



CITIZEN CHARTER

DIRECTORATE GENERAL OF HEALTH SERVICES

GOVT. OF NCT OF DELHI

F-17, KARKARDOOMA, DELHI 110032

Contact Details: Tel: 22309220 Email: dirdhs@nic.in; website: <http://health.delhigovt.nic.in>

MISSION: The Directorate General of Health Services plans and provides Comprehensive Health Care Services to the Citizen of Delhi at free of cost and of an acceptable quality as per the Health Policy.

FUNCTIONS: The Directorate General of Health Services (DGHS) is providing preventive, promotive and curative health care services through its district health care infrastructure in all eleven districts of Delhi. This includes Dispensaries, Mobile Health Clinics, School Health Clinics and Primary Urban Health Centers. This Directorate also implements various National and State public health programs covering communicable diseases like Leprosy, Tuberculosis, Vector Borne Diseases (Malaria, Dengue etc.), HIV/AIDS, Polio, Swine Flu etc. as well as non-communicable life-style diseases of public health importance through its technical branches headed by technical experts called as Special Program Officers or SPO's.

In addition the DGHS through its following branches headed by officers of the rank of Additional Directors/Sr. CMO's carry out technical and executive functions in specialized areas besides providing policy inputs to the H&FW Department of GNCT of Delhi. These special branches or cells of the DGHS (HQ) are,

1. **Central Procurement Agency (CPA)** is the branch of DGHS that procures medicines, equipments and other medical items for various Delhi Govt. health institution as per their demand.
2. **Planning Cell** of DGHS does work of outcome budget. It also procures land for dispensaries and public hospitals.
3. **Hospital Cell** of DGHS is a technical cell that plans Govt. hospitals, approves their design and drawings and coordinates with PWD or other agencies for constructing new Govt. hospitals in Delhi.
4. **Store & Purchase Branch** of DGHS is responsible for materials management and logistics for Delhi Govt. Dispensaries, Seed PUHCs, DGHS (HQ) and the subordinate office. However, Medicines is being managed by 06 Drug store located at different locations in Delhi for better management.
5. **Care – Taking Branch** caters to the day to day needs of DGHS (HQ) & is responsible for hiring of Manpower Services Provider (outsourced) through GeM (Govt. e Market) portal, i.e. Nursing Orderly, Sweeper-cum-Guard, Sanitation & Security Services. Condemnation of Vehicles unserviceable /non repairable /outdated through MSTC.
6. **State Health Intelligence Bureau (SHIB):** Collects, compiles and analyses health related data of various health facilities in Delhi and Prepares Annual Reports and Health related reports. It shares the data with the Central Bureau of Health Intelligence (CBHI) and with other stakeholder organizations.

7. **Delhi Arogya Kosh:** “Delhi Arogya Kosh” (DAK) is a registered society which provides financial assistance to the extent of Rs. 5 Lakh to the needy eligible patients for treatment of any illness / treatment / intervention required by the patient undergoing treatment in a Government Hospital run by Delhi Government or Central Government or Autonomous Hospital under State Government.

ELIGIBILITY:

- Patient having National Food Security Card or Income certificate of upto Rs. 3 Lakh per annum issued by the Revenue Deptt. GNCTD.
 - Patient should be a bonafide resident of Delhi for last 3 yrs (prior to the date of submission of application)
 - Patient requiring treatment for any illness / treatment / intervention in a Government Hospital run by Delhi Govt. / Central Govt. / AIIMS / Autonomous Institutes of the State Govt.
8. **Nursing Homes Cell** Registers all private hospitals and nursing homes under provisions of Delhi Nursing Home Registration Act 1953 and rules framed there under. It monitors them, receives complaints and takes action. This cell following an order of the Apex Court monitors free healthcare services for the poor through select private hospitals that are committed to provide free services as part of condition of their lease deed issued by DDA while giving land to them at concessional rates.
 9. **Anti-quackery Cell** of DGHS receives complaints against quackery defined as medical practice by unqualified, unregistered persons. The monitoring is decentralized and Chief District Medical Officer of each district heads the quackery-monitoring team with DMC & its members from various professional councils and NGO’s.
 10. **Disability Cell** acts as Nodal Agency under Health & Family Welfare Department for disability certificate issuance, guidelines, grievances & resolved the issues which pertains to policy under RPWD Act 2016, guidelines issued by Ministry of Social Justice (GOI) as well as by Social Welfare Department.
 11. **State Tobacco Control Cell:** DGHS is the nodal agency for implementing Cigarettes and other Tobacco Products Act, 2003 in Delhi. It creates awareness regarding ill effects of tobacco and tobacco control laws, conducts enforcement drives, issue chalans & receives grievance if any in this regard.
 12. **Bio-medical Waste (BMW) Management Cell** is now mandatory for every health-delivery outlet whether private or public, under provisions of Bio-Medical Waste (Management & Handling) Rules 2016 and its amendments from time to time. The BMW Cell of DGHS provides technical assistance and undertakes training of health personnel.
 13. **Right to Information** services under provisions of ‘Right to Information Act 2005’ are available under the Public Information Officer (PIOs) of DGHS that receives RTI applications. DGHS has one PIO for DGHS (HQ) and one each for all CDMO’s, SHS, MHS, AAMC, CPA, Nursing Home Cell, EWS, DAK / DAN, PH-IV, PH-III, STCC & NTEP (previously called RNTCP). Additional Director of Health Services (HQ) is the First Appellate Authority (F.A.A.) under the Act.
 14. **Delhi Govt. Employees Health Schemes (DGEHS)** was launched in April 1977 with a view to provide comprehensive medical facilities to Delhi Government employees and pensioners and their dependents on the pattern of Central Government Health Scheme (CGHS). All health facilities (Hospitals / Dispensaries) run by the Government of NCT of Delhi and Autonomous Bodies under Delhi Government, Local Bodies viz. Municipal Corporations of Delhi, New Delhi Municipal Council (NDMC), Delhi Cantonment Board, Central Government and other Government Bodies such as AIIMS, Patel Chest Institute (University of Delhi) etc. are recognized

