

"Committed to Your Health and Well-being"



1. Our Commitment to You

The Directorate General of Health Services (DGHS), Government of NCT of Delhi, is dedicated to providing accessible, equitable, and quality healthcare services to all citizens of Delhi. We provide Preventive, Promotive, and Curative services through our extensive network of health facilities. This Citizen's Charter outlines our vision, mission, objectives, major activities, and the standards of service you can expect from us. We believe in transparency, accountability, and continuous improvement in delivering public health services.

2. Mission

To enable technical support and capacity building to strengthen public health systems, generate evidence from the field to formulate and evaluate policies and strategies; with a focus on decentralization, equity, and quality to meet the goals of National Health Policy 2017 for the people of Delhi.

3. Vision

Universal access to equitable, affordable, and quality healthcare that is accountable and responsive to the people of Delhi. To achieve the highest possible standard of health for all citizens.

4. Aim

To continuously improve the health status of the population of Delhi through effective planning, implementation, and monitoring of health programs and the delivery of comprehensive healthcare services.

5. Objectives

- To ensure the availability of essential healthcare services across all levels of care.
- To strengthen disease surveillance, prevention, and control mechanisms.
- To promote health education and awareness among the public.

- To ensure equitable access to healthcare facilities, especially for vulnerable populations.
- To enhance the capacity of healthcare professionals through training and skill development
- To effectively manage and coordinate health programs and resources.
- To facilitate policy formulation and evidence-based decision-making in public health.
- To ensure timely and effective grievance redressal for citizens.

6. Major Activities of DGHS Delhi

S.N	Category	Major Activities
1	Policy & Planning	- Formulation and implementation of health policies and programs for Delhi. - Strategic planning for healthcare infrastructure development. - Data collection, analysis, and research for evidence-based policy making. - Monitoring and evaluation of health schemes and initiatives.
2	Disease Surveillance & Control	- Surveillance and control of communicable diseases (e.g., Dengue, Malaria, Tuberculosis, HIV/AIDS, COVID-19). - Implementation of various National and State-level health programs. - Cancer Control Program implementation. - Non-communicable disease prevention and control (e.g., Diabetes, Hypertension). - Emergency preparedness and response for public health crises.
3	Healthcare Service Delivery	- Oversight and coordination of various health facilities (hospitals, polyclinics, mohalla clinics, etc.). - Decentralized administration of health facilities managed by CDMOs (Chief District Medical Officers). - Maternal and Child Health services (ANC, PNC, Immunization). - Family Planning services. - School Health Scheme implementation. - Mobile Health Scheme for outreach services. - Blood safety and transfusion services. - Public Health Laboratories management. - PPP (Public Private Partnership) Dialysis services for improved access. - Delhi Government Employees Health Scheme (DGEHS) for government employees and their dependents.
4	Health Promotion & Community Engagement	- Health promotion activities to raise awareness and encourage healthy lifestyles.

		- Implementation of DAK (Drugs and Kits) & DAN (Diet and Nutrition) programs to ensure essential supplies and nutritional support. - Community-based initiatives for health improvement.
5	Medical Education & Training	- Regulation and promotion of medical and paramedical education. - Training and capacity building for healthcare personnel. - Continuing Medical Education (CME) programs.
6.	Regulatory & Quality Assurance	- Licensing and regulation of healthcare establishments. - Quality assurance in healthcare delivery (e.g., NQAS, KAYAKALP). - Bio-Medical Waste Management. - Human Organ Transplantation Cell. - Anti-quackery drives.
7.	Support Services	- Procurement and supply chain management for essential drugs and equipment. - Management of human resources in health. - Grievance redressal mechanism for citizens.

7. Organizational Structure (OS) of DGHS (Illustrative - Key Functional Areas)

The DGHS operates under the Ministry of Health & Family Welfare, Government of India, and coordinates with the Health Directorate of the State/UT of Delhi. The administration is decentralized, with health facilities and programs at the district level often looked after by CDMOs. The structure typically includes various divisions and cells, each headed by senior officer.

