

"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 officers.

Organizational Structure				
DGHS				
Dr. Rati Makkar,				
Additional Director (HQ) Dr. Meenakshi Hembram:				
Additional Director	31. Programme Officers	20. Branches	4. Schemes	11 CDMOs
Estt. Branch Dy. Dir. (Mr. Rajesh Meena)	PHW-I NPPCD, NLEP, NPCBVI, (Dr.Shintoo Doomra)	1. Planning Branch, (Addl. Dir., Dr. Deepak Kumar Singh)	1. Delhi Govt Employee's Health Scheme (DGEHS), (Dr. S.K. Nayak : 8745011008)	1.CDMO East, (Dr. Rekha Rawat : 8745011395)
Account Branch DCA, Sh. Om Prakash Nautiyal)	PHW-II NTCP, Burn & Trauma, Palliative Care, Heat Wave, Food Safety, NOHP, FSSAI, NPHCE,NCDCP, Geriatrics Programme, (Dr. Sanjay Singh	2. Hospital Cell, (Dr. Anibrata Saha)	2. Mobile Health Scheme (MHS), (Dr. VK Jha : 8745011301)	2.CDMO West (Dr Sunita Prasad :8745011323)
	PHW-III Health Mela, State Award Scheme, Fluorosis Mitigation Programme, Silicosis Control Programme, (Dr. K.S. Bhagotia 8745011314)	3. Nursing Home Cell, (Dr. Kusum Arora)	3. School Health Scheme (SHS), (Dr. Shalini Verma:)	3.CDMO North, (Dr Sudha Gupta:99111714210)
	PHW-IV IDSP, NVBDCP, National Rabies Control Program, National Viral Hepatitis Control Program, (Dr. Ritu Yadav): 8745011784	4. CPA Cell, (Dr. Bharat Bhusan Bhartiya)	4. AAMC, (Dr. Manoj kumar gupta:)	4.CDMO South, (Dr Rajni Bela baxla)
	NTEP, Dr Nilesh saini, SPO(DHSM)	5. Court Case Cell, (Dr. VP. Khari)		5. CDMO South East, (Dr Dharmender Singh;)
	EWS, (Dr. Kusum Arora)	6. Vigilance Branch (Addl. Dir., Dr. Meenakshi Hembram;		6. CDMO South West, (Dr Anjana Kaushal;)
	Thalassemia Control Programme, (Dr. Seema Kapoor (DSHM) :	7. Disability Cell, (Dr. Anshul Mudgal)		8. CDMO North East, (Dr Sandeep Gautam, :8745011243)
	Delhi Arogya Kosh, (Dr. R.K. Ahuja : 8745012307)	8. Central Store & Purchase, (Dr. Archana Prakash :)		7. CDMO Shahdara, (Dr Bimlesh Yadav :9868514056)
	NRHM Co-ordination Cell, (Addl. Dir., Dr. Deepak Kumar Singh : 8745011530)	9. CME Cell), Dr. Anshuman Kumar)		9. CDMO North West, (Dr. Rajni Saini)
	Project Divison (Dr. Rajesh Kumar: 8745011055)	10. Grant in Aid, (Dr. Archana Prakash)		10. CDMO Central, (Dr. Ritu chaudhary)
	Bio Medical Waste Management Cell, (Dr. Daljeet Kaur Jolly : 7827981364)	11. RTI Cell, (Dr. Anshul Mudgal :)		11. CDMO New Delhi, (Dr Neeta Singla :)
	PM-ABHIM(AAM), (Dr. Anshul Mudgal (IPHL) -Anibrat Saha;	12. Public Grievance Cell, (Dr. Anshul Mudgal;)		
	Anti Quackery Cell, (Dr. Archana Prakash)	13. HOTA Cell, (Dr. Daljeet Kaur Jolly)		
	PPP Dialysis Programme, dr. Devinder Yadav	14. COVID Fund, IEC / BCC, E-Waste Management, (Dr. Abhishek kumar)		
		15. Hospital Co-ordination Cell, (Dr. Daljeet Kaur Jolly)		
		16. Disaster Management Cell, (Dr. Sanjay Singh :)		
		17. State Health Intelligence Bureau (SHIB), Dr. Anshuman Kumar :)		
		18. Computer Cell, (Dr. Anshuman Kumar))		
		19. Central Diary & R&I, (SO) Dr. Purnima Sharma)		
		20. Care-taking, Dr. Poonam Panwar)		