under the scheme. In addition some Private Hospitals / Diagnostic Centers notified from time to time are also empanelled as referral health facilities. The scheme is compulsory for serving employees unless covered by any other Government Scheme.

15. **Public Grievance Cell** of DGHS is an extension of state PG Cell and receives and processes complaints from the public.
16. **Disaster Management Cell** of DGHS carries out training of health personnel in Basic Life Support and for Emergency Medical Services during disaster. It is a technical cell and provides support to the District Health System. It also manages and monitors use of Tetra-Radio sets for secured and reliable communication.
17. **PPP Dialysis** At present, the Dialysis Centres under PPP mode are functioning in three Delhi Govt. Hospitals (Cluster- I) with following number of dialysis machines:
 - Lok Nayak Hospital – 10 machines
 - Rajiv Gandhi Super Speciality Hospital – 30 machines
 - Dr. Hedgewar Arogya Sansthan – 20 machines.

At these dialysis centres, haemodialysis services are being provided at low prices to the entire population of Delhi and free of charges to the poor and other identified patients under the Sponsored Category.

18. **Cancer Control Cell-** The activities under “Cancer Control Cell” are being undertaken with two basic objectives.
 - Sustained information dissemination pertaining to danger signals (early signs/symptoms) of Common Cancers (Breast Cancer, Oral Cancer & Cervix Cancer) & adoption of healthy life style habits towards prevention.
 - Facility up-gradation for treatment of cancer.
 - Training of Health Care Workers & implementation of population based screening for common cancers (Oral / Breast / Cervical).
19. **THOA Cell-** The Transplantation of Human Organs and Tissue Act Cell processes all the applications received in the cell for issuance of No Objection Certificates in respect of Transplantation of Human Organs. There is a State Organ Transplant Authorization Committee which meets at DGHS from time to time to clear the cases for NOC. Representatives from the Directorate General of Health Services, Govt. of NCT of Delhi are on the Hospital Organ Transplant Authorization Committee in various approved hospitals of Govt. of NCT of Delhi. They represent the Government of Delhi in the Hospital Organ Transplant Committee meetings held from time to time.
20. **PROJECTS-** Projects Branch deals with conceptualization, implementation and monitoring of various projects / schemes of Health and Family Welfare Department, Govt. of NCT of Delhi.
21. **AAM AADMI MOHALLA CLINICS-** The Aam Aadmi Mohalla Clinic has been conceptualized as a Mechanism to provide quality primary health care services accessible within the communities in Delhi at their doorstep. Aam Aadmi Mohalla Clinics provide free OPD, Lab Service & Medicine to all patients.
22. **Court Case Cell-** Court Case Cell, DGHS (HQ) coordinates among various offices under this directorate in respect of the proceeding of cases pending before the Courts-Supreme Court, Delhi High Court, District Courts, CAT & NGT on behalf of this Directorate.
23. Coordination with Delhi State Health Mission is carried out at DGHS (HQ) by a senior officer.

ORGANIZATIONAL SETUP

DGHS is headed by a Super-time Administrative Grade (SAG) Officer and supported by the branch-in-charges who are of the rank of Additional Directors (SAG) or Sr. Chief Medical Officers, CMO's, and Specialists in the field of clinical, and public health specialities. In addition the peripheral Health System of Delhi viz. Dispensaries / PUHC's are organized under SAG level officers called Chief District Medical Officers (CDMO's) in all eleven districts. The Mobile Health Scheme (MHS) and School Health Schemes (SHS) are special schemes under two Addl. Directors and provide health cover for slums and school children respectively. Each District Health Administration is the main executive arm of primary health care delivery system of Delhi Govt. and is the hub of all health activities including those under NRHM. The Director General Health Services besides technical officers is supported by one Controller of Accounts, Deputy Controller of Accounts, two Administrative Officers, Dy. Director (Planning) and several Statistical Officers, Programmers to manage the department.