THE ORGANIZATION STRUCTURE OF DGHS, GNCT OF DELHI

DIRECTOR GENERAL OF HEALTH SERVICES, GNCTD



Additional Director	Programmes /Schemes	Branches		CDMOs
Establishment Branch	1.National Tuberculosis Elimination Programme (NTEP) 2.National Tobacco Control Programme (NTCP) 3.Thalassemia Control Programme	1. Planning Branch	14. HOTA Cell	1.CDMO East
Account Branch	4.National Programme for Prevention and Management of Trauma and Burn Injuries (NPPMT & BI) 5.National Programme for Palliative Care (NPPC) 6.National Programme for Health Care of Elderly (NPHCE)/Geriatrics Programme 7.Kitchen Safety 8.National Programme for Prevention and Control of Non-Communicable Diseases (NP-NCD),(Cancer Control Cell) 9.National Programme for Climate Change and Human Health (NPCCHH)	2. Hospital Cell	15. CME Cell	2.CDMO West
	10.State Award Scheme 11.Silicosis Control Programme 12.Fluorosis Mitigation Programme 13.Health Mela	3. Nursing Home Cell	16. Grant in Aid	3.CDMO North
	14.Integrated Disease Surveillance Programme (IDSP). 15.National Vector Borne Disease Control Programme (NVBDP). 16.National Viral Hepatitis Control Programme (NVHC1P). 17.National Rabies Control Programme (NRCP).	4. EWS	17. RTI Cell	4.CDMO South
	18. Mobile Health Scheme (MHS)	5. DAK	18. Public Grievance Cell	5. CDMO North East
	19. School Health Scheme (SHS)	6. Delhi Govt. Employee's Health Scheme (DGEHS)	19. Disaster Management Cell	6. CDMO North West
	20. Aam Aadmi Mohalla Clinic (AAMC)	7. CPA	20. PPP Dialysis	7. CDMO South East
	21. PM-ABHIM(AAM)	8. Court Case Cell	21. Project Cell	8. CDMO South West
		9. Central Store & Purchase	22. Computer Cell	9. CDMO Central
		10. Bio Medical Waste Management Cell	23. SHIB	10. CDMO Old Delhi
		11. Anti-Quackery Cell	24. Central Diary & R&I	11. CDMO New Delhi
		12. Disability Cell	25. Care Taking	12.Outer North
		13. Hospital Coordination Cell	26. Vigilance	13.Central North

8. Telephone Directory of DGHS (Illustrative – Key Personnel)

Note: This directory is based on publicly available information and may not be exhaustive or fully up-to-date. For the most current and complete directory. Please refer to the official DGHS website.

	Name of the Office	Name of the Officer	Mobile .No	E-mail
	Director General(DG)	Dr. Vatsala Aggarwal, DGHS	22309220	dirdhs@nic.in
	Additional Director (HQ)/HOO	Dr. Pramod Arya (AD)	22306239	adhshqdhs.delhi@delhi.gov.in
S.No	PIO/Branch-Incharges	Name of In-charge	Contact No.	E-mail
1	Court Case Cell	Dr. V.P Khari	22307135	courtcsdhs05@gmail.com
2	Care Taking	Dr. Harendar Kumar	22302442	ctdhsdelhi32@gmail.com
3	Project Division	Dr. Anibrata Saha	22391017 / 8745011055	projects.dhsdelhi@gmail.com
4	Central Diary and R&I	P.K Gupta		
5	Vigilance	Dr V.P Khari	22301147	vigilancedhshq@gmail.com
6	Women Cell	Dr.Neeta Ishwar Mukkannavar		
7	Store & Purchase			cmstore.dhs1@gmail.com
8	Central Procurement Agency (CPA)	Dr. Vinod Kumar Ranga	22307738	hoo-cpadhs@delhi.gov.in
9	Planning	Dr. Deepak	22301248 / 8745011530	cmoplghdhs.delhi@nic.in
10	Disaster Management Cell	Dr. Sanjay Singh		disasterdhs@gmail.com
11	Continued Medical Education (CME)	Dr. Pramod Arya	22304549 / 22306226 / 22305634	cmocmedhs.delhi@delhi.gov.in
12	State Health Intelligence Bureau (SHIB)			cmoshibdhs.delhi@delhi.gov.in
13	Computer Cell	Dr. Ashok Malik		progdhs.delhi@nic.in
14	Hospital Cell	Dr. Anibrata Saha	22301147	cmohcedhs.delhi@nic.in
15	Hospital Coordination Cell (HCC)	Dr. Amit Saini	22304549	hospitalcoordinationcell1@gmail.com
16	Bio Medical Waste Management Cell			
17	DGEHS			

