

# **Annexures**



## Annex-1.1

(Refer to para-1.6)

## (Selected AD offices and wellness centers)

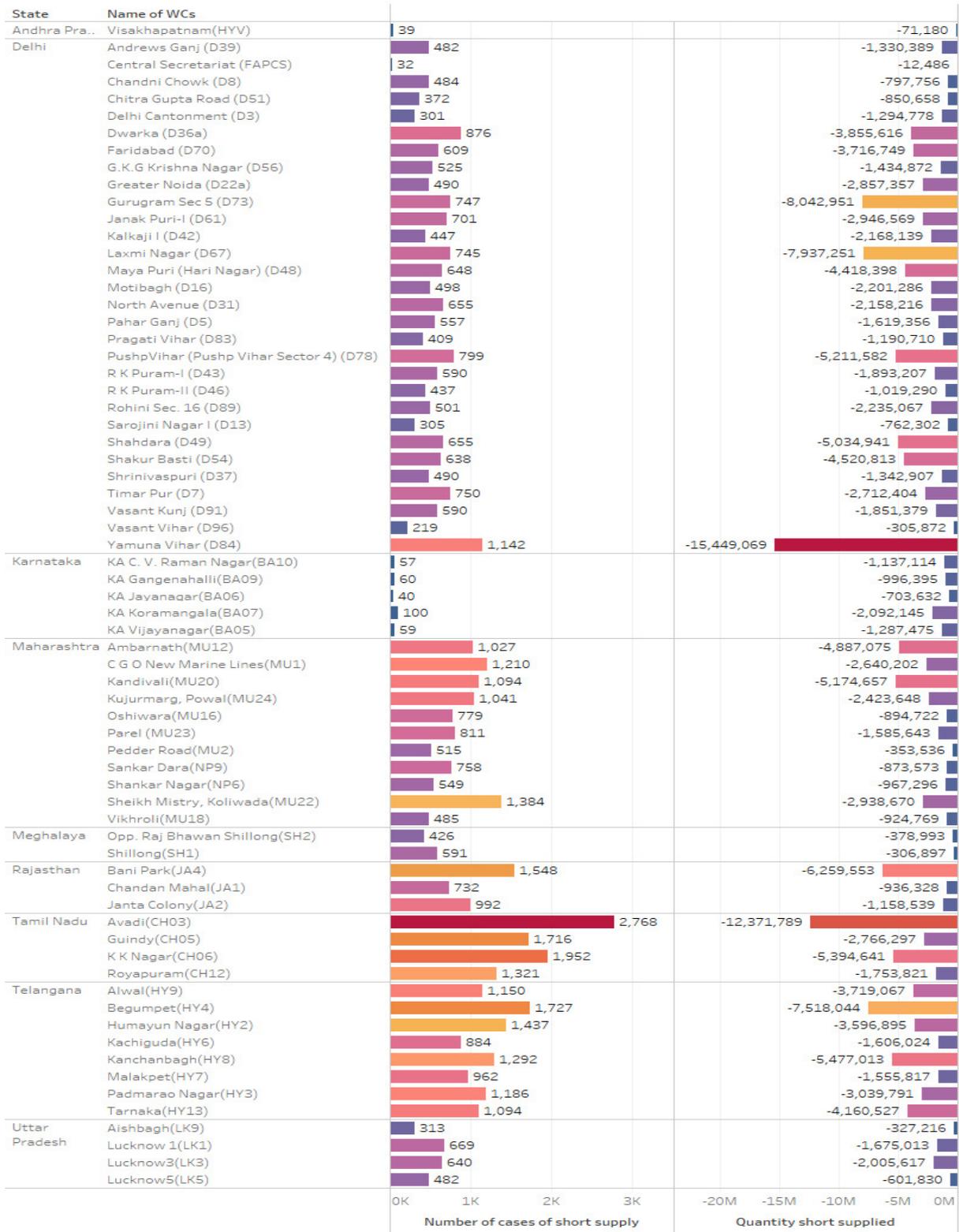
Sl. No.	Nos. AD office	Name of selected AD CGHS offices	City	Name of selected wellness center
<b>Delhi NCR</b>				
1.	1	AD, Central Zone	Delhi NCR	Chitra Gupta Road (D51)
2.		AD, Central Zone	Delhi NCR	North Avenue (D31)
3.		AD, Central Zone	Delhi NCR	Pahar Ganj (D5)
4.		AD, Central Zone	Delhi NCR	Pragati Vihar (D83)
5.		AD, Central Zone	Delhi NCR	Central Secretariat (FAPCS)
6.	2	AD, East Zone	Delhi NCR	Chandni Chowk (D8)
7.		AD, East Zone	Delhi NCR	G.K.G Krishna Nagar (D56)
8.		AD, East Zone	Delhi NCR	Greater Noida (D22a)
9.		AD, East Zone	Delhi NCR	Laxmi Nagar (D67)
10.		AD, East Zone	Delhi NCR	Shahdara (D49)
11.		AD, East Zone	Delhi NCR	Timar Pur (D7)
12.		AD, East Zone	Delhi NCR	Yamuna Vihar (D84)
13.	3	AD, North Zone	Delhi NCR	Delhi Cantonment (D3)
14.		AD, North Zone	Delhi NCR	Dwarka (D36a)
15.		AD, North Zone	Delhi NCR	Janak Puri-I (D61)
16.		AD, North Zone	Delhi NCR	Maya Puri (Hari Nagar) (D48)
17.		AD, North Zone	Delhi NCR	Rohini Sec. 16 (D89)
18.		AD, North Zone	Delhi NCR	Shakur Basti (D54)
19.	4	AD, South Zone	Delhi NCR	Andrews Ganj (D39)
20.		AD, South Zone	Delhi NCR	Faridabad (D70)
21.		AD, South Zone	Delhi NCR	Gurugram Sec 5 (D73)
22.		AD, South Zone	Delhi NCR	Kalkaji I (D42)
23.		AD, South Zone	Delhi NCR	Motibagh (D16)
24.		AD, South Zone	Delhi NCR	Pushp Vihar (PushpVihar Sector 4) (D78)
25.		AD, South Zone	Delhi NCR	R K Puram-I (D43)
26.		AD, South Zone	Delhi NCR	R K Puram-II (D46)
27.		AD, South Zone	Delhi NCR	Sarojini Nagar I (D13)
28.		AD, South Zone	Delhi NCR	Shrinivaspuri (D37)
29.		AD, South Zone	Delhi NCR	Vasant Kunj (D91)
30.		AD, South Zone	Delhi NCR	Vasant Vihar (D96)
<b>Outside Delhi</b>				
1.	1	AD, Bangalore	Bengaluru	KA Vijayanagar (BA05)
2.		AD, Bangalore	Bengaluru	KA Koramangala (BA07)
3.		AD, Bangalore	Bengaluru	KA Jayanagar (BA06)
4.		AD, Bangalore	Bengaluru	KA Gangenahalli (BA09)
5.		AD, Bangalore	Bengaluru	KA C. V. Raman Nagar(BA10)

6.	2	AD, Bhubaneswar	Bhubaneswar	Old AG Colony (BH1)
7.	3	AD, Chandigarh	Shimla	Shimla (SL1)
8.		AD, Chandigarh	Chandigarh	Chandigarh (CG1)
9.	4	AD, Chennai	Chennai	Royapuram (CH12)
10.		AD, Chennai	Chennai	K K Nagar (CH06)
11.		AD, Chennai	Chennai	Guindy (CH05)
12.		AD, Chennai	Chennai	Avadi (CH03)
13.	5	AD, Hyderabad	Visakhapatnam	Visakhapatnam (HYV)
14.		AD, Hyderabad	Hyderabad	Tarnaka (HY13)
15.		AD, Hyderabad	Hyderabad	Padmarao Nagar (HY3)
16.		AD, Hyderabad	Hyderabad	Malakpet (HY7)
17.		AD, Hyderabad	Hyderabad	Kanchanbagh (HY8)
18.		AD, Hyderabad	Hyderabad	Kachiguda (HY6)
19.		AD, Hyderabad	Hyderabad	Humayun Nagar (HY2)
20.		AD, Hyderabad	Hyderabad	Begumpet (HY4)
21.		AD, Hyderabad	Hyderabad	Alwal (HY9)
22.		6	AD, Jaipur	Jaipur
23.	AD, Jaipur		Jaipur	Chandan Mahal (JA1)
24.	AD, Jaipur		Jaipur	Bani Park (JA4)
25.	7	AD, Kolkata	Kolkata	Motilal Gupta Road (KO17)
26.		AD, Kolkata	Kolkata	Mint Colony (KO9)
27.		AD, Kolkata	Kolkata	Belvedere (KO1)
28.		AD, Kolkata	Kolkata	BBD Bag (KO10)
29.	8	AD, Lucknow	Lucknow	Lucknow5 (LK5)
30.		AD, Lucknow	Lucknow	Lucknow3 (LK3)
31.		AD, Lucknow	Lucknow	Lucknow 1 (LK1)
32.		AD, Lucknow	Lucknow	Aishbagh (LK9)
33.	9	AD, Mumbai	Mumbai	Vikhroli (MU18)
34.		AD, Mumbai	Mumbai	Sheikh Mistry, Koliwada (MU22)
35.		AD, Mumbai	Mumbai	Pedder Road (MU2)
36.		AD, Mumbai	Mumbai	Parel (MU23)
37.		AD, Mumbai	Mumbai	Oshiwaran (MU16)
38.		AD, Mumbai	Mumbai	Mahim (MU4)
39.		AD, Mumbai	Mumbai	Kujurmarg, Powal (MU24)
40.		AD, Mumbai	Mumbai	Kandivali (MU20)
41.		AD, Mumbai	Mumbai	C G O New Marine Lines (MU1)
42.		AD, Mumbai	Mumbai	Ambarnath (MU12)
43.	10	AD, Nagpur	Nagpur	Shankar Nagar (NP6)
44.		AD, Nagpur	Nagpur	Sankar Dara (NP9)
45.	11	AD, Shillong	Imphal	Imphal (IM1)
46.		AD, Shillong	Shillong	Shillong (SH1)
47.		AD, Shillong	Shillong	Opp. Raj Bhawan Shillong (SH2)

