

भारत के नियंत्रक एवं महालेखापरीक्षक का कार्यालय
9, दीन दयाल उपाध्याय मार्ग,
नई दिल्ली-110 124



OFFICE OF THE COMPTROLLER &
AUDITOR GENERAL OF INDIA
9, DEENDAYAL UPADHYAYA MARG,
NEW DELHI - 110 124

दिनांक / DATE **3 OCT 2025**

To,

**All Heads of Department in IA&AD,
Director (Personnel).**

Sub: Clarification on guidelines issued by Ministry of Health & Family Welfare-reg.

Sir/Madam,

A copy of Ministry of Health & Family Welfare, New Delhi Office Memorandum No. S.11030/104/2025-EHS (8355643) I/3794431/2025 dated 20.08.2025 on the above subject is forwarded herewith for information and necessary action.

Encls: As above.

Yours faithfully,

Asstt. Comptroller & Auditor General (N)

File No. S.11030/104/2025-EHS (8355643)
I/3794431/2025
Government of India
Ministry of Health & Family Welfare
(EHS Section)

Nirman Bhawan, New Delhi
Dated the 20-08-2025

OFFICE MEMORANDUM

Subject: Clarification on guidelines issued by Ministry of Health and Family Welfare. - reg.

The undersigned is directed to refer to I.D No. D-12015/2/2025-CASH dated 31.07.2025 from Ministry of Information and Broadcasting, on subject cited above.

2. In this regard, it is informed that vide though vide OM No. Misc.2011/03/NHA ISSUES/2023 dated 02.09.2024 (copy enclosed), Standard Operating Procedure (SOP) were developed and issued to all the Health Care Organizations, with an aim to provide a clear explanation to the MoH&FW O.M No. Z15025/19/2024/DIR/CGHS/EHS(Comp No.8281286)1/3687/2024 dated 28.06.2024. However, it covers all the doubts/clarifications as may arise out of MoHFW OM dated 28.06.2024.

3. Accordingly, it is advised that MRCs may be settled in accordance with the clarification provided vide MoHFW OM No. Misc.2011/03/NHA ISSUES/2023 dated 02.09.2024. This is for information and further necessary action.

Encl. As above.

Digitally signed by

HEMLATA SINGH

Date: 20-08-2025

10:23:36

(Hemlata Singh)

Under Secretary to the Government of India

Tel No. 011-23061778

To

Ministry of Information and Broadcasting,
Anuj Dixit, Under Secretary,
Shastri Bhawan New Delhi-110001.

Copy to:

1. All the Ministries/Departments, Government of India.
2. DDG(M), Dte.GHS, MoHFW, Nirman Bhawan, New Delhi.
3. Rajya Sabha/ Lok Sabha Secretariat, New Delhi
4. Registrar, Supreme Court of India, New Delhi
5. U.P.S.C. Dholpur House, New Delhi
- ✓ 6. Office of the Comptroller & Auditor General of India, Bahadur Shah Zafar Marg, New Delhi
7. PPS to Secretary (H&FW)/ Secretary (HR), Ministry of Health & Family Welfare
8. PPS to DGHS/AS&DG(CGHS)/AS&FA/AS&MD, NHM/AS(H), MoHFW, New Delhi
9. MG-II Section, Dte.GHS, Nirman Bhawan, New Delhi
10. Estt.I/ Estt.II/Estt.III/Estt.IV Section, MoHFW, Nirman Bhawan, New Delhi.

20-08-2025

2336183

11. Secretary & Leader, Staff Side, National Council, JCM.
12. Secretary & Leader, Staff Side, Departmental Council, JCM.

F.No.Misc.2011/103/NHA ISSUES/2023(comp.No 8289407)

**Office of the Director
Directorate of CGHS
CGHS Bhawan, R K Puram Sector-13
New Delhi -110066**

OFFICE MEMORANDUM

New Delhi,
2/9/2024

Regarding the CGHS referral OM Z.15025/19/2024/DIR/CGHS/EHS, Comp No. 8281286) dated June 28, 2024, the directorate has received several queries seeking clarification on various clauses of the OM

In response to inquiries regarding various clauses within the aforementioned OM, a Standard Operating Procedure (SOP) has been developed. This SOP aims to:

- **Enhance understanding:** Provide a clear explanation of the OM's contents.
- **Standardize bill uploads:** Ensure uniformity in uploading medical bills to the TMS portal.

All HCOs are required to adhere to the guidelines outlined in the attached SOP when handling referrals and uploading bills to the TMS portal. The SOP comes into effect from the date of issue of this OM.

Signed by Dr Satheesh Y H

Date: 02-09-2024 17:18:25

Dr.Satheesh Y.H
Director, CGHS.

Enclosure: Standard Operating Procedure (Sop) For Health Care Organizations

To

1. All Ministries and Departments of the Government of India through the CGHS website
2. Addl. Director, CGHS(HQ)/ Addl. DDG(CGHS)/ Addl. Directors, CGHS of Cities / Zone.
3. All CGHS Wellness Centres through concerned AD, CGHS
4. MCTC, CGHS with the directions to upload the document on CGHS Website (www.cghs.gov.in).
5. All HCOs empanelled under CGHS through CGHS website.
6. Director. AIIMS as per list; JIPMER, Puducherry: PGIMER, Chandigarh
7. DDG NIC Health with the request to modify the CGHS application.
8. Sh. Jitendra Singh, CDAC. Noida
9. CEO & MD NHA with the request to kindly inform the Claim Processing Doctors regarding the referral process.
10. LACs/ ZACs through Addl. Directors, CGHS.

11. Sanctioning Authorities in CGHS.
12. CMO Hospital Cell, CGHS HQ.
13. All CGHS empanelled private hospitals through Additional Director of concerned city

Copy of Information to:

1. PPS to Secretary (H&FW), MoHFW
2. PPS to Secretary (Personnel), DoPT, MoPPG&P
3. PPS to Secretary (DARPG & DoPPW), MoPPG&P
4. PPS to AS & DG CGHS
5. PPS to JS (MoHFW), CGHS

STANDARD OPERATING PROCEDURE (SOP) FOR HEALTH CARE ORGANIZATIONS (HCOS)

1. Emergency cases:

In emergency cases, HCO shall not insist for referral or endorsement from CGHS and shall provide cashless treatment to eligible beneficiaries based on the emergency certificate given by the treating empanelled hospital specialist. The claim shall be uploaded to BCA portal along with emergency certificate issued by the treating specialist. The referral or endorsement is not required for emergency unlisted investigations/treatment also. For emergency unlisted procedure/investigation the hospital shall raise enhancement/approval through NHA portal. There is no need for approval from local CGHS AD Office.

2. Validity of referral for Specialist consultation:

As per OM Z 15025/19/2024/DIR/CGHS/EHS dated 28th June 2024, the consultation memo is valid for 3 months. The **primary consultant** refers to the specialty for which the referral is issued by CGHS Medical Officer. Up to two additional specialists from different fields can be consulted if advised by the primary consultant, with a maximum of six consultations allowed, including repeat consultations with the same specialist for acute illnesses. This shall apply only to primary referrals issued by CGHS Medical Officers and shall not be applicable for referral from Government hospital specialists.

The HCO shall retain a scanned, self-attested copy of the referral and return the original to the beneficiary.