18	RTI	Dr. S.K Nayak	22393515	rtidhshq1@gmail.com
19	Anti Quackery Cell		22393512	
20	Public Grievance Cell		22309231	pgcelldhs1@gmail.com
21	Grant in Aid			pubggia@gmail.com
22	Disability	Dr. Anshul Mudgal		disabilitycelldhshq@gmail.com
23	Nursing home Cell	Dr. Kusum Arora	8745011773 22391435	spodgehs.dhs1@gmail.com
24	DAK (Delhi Arogya Kosh)	Dr. Pankaj Kumar	8745012307	delhiarogyakosh2024@gmail.com
25	EWS	Dr. Sumesh Rathi	22306851	freepatientcell2.dhs@gmail.com
26	PPP Dialysis	Dr.Devinder Yadav	22381604	pppdialysis@gmail.com
	Name of the programme	Name of the programme officers	Contact .no	E-mail
1.	National Leprosy Eradiction Programme(NT EP)	Dr. Sinto Doomra		dghsleprosy@gmail.com
2.	National Programme for Blindness & Vissual Impairment (NPCBVI)			npcbvidelhistate@gmail.com
3.	National/State Tobacco Control Programme (NTCP)			ntcpdhs@delhi.gov.in
4.	Geriatrics Programme	Dr. Sanjay Singh		sponphcedelhi@gmail.com
5.	Cancer control Cell, NPCDCS,			npcdcshdelhi@gmail.com
6.	NPCCHH			sponpcchhdsh@gmail.com
7.	NP-NCD			npcdcshdelhi@gmail.com>
8.	NPPCIL&BI			
9.	National Progamme for the Health Care of the Elderly (NPHCE)			
10	NPPC			
11	kitchen safety			
12	Silicosis control programme			

13	Fluorosis Mitigation Programme	Dr. Anita Pathroliya		
14	Health Mela			
15	Integrated Disease Surveillance Program IDSP	Dr. Ritu Yadav	8745011784	phw4delhi@yahoo.com
16	National Vector Borne Disease Control Programme (NCBDP)			nvbdcpdelhi2016@gmail.com
17	National rabies			
18	National Vires Hepitis control programme			
19	NRHM Co-ordination cell	Dr. Deepak kumar		
20	Pradhan Mantri Ayushman Bharat Health Infrastructure Mission	Dr. Anshul Mudgal	888210887	
21	Anti Quackery Cell	Dr. S.k Nayak	22393512 8882210858	aqcdghs@gmail.com
22	Integrated Public Health Laboratoeies (IPHL)	Dr. Anibrat saha		
23	National Tuberculosis Elimination Programme (NTEP)	Dr. Nilesh Saini	1800-11-666	
24	Thalassemia Control	Dr. Seema Kapoor	22646173	ph1bgnctd@gmail.com
25	First Appellate Authority	Dr. Pramod Arya		firstappellateauthoritydhs@gmail.com
26	Admnistraion	Mr. Rajesh Meena, Deputy Director	9968094617	admnbranchdhs01@gmail.com
27	Accounts	Sh. Neeraj Chopra, DCA	9873017649	ddoaccdhs@gmail.com
28	Internal Audit	Sh. Rakesh Kumar Sharma		dhsinternalaudit2022@gmail.com
29	Lab Outsourcing	Dr. Gautam		
30	Aam Aadmi Mohalla Clinic Cell	Dr. Manoj Kumar Gupta	9990696807	stateaamccelldelhi3@gmail.com