Annex-2.1

(Refer to para-2.5)

Short supply of drugs by MSD to Selected WCs

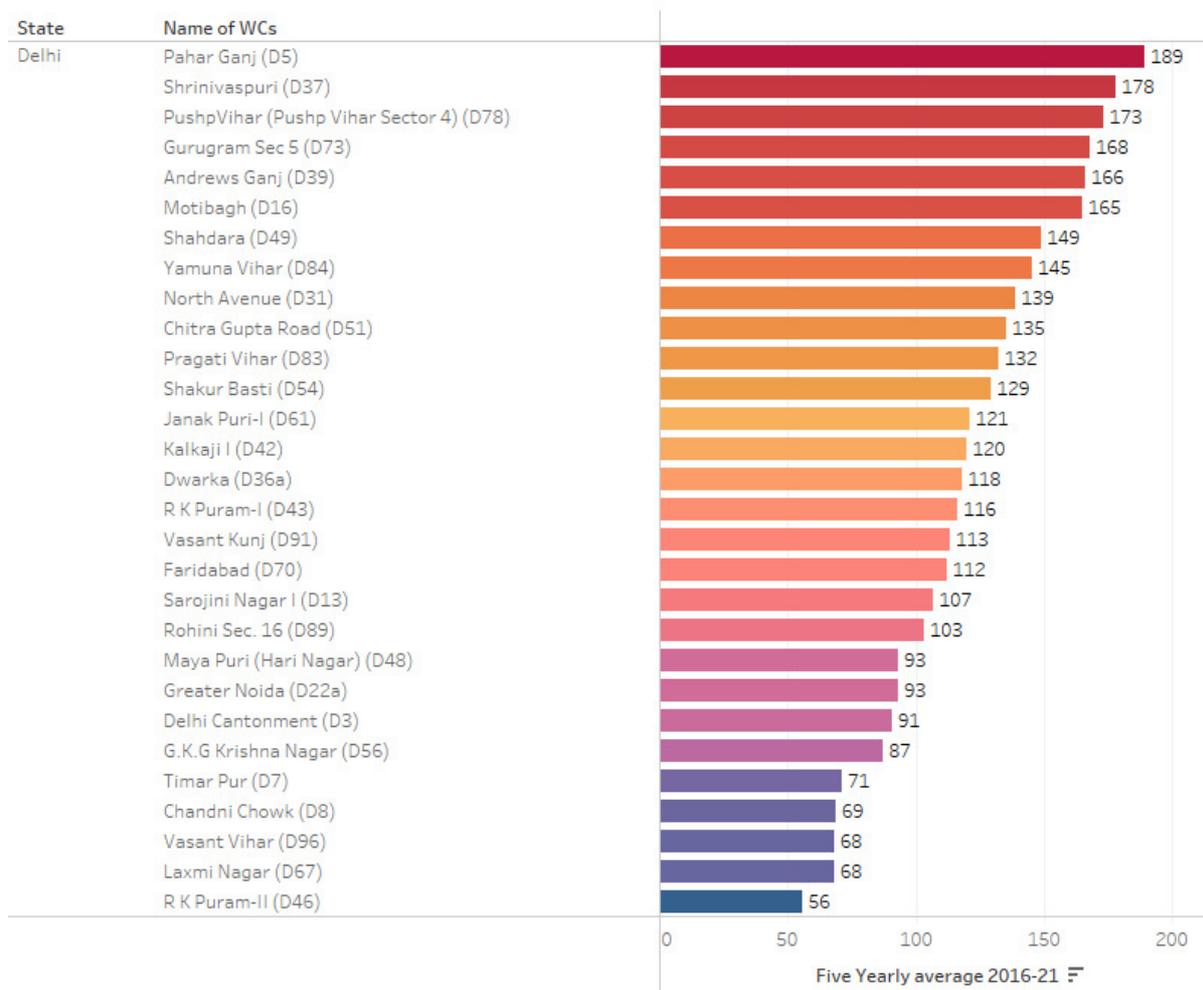


Source: CGHS database

**Annex-2.2**

*(Refer to para-2.6)*

Average number of drug items available in stock of selected WCs in Delhi/NCR during 2016-21

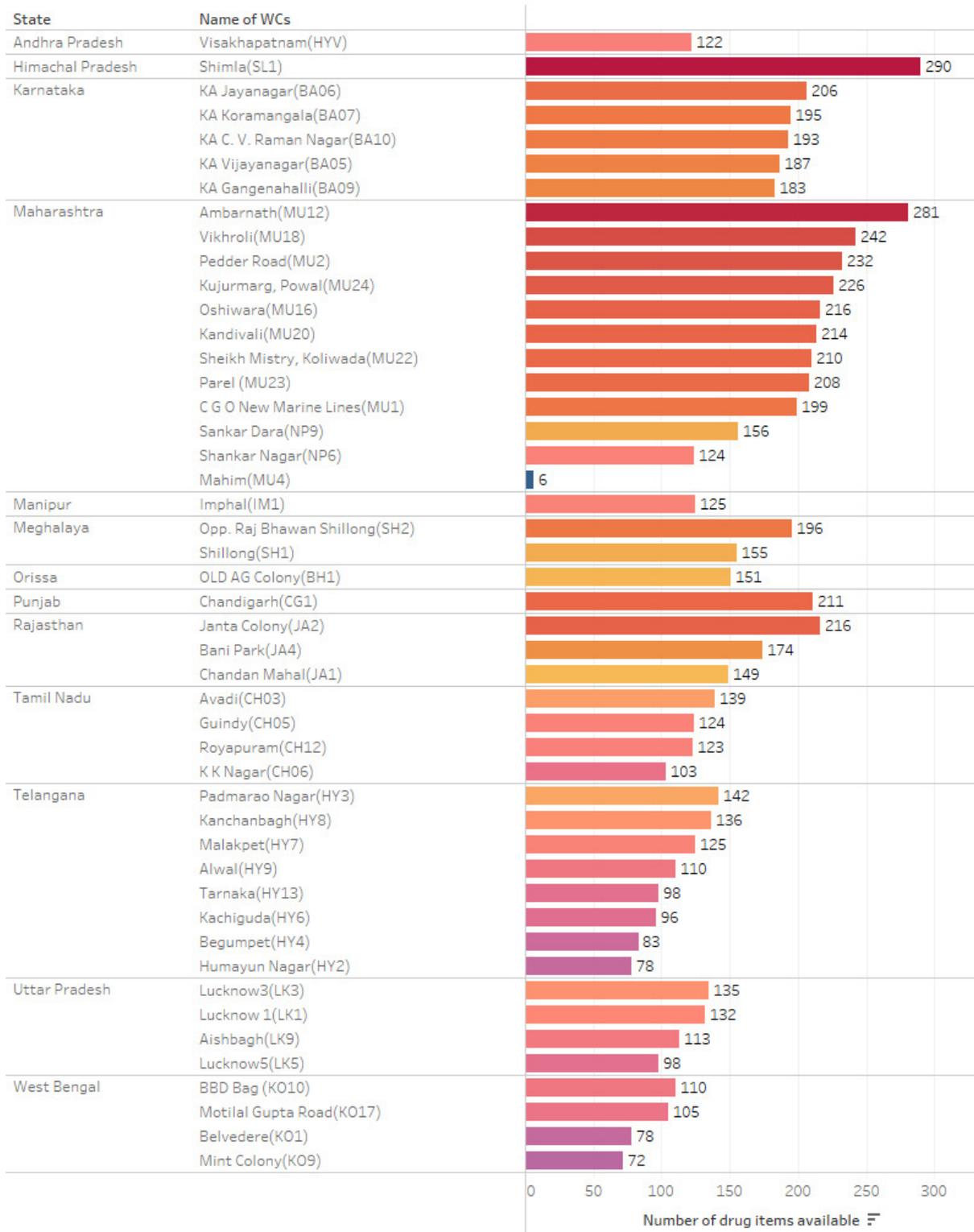


Source: CGHS database

**Annex-2.3**

*(Refer to para-2.6)*

Average number of drug items available in stock of selected WCs during 2016-21



Source: CGHS database

## Annex-2.4

(Refer to para-2.7.3)

