

I/74528/2021

Government of India  
Central Water Commission

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3<sup>rd</sup> Floor(S), Sewa Bhawan,  
R.K. Puram, New Delhi-110066  
Dated 25.10.2021

**OFFICE MEMORANDUM**

Subject:- Clarification regarding reimbursement of medical claim of test/investigation/medicines.

A copy of Central Water Commission's note No. D-12015/Gen/2015-EsttXIV/1073 dated 22.10.2021 on the subject mentioned above is circulated for information and compliance.

Encl:- as stated.

Signed by R.k.balamurugan

Date: 26-10-2021 10:44:36

Reason: Approved  
( R.K. Balamurgan)

Under Secretary, CWC

Tele No. 29583302

Copy to:-

1. The Chairman, CWC, New Delhi.
2. All the Members of CWC, New Delhi.
3. All the Chief Engineer (H.Q. and Field Offices), CWC.
4. All the Superintending Engineers/Directors, CWC.
5. Secretary, CWC/Director (Estt.I), CWC.
6. Accounts Officer, CWC.
7. PAO,CWC, New Delhi
8. All the Under Secretaries/Section Officers, CWC.
9. Guard File, O&M Section
- 10.CWC's Website.



Central Water Commission  
(Establishment - XIV Section)

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Sub: Clarification regarding reimbursement of medical claim of test/investigation/medicines -

Time to time, Ministry of Health & Family Welfare has simplified procedures for getting done investigation/treatment. However, this Commission was facing hardship to tackle with medical claims of those who came in direct contact of Covid positive/suspected case, were under home isolation treatment. Therefore, tests/investigations and medicines have been procured from open market, in several cases without any prescription held. In this connection, guidance was sought from CGHS (HQ) vide this commission's letter dated 06.08.2021(copy enclosed).

2. CGHS(HQ), New Delhi vide letter No.S-5180/2021/CGHS HQ/R&H 1897 dated 22.09.2021 (copy enclosed) has clarified that powers have been delegated to HOD to consider the cases as detailed below:

Clarification sought vide CWC's letter dated 06.08.2021	Clarification from CGHS vide letter dated 22.09.2021	Authority authorized to consider such cases (As per guidelines contained in O&M Section, CWC's O.M. No.4/2/2014-O&M/488-97 dated 21.03.2017)
Settlement of tests / investigation / any procedure without advice of CGHS/Govt. hospital or without any prescription held, done either at non-empanelled or empanelled hospital/centre during home isolation treatment being Covid-19 positive / suspect case.	Powers have been delegated to HOD to consider such cases.	Chief Engineer (HRM)- for employees posted at CWC Headquarters.
Purchase of medicines from open market without advice of CGHS / Govt. hospital or without any prescription held during home isolation treatment being Covid-19 positive case.	Powers have been delegated to HOD to consider such cases subject to condition that reimbursement of purchase of medicines from open market is admissible as per CGHS guidelines dated 27.03.2020( <b>medicines admissible for chronic diseases</b> ) and related subsequent OMs. Tele-consultation is admissible on E-Sanjeevni portal/any Government facility and purchase of medicines after E-Sanjeevni portal tele-consultation is admissible as per CGHS O.M. dated 20.05.2021 ( <b>Essential medicines advised/prescribed for home isolation treatment can be purchased from market during the period of isolation, are admissible. Medicines like Remdesivir, Tocilizumab are admissible/reserved only, for hospitalized patients and not to be administered to patients in Home isolation.</b> )	Chief Engineer (Field Office)- for employees posted at Field Offices.

3. The above clarification from CGHS(HQ) may kindly be circulated on CWC's website for sake of convenience of all Field Units of CWC for settlement of relevant medical claims of their employees.

4. This has approval of Chairman, CWC.

Encl: As above.

(A.K. Mallik)

Under Secretary (Estt.- XIV)



F. No. D-12015/Gen./2015-Estt-  
Central Water Commission  
(Establishment - XIV Section)

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(2)

Room No. 901 (N), Sewa Bhawan  
R.K. Puram, New Delhi - 110066  
Dated 06 August, 2021

To

The Addl. Director,  
CGHS Bhawan,  
P-Block, Sector-13,  
R.K. Puram,  
New Delhi.

**Sub: Clarification regarding reimbursement of medical claim of test/investigation/medicines - regarding.**

Sir/Madam,

Time to time Ministry of Health & Family Welfare has simplified procedures for getting done investigation/treatment. MoHFW has facilitated teleconsultancy through OPD e-Sanjeevani app as well as facilitated to get referred/recommended via e-mail by CMO I/c of CGHS wellness centre concerned for CGHS beneficiary under Homecare treatment being Covid-19 positive/suspect case.

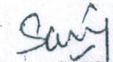
2. This Commission is receiving a number of medical reimbursement claims of those who came in direct contact of Covid positive/suspected case, are under home isolation treatment, getting checked themselves for Covid19 test, other test/investigation and procuring medicines from market based on telephonic (audio) consultancy or consultation via Whatsapp messages from non-CGHS empanelled hospitals/HCOs and sometimes without any prescription held.