The total number of consultations/cross-consultations/reviews, etc., on the basis of the primary referral issued by the CGHS Medical Officer shall be restricted to a maximum of 6 within a period of 3 months.

The **quantity option for consultation** shall be left at the **default value of '1'** when issuing a referral, as the number of reviews or follow-ups required cannot be predicted at the time of issuance. This default value of '1' does not mean that it is valid for only one consultation.

Subsequent Follow-Up Consultations/Investigations/Minor Procedures **can be done only at the same empanelled hospital where primary consultation** is done. This is not valid in another Health Care Organisation.

Each subsequent follow-up visits based on the first referral from the CGHS Medical Officer, which is made on separate days, shall not be clubbed and shall be submitted as a separate claim on the portal.

3. **Special Provisions for Above 70 years Pensioners:** No referral is required for beneficiaries aged 70+ to consult any specialist in empanelled hospitals. Any listed investigations and procedures can be performed without further referral. However, approval from CGHS authorities is required for unlisted procedures/investigations.

4. Planned Unlisted Investigations & Procedures:

Permission for planned unlisted investigations and procedures advised by empanelled hospitals shall be given as per the delegation of financial rules:

- Additional Director/Director in the case of pensioners
- HOD/HOO in the case of serving employees.

5. Follow-Up Special Cases:

The beneficiaries suffering from below mentioned conditions are permitted to avail consultations and investigations without any time limit based on the primary referral.

No repeat referral / endorsement from CGHS is required for follow-up consultations or investigations:

- Post-cardiac surgery cases
- Post-organ transplant cases
- Post-neurosurgery cases
- End-stage renal disease
- Cancer treatment
- Autoimmune disorders
- Neurological disorders

Process flow for handling referrals in TMS portal:

1. Referral Letter

- **Original Referral:** The HCO shall not insist on the original referral; a photocopy of the referral memo shall be accepted.
- **Self-Attestation:** The photocopy shall be self-attested by the beneficiary with the date, since the TMS module is yet to implement part utilization and other system changes.

2. Patient Registration

- **Register the Patient:** Upon arrival, register the patient in the TMS system.

The screenshot shows the 'Patient Registration' form in the TMS portal. The form is titled 'Patient Registration' and includes fields for 'Scheme' (CGHS), 'ID Type' (CGHS BEN ID), 'ID Number', and 'New Born?'. A large black arrow points from the 'ID Number' field to the 'New Born?' checkbox.

Fill up the mandatory details like communication address, mobile number, etc. and register the patient

The screenshot shows the 'Patient Registration' form in the TMS portal, specifically the 'Communication Address' section. The form includes fields for 'Address', 'Pin Code', 'Mobile', 'Village', 'City/Town', and 'Pin Code'. A large black arrow points to the 'Register' button at the bottom.

Select the patient type as either OP or IP

- **Referral Type Selection:** Choose “Manual” or “e-referral” based on the referral type.

3. Processing of referral by MEDCO at Empanelled HCO

- **e-Referral Usage:** For the first consultation, the MEDCO shall use e-referral.

- **Subsequent follow-ups:** If further review, investigations, or minor procedures are advised by the primary consultant (the specialty for which the referral has been issued by the CGHS Medical Officer), follow the steps below using the manual option.

4. Manual Option for Subsequent Follow-Up Consultations/Investigations/Minor Procedures not requiring admission.

- a) **Investigations:** Each investigation costing less than Rs. 3000 (NABH/NABL rate) can be performed without further referral, except for:
- CT, MRI, and nuclear scans, irrespective of the rate, and will require endorsement from the CGHS Medical Officer.
- b) **Minor Procedures:**
- No referral from CGHS Medical Officer is required for minor procedures not requiring admission.
 - Procedures can be performed at the same empanelled hospital with clinical justification.

Referral ID: Use the original referral ID and suffix it with /C2 for the first review, /C3 for the second review or cross-consultation, etc. This can go up to a maximum of C5, allowing a total of 6 consultations within 3 months.

The screenshot shows the Transaction Management System (TMS) interface. The sidebar on the left contains navigation options: Registration, Claims without Invoices, Preauthorization, Initiate New Preauth, Cases for Enhancement/Discharge, Preauth Query Reply, Cases for Cancellation, Cases Search, Claims, and MIS. The main area displays the 'Referral Details' section. A black arrow points to the 'Referral Number' field, which contains the value 'MU3/25JUL2024/2982/C2'. Other fields visible include 'Is Referral Type Manual or e-Referral?' (Manual), 'Referral Number' (MU3/25JUL2024/2982/C2), 'Referral Date' (25-07-2024), 'Referral Type' (OPD Consultation), 'Remarks' (FOLLOWUP CONSULTATION), 'Referral/Endorsement By' (DR. ADISH APOLLO), 'Referral' (select), 'Procedure' (select), and 'Specialty' (select).

For investigations or minor procedures, use 'Ix' and 'Px' respectively, where 'x' is the number of the corresponding consultation. For e.g.

- MU3/25JUL2024/2982/P1 for minor procedures not requiring admission.
- MU3/25JUL2024/2982/I2 for investigations done based on the second follow-up/cross-consultation.

Treatment Protocol: Select “Referral”. Proceed to add investigations (costing less than Rs 3000, excluding CT, MRI, PET CT) and minor procedures not requiring admission advised by the empanelled hospital specialist.

For beneficiaries aged **70 and above**, use the “Non-Referral” option under the treatment protocol to book any listed investigation or procedure advised by the empanelled HCO/Government hospital specialist, regardless of the cost or whether admission is required.

5. Document Upload Requirements

All documents including discharge summary should give complete picture of the course of the disease. The consultation notes shall be self-explanatory and shall justify the need for follow up visits or cross consultations/ tests and treatments advised without which bills are liable to be rejected without giving a second chance.

Emergency cases. The emergency certificate indicating nature of emergency condition issued by treating doctors should be uploaded along with other relevant documents

For Each Follow-Up Without CGHS Referral (Follow-Up/Cross-Consultation Based on Advice of Primary Specialist):

- Upload the following documents as a single file in the referral letter option in addition to the mandatory documents under other options:
 - Primary consultation referral.

- Consultation notes along with advice for follow-up, cross-consultation, investigation, or minor procedures not requiring admission.
- Undertaking from the beneficiaries for the subsequent consultation, investigation or minor procedures(Annexure A).
- Geotagged photo of the beneficiary. Instructions shall be given regarding how to upload photos of beneficiaries with geotagging information. This shall be uploaded manually in the referral letter option until the NHA develops a separate functionality for the same.

For Beneficiaries Aged 70 and Above:

- Upload the following documents as a single file in the referral letter option in addition to the mandatory documents under other options:
 - The undertaking from the 70+ beneficiary seeking direct consultation shall be mandatorily uploaded in the referral letter option while submitting claims(Annexure A).
 - Consultation notes along with advice for any listed investigation or procedure by the specialist for whom the consultation was sought.
 - Geotagged photo of the beneficiary.

For Follow-Up Special Cases:

- Upload the following documents as a single file in the referral letter option in addition to the mandatory documents under other options:
 - The undertaking from the beneficiary seeking follow-up consultation/investigation for special cases like post-operative cardiac cases, post organ transplant cases, ESRD, Cancer treatment, etc. shall be mandatorily uploaded in the referral letter option while submitting claims(Annexure A).
 - A copy of the self-attested permission letter and discharge summary/treatment notes confirming that the case fits under the categories mentioned above (point 5).
 - Geotagged photo of the beneficiary.