## Details of substitute drugs supplied by ALC

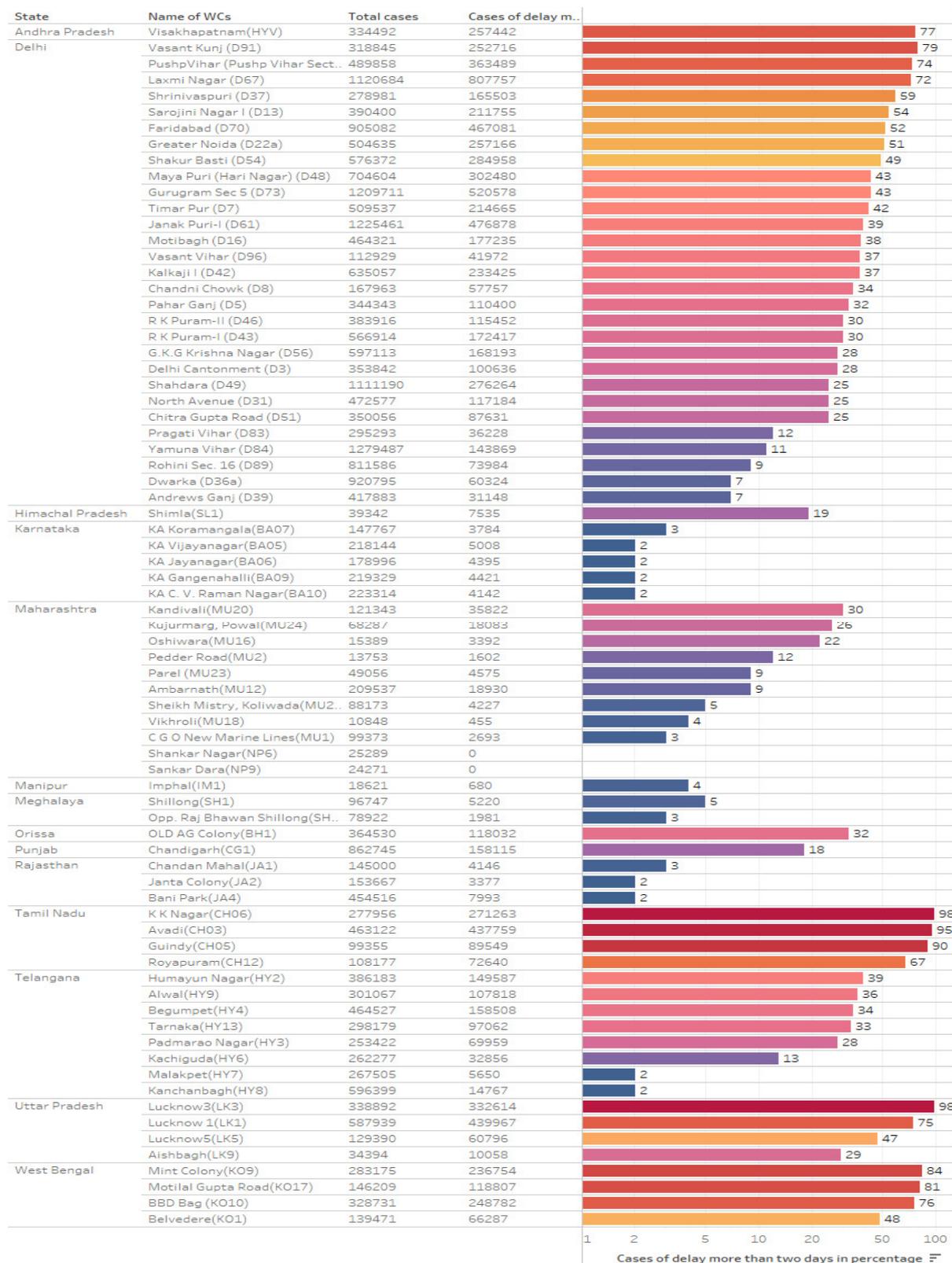
Prescribed brand of drug	Manufacturer of prescribed brand of drug	Substitute drug of different manufacturer supplied by ALC	Remarks
<b>BRIMOLOL-</b>	SUN Pharma	ABBOTT	Different manufacturer
		AJANTA PHARMA	Different manufacturer
		ALERGAN	Different manufacturer
		asa	Incorrect details of manufacturer mentioned by ALC
		asd	Incorrect details of manufacturer mentioned by ALC
		BIOCHEM	Different manufacturer
<b>COMBIGAN-</b>	Allergan India Pvt. Ltd.	ALLEMBIC	Different manufacturer.
		ALLERP	Incorrect details of manufacturer mentioned by ALC
		ALB	Incorrect details of manufacturer mentioned by ALC
		allerqa	Incorrect details of manufacturer mentioned by ALC
		AVENTIS	Different manufacturer.
		CENTAUR	Different manufacturer.
<b>DYNAPAR-CREAM</b>	Troikaa Pharmaceuticals Ltd	unique	Different manufacturer
		WINGS	Different manufacturer
		ZYDUS	Different manufacturer
<b>ALLEGRA-120MG</b>	Sanofi India Ltd	GERMAN REMEDIES LTD.	Different manufacturer
		fgfdgdfg	Incorrect details of manufacturer mentioned by ALC
		gfgdfgdh	Incorrect details of manufacturer mentioned by ALC
		GLENMARK	Different manufacturer
		GLAXO	Different manufacturer
		SUN PAHRMA	Different manufacturer
<b>ALPRAX-0.5MG</b>	Torrent Pharmaceuticals Ltd	HORIZON	Different manufacturer
		helios	Incorrect details of manufacturer mentioned by ALC
		HGU	Incorrect details of manufacturer mentioned by ALC
		INNOVATIVE	Different manufacturer
		INTAS	Different manufacturer

Source: CGHS database

## Annex-2.5

(Refer to para-2.7.4)

Cases of delay more than two days in percentage

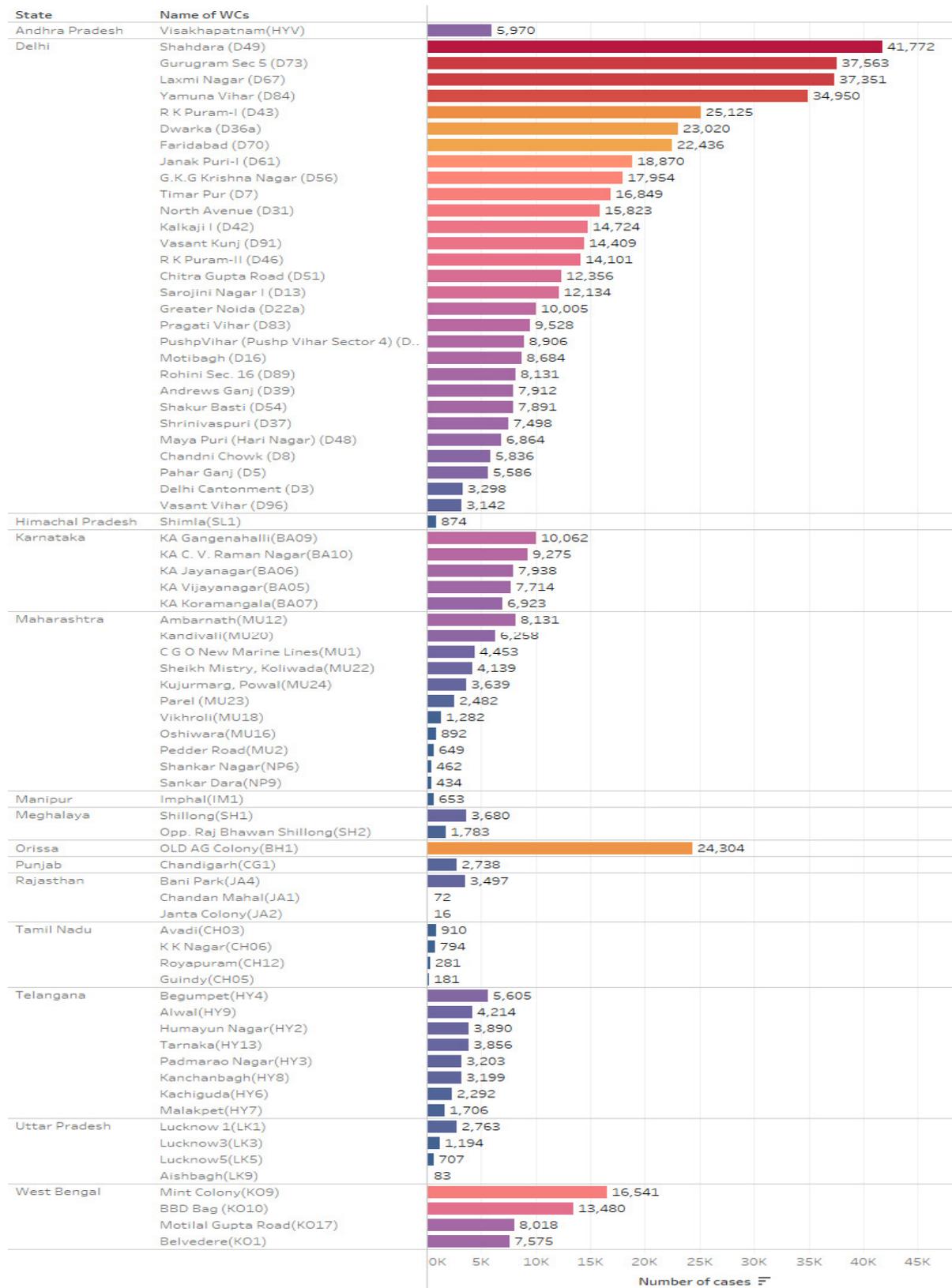


Source: CGHS database

Annex-2.6

(Refer to para-2.7.5)

