

File No.: Z15025/19/2024/DIR/CGHS/EHS(Comp No. 8281286)  
I/3687286/2024

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

~~Hemlata Singh~~

Under Secretary to the Government of India

Tel 011-23061778.

Date: 29.06.2024 14:28:11

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](http://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  
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Nirman Bhawan, New Delhi  
Dated the 15<sup>th</sup> January, 2018

OFFICE MEMORANDUM

**Sub: Simplification of referral system under CGHS**

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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: 2018.01.16 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

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Nirman Bhawan, New Delhi  
Dated the 10<sup>th</sup> December, 2018

**OFFICE MEMORANDUM**

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

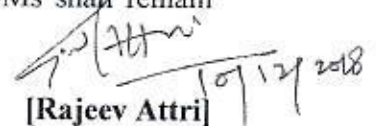
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With reference to the above mentioned subject the undersigned is directed to state that this Ministry has been receiving representations for simplification of procedure for undergoing treatment/investigations at private hospitals empanelled under CGHS. 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 OMs shall remain unchanged.

  
10/12/2018

[Rajeev Attri]  
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 9<sup>th</sup> October , 2020

OFFICE MEMORANDUM

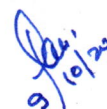
**Subject: Clarification regarding treatment of CGHS beneficiaries at government hospitals  
- regarding**

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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, 5<sup>th</sup> 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 27<sup>th</sup> 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.,**

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With reference to the above subject the undersigned is directed to draw attention to the OM No Z 15025/79/2/DIR/CGHS dated 5<sup>th</sup> 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:

		<b>Revised Delegated Powers</b>
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 5<sup>th</sup> 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 upoad 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 notifies the 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.

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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 HOD  
of serving  
employees  
beneficiaries)
- b) Rs.2 lakhs : By the  
(in case Head of  
of pensioner the  
CGHS concerned  
beneficiaries) CGHS-  
covered  
city.

Contd../-

--:6:-

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 29<sup>th</sup> May, 2019.

OFFICE MEMORANDUM

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

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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  
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Nirman Bhawan, New Delhi – 110 108  
Dated: the 13<sup>th</sup> 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 29<sup>th</sup> May , 2019.

OFFICE MEMORANDUM

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

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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
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  - 18 UTI Infrastructure Technology And Services Limited, UTI-ITSL Tower, Plot No3 Sector - 11, CBD Belapur, Navi Mumbai-400614
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Joint Secretary, Cabinet Secretariat, Rashtrapati Bhawan , New Delhi