered as accredited equivalent to NABH.	
4. Inspection before empanelment (Non-Accredited)	Inspection to be conducted by a notified team from the respective CDMO office.	Inspection to be done within 7 days of intimation. Report to be submitted within 7 days after inspection. Report shall remain valid for one year.
5. Final Approval	Applications and compiled inspection reports (if applicable) shall be forwarded for final approval.	CGHS-empanelled HCOs: Approval shall be granted by the Director General Health Services (DGHS). Non-CGHS empaneled HCOs: Approval shall be granted by Hon'ble Minister of Health, GNCTD.
6. Agreement & Guarantee	Selected HCOs shall sign the Memorandum of Agreement (MOA) (on Rs.100/- non-judicial stamp paper) and submit the Performance Bank Guarantee (PBG) as applicable.	MOA shall be signed initially for 03 years and inspection shall be done once in a year to ensure delivery of proper services.

Step	Action	Frequency/Details
7. Extension of empanelment	HCOs have to submit required documents for renewal of empanelment at least 03 months before the expiry of empanelment.	01 year
8. Inspection Frequency	Post empanelment	Once in a year

ELIGIBILITY CRITERIA FOR HOSPITALS/ CANCER HOSPITALS/ EXCLUSIVE EYE CENTRES/ EXCLUSIVE DENTAL CLINICS/ DIAGNOSTIC LABORATORY / IMAGING CENTERS:-

- i. The health care Organizations must fulfil the requirements as detailed above depending on the category under which the hospital / exclusive eye hospital / Centre, exclusive dental clinic, cancer hospital/unit/ is seeking empanelment and submit copies of the required documents.
- ii. The health care Organization must have been in operation for at least one year. Copy of audited balance sheet, profit and loss account for the last financial year (Main documents only- summary sheet).
- iii. Copy of office memorandum issued by CGHS (for HCOs which are already empanelled under CGHS).
- iv. Copy of valid NABH Accreditation in case of NABH Accredited health care Organizations.
- v. List of treatment procedures /investigations/ facilities available in the applicant health care Organization.
- vi. State registration certificate / Registration with Local bodies, wherever applicable.
- vii. Compliance with all statutory requirements including that of Solid Waste Management & BMW.
- viii. Fire Clearance certificate and details of Fire safety mechanism as in place in the health care Organization. Exclusive Eye Centers, exclusive dental Clinics, have to enclose a certificate regarding fire safety of their premises.
- ix. Registration under PNDT Act, if Ultrasonography facility is available.
 - x. AERB approval for imaging facilities/ Radiotherapy, wherever applicable.
 - xi. Certificate of Undertaking in original as per the format annexed.
 - xii. Certificate of Registration for Organ Transplant facilities, wherever applicable.
- xiii. An Applicant Health Care Organization shall be required to submit their claims/bills in hard copy to the respective Government Departments. Further, they must also be prepared to furnish the same in soft copy format as and when the digital system for DGEHS cashless bill processing becomes operational.
- xiv. An Applicant Health Care Organization must submit the rates for all treatment procedures / investigations/ facilities available with them and as charged by them.
- xv. An Applicant health care Organization must give an undertaking accepting the terms and conditions spelt out in the Memorandum of Agreement (copy enclosed) which should be read as part of this application document.



- xvi. Applicant Health Care Organizations must certify that they shall charge as per DGEHS/CGHS rates and that the rates charged by them are not higher than the rates being charged from their other patients who are not DGEHS beneficiaries. They shall also certify that, In case lower rates are charged to any Government / private organization in future, they shall also charge the reduced rates from DGEHS beneficiaries.
- xvii. Photo copy of PAN Card.
- xviii. Name and address of their bankers.
- xix. If several Branches of HCO of the same organization /Group have applied for /empanelled under CGHS in the Delhi & NCR the details shall be submitted.
- xx. Copies of the documents mentioned in Annexure-III must be submitted (wherever applicable).
- xxi. HCOs may also be incorporated the registration of Healthcare Facility Registry (HFR) ID and Healthcare Professional Registry (HPR) ID within a period of six months from the date of their DGEHS empanelment.
- xxii. Further all statutes / clause mentioned in CGHS guidelines shall be applicable and all HCOs shall be bound to adhere with latest CGHS guidelines / provisions.

APPLICATION FORM:-

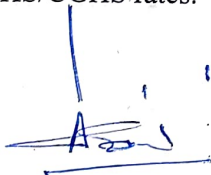
Application form including of necessary documents required to be submitted is available on the DGEHS website.

CGHS RATES:-

All the eligible Hospitals, exclusive eye hospitals/ Centers, exclusive dental clinics, cancer hospitals/units and diagnostic Centers shall agree for DGEHS/CGHS notified rates applicable for semi-private ward. The CGHS package rates are for semiprivate ward. The rates for CGHS beneficiaries entitled for private ward shall be 05% more than the rates for semi-private ward. The rates for General ward shall be 5% less than the rates of semiprivate ward. For cancer surgery Tata Memorial rates as decided by CGHS would apply.