To,
The Medical Superintendent,
.....(Name of empanelled hospital & City)

Date:

Letter Ref. No. OM Z15025/35/2019/DIR/CGHS(P) DATED 29-05-2019

Respected Sir/Madam,

70 +
beneficiaries/
Follow-up
special cases

I am year old CGHS beneficiary (Name), (Ben. ID),(city).

I am a patient of(Disease) and I want OPD consultation of (specialty).

or

I am a follow-up case of ☐ Post-cardiac surgery cases ☐ Post-organ transplant cases ☐ Post-neurosurgery cases

☐ End-stage renal disease ☐ Cancer treatment ☐ Autoimmune disorders ☐ Neurological disorders

And, I want follow-up consultation/investigations for (specialty)

Beneficiary's signature

Letter Ref. No. OM Z15025/19/2024/DIR/CGHS/EHS) DATED 28-06-2024

Respected Sir/Madam,

Follow-up
Consultation

Subject: - Follow-Up/Cross-Consultation(Specialty) for CGHS Beneficiary

I, CGHS beneficiary, (Name),(CGHS Beneficiary ID), belonging to..... (City) have been advised Follow-up /

OPD consultation of..... (Specialty) by the Primary Consultant

.....(Specialist Name & Specialty) based on the referral issued from

CGHS Wellness Centre (WC Name & City) bearing Referral ID

..... dated

Follow-up Consultation Number:

1	2	3	4	5
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Beneficiary's signature

Subject: - Follow-Up Investigations (Less Than Rs 3000/- NABH) & Minor Procedures Not Requiring Admission for CGHS Beneficiary

Follow-up
Investigations
& Minor
Procedures

I, CGHS beneficiary, (Name),(Ben ID), belonging to(City) want to undergo the following Investigations/ Minor Procedures:

.....

.....

advised by the Primary/Secondary Consultant(Specialist Name & Specialty) on

.....(date), based on the referral issued from CGHS Wellness Centre (WC

Name & City) bearing Referral ID dated

I have not undergone the above said investigations based on the same referral elsewhere.

Beneficiary's signature

PS: To be uploaded along with other documents as per checklist as single file under referral letter in BCA portal.

Government of India
Ministry of Health & Family Welfare
(EHS Section)

Nirman Bhawan, New Delhi
Dated the 28-06-2024

OFFICE MEMORANDUM

Subject: Revised guidelines for Referral Process in CGHS-reg.

In partial modification of MoHFW OM No. Z.15025/117/DIR/CGHS/EHSS dated 15.01.2018 and 10.12.2018, the undersigned is directed to convey approval of the Competent Authority for issue of revised guidelines for referral procedures for Consultation, Investigations and Treatment in Government and Private hospitals (empanelled with CGHS), as per details given below:

A. In continuation of OM No Z.15025/18/2020 dated the 09.10.2020 the term "Government hospital", shall also include all AIIMSS, Institutions of National Importance (INIs), North East Institutions, Tata Memorial Hospital and all other medical institutions under central government. No referral/permission/endorsement shall be required for undergoing consultation/investigation/ treatment procedure including unlisted investigations/procedures.

B. Treatment at Private empanelled hospital(s):

- i. **Single referral for Specialist Consultation:** A referral issued by any Medical Officer of a CGHS Wellness Centre will be valid for three months. During this period, the beneficiary may consult two more specialists i.e. up to total of three specialists, if recommended by the primary specialist. A maximum 6 consultations shall be allowed during this validity period of 3 months.
- ii. **Investigation and treatment Procedures advised by specialist of empanelled private hospital after referral by CGHS:** No further endorsement from CGHS shall be required for undergoing routine listed investigations and minor procedures, not requiring admission in the hospital, as advised by the specialist, within the validity period of 3 months from the date of issue of the initial referral. However, Referral/endorsement from CGHS shall be required for special investigations like CT Scan, MRI Scan, PET Scan and any other investigation costing over Rs. 3,000/- and the referral will be valid for 3 months.
- iii. Correspondingly, referral/ endorsement would be required from Medical Officer of CGHS for any procedure requiring admission in the hospital, which would be valid for 3 month.
- iv. **Unlisted Investigation(s) and treatment procedures advised by the Specialist of CGHS empaneled hospital:** Permission for undergoing

such investigations and treatment procedures shall be considered as per the delegated powers vide OM Z.15025/14/2023/ DIR/CGHS dated 27.12.2023 in case of pensioners and OM No. S 12020/4/97-CGHS(P) dated 07.04.1999 in case of serving employees. i.e.

- a. CGHS (Additional Director/ Director) in case of Pensioner beneficiaries.
 - b. Head of the Department/ Office (HOD/HOO) in case of serving employee(s)
- v. In partial modification of O.M. No. Z15025/35/2019/ DIR/CGHS/CGHS(P) dated 29.05.2019, the special provision for CGHS beneficiaries to avail Consultation/investigations/treatment procedures shall hereinafter apply to CGHS beneficiaries aged 70 years and above, as against 75 years prescribed in OM as mentioned above dated 29.05.2019. The other conditions shall remain unchanged. The beneficiaries can also avail of the services through tele-consultation facility available through e-Sanjeevani 2.0 (<https://esanjeevani.mohfw.gov.in/>).
- vi. In case of **treatment under emergency and post-operative follow-up treatment**, the instructions shall remain as per extant rules. Reference Instructions:
- a. O.M. No. S.11011/29/2019-EHS dated 13.09.2019.
 - b. O.M. No. Z15025/35/2019/DIR/CGHS/CGHS(P) dated 29.05.2019 (regarding post-operative follow-up treatment).

Signed by

Hemlata Singh

Date: 28.06.2024 14:28:11

Under Secretary to the Government of India
Tel 011-23061778.

To

1. All Ministries and Departments of the Government of India through the CGHS website
2. Addl. Director, CGHS(HQ)/ Addl. DDG(CGHS)/ Addl. Directors, CGHS of Cities / Zone.
3. All CGHS Wellness Centres through concerned AD, CGHS
4. MCTC, CGHS with the directions to upload the document on CGHS Website (www.cghs.gov.in).
5. All HCOs empanelled under CGHS through CGHS website.
6. Director, AIIMS as per list; JIPMER, Puducherry; PGIMER, Chandigarh;
7. DDG NIC Health with the request to modify the CGHS application.
8. Sh. Jitendra Singh, CDAC, Noida
9. CEO & MD NHA with the request to kindly inform the Claim Processing Doctors regarding the referral process.
10. LACs/ ZACs through Addl. Directors, CGHS.
11. Sanctioning Authorities in CGHS.
12. CMO Hospital Cell, CGHS HQ.
13. All CGHS empanelled private hospitals through Additional Director of concerned city

Copy of Information to:

1. PPS to Secretary (H&FW), MoHFW
2. PPS to Secretary (Personnel), DoPT, MoPPG&P
3. PPS to Secretary(DARPG &DoPPW), MoPPG&P
4. PPS to AS & DG CGHS
5. PPS to JS (MoHFW), CGHS

Hemlata Singh
28/06/24

(Hemlata Singh)
Under Secretary to the Government of India
Tel 011-23061778



Z 15025/117/2017/DIR/CGHS/ EHS
Government of India
Ministry of Health & Family Welfare
Department of Health & Family Welfare
EHS Section