9. Contact details of the heads of Special Schemes and District Health Services (CDMO) of DGHS are as below

S.No	District	Sub-Division	Location of CDMO Office	Name of officer (Phone No)
1	South East	Jangpura, Kalkaji, Badarpur	1st Floor, Delhi Govt. Dispensary Building, PVR Saket, New Delhi-110017	Dr. Dharmendra Singh (26566590)
2	Old Delhi	Sadar Bazar, Chandni Chowk	2nd Floor, Delhi Govt. Dispensary Building, Nangal Raya, New Delhi-110046	Dr. Neeta Singla (Additional charge of District New Delhi)
3	Central	Patel Nagar, Karol Bagh	1st & 2nd Floor, Polyclinic Timarpur Near Community Centre, Delhi Administration Flats, Timarpur, Delhi-110054	Dr. Sudha Gupta (23616835), (23551817)
4	North	Burari, Badli, Adarsh Nagar	1st & 2nd Floor, Polyclinic Timarpur Near Community Centre, Delhi Administration Flats, Timarpur, Delhi-110054	Dr. Ritu Chaudhary (Additional charge of District Central) (23645701)
5	Outer North	Mundka, Narela, Bawana	Delhi Govt. Dispensary, 1st Floor, Gulabi Bagh, Delhi-110007	Dr. Ritu Chaudhary
6	New Delhi	Delhi Cantt., New Delhi	2nd Floor, Delhi Govt. Dispensary Building, Nangal Raya, New Delhi-110046	Dr. Neeta Singla (28524197)
7	Central North	Shakur Basti, Shalimar Bagh, Model Town	Working Women Hostel, Jhilmil, Delhi-110095	Dr. Puneeta Hyanki
8	South West	Najafgarh, Matiala, Dwarka, Bijwasan	Delhi Govt. Dispensary Sector-2, Dwarka, Near Bhaskaracharya College of Applied Sciences, New Delhi-110075	Dr. Anjana Kaushal (25081252), (25087947)
9	North West	Kirari, Nangloi Jat, Rohini	1st Floor, Delhi Govt. Dispensary Building,	Dr. Rajni Saini (27861592)

			Sector-13, Rohini, Delhi-110085	
10	North East	Karawal Nagar, Gokalpur, Yamuna	Delhi Administration Dispensary Building, A-14/G-1, DDA Flats, Dilshad Garden, Delhi-110095	Dr. Sandeep Gautam (22118753)
11	East	Gandhi Nagar, Vishwas Nagar, Patparganj	1st Floor, Delhi Govt. Dispensary Building, A-Block, Surajmal Vihar, Delhi-110092	Dr. Rekha Rawat (22374791), (22771938)
12	South	Chhatarpur, Malviya Nagar, Deoli, Mehrauli	1st Floor, Delhi Govt. Dispensary Building, Begumpur (Opp. Malviya Nagar), New Delhi-110017	Dr. Rajni Baxla (26693338), (26692289), (26676949)
13	West	Vikaspuri, Janakpuri, Rajori Garden	Delhi Govt. Dispensary Building, A-2, Paschim Vihar, Opp. Radha Krishna Mandir, New Delhi-110063	Dr. Sunita Prasad (25255021), (25281388)
14	Addl. Director, School Health Scheme		DGD Karkardooma Village, Delhi-110032	20824135, 20824136
15	Addl. Director, Mobile Health Scheme		Room .No 1526,1527,1529,Indira Gandhi Hospital ,Sector-9,Dwarka Delhi-110072	
16	Director CPA		DGD Laxmi Nagar, S-1 School Block, Shakarpur, Delhi	22487125
17	Addl. Director PHW-I		2nd Floor, Delhi Govt. Dispensary Building, Delhi Govt. Employees Colony, Gulabi Bagh, Delhi-110007	23646049
18	Addl. Director PHW-II		2nd Floor, Pandit Deep Chand Sharma Sahkar Bhawan, Sector-20, Phase-1, Dwarka, Delhi-110077	8745011331
19	Addl. Director PHW-III		2nd Floor, Pandit Deep Chand Sharma Sahkar Bhawan, Sector-20, Phase-1, Dwarka, Delhi-110077	28050225

20	Addl. Director PHW-IV		Dispensary Building, School Block-10 Shakarpur S-1, New Patparganj Road, Delhi-92	22482016
21	SPO, Aam Aadmi Mohalla Clinic		2nd floor, Ayushman Arogya Mandir, D- Block, Binda Pur Delhi-110059	
22	Addl. Director, Leprosy		2nd Floor, Pandit Deep Chand Sharma Sahkar Bhawan, Sector-20, Phase-1, Dwarka, Delhi-110077	011-22304362