VALIDITY OF DGEHS/ CGHS RATES:-

The prevalent DGEHS/CGHS rates / updates and as revised from time to time shall be valid for the period of agreement. The empanelled Organizations shall not charge more than DGEHS/CGHS rates.



Security Deposit/Performance Bank Guarantee (PBG) amounts:-

Category of HCO	PBG for Tier I (X City)	PBG for Tier II (Y City)	PBG for Tier III (Z City)	Validity of PBG
Multi-Specialty Hospital / Single-Specialty Hospital / Cancer Hospital/Unit	₹20,00,000 (20 lakh)	₹10,00,000 (10 lakh)	₹10,00,000 (10 lakh)	42 months
Super-Specialty Hospital	₹25,00,000 (25 lakh)	₹12,50,000 (12.5 lakh)	₹12,50,000 (12.5 lakh)	42 months
Exclusive Eye Hospital/Centre, Exclusive Dental Clinic, Diagnostic Laboratory/Imaging Centre, Chemotherapy Centre /Dialysis Unit/ Physical Medicine & Rehabilitation (PMR) Centres	₹4,00,000 (4 lakh)	₹2,00,000 (2 lakh)	₹2,00,000 (2 lakh)	42 months

INTERPRETATION OF THE CLAUSES IN THE EMPANELMENT RELATED GUIDELINES AND MOA:-

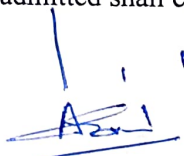
In case of any ambiguity in the interpretation of any of the clauses in the Empanelment Documents, the interpretation of Director General Health Services, GNCTD of the clauses shall be final and binding on all parties.

MONITORING AND MEDICAL AUDIT:-

- Audit & Inspection: DGEHS reserves the right to inspect and periodically review bills for irregularities (e.g., unjustified treatment, overcharging, prolonged stay).
- Corrupt and Fraudulent Practices: HCOs found involved in wrongdoings will be subject to:
 - Suspension/Removal from the DGEHS panel.
 - Blacklisting for a specified period for future empanelment.
 - Forfeiture of the Performance Bank Guarantee.

EXIT FROM THE PANEL :-

The Rates fixed by the DGEHS shall continue to hold good unless revised by DGEHS. In case the notified rates are not acceptable to the empanelled health care Organizations, or for any other reason, the health care Organization no longer wishes to continue on the list under DGEHS, it can apply for exclusion from the panel by giving one month notice. Patients already admitted shall continue to be treated.


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NODAL OFFICERS

Empanelled health care organizations shall notify two Nodal officers for DGEHS beneficiaries, one of them being of the rank of Deputy MS/ Addl. MS, who can be contacted by DGEHS beneficiary in case of any eventuality.

COMPETENCY FRAMEWORK (STANDARDIZING APPROVALS)

S. N.	Competency for	Proposed Competency
1.	Empanelment of already CGHS empanelled HCOs	Director General Health Services (DGHS)
2.	Empanelment of Non-CGHS HCOs	Hon'ble Minister of Health
3.	Extension of DGEHS empanelled HCOs (CGHS & Non-CGHS)	Director General Health Services (DGHS)
4.	De-empanelment of DGEHS empanelled HCOs	Director General Health Services (DGHS)
5.	Change in HCO details (Name, Address, Services, etc.)	Director General Health Services (DGHS)
6.	Signing the Agreement (on behalf of Lt. Governor)	Director General Health Services (DGHS)
7.	Change in Policy	By Cabinet Decision

The above SOP has been issued with prior approval of Competent Authority and shall be effective immediately.


(Dr. Amit Saini)
SPO, DGEHS

Dated:

F. No. 25(III)/DGEHS/1026/DGHS-HQ/19-20/Part-I/

Copy for information to:-

1. Secy. to Hon'ble Chief Minister, Govt. of NCT of Delhi.
2. Secy. to Hon'ble Minister of Health, Govt. of NCT of Delhi.
3. OSD to Chief Secretary, Govt. of NCT of Delhi.
4. Secy. (Health), Govt. of NCT of Delhi.
5. Registrar, Delhi High Court.
6. All Heads of Department of Govt. of NCT of Delhi.
7. Director General Health Services, GNCTD.
8. Controller of Accounts, GNCTD (with request to forward a copy of OM to all PAOs).
9. All HOOs/CDMOs under DGHS (with request to inform all concerned).
10. All branches of DGHS (HQ).
11. The In-charge, Computer Cell, DGHS (HQ) with the request to upload it on website (http://www.delhi.gov.in/wps/wcm/connect/doi_health/Health/Home/Directorate+of+Health+Service/s/DGEHS/)
12. Guard File.


(Dr. Amit Saini)
SPO, DGEHS