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. Rati Makkar,DG HS	22309220	dirdhs@nic.in
	Additional Director (HQ)/HOO	Dr. Meenakashi Hembram (AD)	22306239	adhshqdhhs.delhi@delhi.gov.in
	PIO/Branch-Incharges	Name of Incharge		E-mail
1	Court Case Cell	Dr. V.P Khari, CMO	22307135	courtcasehdhs04@gmail.com
2	Care Taking	Dr. Poonam Pawar	2238226	ctdhsdelhi32@gmail.com
3	Central Diary and R&I	Ms. Purnima	9811113051	pdlabservicesgnctd@gmail.com
4	Project Divison	Dr. Rajesh kumar	8745011055 22391017	projects.dhsdelhi@gmail.com
5	Grant in Aid Cell	Dr. Archana Prakash	8800264848 22304534	pubggia@gmail.com
6	Store & Purchase			cmostore.dhs1@gmail.com
7	Central Procuremnt cell	Dr. Bharat Bhusan Bhartiya		
9	Planning	Dr. Deepak	8745011530 22301248	cmoplghdhs.delhi@nic.in
10	CME	Dr. Anshuman Kumar	22304549 (9312276716),2 2306226 22305634	cmocmedhs.delhi@delhi.gov.in
11	SHIB			cmoshibdhs.delhi@delhi.gov.in
12	Computer Cell			progdhs.delhi@nic.in
13	Disability	Dr. Anshul Mudgal	22393512 22393515 22309231	disabilitycelldghshq@gmail.com
14	RTI			rtidhshq1@gmail.com
15	Public Grievnece Cell			pgcelldhs1@gmail.com
16	Hospital Cell	Dr. Anibrata Saha	22301147	cmohcdhs.delhi@nic.in
17	Nursing Home Cell	Dr. Kusum Arora	22307738	nursinghomesgnctd2022@gmail.com
18	Bio Medical Waste (BMW)	Dr. Daljit Kaur Jolly	22304549	cmobmwdhs.delhi@nic.in

19	Disaster management cell,	Dr. Sanjay Singh,	22393512	disasterdhs@gmail.com
20	Hospital Co-ordination Cell	Dr.Daljit Kaur	22391012	
21	DGEHS	Dr.S.K Nayak	8745011773 22391435	spodgehs.dhs1@gmail.com
	Name of the programme	Name of the programme officers	Contact .no	E-mail
	PH-I			
1.	Cancer control Cell, NPCDCS, NIDDCP	Dr.Shinto Sharma	22393512	npcdcsdelhi@gmail.com
2.	National Leprosy Eradiction Programme			dghsleprosy@gmail.com
3.	National Programme for Blindness & Vissual Impairment (NPCBVI)			
	PH_II			
4.	National/State Tobacco Control Programme (NTCP)	Dr. Sanjay Singh, SMO	22393512 7827981378	ntcpdhs@delhi.gov.in
5.	Geriatrics Programme			
6.	Heat wave			
7.	(NHOP)National Oral Health Programme			
8.	Non communicable disease			
9.	Trauma and burns			
10	National Progamme for the Health Care of the Elderly (NPHCE)			
11	Palliative care			
12	Food Safty and Standards Authority of India (FSSAI)			
13	Food safety kitchen safety			

	PH-III			
14	Silicosis control programme	Dr.Bhagotia	8745011314	
15	Flurosis Mitigation Programme			
16	State Awards			
17	Health Mela			
	PH-IV			
18	Integrated Disease Surveillance Program IDSP	Dr. Ritu Yadav	8745011784	phw4delhi@yahoo.com
19	National Vector Born Disease Control Programme (NCBDGP)			nvbdcpdelhi2016@gmail.com
20	National rabies			
21	National Vires Hepitis control programme			
22	DAK (Delhi Arogya Kosh)	Dr. R.K Ahuja , Rakesh kartar	8745012307	dakdan@gmail.com
23	EWS	Dr. Raghuraj	22306851	freepatientcell.dhs@gmail.com
24	NRHM Co-ordination cell	Dr.Deepak kumar		
25	Pradhan Mantri Ayushman Bharat Health Infrastructure Mission	Dr. Anshul Mudgal	888210887	
26	Anti Quackery Cell	Dr. Archana Prakash	22393512 8882210858	aqcdghs@gmail.com
27	Integrated Public Health Laboratoeies (IPHL)	Dr.Anibrat saha		
28	PPP Dialysis	Dr.Devinder Yadav	22381604	pppdialysis@gmail.com
29	National Tuberculosis Elimination Programme (NTEP)	Dr.Nilesh Saini	1800-11-666	
30	Thalassemia Control	Dr. Seema Kapoor	22646173	ph1bgnctd@gmail.com
31	First Apellate			firstappellateauthoritydhs@gm