Nirman Bhawan, New Delhi
Dated the 15th January, 2018

OFFICE MEMORANDUM

Sub: Simplification of referral system under CGHS

With reference to the above mentioned subject the undersigned is directed to state that this Ministry has been receiving representations for simplification of procedure for CGHS beneficiaries to undertake treatment at private hospitals empanelled under CGHS. The guidelines issued earlier on referral/ permission under Office Memoranda No S 11011/6/96 –CGHS (P) dt. 11/6/97 and 02/09/99, S-12020/4/97 –CGHS (P) dt. 07/04/1999, S.11011/1/200-CGHS (P) dt. 10/04/2001 and RA/Cons/Hyd/09-10/CGHS-IV, dated 11/06/2010 and Z.15025/105/2017/DIR/CGHS dt. 09/11/2017 has been reviewed and it has now been decided to revise the guidelines for consultation and treatment at CGHS empanelled private hospitals as per the details given under:

- i) All CGHS beneficiaries (in all CGHS Cities) shall be permitted for seeking OPD consultation from Specialists at Private hospitals empanelled under CGHS after being referred by any Medical Officer/CMO of CGHS Wellness Centre. The referral may be mentioned on the computer generated Prescription slip. After consultation at empanelled hospitals beneficiary shall report back to concerned wellness centre, where MO/CMO would endorse listed investigation and issue medicines as per guidelines mentioned below. For unlisted investigation/treatment procedure CMO Incharge shall submit the prescription to competent authority for consideration in case of pensioner beneficiaries. Serving employees shall seek permission for unlisted investigation/treatment procedure from their department as per prevailing guidelines.
- ii) The medicines prescribed by specialists shall be supplied by CGHS as per the available generic name at the CGHS Wellness Centre.

In case the medicine prescribed by the Specialist is available by an alternative brand name having the same composition, it shall be supplied by the brand name available at CGHS Wellness Centre.

If, the medicine prescribed by the Specialist is not available at CGHS Wellness Centre either by generic name or alternate brand name, it shall be indented by the same brand name through Authorized Local Chemist.

- iii) With reference to OM Z.15025/105/2017/DIR/CGHS dated 09/11/2017, it is clarified that the validity of the advice of Central Government /State Government Specialist / CGHS Medical officer for listed treatment procedures shall be treated as valid for three months unless mentioned otherwise and no other referral (permission) letter is required to undergo, the treatment procedure at any of the empanelled Hospitals. It is also clarified that once a specific treatment procedure (listed) has been advised by a Specialist of Central Government /State Government or a CGHS Medical officer, it is the option of CGHS beneficiary to undergo at any of the CGHS empanelled hospitals of his/her choice and it is not compulsory that Specialist /CGHS Medical officer shall refer the beneficiary for treatment to any CGHS recognized hospitals.
- iv) In case of Haemo-Dialysis, the advice for treatment can be made upto six months and in such cases the advice shall be valid for upto six months.
- v) In case of Radio-therapy / Chemotherapy advised by a Government Specialist the advice shall be valid for all the cycles of Radio-therapy/Chemotherapy. The specialist has to specify the specific Radio-therapy procedure. Self-attested (by beneficiary) photo-copies of the permission letter is required to be submitted.
- vi) In case of post-operative follow up treatment in six conditions as specified in OM dated 10.04.2001, permission for follow-up treatment shall be required from competent authority.
- vii) In case of non-listed investigations / treatment procedures permission from competent authority is required to be obtained.

2. This issues with the approval of competent authority in supersession of earlier guidelines.



[Dharminder Singh]
Under Secretary to Government of India
Tel- 011-23062666

To:

- 1 All Ministries / Departments, Government of India
- 2 Director, CGHS, Nirman Bhawan, New Delhi
- 3 Addl. DDG (HQ)/All Additional Directors /Joint Directors of CGHS cities outside Delhi

- 4 All Pay & Accounts Officers under CGHS
- 5 Additional Director (Hqrs) / Additional Director (SZ)/ (CZ)/ (EZ)/ (NZ), CGHS, New Delhi.
- 6 JD (Gr.)/JD(R&H), CGHS Delhi
- 7 CGHS Desk-I/Desk-II/CGHS-I/CGHS-II, Dte.GHS, Nirman Bhawan, New Delhi.
- 8 Estt.I/ Estt.II/ Estt.III/ Estt.IV Sections, Ministry of Health & Family Welfare.
- 9 Admn.I / Admn.II Sections of Dte.GHS.
- 10 Rajya Sabha / Lok Sabha Secretariat.
- 11 Registrar, Supreme Court of India / Punjab & Haryana High Court, Chandigarh.
- 12 U.P.S.C, Dholpur House, New Delhi
- 13 Finance Division.
- 14 Deputy Secretary (Civil Service News), Department of Personnel & Training, 5th Floor, Sardar Patel Bhawan, New Delhi.
- 15 PPS to Secretary (H&FW)/ Secretary (AYUSH)/ Secretary (HR)/ Secretary (AIDS Control), Ministry of Health & Family Welfare.
- 16 PPS to DGHS /SS&MD, NRHM / AS (H) /AS & DG (CGHS).
- 17 Swamy Publishers (P) Ltd., P. B. No. 2468, R. A. Puram, Chennai 600028.
- 18 Shri Umraomal Purohit, Secretary, Staff Side, 13-C, Ferozshah Road, New Delhi.
- 19 All Staff Side Members of National Council (JCM) (as per list attached).
- 20 Office of the Comptroller & Auditor General of India, 10 Bahadur Shah Zafar Marg, New Delhi.
- 21 All Offices / Sections / Desks in the Ministry.
22. UTI-ITSC, 153/1, First floor, Old Madras Road, Ulsoor, Bengaluru-560008.
- 23 Nodal Officer, MCTC, CGHS with a request to upload a copy of OM on CGHS Web-site.
- 24 Office Order Folder.

Signature valid

Digitally signed by
DHARMINDER SINGH
Date: 2018.01.26 12:27:07
IST
Reason: Approved



Z 15025/117/2017/DIR/CGHS/ EHS
Government of India
Ministry of Health & Family Welfare
Department of Health & Family Welfare
EHS Section

Nirman Bhawan, New Delhi
Dated the 10th December, 2018

OFFICE MEMORANDUM

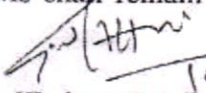
Sub: Revision of guidelines regarding simplification of referral system under CGHS

With reference to the above mentioned subject the undersigned is directed to state that this Ministry has been receiving representations for simplification of procedure for undergoing treatment/investigations at private hospitals empanelled under CGHS. In this regard attention is drawn to the guidelines issued under Office Memoranda No. Z.15025/117/2017/DIR/CGHS/EHS, dated 15.01.2018 and S.11045/40/2012/CGHS/HEC/CGHS (P), dated 22.02.2013 and to state that the matter has been reviewed by this Ministry and it has now been decided to revise the guidelines for consultation and treatment at CGHS empanelled private hospitals as per the details given under:-

- i) Referral from CGHS Medical Officer/CGHS Specialist for consultation with Specialists at Private Hospitals empanelled under CGHS shall be valid for 30 days in the same hospital.
- ii) Referral shall be valid for consultations upto 3 times in the same hospital within 30 days.
- iii) Similarly referral shall be valid for consultation with a maximum of 3 different Specialists, if required during a single visit.
- iv) Advice of the CGHS Medical Officer/CGHS Specialist for listed investigations shall be valid for a period of 30 days.
- v) Advice of the CGHS Medical Officer/CGHS Specialist for listed treatment procedure shall be valid for a period of 3 months.
- vi) If any listed investigation advised by Specialist of empanelled hospital is required urgently as a medical emergency and certified as such, may be undertaken at the same hospital.