Cases of short supply of drugs against indent by ALC to WCs

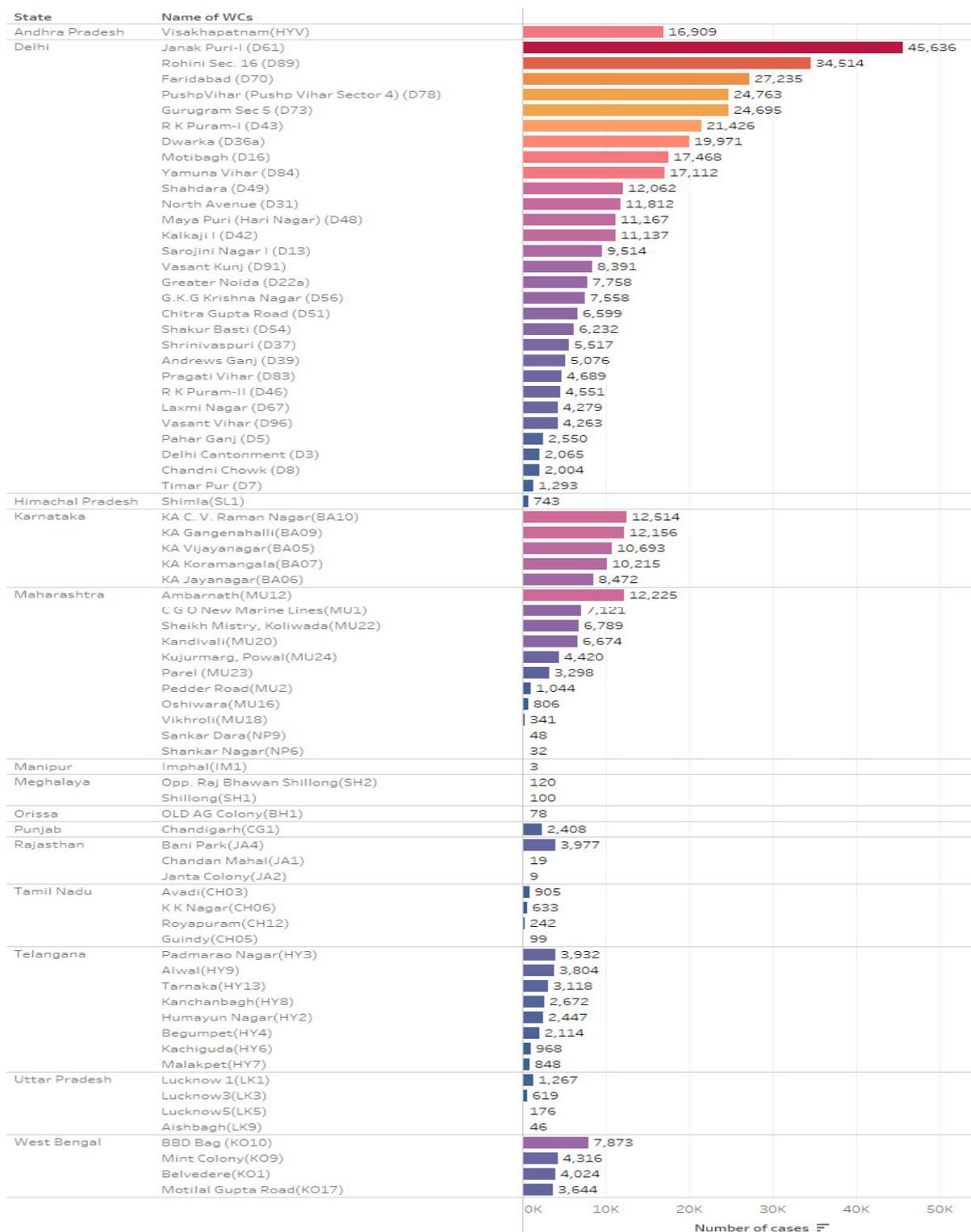


Source: CGHS database

## Annex-2.7

(Refer to para-2.7.5)

Cases of excess supply of drugs against indent by ALC to WCs

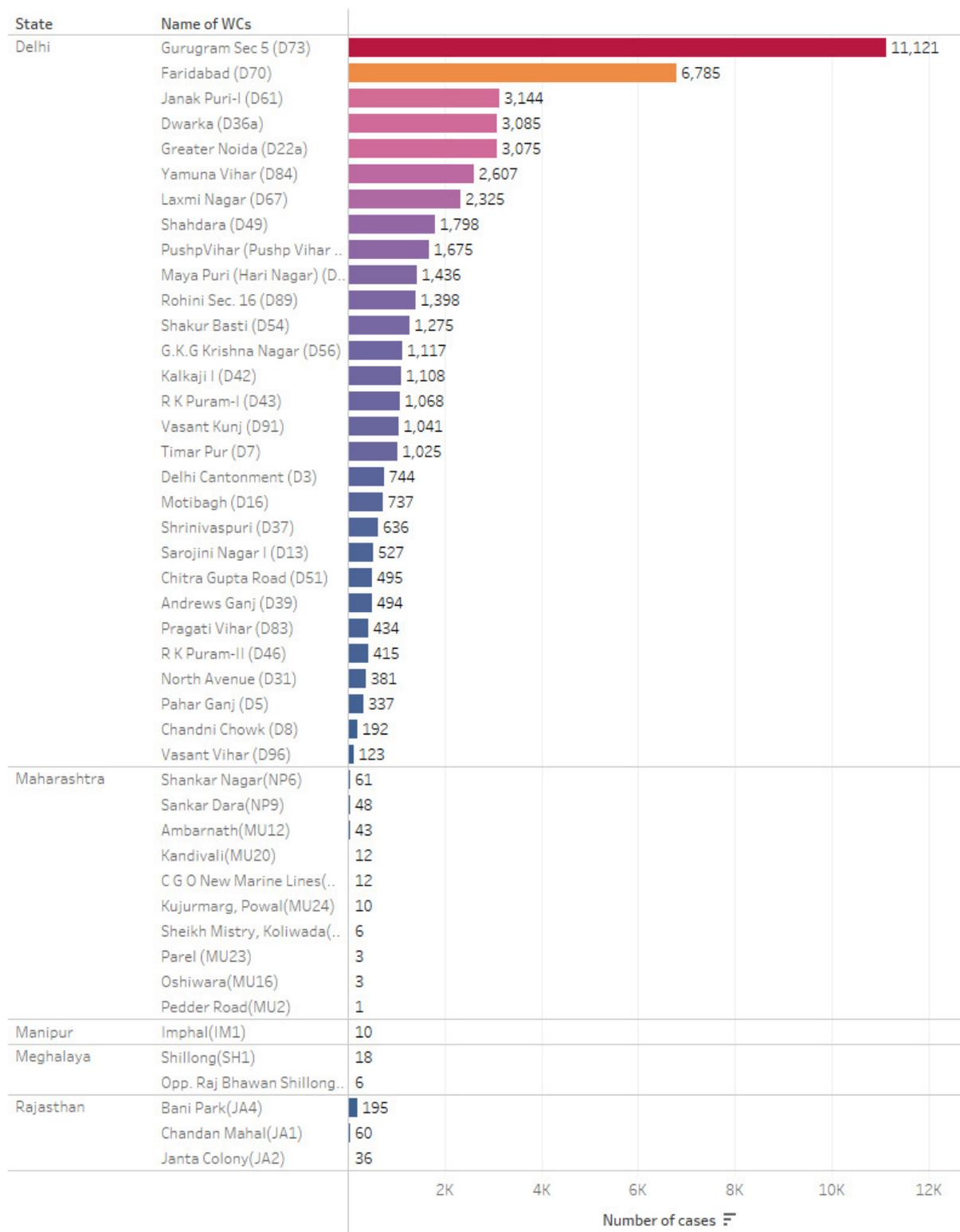


Source: CGHS database

**Annex-2.8**

(Refer to para-2.8.2)