	Authority			ail.com
32	Admnistraion	Mr.Rajesh Meena,Deputy Director	9968094617	admnbranchdhs01@gmail.com
33	Accounts	sh. Om Prakash Nautiyal,DC A	9873017649	ddoaccdhs@gmail.com
34	Internal Audit	Sunita Nautiyal		dhsinternalaudit2022@gmail.com
35	Lab Outsourcing	Dr. Gautam		

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

S.No	Name of District	Office Location	Phone Numbers
1.	Central Distt.	Gali No. 4, Baghichi Alaudin, Nabi Karim, Paharganj, Delhi-55	23616835, 23551817
2.	East Distt.	DGD, Surajmal Vihar, A-Block, Delhi-92	22374791 (R), 22771938
3.	New Delhi Distt.	DGD Nangal Raya, New Delhi-46	28524197
4.	North Distt.	DGD Gulabi Bagh, Delhi Administration Flats, Gulabi Bagh, Delhi-7	23645701
5.	North West Distt.	DGD Sec.-13, Rohini, Delhi-110085	27861592
6.	North East Distt.	A-14/G-1, DDA Flats, Dilshad Garden, Delhi-95	22118753
7.	Shahdara Distt.	E-129, jhimil colony, Jhimil Colony, Delhi, 110095	2211363, 22127901
8.	South Distt.	DGD Building, Begumpur, Malviya Ngr. Delhi- 110017	26693338, 26692289 (R), 26676949
9.	South-East Distt.	DGD Building Saket, New Delhi-110017	26566590
10.	South-West District	DGD Sec.-2, Dwarka, Delhi-75	25081252, 25087947
11.	West District	DGD A-2 Block, Paschim Vihar, Delhi-63	25255021, 25281388
12.	Addl. Director, School Health Scheme	DGD Karkardooma Village, Delhi-110032	20824135, 20824136
13.	Addl. Director, Mobile Health Scheme	DGD Building, Pandit Deep Chand Sharma, Sahkar Bhawan, Sector-20, Phase-1, Dwarka, Delhi-77	28054777
14.	Director CPA	DGD Laxmi Nagar, S-1 School Block, Shakarpur, Delhi	22487125
15.	Addl. Director PH-I	2 nd Floor, Delhi Govt. Dispensary Building, Delhi Govt. Employees Colony, Gulabi Bagh, Delhi-110007.	23646049
16.	Addl. Director PH-II	2nd Floor, Pandit Deep Chand Sharma Sahkar Bhawan, Sector-20, Phase-1, Dwarka, Delhi-110077	8745011331 9810866389

17.	Addl. Director PH-III	2nd Floor,Pandit Deep Chand Sharma Sahkar Bhawan, Sector-20, Phase-1, Dwarka, Delhi-110077	28050225, 8745011314
18.	Addl. Director, PH-IV	Dispensary Building,School Block-10 Shakarpur S-I, New Patparganj Road, Delhi-92	22482016
19.	SPO Aam Aadmi Mohla Clinic	3rd Floor, Pandit Deep Chand Sharma Sahkar Bhawan, Sector-20, Phase-1, Dwarka, Delhi-110077	22307738
20.	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	New Delhi PHC	Connaught Place, New Delhi	011-23451234	PHC
3	City Care Clinic	Janpath, New Delhi	011-22001100	Private Clinic

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	71212121	Private Hosp.
3	PHC Malviya Nagar	Malviya Nagar, South Delhi	011-29876543	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 Hosp.
2	PHC Kalkaji	Kalkaji, South East Delhi	011-26440021	PHC
3	Holy Family Hospital	Okhla Road, South East Delhi	011-26845900	Private Hosp.

District: South West Delhi

Sr.No	Health facility	Address	Tel.No	Type of HF
1	Deen Dayal Hospital	Hari Nagar, South West Delhi	25494402-08	Govt. Hospital
2	PHC Najafgarh	Najafgarh, South West Delhi	011-20895149	PHC
3	Aakash Healthcare	Dwarka, South West Delhi	011-61388888	Private Hosp.

District: West Delhi

Sr.No	Health facility	Address	Tel.No	Type of HF
1	Khetarpal Hospital	Rajouri Garden, West Delhi	011-4515100	Private Hosp.
2	PHC Janakpuri	Janakpuri, West Delhi	011-25554702	PHC
3	Maharaja Agrasen Hospital	Punjabi Bagh, West Delhi	011-40777777	Private Hosp.

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 Hosp.

District: Shahdara

Sr.No	Health facility	Address	Tel.No	Type of HF
1	Dr. Hedgewar Hospital	Karkardooma, Shahdara	011-22324042	Govt. Hospital
2	PHC Vivek Vihar	Vivek Vihar, Shahdara	011-22334466	PHC
3	Healing Touch Clinic	Anand Vihar, Shahdara	011-22223334	Private Clinic

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 Hosp.

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.