- vii) Hospitals are empanelled under CGHS for the Specialists available and not by the name of Specialists.
- viii) The Referral of CGHS Medical Officer/Specialists may be issued through Computers or even manually with proper stamp of referring doctor.

2. The other terms and conditions as prescribed on the above referred OM's shall remain unchanged.


[Rajeev Attri] 10/12/2018

Under Secretary to Government of India
Tel- 011-2306 1883

To:

- 1 All Ministries / Departments, Government of India
- 2 Director, CGHS, Nirman Bhawan, New Delhi
- 3 Addl. DDG (HQ)/All Additional Directors /Joint Directors of CGHS cities outside Delhi
- 4 All Pay & Accounts Officers under CGHS
- 5 Additional Director (Hqrs) / Additional Director (SZ)/ (CZ)/ (EZ)/ (NZ), CGHS, New Delhi.
- 6 JD (Gr.)/JD(R&H), CGHS Delhi
- 7 CGHS Desk-I/Desk-II/CGHS-I/CGHS-II, Dte.GHS, Nirman Bhawan, New Delhi.
- 8 Estt.I/ Estt.II/ Estt.III/ Estt.IV Sections, Ministry of Health & Family Welfare.
- 9 Admn.I / Admn.II Sections of Dte.GHS.
- 10 Rajya Sabha / Lok Sabha Secretariat.
- 11 Registrar, Supreme Court of India /Punjab & Haryana High Court, Chandigarh.
- 12 U.P.S.C, Dholpur House, New Delhi
- 13 Finance Division.
- 14 Deputy Secretary (Civil Service News), Department of Personnel & Training, 5th Floor, Sardar Patel Bhawan, New Delhi.
- 15 PPS to Secretary (H&FW)/ Secretary (AYUSH)/ Secretary (HR)/ Secretary (AIDS Control), Ministry of Health & Family Welfare.
- 16 PPS to DGHS /SS&MD, NRHM / AS (H) /AS & DG (CGHS).
- 17 Swamy Publishers (P) Ltd., P. B. No. 2468, R. A. Puram, Chennai 600028.
- 18 Shri Umraomal Purohit, Secretary, Staff Side, 13-C, Ferozshah Road, New Delhi.
- 19 All Staff Side Members of National Council (JCM) (as per list attached).
- 20 Office of the Comptroller & Auditor General of India, 10 Bahadur Shah Zafar Marg, New Delhi.
- 21 All Offices / Sections / Desks in the Ministry.
- 22 UTI-ITSC, 153/1, First floor, Old Madras Road, Ulsoor, Bengaluru-560008.
- 23 Nodal Officer, MCTC, CGHS with a request to upload a copy of OM on CGHS Web-site.
- 24 Office Order Folder.



Z15025/18/2020/DIR/CGHS
Government of India
Min. of Health & Family Welfare
Department of Health
Directorate General of CGHS

545-A Nirman Bhawan, New Delhi.
Dated the 9th October , 2020

OFFICE MEMORANDUM

**Subject: Clarification regarding treatment of CGHS beneficiaries at government hospitals
- regarding**

With reference to the above subject the undersigned is directed to state that this Ministry is in receipt of several representations seeking clarifications about treatment at government hospitals. In this regard attention is drawn to Office memorandum No. S-11012/1/91-CGHS(P) (Vol.I) dt 18.03.1992 vide which guidelines regarding settlement of Claims were issued and to convey the approval of competent authority for issue of the following clarifications regarding treatment at government hospitals:

- i. CGHS beneficiaries have the option to avail Consultation from Specialists/ Investigations / treatment procedures from any Government Hospital Central /State)
- ii. The definition of "Government hospital" would include any hospital of Central Government /State Government/Government Departments such as Railways. Atomic Energy Commission, etc., as also hospitals of Public Sector Undertakings (such as those of the Steel Authority of India Limited/Coal India Limited, hospitals under Municipalities etc.
- iii. Normally, many services at government hospitals are free. However, in case any government hospital charges for certain treatments , the same can be availed by way of reimbursement from the authorities concerned as per CGHS approved rates.
- iv. CGHS beneficiaries shall be eligible for reimbursement as per the ward entitlement he/ she is entitled as per the criteria prescribed in case of AIIMS. In other government hospitals, where only General ward and Nursing home facility are available, CGHS beneficiaries, who are eligible eligible for semi-private ward and higher are eligible for treatment in Nursing Home wards.
- v. Reimbursement for Implants shall be limited to CGHS prescribed ceiling rates. The other treatment charges are applicable item wise as per eligible ward entitlement.

- vi. In case of treatment at ILBS , New Delhi , NIMS Hyderabad the reimbursement shall be as per CGHS rates.
- vii. Medical claims are to be submitted through concerned CGHS Wellness Centre in case of Pensioners, ex-MPs , etc., and to the concerned Ministry /department /Office in case of serving employees and to the Rajya Sabha Secretariat / Lok Sabha Secretariat in case of Members of Parliament and to the concerned Autonomous body in case of CGHS beneficiaries of Autonomous Bodies for reimbursement



(Sanjay Jain)

Director, CGHS

To

1. All Ministries / Departments, Government of India
2. Director, CGHS, Nirman Bhawan, New Delhi
3. Estt.I/ Estt.II/ Estt.III/ Estt.IV Sections, Ministry of Health & Family Welfare
4. Admn.I / Admn.II Sections of Dte.GHS
5. Addl. Director, CGHS(HQ) / Addl.DDG(HQ)/Addl. Directors Directors of CGHS Cities
6. Rajya Sabha / Lok Sabha Secretariat
7. Registrar, Supreme Court of India / Punjab & Haryana High Court, Chandigarh
8. Under Secretary, U.P.S.C.
9. Under Secretary Finance Division
10. Deputy Secretary (Civil Service News), Department of Personnel & Training, 5th Floor Saradar Patel Bhawan, Sansad Marg , New Delhi
11. PPS to AS&MD, NRHM / AS (H) /DGHS
12. Secretary, Staff Side, 13-C, Ferozshah Road, New Delhi
13. Office of the Comptroller & Auditor General of India, 10 Bahadur Shah Zafar Marg, New Delhi
14. All Offices / Sections / Desks in the Ministry
15. UTI Infrastructure Technology And Services Limited, UTI-ITSL Tower, Plot No3 Sector - 11, CBD Belapur, Navi Mumbai-400614
16. Nodal Officer, MCTC, CGHS with a request to upload a copy of OM on CGHS Web-site
17. All Hospitals empanelled under CGHS through Addl. Director, CGHS of concerned city.
18. Office Order folder

Copy to

- PPS to Secretary, HFW
- PPS to AS&DG, CGHS, MoHFW
- PPS to JS(AS), MoHFW
- PS to Director, CGHS
- US, EHS , MoHFW

Copy for information to

PPS to Hon'ble HFM

PPS to Hon'ble MOS

No: Z.15025/14/2023/ DIR/CGHS
Government of India
Ministry of Health and Family Welfare
Directorate of CGHS

CGHS Bhawan,
RK Puram Sector-13, New Delhi
Dated the 27th December, 2023.