Cases of delay in supply of restricted drugs more than two days

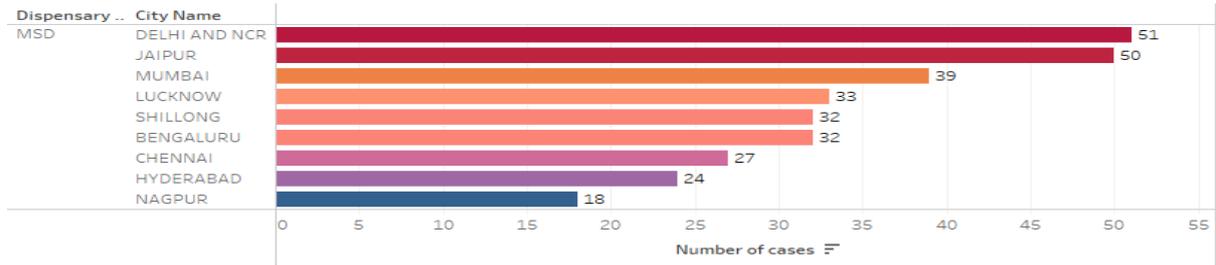


Source: CGHS database

**Annex-2.9**

*(Refer to para-2.10.1)*

Supply of half and less shelf life drugs by GMSD, HLL etc. to MSD

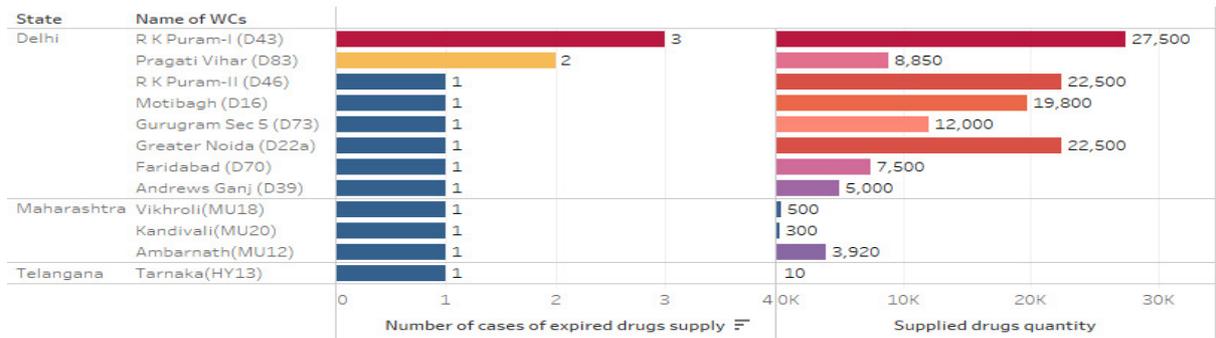


Source: CGHS database

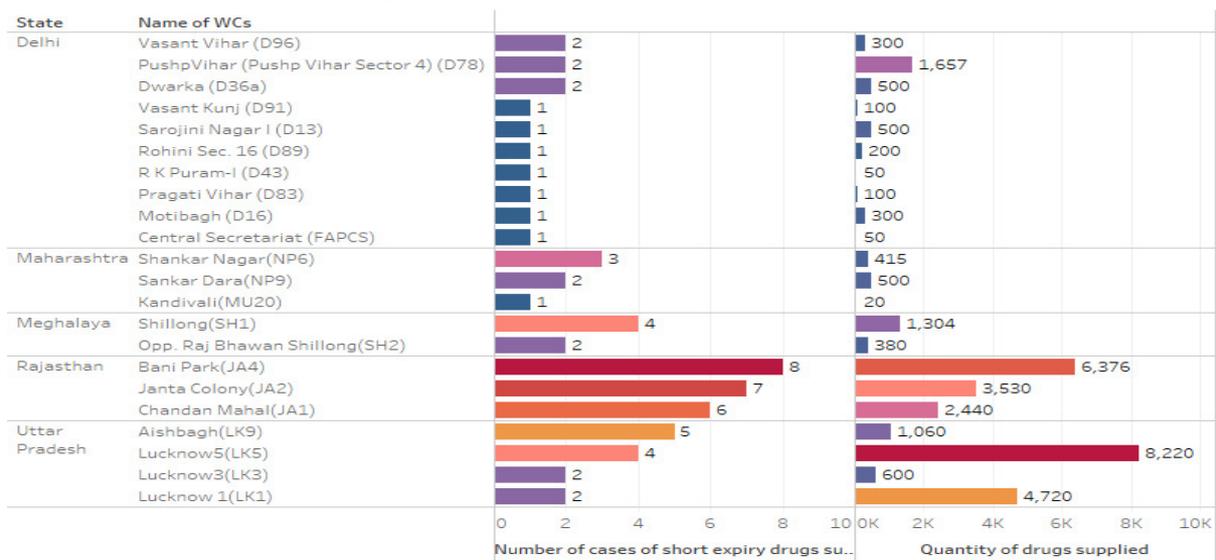
**Annex-2.10**

*(Refer to para-2.10.2)*

Supply of expired drugs by MSD to selected WCs



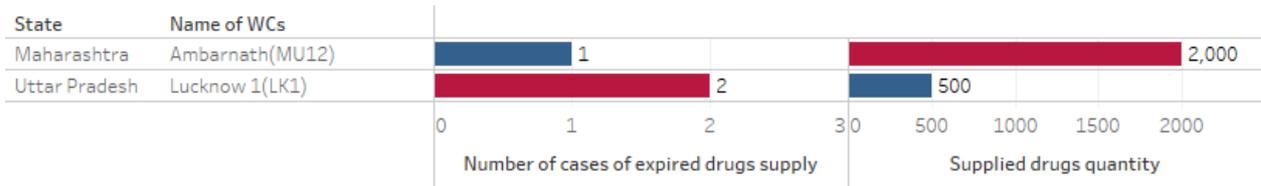
Supply of short expiry drugs by MSD to WCs



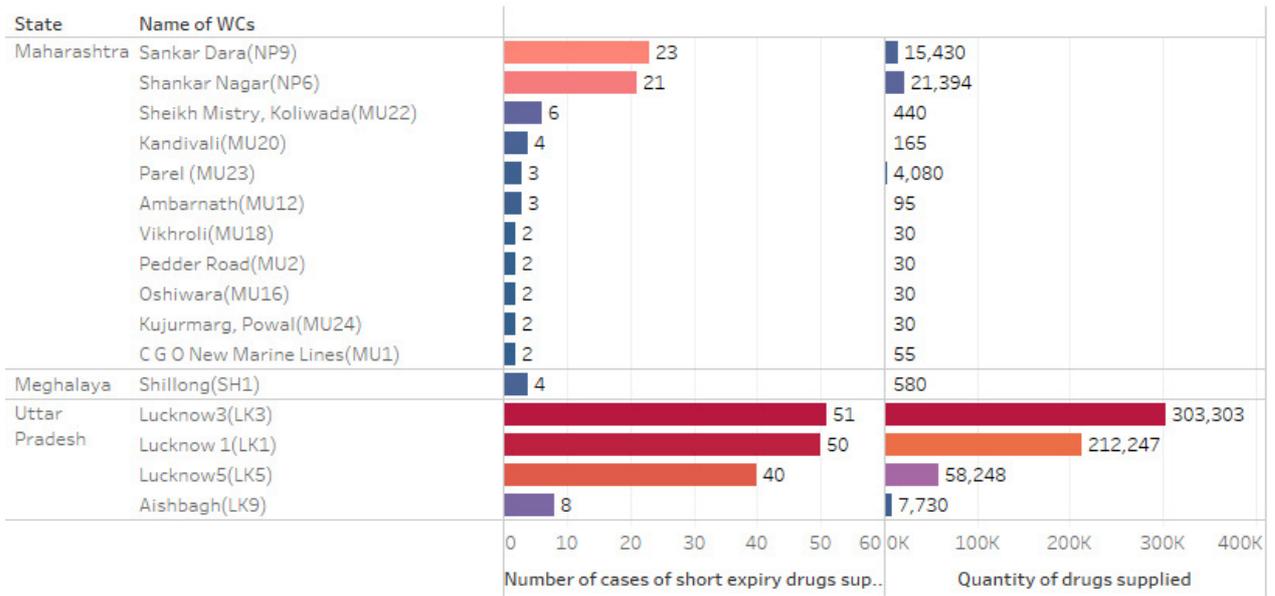
Source: CGHS database

**Annex-2.11**  
*(Refer to para-2.10.2)*

Supply of expired drugs by MSD to selected WCs without demand



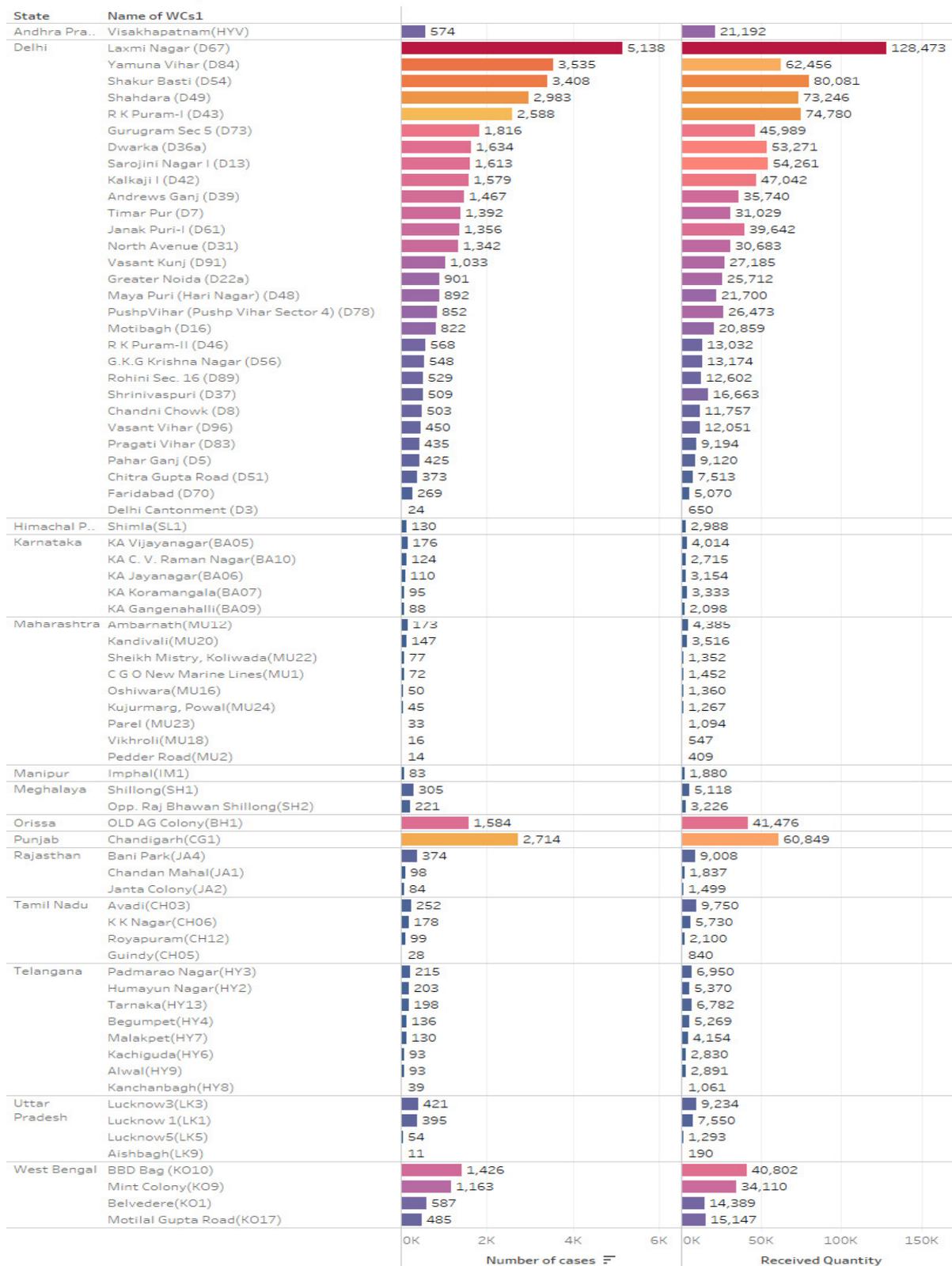
Supply of short expiry drugs by MSD to WCs without demand