3. This Commission is facing hardship to tackle with such medical claims where the tests/investigations have been undertaken and medicines have been procured without any prescription held. For instance, three cases of officers/staff of this Commission are enclosed herewith.

4. It is, therefore, requested that necessary advice may kindly be rendered by Ministry of Health & Family Welfare to address this issue.

Yours faithfully,

Encl: As above.

  
(Saroj Sharma)  
Under Secretary  
Ph 29583337



भारत सरकार  
अपर निदेशक का कार्यालय  
के.स.स्वा.यो. (मु.), प्रति.एवं अस्पताल अनुभाग  
सै.- 13, रा.कृ.पु., नई दिल्ली - 110066



GOVT. OF INDIA  
OFFICE OF THE ADDITIONAL DIRECTOR  
C. G. H. S. (HQ), R&H Section  
Sector - 13, Rama Krishna Puram  
New Delhi - 110066

दूरभाष: 011-20863437

दिनांक 22/11/21

To

The Under Secretary,  
Central Water Commission,  
(Establishment-XIV Section),  
Room No. 901(N), Sewa Bhawan,  
R.K. Puram, New Delhi-110066

Sub: - Clarification regarding reimbursement of medical claim of  
test/investigation/medicines.

Ref: Your Letter No. D-12015/Gen./2015-Estt-XIV/615, Dated: 06/08/2021

Sir,

I am directed to refer your letter on the subject noted above and to inform that powers have been delegated to HOD to consider such cases of investigations/ any procedure done without advice of CMO/Govt. Hospital and done either at non-empanelled or empanelled centres in various OMs issued time to time. Reimbursement of purchase of medicines from open market is as per guidelines dated 27/03/2020 and related subsequent OMs. Tele-consultation is admissible on E-Sanjeevni portal/any Government facility and purchase of medicines after E-Sanjeevni portal tele-consultation is admissible as per OM dated 20/05/2021. @ F1

F12

This issues with the approval of the Competent Authority.

भवदीय/ Yours sincerely,

11/11/2021  
C-14/XIV

11/11/21

(डा. वी. सुभाष) (Dr. V. Subash),  
अपर निदेशक (प्र. एवं अ.)/ के.स.स्वा.यो.(मु.)  
Addl. Director (R&H), CGHS (HQ)

C-14 अनु./Sec./निदे./Dte.  
डा. सं./Dy. No. 999  
दिनांक/Date 11-10-2021





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Z 15025/12/2020/DIR/CGHS  
Government of India  
Ministry of Health & Family Welfare  
Directorate General of CGHS

Nirman Bhawan, New Delhi  
Dated the 27<sup>th</sup> March, 2020.

OFFICE MEMORANDUM

**Sub: Reimbursement of OPD Medicines: Special Sanction in view of COVID-19**

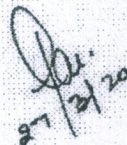
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In view of the Corona Virus Disease(COVID-19) , all out efforts are made by the Government to contain its impact by instituting measures at community as well as at individual level.

2. Guidelines for maintaining social distancing between individuals have already been issued by the Government. In the spirit of above guidelines the undersigned is directed to state that CGHS beneficiaries getting medicines for chronic diseases may purchase medicines based on the prescription held (prescribed by CGHS Medical Officers/CGHS Specialists /other Govt. Specialists/ Specialist of empanelled hospital) till 30<sup>th</sup> April 2020 irrespective of Non-Availability certificate from CGHS or otherwise . The idea behind the measures is that CGHS beneficiaries need not visit CGHS Wellness Centres to collect medicines till 30<sup>th</sup> April 2020.

2. The medical claim shall be submitted to CGHS by pensioners, ex-MPs etc., through CGHS Wellness Centre , where the card is registered , to concerned Ministry /Department in case of serving employees , to the Rajya Sabha Secretariat / Lok Sabha Secretariat , as the case may be in respect of Hon'ble Members of Parliament and to the concerned Autonomous Body in case beneficiaries of Autonomous Bodies.

3. These orders shall come into force with immediate effect.

  
27/3/20  
(Dr. Sanjay Jain )  
Director, 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





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Misc.1-55/2021/CGHS(HQ)/R&H /DIR/CGHS

Govt. of India

Min. of Health & Family Welfare

Department of Health & Family Welfare

Directorate General of CGHS

545-A Nirman Bhawan, New Delhi.

Dated the 20th May, 2021

OFFICE MEMORANDM

Subject: Simplification of procedure for investigations and treatment related to COVID -19- Infection

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With reference to the above subject the undersigned is directed to state that this Ministry is taking several measures to contain the resurgence of COVID-19 cases. In this regard this Ministry is in respect of the difficulties faced by CGHS beneficiaries in availing treatment / investigation facilities for COVID-19 patients under Homecare treatment. There is also need to minimize the exposure of normal CGHS beneficiaries / CGHS Staff to COVID-19 +ve / suspected COVID-19 cases. The matter has been reviewed in the Ministry and the undersigned is directed to state that it is now decided to take the following measures to simplify the procedures for investigations and treatment related to COVID-19.