OFFICE MEMORANDUM

Subject:- Delegation of Financial powers for settlement of reimbursement claims/Permissions /ex-post facto approval in respect of Pensioner CGHS beneficiaries, etc.,

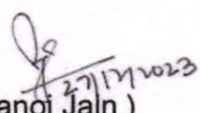
With reference to the above subject the undersigned is directed to draw attention to the OM No Z 15025/79/2/DIR/CGHS dated 5th October 2016 vide which powers had been delegated for settlement of reimbursement claims/ Permissions/ex-post facto approvals in respect of Pensioner CGHS beneficiaries. It has now been decided by the Competent Authority to further delegate financial powers to the Addl. Secretary & DG, CGHS and Director, CGHS in respect of approvals related to unlisted treatment procedures/ investigations/ implants, in **partial modification of para (v)** of the above referred OM as per the details given under:

- a) Revised Delegation of Financial Powers for Permission / ex-post facto Approval / Settlement of Medical Reimbursement Claims of Individual Beneficiaries / Hospital Bills in respect of Unlisted treatment procedures / investigations / Implants are as per the details given below:

		Revised Delegated Powers
a)	Additional Director , CGHS of City /Zone	Rs. 1,00,000/- (No change)
b)	Director, CGHS	Upto Rs. 3,00,000/-
c)	Addl. Secretary & DG,CGHS	Upto Rs. 5,00,000/-

- b) If there is no CGHS package rate for treatment procedures / investigations/ Implants approval shall be granted as per AIIMS rate (if any) and if there is no CGHS/AIIMS rate approval shall be granted as per actual rate.

- c) In respect of unlisted treatment procedures / investigations / Implants, which cost more than Rs. 1,50,000/- the cases shall continue to be placed before Standard Technical Committee (STC) for justification, before considering the approval.
- 2 The revised financial delegations mentioned above will be subject to the conditions that they will not include any case involving relaxation of rules, irrespective of the amount involved. Further, cases where the amounts exceed the monetary limits prescribed above will be considered by the Ministry of Health & Family Welfare with the concurrence of Integrated Finance Division.
3. The above mentioned delegations of financial powers are in supersession of all the earlier OM in this regard.
4. The other terms and conditions mentioned in the Office Memorandum No. Z15025/79/2/DIR/CGHS dated 5th October 2016 shall remain unchanged.
5. This issues with the concurrence of Integrated Finance Division, Ministry of Health and Family Welfare.


(Dr. Manoj Jain)
Director, CGHS

To

1. Addl. DDG(HQ), CGHS/ AD(HQ), CGHS/ All Addl. Directors of CGHS
2. Addl. CEO, NHA
3. PPS to Secretary, Ministry of Health & Family Welfare
4. PPS to AS&DG (CGHS), Ministry of Health & Family Welfare
5. PPS to JS, Ministry of Health & Family Welfare, looking after CGHS
6. N.O., CGHS(MCTC) with the request to upload this OM on the CGHS website.
7. Guard file

No.S-12020/4/97-CGHS (P)
Government of India
Ministry of Health & Family Welfare
(Department of Health)

Nirman Bhavan, New Delhi
Dated the 7th April, 1999.

OFFICE MEMORANDUM

Subject:- Delegation of Powers under CGHS relating to referral system, permission cases and ex-post-facto approval - Regarding.

The undersigned is directed to say that the matter regarding delegation of powers under CGHS has been under consideration of the Government for some time past so as to reduce the delay in obtaining facilities under CGHS including ex-post-facto approval of medical claims preferred by CGHS beneficiaries and it has now been decided to delegate the powers for referral system, permission cases and ex-post-facto approval as indicated below:-

REFERRAL SYSTEM

1. Procedures/investigations for which there is no prescribed CGHS rate for CGHS recognised private hospitals/diagnostic centre. Permission for tests/procedures, the estimates of which are not more than Rs.20,000/-, may be granted by HOD (for serving employees) and by Head of CGHS covered cities (for Pensioners) provided the tests/procedures have been recommended by Govt. Specialist.

Reimbursement may be limited to AIIMS rate in the case of Delhi and outside Delhi. In case rates have not been fixed by AIIMS for any particular procedure/investigation/test, reimbursement may be made as per actuals.
2. In case of medical emergency beneficiary may go directly to private recognised/ Government referral hospital and submit an MRC after discharge from the hospital. Powers are delegated to the Heads of the CGHS Organisations in various CGHS covered cities in respect of both pensioners and serving employees for deciding which cases fall under the "emergency" category.
3. In pregnancy cases Once the pregnancy is diagnosed/confirmed by the Government/CGHS doctors including the Medical Officer working at the dispensary level, the HOD of concerned Department/ Ministry

Contd.../-

may permit admission for confinement purpose in the private hospitals recognised under CGHS.

4. In case of beneficiary, inspite of facility being available in the city still chooses to get treatment in CGHS recognised hospital in another city
The powers for grant of such permission are delegated to the Heads of CGHS organisations in various CGHS covered cities both in respect of pensioners and serving employees but without grant of TA/DA.
5. In case of pensioners if permission is granted for treatment in another city for such procedures/tests that are advised by the Govt./ CGHS specialists and are not available in the same city
Permission may be granted to pensioner beneficiaries by Head of the CGHS Organisation in the various CGHS covered cities on the basis of specific advice from treating Govt. specialist.
TA may be limited to the Referral Hospitals available in the nearest city by the shortest route. In case of deviation, prior permission of Director, CGHS, may be obtained.
6. In case of emergency in respect of pensioners/ serving employees
Since it is not always possible to obtain prior permission in emergency, treatment taken by CGHS beneficiaries in emergency will be considered on merits even if the treatment is taken from a non-recognised private hospital. For granting ex-post-facto approval in emergency cases, both for serving/ pensioner beneficiaries, the power is delegated to the Head of the concerned CGHS covered city.
7. Treatment in private recognised hospital
Referral may be made on the recommendation of the treatment procedure by the Govt. specialist for indoor treatment in private hospitals recognised under CGHS.

The permission both for pensioners and serving employees for a period of six months for follow-up treatment may be given by the Head of CGHS covered city from the date of discharge of the beneficiary from the hospital.

Contd.../-

PERMISSION CASES

1. Cases where permission is to be given for items with ceiling rates

When treatment is taken with prior permission and where the ceiling rates have been fixed for purchase of implants such as pacemakers, Rotablator total joint replacement etc. the procedure of calling 3 quotations is not required and the Head of the CGHS organisation of the concerned CGHS covered city may grant permission in such cases.
2. Permission for items for which Standing Committees exist and the Standing Committee has recommended the case

Permission may be given by the Ministry of Health and Family Welfare for items which have been notified by the CGHS.
3. Supply of Oxygen cylinder, Leucocyte filter, Infusion pump etc.

Permission may be given by the Ministry of Health and Family Welfare on the recommendations of the Standing Committee for items which have been notified by the CGHS.
4. Air travel

Permission may be given by the Ministry of Health and Family Welfare on the basis of the recommendation of Director, CGHS.
5. Permission for highly expensive procedures like B.M.T., Cardiac defibrillator, carotid stents, etc. as per Govt. ceiling rates as the cost involved are very high or where there is no policy decision

For highly expensive procedures like BMT, Cardiac Defibrillator, Carotid Stenting etc. M/o HFW n o t i f i e s t h e equipments/instruments/implants for domiciliary use with specific ceiling rates. Hence, permission for any instrument/equipment/implant outside the notified list will be dealt by the M/o HFW on a case to case basis in consultation with DGHS/Finance Division.