Source: CGHS database

**Annex-2.12**  
**(Refer to para-2.10.3)**

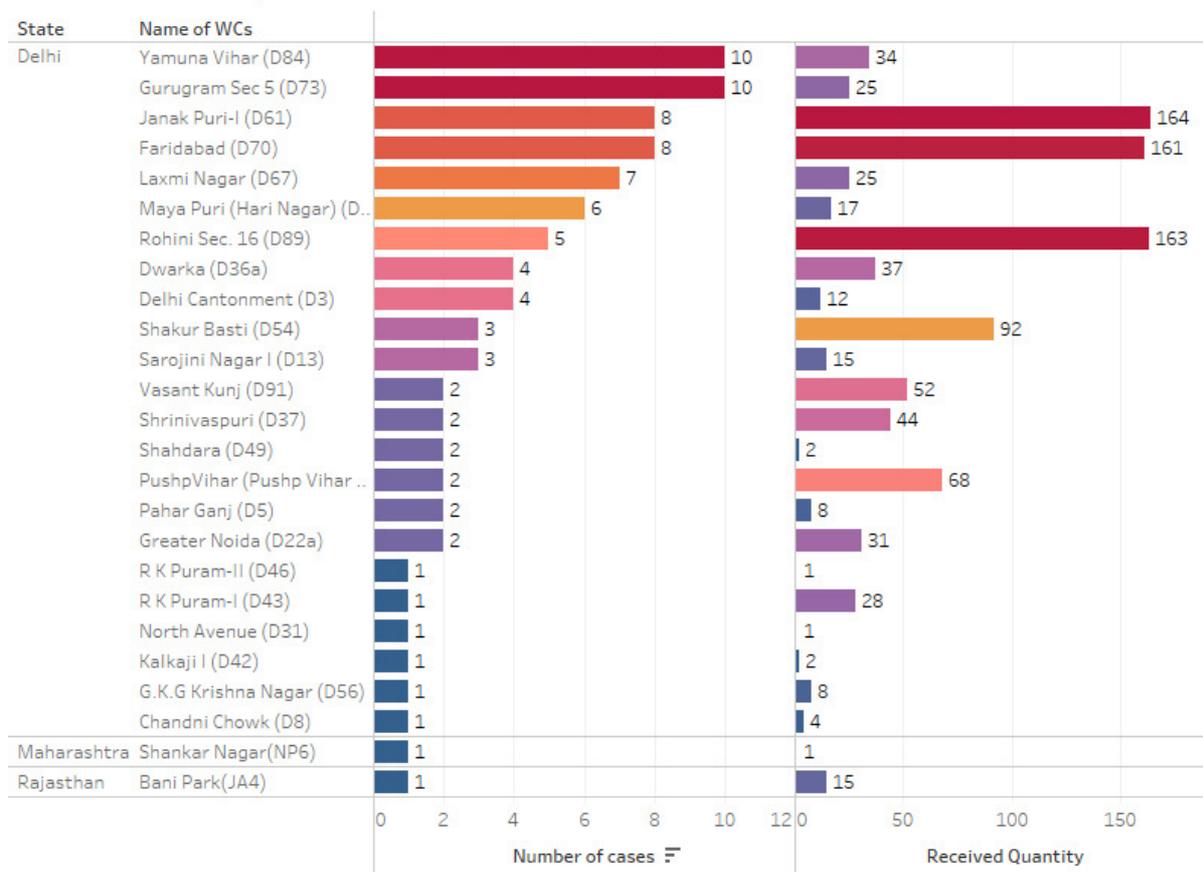
Supply of expired/short expiry drugs by ALC to WCs



Source: CGHS database

**Annex-2.13**  
*(Refer to para-2.10.4)*

Supply of expired/ short expiry restricted drugs by supplier



Source: CGHS database

**Annex-2.14**  
**(Refer to para-2.12.1)**  
**Outstanding payments from CGHS to GMSDs**

(Figures in ₹)

Name of Government Medical Store Depot (GMSD)	Name of CGHS Units	Total outstanding dues as on 31.03.2021
GMSD, New Delhi	CGHS New Delhi	197,67,09,000
GMSD, New Delhi	CGHS Jaipur	95,34,000
GMSD, New Delhi	CGHS Kanpur	6,93,64,000
GMSD, New Delhi	CGHS Allahabad	2,45,34,000
GMSD, New Delhi	CGHS Meerut	4,75,79,000
GMSD, New Delhi	CGHS Lucknow	6,14,98,000
GMSD, New Delhi	CGHS Deharadun	8,58,91,000
GMSD, Chennai	CGHS Bangalore	80,58,330
GMSD, Chennai	CGHS Chennai	97,27,350
GMSD, Chennai	CGHS Trivandrum	51,35,350
GMSD, Hyderabad	CGHS Hyderabad	58,09,61,000
GMSD, Hyderabad	CGHS Nagpur	9,43,37,000
GMSD, Hyderabad	CGHS Guntur	8,40,000
GMSD, Hyderabad	CGHS Nellore	8,07,000
GMSD, Hyderabad	CGHS Rajahmundry	12,55,000
GMSD, Hyderabad	CGHS Vijayawada	30,95,000
GMSD, Hyderabad	CGHS Visakhapatnam-1	1,57,14,000
GMSD, Hyderabad	CGHS Visakhapatnam-2	72,56,000
GMSD, Kolkata	CGHS Kolkata	34,86,20,000
GMSD, Kolkata	CGHS Allahabad	22,45,89,000
GMSD, Kolkata	CGHS Bhubaneswar	6,61,75,000
GMSD, Kolkata	CGHS Ranchi	5,81,77,000
GMSD, Kolkata	CGHS Kanpur	2,74,45,000
GMSD, Kolkata	CGHS Guntur	1,000
GMSD Guwahati	CGHS Guwahati	90,05,000
GMSD Guwahati	CGHS Shillong	1,29,89,000
GMSD, Karnal	CGHS Chandigarh	6,33,43,000
GMSD, Karnal	CGHS Ambala	79,42,000
GMSD, Karnal	CGHS Jalandhar	58,89,000
GMSD, Karnal	CGHS Shimla	1,17,33,000
GMSD, Karnal	CGHS Jammu	83,61,000
GMSD, Karnal	CGHS Amrirsar	27,84,000
GMSD, Karnal	CGHS Dehradun	9,55,85,000
GMSD, Karnal	CGHS Lucknow	6,67,02,000
GMSD, Karnal	CGHS Kanpur	10,80,000
GMSD, Karnal	CGHS Meerut	2,000
GMSD, Mumbai	CGHS Mumbai	58,63,67,000
GMSD, Mumbai	CGHS Jabalpur	17,46,15,000
GMSD, Mumbai	CGHS Pune	4,000
GMSD, Mumbai	CGHS Ahmedabad	6,92,73,000
GMSD, Mumbai	CGHS Bhopal	36,50,000
<b>Total</b>		<b>484,66,26,030</b>

Source: MSO

## Annex-2.15

(Refer to para-2.12.2)