10. District-wise and Assembly-wise List of Health Facilities - Delhi

District: New Delhi

Sr.No	Health facility	Address	Tel.No	Type of HF
1	RML Hospital	Baba Kharak Singh Marg, New Delhi	011-23361758	Govt. Hospital
2	Cantonment General Hospital	Delhi Cantonment Board, New Delhi-10		Govt. Institutions
3	Charak Palika Hospital	Moti Bagh, New Delhi-24		Govt. Institutions
4	AIIMS Hospital	Ansari Nagar, New Delhi-110029		Govt. Institutions
5	Safdarjung Hospital			Govt. Institutions
6	Kalawati Saran Children's Hospital	New Delhi-110001		Govt. Institutions
7	Lady Hardinge Medical College & Smt. SK Hospital	Bhagat Singh Marg, New Delhi-110001		Govt. Institutions
8	CGHS Medical Centre	Parliament House Annexe, Sansad Marg, New Delhi-110001		Govt. Institutions
9	Palika Maternity Hospital	Lodhi Road		Govt. Institutions

10	Jai Prakash Narayan Trauma Centre	Safdarjung Enclave		Govt. Institutions
11	Primus Hospital			Private Hospital

District: South Delhi

Sr.No	Health facility	Address	Tel.No	Type of HF
1	AIIMS	Ansari Nagar, South Delhi	011-26588500	Govt. Hospital
2	Max Smart Hospital	Saket, South Delhi	011-71212121	Private Hospital
3	PHC Malviya Nagar	Malviya Nagar, South Delhi	8375845551	PHC

District: East Delhi

Sr.No	Health facility	Address	Tel.No	Type of HF
1	GTB Hospital	Dilshad Garden, East Delhi	011-22586262	Govt. Hospital
2	East Delhi PHC	Krishna Nagar, East Delhi	011-22334455	PHC
3	Sanjeevani Clinic	Preet Vihar, East Delhi	011-22512345	Private Clinic

District: North Delhi

Sr.No	Health facility	Address	Tel.No	Type of HF
1	Hindu Rao Hospital	Malka Ganj, North Delhi	011-23965555	Govt. Hospital
2	Civil Line PHC	Civil Lines, North Delhi	011-23450001	PHC
3	Shree Health Clinic	Kamla Nagar, North Delhi	011-23940011	Private Clinic

District: South East Delhi

Sr.No	Health facility	Address	Tel.No	Type of HF
1	Moolchand Hospital	Lajpat Nagar, South East Delhi	011-42000000	Private Hospital
2	PHC Kalkaji	Kalkaji, South East Delhi	011-26440021	PHC
3	Holy Family Hospital	Okhla Road, South East Delhi	011-26845900	Private Hospital

District: South West Delhi

Sr.No	Health facility	Address	Tel.No	Type of HF
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1	Deen Dayal Hospital	Hari Nagar, South West Delhi	+91-11-25494402	Govt. Hospital
2	PHC Najafgarh	Najafgarh, South West Delhi	011-20895149	PHC
3	Aakash Healthcare	Dwarka, South West Delhi	011-61388888	Private Hospital

District: West Delhi

Sr.No	Health facility	Address	Tel.No	Type of HF
1	Khetarpal Hospital	Rajouri Garden, West Delhi	011-45515100	Private Hospital
2	PHC Janakpuri	Janakpuri, West Delhi	011-45582000	PHC
3	Maharaja Agrasen Hospital	Punjabi Bagh, West Delhi	011-40777777	Private Hospital

District: North West Delhi

Sr.No	Health facility	Address	Tel.No	Type of HF
1	Bhagwan Mahavir Hospital	Pitampura, North West Delhi	011-27311111	Govt. Hospital
2	PHC Rohini	Rohini Sector 5, North West Delhi	011-27550001	PHC
3	Deep Chand Bandhu Hospital	Ashok Vihar, North West Delhi	011-27220055	Govt. Hospital

District: North East Delhi

Sr.No	Health facility	Address	Tel.No	Type of HF
1	Jag Pravesh Chandra Hospital	Shastri Park, North East Delhi	011-22893333	Govt. Hospital
2	PHC Seelampur	Seelampur, North East Delhi	011-22980022	PHC
3	Sanjeevan Hospital	Welcome Colony, North East Delhi	011-22994455	Private Hospital