Contd../-

EX-POST-FACTO APPROVAL

1. Treatment taken without recommendation of CGHS/ Govt. specialist, but with permission of CMO in-charge of CGHS dispensary in a recognised private hospital within approved ceiling rates
Powers are delegated to the Heads of CGHS organisations in the CGHS covered cities both in respect of pensioners and serving employees to decide such type of cases.
2. Treatment taken in private hospitals recognised under CGHS without prior permission
Powers are delegated to the Heads of CGHS organisations in the CGHS covered cities both in respect of pensioners and serving employees to decide such type of cases.
3. Emergency cases within approved ceiling rates in respect of treatment taken in private hospitals recognised under CGHS.
Powers are delegated to the Heads of CGHS organisations in the CGHS covered cities both in respect of pensioners and serving employees to decide such type of cases.
4. Emergency cases within ceiling approved rate in respect of treatment taken in private unrecognised hospital..
Powers are delegated to the Heads of CGHS organisations in the CGHS covered cities both in respect of pensioners and serving employees to decide such type of cases.
5. Cases where prior permission for treatment in CGHS recognised Government referral hospital was granted for a particular procedure and at the time of actual operation, some device/artificial appliance/ additional treatment/ procedure/ diagnostic procedure has been used/undertaken for which no prior permission was taken.
Powers are delegated to the Heads of CGHS organisations in the CGHS covered cities both in respect of pensioners and serving employees to decide such type of cases.
6. Ex-post-facto permission for treatment in Govt. referral hospitals like AIIMS, PGI Chandigarh, etc.
For serving employees:
HOD of the concerned Ministry/ Department/Office may decide such type of cases.

For pensioners:

Head of the CGHS organisation of the concerned CGHS covered city may decide such type of cases.

Contd.../-

7. Treatment under emergency in private hospitals recognised under CGHS and approval to be given as per approved rates for approved procedures/ Appliances/devices. Powers are delegated to the Heads of CGHS organisations in the CGHS covered cities both in respect of pensioners and serving employees to decide such type of cases.
8. Treatment taken under emergency but approval to be given above the approved rates Ministry of Health and Family Welfare may decide such type of cases in special circumstances, depending upon the merits of each case.
9. Relaxation of CGHS Rules Ministry of Health and Family Welfare will decide such type of cases.
10. Air travel permission/Ex-post-facto approval for air travel undertaken for medical treatment Ministry of Health and Family Welfare will decide such type of cases.
11. Reimbursement of treatment/test for which there is no prescribed rates under CGHS Powers are delegated to the Heads of CGHS organisations in the CGHS covered cities both in respect of pensioners and serving employees and reimbursement may be made as per AIIMS rate/actual, whichever may be less, or as per actual in case there is no AIIMS rate, both in the case pertaining to CGHS, Delhi and CGHS outside Delhi.
12. Monetary limit to issue sanction for settlement of individual Medical Reimbursement Claims/ to accord permission/ grant of medical advance Subject to the approval of Head of the CGHS organisation of the concerned CGHS covered city/Ministry of Health and Family Welfare, where prescribed in the preceding paras, the monetary limit for issuing sanction has been raised as under:-
 - a) Rs.2 lakhs : By the (in case of serving employees beneficiaries) HOD
 - b) Rs.2 lakhs : By the (in case of pensioner CGHS beneficiaries) Head of the concerned CGHS-covered city.

Contd../-

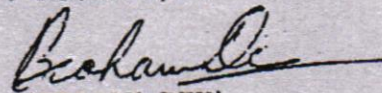
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c) Rs.2 to 5 lakhs: Director,
CGHS

d) Above Rs.5 lakhs: Ministry
of Health
and
Family
Welfare.

2. These orders will come into effect from the date of issue.

3. The above orders are issued with the approval of Secretary(Health) and concurrence of JS&FA vide Dy. No.1766/99-JS&FA dated 23.3.99.


(BRAHAM DEV)

UNDER SECRETARY TO THE GOVERNMENT OF INDIA

To

1. All Ministries/Departments of Government of India.
2. Director General of Health Services.
3. Director, CGHS.
4. All Additional/Deputy Directors of CGHS.
5. All Officers/Sections/Desks in the Ministry of Health & Family Welfare.
6. C & A.G. of India, 10, Bahadur Shah Zafar Marg, New Delhi-2, with the request that these orders may be made applicable to the persons serving under him.
7. Copy for folder.



Z 15025/35/2019/DIR/CGHS/ CGHS(P)
Government of India
Ministry of Health & Family Welfare
Department of Health & Family Welfare

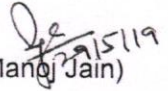
Nirman Bhawan, New Delhi
Dated the 29th May, 2019.

OFFICE MEMORANDUM

Sub: Consultation from Specialists at CGHS empanelled hospitals in respect of CGHS beneficiaries aged 75 years and above -regarding

With reference to the above mentioned subject the undersigned is directed to state that the matter related to relaxation of consultation norms in respect of elderly CGHS beneficiaries was under consideration of this Ministry and it has now been decided that hereinafter, CGHS beneficiaries aged 75 years and above shall be permitted to seek direct OPD Consultation from Specialists of private hospitals empanelled under CGHS without referral from CGHS Wellness Centre.

2. If any investigations / procedures are advised and are required in emergency, no other authorization is required and the same may be undertaken. However, in non-emergency conditions approval of competent authority is required if any non-listed investigations / procedures are advised. Medicines prescribed are to be procured from CGHS Wellness Centre.
3. Private hospitals empanelled under CGHS shall provide such facilities on cashless basis at CGHS rates to pensioners, ex-MPs, Members of Parliament and such other Categories of CGHS beneficiaries, who are eligible for treatment /investigations on credit basis. More than 75 year old dependents of serving CGHS beneficiaries, who are otherwise not eligible for Cashless treatment shall claim the reimbursement from concerned Ministry /Department. Beneficiaries of Autonomous Bodies /Statutory Bodies covered under CGHS shall claim reimbursement from the respective organization.
2. These orders are in supersession of the earlier guidelines on the subject.