## (Details of inaccurate and erroneous entries in database)

Sl. No.	Details of error	Name of data table	Name of column	Remarks
<b>Invalid or Abnormal dates of Manufacturing and expiry</b>				
1	In the data of 2016-2021 the expiry date is appearing as: i. 01.01.1900 in 6069631 cases. ii. January 1970 to March 2010 in 13888 cases. iii. January 2030 to March 9021 in 76721 cases. iv. Invalid dates e.g. 01.01.0001 in 327308 cases	chemist indent	expiry date	Due to inadequate validation checks, supplier can supply expired drugs to CGHS and columns of manufacturing and expiry date can be deliberately left blank or filled with inaccurate/abnormal dates
2	In the data of 2016-2021: i. Expiry date is appearing as January 1900 to December 2010 in 31 cases and April 2041 to May 2196 in 26475 cases. ii. Manufacturing date is appearing as August 1816 to March 2010 in 2337 cases and July 2024 to June 2099 in 8 cases.	store_stock_status	expiry date/ manufacturing date	
3	In the data of 2016-2021 the expiry date is appearing as January 2030 to 31 May 2196 in 3426 cases.	msd_demand_supply	expiry date	
<b>Date of Expiry is earlier than the date of Manufacturing or both are same.</b>				
4	The expiry date is earlier than manufacturing date or both are same in 110 cases	msd_store_status_log	expiry date/ manufacturing date	
<b>Supply quantity, Received quantity, Issued quantity, and available quantity of drugs appearing as negative values</b>				
5	Received quantity appearing in negative value in 16 cases	chemist_indent	Received quantity	Due to inadequate validation checks incorrect entries are made in the data making the data inaccurate and unreliable.
6	Issued quantity appearing in negative value in 15 cases.	prescribed_medicine	Issued quantity	
7	Available quantity of drugs in the stock appearing as negative values in 135 cases	store_stock_status	available quantity	
8	Supply quantity appearing as -3000 in one case	msd_demand_supply	supply_quantity	
9	Available quantity of drugs in the store showing in minus figure -1 to -1087310 in 5635 cases	store_stock_backup	available quantity	
<b>Incorrect Exorbitant values appearing in data</b>				
10	Demand quantity appearing as 300004000 in one case	msd_demand_supply	demand_quantity	

Essential columns left vacant showing Null Value				
11	MRP, GST, Discount on amount and after discount price showing null values	chemist_in dent	MRP, GST, Discount on amount and after discount price	In absence of mandatory filling of essential fields the data became incomplete and unreliable.
12	Drug quantity issued from stock of WCs to patient showing null values	prescribed_ medicine	Issued quantity	
13	Insertion date showing null values in 4808 cases	store_stock _backup	insertion_date	

Source: CGHS database

**Annex-2.16**

*(Refer to para-2.13)*

**Results of Beneficiary Survey**

Sl. No.	Findings
1.	95.5 <i>per cent</i> of the beneficiaries stated that all drugs should be available in wellness centre so that patient should get medicine on same day and avoid indenting of drugs from local chemist
2.	34.5 <i>per cent</i> beneficiaries stated that medicine was not available in wellness centre immediately and was received from local chemist after delay during their illness.
3.	29 <i>per cent</i> beneficiaries were faced problem in getting drug from ALC on next working day
4.	While, 84 <i>per cent</i> beneficiaries stated that, supply of ALC should be improved so that patient should get drug from ALC by next day or more promptly.
5.	72 <i>per cent</i> beneficiaries stated that quality of drugs procured from ALC was same as drug issued from dispensary while 24 <i>per cent</i> beneficiaries stated quality of drugs procured from ALC was of better quality. Four <i>per cent</i> stated MSD drugs were better.
6.	32 <i>per cent</i> beneficiaries reported that they did not get the same brand of drug as prescribed by your doctor.
7.	37 <i>per cent</i> beneficiaries reported that they feel inconvenience when ALC supplies a different brand of drug.
8.	94 <i>per cent</i> beneficiaries reported that drugs issued to them should have a long shelf life.
9.	7 <i>per cent</i> beneficiaries stated that short expiry (Expiry within 90 days) drugs were issued to them at any time.
10.	10.5 <i>per cent</i> beneficiaries stated that quantity of drugs issued to them by wellness centres was less than prescribed.

Source: Beneficiary Survey

**Annex-3.1**  
**(Refer to para-3.2)**  
**(Details of Region Wise Claim Settled)**

(₹ in crore)

Year	2016-17		2017-18		2018-19		2019-20		2020-21	
Region	No of Claims Settled	CGHS Approved Amount	No of Claims Settled	CGHS Approved Amount	No of Claims Settled	CGHS Approved Amount	No of Claims Settled	CGHS Approved Amount	No of Claims Settled	CGHS Approved Amount
Ahmedabad	6,024	9.08	8,516	10.83	15,229	15.99	16,314	16.83	22,897	17.23
Guwahati	6,841	2.15	5,067	1.82	9,246	3.43	8,482	3.46	14,973	6.21
Hyderabad	25,609	30.29	61,720	51.38	33,967	29.00	1,06,229	63.78	1,26,183	70.23
Jabalpur	21,182	28.90	21,012	31.59	26,721	41.95	31,245	50.05	37,640	58.36
Jaipur	22,581	15.24	26,342	19.64	26,933	21.42	34,533	25.42	29,705	21.94
Kanpur	12,722	28.46	19,700	24.20	27,834	34.14	31,093	43.78	30,282	41.50
Kolkata	58,837	33.77	65,697	42.93	68,156	66.89	1,22,231	118.00	57,711	76.19
Lucknow	16,515	5.67	21,925	7.16	30,198	10.10	48,983	18.06	32,225	10.62
Meerut	8,001	9.23	11,767	13.10	15,091	13.98	25,506	24.22	21,852	19.01
Mumbai	7,464	10.03	7,816	8.59	15,246	15.86	37,925	22.43	48,445	24.01
Nagpur	26,621	26.51	33,603	27.28	37,681	29.03	49,910	35.27	33,219	26.19
Allahabad	3,385	7.58	11,264	16.63	14,525	15.00	14,077	17.90	12,286	16.45
Patna	4,120	1.44	3,041	1.99	6,728	3.65	10,289	4.10	6,580	3.50
Pune	37,579	41.00	41,315	44.07	41,753	44.60	60,217	64.36	60,683	57.72
Ranchi	5,474	1.56	5,257	1.24	7,163	2.55	3,691	3.16	8,378	3.88
Shillong	0	0	0	0	0	0	434	0.17	883	0.31
Thiruvananthapuram	27,194	4.18	22,312	4.54	35,444	8.67	36,996	10.58	34,061	9.94
Bangalore	20,550	15.93	32,003	21.22	48,976	30.54	80,882	44.36	57,471	38.13
Bhopal	3,149	2.57	3,060	3.16	4,490	4.31	6,351	7.16	6,358	4.67
Bhubaneshwar	1,387	1.88	3,183	2.94	6,976	4.63	9,996	6.07	5,601	2.81
Chandigarh	10,528	9.13	19,824	18.83	16,248	17.56	26,193	23.60	50,856	39.33
Chennai	30,145	13.98	55,392	24.12	61,766	25.05	98,358	36.90	60,223	23.01
Dehradun	9,343	6.57	38,016	15.09	37,385	17.36	39,711	23.78	52,433	27.40
Delhi	3,47,308	280.95	6,98,771	546.87	7,11,563	439.75	11,86,165	761.07	13,67,535	971.71
<b>Total</b>	<b>7,12,559</b>	<b>586.08</b>	<b>12,16,603</b>	<b>939.22</b>	<b>12,99,319</b>	<b>895.44</b>	<b>20,85,811</b>	<b>1,424.51</b>	<b>21,78,480</b>	<b>1,570.33</b>
<b>Grand Total</b>						<b>74,92,772</b>				<b>5,415.58</b>

Source: CGHS Database (e-claims system)

## Annex-3.2

(Refer to para-3.2.5)

(Excess Payment amounting to ₹ 39.32 lakh made to HCOs)

(Amounts in ₹)

Sl. No	Hospital Name	Item/procedures	No. of Cases	Excess Amount Paid in ₹
1.	Kukreja Hospital and Heart Centre	Covid - excess room rent /package rate	22	7,71,000
		Medicine/lab charges included in package rate	1	1,400
2.	Tarak Hospital India Pvt. Ltd	Covid - excess room rent /package rate	17	3,48,000
		Medicine/lab charges included in package rate	12	48,000
3.	NKS Hospital	Covid - excess room rent /package rate	14	3,97,000
		Medicine/lab charges included in package rate	1	3,657
4.	Universal Centre of Health Science	Covid - excess room rent /package rate	4	1,86,000
5.	Sonia Hospital - Delhi	Covid - excess room rent /package rate	6	1,45,000
		Medicine/lab charges included in package rate	5	17,700
6.	Kalra Hospital Dwarka (Unit Of Kalra Hospital SRCN)	Covid - excess room rent /package rate	4	66,000
7.	Surya Kiran Hospital	Covid - excess room rent /package rate	3	78,000
8.	Gupta Multispecialty Hospital	Covid - excess room rent /package rate	5	1,03,000
9.	Ganesh Hospital	Covid - excess room rent /package rate	4	58,000
		Medicine/lab charges included in package rate	3	14,084
10.	Venkateshwar Hospital (Unit of All India Society)	Covid - excess room rent /package rate	3	45,000
		Medicine/lab charges included in package rate	4	26,341
11.	Aryan Hospital Pvt Ltd	Covid - excess room rent /package rate	1	28,000
		Medicine/lab charges included in package rate	2	19,423
12.	Primus Ortho & Spine Hospital	Covid - excess room rent /package rate	1	15,000
		Medicine/lab charges included in package rate	3	12,020
13.	Jaypee Health Care Limited	Medicine/lab charges included in package rate	4	24,915
		Other charges which were not admissible	1	18,600
14.	Bhagat Chandra Hospital	Medicine/lab charges included in package rate	3	9,600
15.	Ayushman Hospital & Health Services	Medicine/lab charges included in package rate	1	9,384
16.	The Signature Hospital, Delhi	Medicine/lab charges included in package rate	1	1,700
17.	The Signature Hospital(unit Of Medicity North Pvt)	Medicine/lab charges included in package rate	3	15,230
18.	Fortis Hospitals Limited – Faridabad	Medicine/lab charges included in package rate	1	1,610
19.	Yashoda Hospital & Research Centre Limited – Kaushambi	Medicine/lab charges included in package rate	1	32,747
20.	Santom Hospital Pvt. Ltd.	Medicine/lab charges included in package rate	3	26,954