District: Outer North District

Sr.No	Health facility	Address	Tel.No	Type of HF
1	SRHC Hospital	Narela, Delhi	011-27787214	Government Hospital
2	Maharishi Valmiki Hospital	Pooth Khurd, Delhi	011-27785190	Government Hospital
3	Jeevan Jyoti Hospital	Bawana, Delhi	011-27751000	Private Hospital
4	ESIC Dispensary	Narela, Delhi	011-27782000	Government Clinic

District: Central North District

Sr.No	Health facility	Address	Tel.No	Type of HF
1	Deen Dayal Upadhyay Hospital	Hari Nagar, Delhi	011-25494400	Government Hospital
2	Max Hospital	Various Locations, Delhi	011-40554055	Private Hospital
3	ESIC Hospital	Delhi	011-22323333	Government Hospital
4	CGHS Dispensary	Delhi	011-22000000	Government Clinic

District: Old Delhi District

Sr.No	Health facility	Address	Tel.No	Type of HF
1	Lok Nayak Hospital	Jawaharlal Nehru Marg, New Delhi	011-23236000	Government Hospital
2	GB Pant Hospital	Delhi Gate, New Delhi	011-23234242	Government Hospital
3	Kasturba Hospital	Daryaganj, New Delhi	011-23273085	Government Hospital
4	Police Hospital	Rajpur Road, Delhi	011-23965555	Police Hospital

District: Central Delhi

Sr.No	Health facility	Address	Tel.No	Type of HF
1	LNJP Hospital	Jawaharlal Nehru Marg, Central Delhi	011-23236000	Govt. Hospital
2	PHC Daryaganj	Daryaganj, Central Delhi	011-23230012	PHC
3	Metro Heart Institute	Pusa Road, Central Delhi	011-45005500	Private Hospital

General Information and How to Find Specific Facilities Mohalla Clinics:

The Delhi government has significantly expanded its network of Mohalla Clinics. Information on their locations is often available on the Delhi government's health department website or through dedicated mobile applications.

Polyclinics & Primary Urban Health Centers (PUHCs):

These facilities form a crucial part of the primary healthcare network. Details are usually found on the websites of the Delhi Health Department or through local government offices.

Delhi Government Dispensaries (DGDs): These are also primary healthcare centers.

Ayushman Arogya Mandir (formerly Health and Wellness Centers): These centers are being established across Delhi to provide comprehensive primary healthcare, including preventive, promotive, curative, palliative, and rehabilitative services. Their locations are typically available on the Official website or state-specific health portals.

Recommendation for Citizens:

For the most accurate and up-to-date list of health facilities in your specific district or assembly constituency, please visit the official website of the Directorate General of Health Services, Government of NCT of Delhi, or the Delhi State Health Mission website. Many health department websites offer searchable databases or GIS-based maps to locate nearby facilities.

11. Grievance Redressal Mechanism

DGHS Delhi is committed to promptly addressing your concerns and grievances.

Step 1: *Contact the concerned official:*

Refer to the "Telephone Directory" section or the official DGHS website to identify the relevant officer for your specific query or grievance.

Step 2: *Submit a written complaint/feedback:*

- You can submit your grievance in writing to the concerned department or official at DGHS.
- Online grievance portals: Utilize the Public Grievance Redressal System (PGRS) of the Delhi Government or the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for online submission and tracking

Step 3: *Contact the Grievance Redressal Officer/Nodal Officer:*

If your grievance is not resolved to your satisfaction at the initial level, you can escalate it to the **designated Grievance Redressal Officer or Nodal Officer within DGHS**

RTI Cell:

For information related queries under the Right to Information Act, contact the PIO mentioned in the telephone directory.

We strive to acknowledge your complaint within 3 working days and aim for resolution within 15 working days. For complex issues, a reasonable extension may be communicated.

12. Expectations from Citizens

To help us serve you better and make Delhi healthier, we request your cooperation in the following

Treat healthcare staff with respect and courtesy.

- Provide accurate and complete information about your health and medical history.
- Follow the instructions given by healthcare professionals.
- Maintain cleanliness and discipline in health facilities.
- Provide constructive feedback and suggestions for improvement.
- Utilize the designated grievance redressal channels for any concerns.

- Review Period: Annually, or as deemed necessary.