(Dr. Manoj Jain)

Addl. DDG(HQ), CGHS

To:

- 1 All Ministries / Departments, Government of India
- 2 Director, CGHS, Nirman Bhawan, New Delhi
- 3 CGHS Desk-I/Desk-II/CGHS-I/CGHS-II, Dte.GHS, Nirman Bhawan. New Delhi
- 4 Estt.I/ Estt.II/ Estt.III/ Estt.IV Sections, Ministry of Health & Family Welfare
- 5 Admn.I / Admn.II Sections of Dte.GHS

- 6 Addl. Director, CGHS(HQ) / Addl. Directors/Joint Directors of CGHS Cities
- 7 Rajya Sabha / Lok Sabha Secretariat
- 8 Registrar, Supreme Court of India /Punjab & Haryana High Court, Chandigarh
- 9 Under Secretary, U.P.S.C.
- 10 Under Secretary Finance Division
- 11 Deputy Secretary (Civil Service News), Department of Personnel & Training,
5th Floor, Sardar Patel Bhawan, New Delhi.
- 12 PPS to Secretary (H&FW)/ Secretary (AYUSH)/ Secretary(HR)/ Secretary(AIDS
Control), Ministry of Health & Family Welfare
- 13 PPS to AS&MD, NRHM / AS (H) /DGHS
- 14 Secretary, Staff Side, 13-C, Ferozshah Road, New Delhi
- 15 All Staff Side Members of National Council (JCM) (as per list attached)
- 16 Office of the Comptroller & Auditor General of India, 10 Bahadur Shah Zafar Marg, New
Delhi
- 17 All Offices / Sections / Desks in the Ministry
- 18 UTI Infrastructure Technology And Services Limited, UTI-ITSL Tower, Plot No3 Sector -
11, CBD Belapur, Navi Mumbai-400614
- 19 Nodal Officer, MCTC, CGHS with a request to upload a copy of OM on CGHS Web-site
- 20 All Hospitals empanelled under CGHS through Addl. Director, CGHS of concerned city.
- 21 Office Order folder

Copy for information to

Joint Secretary, Cabinet Secretariat, Rashtrapati Bhawan , New Delhi



No. S.11011/29/2019-EHS

Government of India

Ministry of Health & Family Welfare
Department of Health & Family Welfare

Nirman Bhawan, New Delhi – 110 108

Dated: the 13th September, 2019

OFFICE MEMORANDUM

Subject: Emergency treatment in CGHS empanelled Hospitals.

The extant instructions under CGHS provide that under emergency conditions, a CGHS beneficiary can get admission in any CGHS empanelled Hospital without any prior permission. It has, however, been brought to the notice that the Hospitals deny admission or insist on referral memo from CGHS Wellness Centre even in emergency conditions.

2. In accordance with the Memorandum of Agreement between the CGHS empanelled Hospital and the Government of India, refusal to provide treatment to bonafide CGHS beneficiaries in emergency cases and other eligible categories of beneficiaries on credit basis, without valid ground, would attract disqualification for continuation of empanelment.

3. It is, therefore, reiterated that in emergency the empanelled hospitals will not refuse admission or demand an advance payment from the CGHS beneficiary or his family member and will provide credit facilities to the patient.

(Rajeev Attri)

Under Secretary to the Govt. of India

(Tel: 011 - 2306 1883)

To

- 1) All Ministries/Departments, Government of India
- 2) PPS to Secretary (H&FW)/Secretary (AYUSH)/Secretary (HR)/ Ministry of Health & Family Welfare
- 3) PPS to DGHS/S&DG (CGHS)/AS&FA/AS&MD, NRHM/AS(H), MoHFW, New Delhi
- 4) Director, CGHS, Nirman Bhawan, New Delhi



Z 15025/35/2019/DIR/CGHS/ CGHS(P)
Government of India
Ministry of Health & Family Welfare
Department of Health & Family Welfare

Nirman Bhawan, New Delhi
Dated the 29th May , 2019.

OFFICE MEMORANDUM

Sub: Post-operative Follow-up treatment from Hospitals empanelled under CGHS in respect of critically ill CGHS beneficiaries-regarding

With reference to the above mentioned subject the undersigned is directed to state that in view of the difficulties being faced by critically ill CGHS beneficiaries in getting post-operative follow-up treatment at CGHS empanelled hospitals, the matter was reviewed and it has now been decided that critically ill CGHS beneficiaries shall be permitted for follow up treatment in CGHS empanelled hospitals as per the details given under:

- i. Permission for post-operative follow-up treatment in respect of the following post – operative conditions requiring frequent Consultations from Specialists at private hospitals empanelled under CGHS, need not be re validated from time to time and follow-up treatment may be under taken at CGHS rates without time limit.
- ii. The consultation /investigations are permitted under these follow-up cases. The conditions covered are:
 - a. Post Cardiac Surgery Cases including Coronary Angioplasty
 - b. Post Organ Transplant Cases (Liver, Kidney, Heart, etc.,)
 - c. Post Neuro Surgery Cases/Post Brain Stroke cases requiring regular follow-up treatment
 - d. End Stage Renal Disease/follow up cases of Liver Failure
 - e. Cancer treatment
 - f. Auto-immune disorders like Rheumatoid Arthritis requiring regular follow-up
 - g. Neurological disorders like Dementia, Alzheimer's disease, Parkinsonism , etc.,

Medicines prescribed are to be procured from CGHS Wellness Centre.

- iii. The beneficiaries shall have to submit a self-attested photo copy of the permission letter to the hospital to enable the hospitals to provide credit facility in respect of pensioners and other categories of CGHS beneficiaries entitled for credit facility. Serving employees (and their dependents) who may not be entitled for cashless facilities shall enclose a self-attested photo copy of permission letter to claim reimbursement from the concerned Ministry /Department.
- iv. Permission in respect of Pensioner CGHS beneficiaries, Ex-MPs (and other categories of CGHS beneficiaries, whose medical expenditure is borne by CGHS) etc., shall be granted by CGHS. Permission in respect of Hon'ble Members of Parliament shall be

granted by Rajya Sabha Secretariat/Lok Sabha Secretariat as the case may and by concerned Ministry /Department in respect of serving beneficiaries and by concerned Autonomous Body / Statutory Body in respect of serving /pensioner beneficiaries.

- v. However, if any non-listed investigations / procedures are advised permission from competent Authority shall be required, except in emergency.
2. These orders are in supersession of the earlier guidelines on the subject.

(Dr. Manoj Jain)

Addl. DDG(HQ), CGHS

To:

- 1 All Ministries / Departments, Government of India
 - 2 Director, CGHS, Nirman Bhawan, New Delhi
 - 3 CGHS Desk-I/Desk-II/CGHS-I/CGHS-II, Dte.GHS, Nirman Bhawan, New Delhi
 - 4 Estt.I/ Estt.II/ Estt.III/ Estt.IV Sections, Ministry of Health & Family Welfare
 - 5 Admn.I / Admn.II Sections of Dte.GHS
 - 6 Addl. Director, CGHS(HQ) / Addl. Directors/Joint Directors of CGHS Cities
 - 7 Rajya Sabha / Lok Sabha Secretariat
 - 8 Registrar, Supreme Court of India /Punjab & Haryana High Court, Chandigarh
 - 9 Under Secretary, U.P.S.C.
 - 10 Under Secretary Finance Division
 - 11 Deputy Secretary (Civil Service News), Department of Personnel & Training,
5th Floor, Sardar Patel Bhawan, New Delhi.
 - 12 PPS to Secretary (H&FW)/ Secretary (AYUSH)/ Secretary(HR)/ Secretary(AIDS
Control), Ministry of Health & Family Welfare
 - 13 PPS to AS&MD, NRHM / AS (H) /DGHS
 - 14 Secretary, Staff Side, 13-C, Ferozshah Road, New Delhi .
 - 15 All Staff Side Members of National Council (JCM) (as per list attached)
 - 16 Office of the Comptroller & Auditor General of India, 10 Bahadur Shah Zafar Marg, New
Delhi
 - 17 All Offices / Sections / Desks in the Ministry
 - 18 UTI Infrastructure Technology And Services Limited, UTI-ITSL Tower, Plot No3 Sector -
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- Joint Secretary, Cabinet Secretariat, Rashtrapati Bhawan , New Delhi