21.	Max Superspecialty Hospital East Block (a Unit Of Devki Devi Foundation)	Medicine/lab charges included in package rate	6	53,118
		Optical coherence tomography- OCT	23	2,06,650
22.	Max Super Speciality Hospital (a Unit Of Balaji Medical & Diagnostic Research Centre)	Medicine/lab charges included in package rate	3	52,511
		Other charges which were not admissible	1	33,916
23.	Max Super Speciality Hospital - Shalimar Bagh	Medicine/lab charges included in package rate	2	13,526
		Optical coherence tomography- OCT	1	6,550
24.	Max Super Speciality Hospital – Vaishali	Medicine/lab charges included in package rate	5	47,824
		Implant charges for knee replacement	1	13,232
25.	Max Smart Super Speciality Hospital	Medicine/lab charges included in package rate	16	1,82,416
		Implant charges for knee replacement	2	30,472
26.	Mata Roop Rani MaggoAndMahindru Hospital	Medicine/lab charges included in package rate	2	16,100
27.	Metro Heart Institute	Medicine/lab charges included in package rate	1	4,651
28.	Dharamshila Hospital And Research Centre	Medicine/lab charges included in package rate	1	1,645
29.	Kailash Hospitals Ltd	Medicine/lab charges included in package rate	16	1,03,900
		Optical coherence tomography- OCT	1	23,000
30.	Mata Chanan Devi Hospital- JanakPuri	Medicine/lab charges included in package rate	3	26,057
31.	Sanjeevan Medical Research Centre (p) Ltd	Medicine/lab charges included in package rate	1	5,000
32.	Maharaja Agrasen Hospital Charitable Trust	Medicine/lab charges included in package rate	3	50,034
33.	Dental Mastro, Delhi	Metal Crown on extracted tooth	10	39,900
34.	Balajee Multispecialty Dental Centre	Removable Partial Denture (RPD)	29	2,42,488
35.	Indian Spinal Injuries Centre- VasantKunj	Other charges which were not admissible	1	2,650
36.	Medanta The Medicity (Global Health Pvt Ltd)- Gurgaon	Other charges which were not admissible	1	1,77,625
37.	Delhi Institute of Functional Imaging – South Ext	Other charges which were not admissible	1	1,418
38.	Fortis Hospital, Chandigarh	Excess implant charges	1	74,000
<b>Total</b>			<b>264</b>	<b>39,32,048</b>

Source: CGHS Database (e-claims system)

**Annex-3.3**

*(Refer to para-3.2.9)*

**(Delay in submission of Claims by HCOs)**

*(₹ in crore)*

Year	Delay upto 1 month		Delay of 1 Month 1 day to 1 Year)		Delay of 1 Year 1day to 2 Year)		Delay of 2 Year 1 day to 3 Year)		Delay of 3 Year 1 day to 4 Year)		Delay of 4 Year 1day to 5 Year)		Delay of above 5 years		
	Number of claims	Claim amount	Number of claims	Claim amount	Number of claims	Claim amount	Number of claims	Claim amount	Number of claims	Claim amount	Number of claims	Claim amount	Number of claims	Claim amount	
2016-17	2,41,357	255.30	73,837	83.61	1,957	1.04	269	0.27	47	0.01	8	0.01	0	0	
2017-18	1,95,381	250.87	80,605	90.82	1,351	1.00	302	0.23	67	0.07	83	0.34	67	0.37	
2018-19	1,40,709	186.84	65,919	86.88	2,042	1.90	704	0.39	482	0.10	119	0.27	226	0.40	
2019-20	1,79,105	300.18	74,289	93.55	3,762	2.08	738	0.29	251	0.06	47	0.07	37	0.16	
2020-21	2,89,923	325.10	1,28,030	113.67	6,793	3.59	1,486	0.75	1,025	0.37	317	0.07	38	0.07	
<b>Total</b>	10,46,475	1,318.29	4,22,680	468.53	15,905	9.61	3,499	1.93	1,872	0.61	574	0.76	368	1.00	
<b>Grand Total number of claims submitted with delay by HCOs</b>							<b>14,91,373</b>	<b>Grand Total amount of claims submitted with delay by HCOs</b>							<b>1,800.73</b>

Source: CGHS Database (e-claims system)

## Annex-3.4

(Refer to para-3.2.10)

## (Delay in settlement of claims by the BCA)

(₹ in crore)

		2016-17	2017-18	2018-19	2019-20	2020-21	Total
Delay of upto 1 month	Number of claims	2,43,905	3,55,160	4,60,222	3,20,572	1,55,144	15,35,003
	Claim amount	161.32	350.48	438.14	461.93	429.02	1,840.90
Delay of 1 Month 1 day to 1 Year	Number of claims	1,63,278	5,574	6,69,863	1,25,149	29,453	9,93,317
	Claim amount	224.17	10.95	407.03	100.23	96.60	838.98
Delay of 1 Year 1 day to 2 Year	Number of claims	1	232	0	4,340	5,591	10,164
	Claim amount	0	1.11	0	3.48	2.19	6.78
Delay of 2 Year 1 day to 3 Year	Number of claims	0	273	0	2,277	2,290	4,840
	Claim amount	0	1.13	0	1.23	1.03	3.39
Delay of 3 Year 1 day to 4 Year)	Number of claims	1	74	16	1,747	2,017	3,855
	Claim amount	0.02	0.32	0.03	0.90	1.16	2.43
Delay of 4 Year 1 day to 5 Year	Number of claims	0	105	0	1,609	1,165	2,879
	Claim amount	0	0.15	0	0.66	0.72	1.53
Delay of above 5 years	Number of claims	0	51	0	1,690	2,323	4,064
	Claim amount	0	0.05	0	0.34	0.66	1.05
<b>Grand Total Number of Claims Delayed</b>		<b>25,54,122</b>	<b>Grand Total Amount of Claims Delayed</b>				<b>2,695.06</b>

Source: CGHS Database (e-claims system)

**Annex-3.5**

*(Refer to para-3.2.11)*

**(Delay in finalisation of claims by the CGHS)**

*(₹ in lakh)*

		2016-17	2017-18	2018-19	2019-20	2020-21	Total
Delay of upto 1 month	Number of claims	1,18,230	4,41,282	5,57,694	4,85,309	7,98,284	24,00,799
	Claim amount	10,377.53	35,679.09	40,204.71	36,500.33	54,159.02	1,76,920.68
Delay of 1 Month 1 day to 1 Year	Number of claims	5,85,243	6,51,103	6,88,209	15,37,819	13,10,816	47,73,190
	Claim amount	54,606.54	61,886.40	52,983.27	1,13,602.97	1,11,665.49	3,94,744.67
Delay of 1 Year 1 day to 2 Year	Number of claims	3,202	11,458	2,239	5,743	1,835	24,477
	Claim amount	149.21	850.08	197.05	832.73	429.79	2,458.86
Delay of 2 Year 1 day to 3 Year	Number of claims	161	2	4	127	35	329
	Claim amount	8.47	10.54	55.86	90.09	28.11	193.06
Delay of 3 Year 1 day to 4 Year)	Number of claims	4	0	1	1	35	41
	Claim amount	1.10	0	13.86	6.56	66.22	87.73
Delay of 4 Year 1 day to 5 Year	Number of claims	0	1	0	0	7	8
	Claim amount	0	0.13	0	0	36.90	37.03
Delay of above 5 years	Number of claims	0	1	0	0	0	1
	Claim amount	0	0.05	0	0	0	0.05
<b>Grand Total Number of Claims Delayed</b>		<b>71,98,845</b>	<b>Grand Total Amount of Claims Delayed</b>				<b>5,74,442.08</b>

Source: CGHS Database (e-claims system)

**Annex-3.6**  
**(Refer to para-3.5.v.a)**  
**(Null Data)**

**(Number of cases of null data)**

Year	2016-17	2017-18	2018-19	2019-20	2020-21	Total
Admission No.	2,055	883	123	543	76	3,680
Card ID	2	1	1	3	3	10
Beneficiary Name	12	-	2	7	12	33
Patient Name	133	15	11	23	14	196
Age	2,291	839	106	208	97	3,541
Relation	96	31	11	15	8	161
Intimation Date	5,85,980	10,31,649	11,21,931	18,56,231	19,53,853	65,49,644
Acknowledgment Date	5,85,980	10,31,649	11,21,930	18,56,230	19,53,822	65,49,611
Submission Date	-	-	-	-	12	12
Recoupment Date	617	691	170	2,913	1,480	5,871
BPA Date	1	7	-	2	-	10

*Source: CGHS Database (e-claims system)*