- i) The CGHS beneficiaries, both Primary Card Holders or their dependent family members, who are suffering from symptoms suggestive of COVID-19 illness shall not visit the CGHS Wellness Center for permission of RT-PCR/ RAT. They are advised to send the request by e-mail to CMO i/c of CGHS Wellness Centre, who shall recommend and refer the beneficiary to any empanelled HCO for the test by e-mail to beneficiary on the same day of receipt of request. All the diagnostic labs and other HCOs shall provide the facility of testing for RT-PCR/ RAT on credit basis to the pensioner beneficiaries and the other eligible category serving employees of the CGHS/ DGHS/ MoHFW. The other serving employees shall pay for the test as per the rates notified by the State Government and claim reimbursement from their respective offices subsequently.  
The beneficiaries also have the option to undergo RT-PCR/ RAT test done directly at any of the Central Govt./state Government COVID Test Centres, where no prescription is required
- ii) CGHS beneficiaries who are tested positive and have been permitted for Home Quarantine by local authorities / DISO have the option to avail Tele-medicine services with Government specialists under CGHS through the e-Sanjivani portal. They can also avail tele-consultation services with Govt. Specialists on e-Sanjeevani portal, run by different State Governments.

P.T.O. ✗



(iii)


In case, any beneficiary further investigations for inflammatory markers like CRP, D-Dimer, IL-6, or any other routine or specialized investigation like HRCT etc, no permission is necessary for investigations having a CGHS rate. If there is no CGHS rate for any investigations, the beneficiary shall apply for approval from concerned Additional Director, enclosing a copy of advice on Tele-consultation and CGHS Card. Permission shall be granted by CGHS, preferably on the same day by e-mail to the beneficiary (in respect of all CGHS beneficiaries).

(iv)

Essential medicines advised for Home isolation treatment can be purchased from Market during the period of isolation and the bills may be preferred to the respective Ministry / Departments / concerned Autonomous body in case of serving employee and CGHS beneficiaries of Autonomous Bodies and to CGHS in case of Pensioners, ex-MPs, etc., as the case may be for reimbursement. Medicines like Remdesivir, Tocilizumab are reserved only for patients who are hospitalized and therefore, no reimbursement shall be permitted for such medicines which are not to be administered to patients in Home isolation. Food supplements and such other inadmissible items shall however, not be considered for reimbursement.

The contact numbers and e-mail of CGHS WCs and Additional Directors are available on CGHS Website at [cghs.gov.in](https://cghs.gov.in) at the following link-

<https://cghs.gov.in/index4.php?lang=1&level=0&linkid=320&lid=615>

  
(Dr. Sanjay Jain)  
Director, CGHS

To:

- 1 All Ministries / Departments, Government of India
- 2 Director, CGHS, Nirman Bhawan, New Delhi
- 3 Deputy Secretary, EHS Section, MoHFW, 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/Zones
- 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), Ministry of Health & Family Welfare





Z 15025/105/2017/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 9<sup>th</sup> November, 2017

**OFFICE MEMORANDUM**

**Sub: Simplification of procedure for treatment at private hospitals empanelled under CGHS/CS (MA) Rules, 1944**

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 at private hospitals empanelled under CGHS. The matter has been examined and it has now been decided that CGHS beneficiaries are allowed to undergo treatment at private hospitals empanelled under CGHS of specific treatment procedures listed under CGHS rate list are advised by a Specialist in a Central Government / State Govt. Specialist hospital or a CGHS Medical Officer without any requirement of any other referral (permission) letter.

2. Private empanelled hospitals shall perform the treatment on cashless basis in respect of pensioners, ex-MPs, Freedom Fighters, Regular employees {both CGHS and CS (MA) beneficiaries} of this Ministry & other categories of CGHS beneficiaries, who are presently eligible for credit facility and shall enclose the prescription issued by Government Specialist or a CGHS Medical Officer, in original (or a self-attested photocopy) along with the hospital bill submitted to the competent authorities.
3. Serving government employees shall enclose the prescription issued by a Government Specialist or a CGHS Medical Officer in original (or a self-attested photocopy), while submitting the medical claim to the concerned Ministry /department/office for reimbursement.
4. CGHS Medical Officer / Government Specialist shall not refer the beneficiaries to any particular empanelled hospital by name but, shall **specify the treatment procedure** and mention '**referred to any CGHS empanelled centre**'.
5. These orders are applicable only in respect of treatment procedures for which CGHS rates are available.
6. This issue with the concurrence of IFD vide FTS No. 3130849, dated 09.11.2017.

Signature Not Verified  
Digitally signed by SUNIL KUMAR GUPTA  
Date: 2017.11.09 16:05:34 IST  
Reason: Approved

[Sunil Kumar Gupta]  
Under Secretary to Government of India  
Tel- 011-2306 1986

To:

- 1 All Ministries / Departments, Government of India
- 2 Director, CGHS, Nirman Bhawan, New Delhi





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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.



10020/17/2017/DIR/CGHS  
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. 911

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