



F No 6-52/CGHS/GR.CELL/2020/DIR/CGHS  
Govt. of India  
Min. of Health & Family Welfare  
Department of Health & Family Welfare  
Directorate General of CGHS

545-A Nirman Bhawan, New Delhi.  
Dated the 11th May, 2021

OFFICE ORDER

Subject: Advisory to Health Care Organizations (HCOs) empanelled under CGHS in view of the prevalent Corona Virus (COVID-19) Pandemic-

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With reference to the above subject the undersigned is directed to draw attention to the OM of even No dated 10.07.2020 and to state that this Ministry is in receipt of representations from CGHS beneficiaries of the difficulties in availing treatment facilities at private hospitals / Diagnostic Centres empanelled under CGHS . The matter has been reviewed and the undersigned is directed to state that the Additional Directors , CGHS shall take up the matter with the private HCOs empanelled in the concerned City to ensure that :

- i. The CGHS empanelled hospitals shall not refuse to provide treatment to CGHS beneficiaries at approved rates.
  - ii. Similarly, empanelled hospitals shall provide treatment to CGHS beneficiaries for COVID-19 infection as per the approved rates of the concerned State Government and if , no such rates are advised as per Delhi Govt. rates.
  - iii. The empanelled hospitals shall provide treatment on credit basis to pensioners and other notified categories of beneficiaries for COVID-19/ non-COVID cases.
  - iv. The empanelled hospitals shall not demand any advance payment.
  - v. In case of non-compliance of the guidelines, strict action shall be taken against the erring hospitals as per the terms and conditions of empanelment.
2. In case of any complaints from CGHS beneficiaries in this regard , the Additional Directors, CGHS shall initiate a time bound action against erring hospitals.

The Additional Directors , CGHS are advised to bring the contents of this letter to the notice of all empanelled HCOs

(Dr. Sanjay Jain)  
Director, CGHS

To  
AD(HQ)/ Addl.DDG(HQ), CGHS /All Additional Directors, CGHS Cities/Zones / MSD/ Nodal officer ,CGHS(MCTC)

Copy for information to

PS to Hon'ble HFM  
PPS to AS& DG, CGHS, MoHFW  
PS to Director, CGHS