

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**  
**DIRECTORATE GENERAL OF HEALTH SERVICES**  
**(NURSING HOME CELL)**  
**3<sup>RD</sup> FLOOR, DGD BUILDING, S-1, SCHOOL BLOCK, SHAKARPUR, DELHI- 110092**

F.23/Misc./COVID-19/DGHS/NHC/2020/Pt. XXIV/684-694

Dated 15/06/2021

**ORDER**

It is hereby conveyed that the competent authority has approved that Order No. 52/DGHS/PH-IV/COVID-19/2020/prsecyhfw/14450-14649 dated 20.06.2020 issued by Pr. Secretary (Health & FW), GNCTD regarding fixing rates for COVID related treatment to be charged by private hospitals in NCT of Delhi with the proviso that all COVID beds would be at rates given by the Committee subject to upper limit of 60% of the beds of total hospital bed capacity shall remain unchanged in the larger public interest.

Further, the competent authority has also approved the following grievance redressal mechanism w.r.t. overcharging / excess billing of covid patients by private hospitals in NCT of Delhi:

**FOR COMPLAINANT**

S. No.	Query	Reply
1.	Where to file a complaint	Office of District Magistrate where the facility is situated <i>In case the complainant is unaware regarding the District where the facility / hospital is situated, he may call 1031 to get this information.</i>
2.	Procedure of filing a complaint	Online (on e-mail ID of the concerned DM) / Offline (through post to concerned DM)
3.	Information / Documents to be provided /enclosed with the complaint	<ul style="list-style-type: none"><li>Name of the Hospital:</li><li>Name of the patient :</li><li>Date of Admission :</li><li>Date of discharge / death:</li><li>Discharge / Death Summary:</li><li>Copy of the Bill:</li><li>Mobile Number:</li><li>Email ID:</li><li>Details of complaint of overcharging including grounds thereof and relevant documents to prove the case</li></ul>

**ACTION TO BE TAKEN AT DISTRICT LEVEL**

1. Committee comprising of the following to be constituted:

- |   |               |
|---|---------------|
| a) ADM/ SDM   | - Chairperson |
| b) *Specialist (Medicine) from Delhi Govt. Hospital in the concerned District | - Member      |
| c) Medical Officer from CDMO Office   | - Member      |

*[Signature]*  
15/6/2021

- d) Accounts functionary of O/o DM  
e) Pharmacist from CDMO Office

- Member  
- Member

*\* In case there is no Delhi Government Hospital in the concerned District, Department of Health & Family Welfare will nominate a Specialist (Medicine) for the Committee*


2. Meeting of the Committee :

Schedule : The Committee shall meet once a week and if required more  
Mode : Online/ Offline

3. Procedure to be followed by the Committee:

- a) The Committee will record and examine the complaint
- b) In case the Committee requires any further information/ documents from the complainant the same shall be informed to the complainant to be provided in a time bound manner
- c) After examining the complaint, the Committee shall forward the complaint to the Medical Superintendent of the concerned hospital for seeking his comments thereupon and to provide & justify the itemised bill within one week.
- d) After receiving the comments, the members of the Committee shall re-examine the complaint & comments of the Medical Superintendent thereupon in the next meeting of the Committee.
- e) The complaint shall be considered jointly by the Committee in its next scheduled meeting. Medical Superintendent of the hospital and the complainant shall also be invited to participate in the meeting.
- f) After the meeting, the Committee will opine whether it is a case of overcharging or not
- g) The opinion of the Committee would be sent to Director (DGHS) through the concerned District Magistrate for approval of the opinion of the Committee.
- h) In case, it is found that it is a case of overcharging, the DM after approval shall initiate action as per the provisions of Clause 18 of the Delhi Epidemic Diseases, COVID-19 Regulations, Section 188 of IPC and other applicable laws.

This issues with prior approval of the Competent Authority.

  
(Dr. Nutan Mundeja)  
Director General Health Services


F.23/Misc. /COVID-19/DGHS/NHC/2020/Pt. XXIV/ **624-694**

Dated **15/06/2021**

Copy to:

1. Secretary to Hon'ble Dy. Chief Minister, GNCTD
2. Secretary to Hon'ble Minister of Health, GNCTD
3. PS to Chief Secretary, GNCTD
4. PS to Addl. Chief Secretary (Power)/ Nodal Officer (COVID), GNCTD

5. PS to Pr. Secretary (Health & FW), GNCTD
6. PS to Pr. Secretary (Revenue)-cum- Divisional Commissioner, GNCTD
7. PS to Secretary (Health & FW), GNCTD
8. District Magistrate of all 11 Revenue Districts in NCT of Delhi
9. CDMO of all 11 Districts in NCT of Delhi
10. All private hospitals/ nursing homes providing COVID related treatment in NCT of Delhi
11. Incharge Computer Cell, DGHS for uploading the order on the website of Delhi Government

  
(Dr. Nutan Mundeja)  
Director General Health Services