Contact Details of Various Branches / Cells Working under DGHS:-

S. No.	Designation of the Officers	Phone No.	Email/Address
1.	Director General Health Services	22309220	dirdhs@nic.in
2.	Addl. Director (HQ) & Head of Office	22306239	adhshqdhs.delhi@gov.in
3.	Addl. Director (Planning)	22301248	cmoplgdhs.delhi@nic.in
4.	Sr. Medical Officer / Incharge, Hospital Cell	22301147	cmohcdhs.delhi@nic.in
5.	Addl. Director , S.H.I.B.	22302442	cmoshibdhs.delhi@nic.in
6.	Addl. Director, CME	22304549	cmocmedhs.delhi@nic.in
7.	CMO , THOA / BMW / Hospital Coordination Cell	22304549	cmobmwdhs.delhi@nic.in hospitalcoordinationdhs123@gmail.com
8.	Addl. Director DGEHS	22391435	spodgehs.dhs@gmail.com
9.	In-Charge, Care-taking Branch	8595925705	ctdhs.delhi18@gmail.com
10.	In-Charge, PG Cell	22309231	pgcelldhs@gmail.com
11.	In-Charge, Computer Cell	22305634	progdhs.delhi@nic.in
12.	CMO, Store & Purchase & GIA	22304534	cmostore.dhs@gmail.com
13.	SMO, Court Case Cell	22307135	courtcasedhs01@gmail.com
14.	SPO, PPP Dialysis	22381604	pppdialysis@gmail.com
15.	PIO, RTI	22393515	rtidhshq@gmail.com
16.	In-Charge, Anti-quackery Cell / Disability Cell	22393512	aqcdghshq@gmail.com
17.	Controller of Accounts	22307250	dhshqacc@gmail.com
18.	Administrative Officer (Admn.)	-	admnofficerdhs@gmail.com
19.	Administrative Officer (Vigilance)	-	admnofficerdhs@gmail.com
20.	Addl. Director, School Health Scheme	20824135 20824136	DGD Karkardooma Village, Delhi-110032 Schoolhealthscheme.dgsh1@gmail.com

21.	Addl. Director ,Mobile Health Scheme	28054777	DGD Building, Pandit Deep Chand Sharma Sahkar Bhawan, Sector-20, Phase-1, Dwarka, Delhi-77 dghsmhsdelhi@gmail.com
22.	Addl. Director, CPA	22487125	DGD Building, S-1 School Block, Shakarpur, Delhi.92 hoo-cpadhs@delhi.gov.in
23.	Medical Supdt. , Nursing Home Cell / DAK / EWS		DGD Building, S-1 SchoolBlock, Shakarpur, Delhi.-92 nursinghomesgnctd@gmail.com delhiarogyakosh@gmail.com freepatientcell.dhs@gmail.com
24.	Addl. Director PH-I, TB Control	23646049	Delhi Govt. DispensaryBuilding, 2 nd Floor, Delhi Govt. Employees Colony, Gulabi Bagh, Delhi-110007. stodl@rntcp.org
25.	Addl. Director PH-II(State Tobacco Control Cell, Anti Smoking Cell, Disaster Management Cell, Non Communicable Diseases, Cancer Control Cell, State Nodal Officer (Burns and Trauma), NPCDCS Programme, NIDDCP.	22393512	F- 17, KarKardooma , Delhi -110032. disasterdhs@gmail.com dhsph2@gmail.com cancercontrolcell@gmail.com , ntcpdhs@delhi.gov.in
26.	Addl. Director, PH-III, Silicosis, Fluorosis, Leprosy	20892520	Pandit Deep Chand Sharma Sahkar Bhawan, 2 nd Floor Sector-20, Phase-1, Dwarka, Delhi-110077 dghsleprosy@gmail.com
27.	Addl. Director, PH-IV, IDSP	22482016	DGD Building, S-1 SchoolBlock, Shakarpur, Delhi.-92 Idsp7@gmail.com
28.	SPO, Aam Aadmi Mohalla Clinic	20892625 28051657	Pandit Deep Chand SharmaSahkar Bhawan, 3 rd Floor, Sector-20, Phase-1, Dwarka, Delhi-110077 stateaamccelldelhi@gmail.com
29.	Addl. Director, Project	22482016	DGD Building, S-1 SchoolBlock, Shakarpur, Delhi.-92 projects.dhsdelhi@gmail.com

Contact details of District Health Services (CDMO) of DGHS are as below:

Sl. No.	Name of District	Office Location	Phone Numbers
1.	Central Distt.	Gali No. 4, Baghichi Alaudin, Nabi Karim, Paharganj, Delhi-55	23611817, 23616835
2.	East Distt.	DGD, Surajmal Vihar, A-Block, Delhi-92	22374791
3.	New Delhi Distt.	DGD Nangal Raya, New Delhi-46	28524197

4.	North Distt.	DGD Gulabi Bagh, Delhi Administration Flats, Gulabi Bagh, Delhi-7	23646687
5.	North West Distt.	DGD Sec.-13, Rohini, Delhi-110085	27861592
6.	North East Distt.	A-14/G-1, DDA Flats, Dilshad Garden, Delhi-95	22116203
7.	Shahdara Distt.	Working Women Hostel, Jhilmil Delhi 110095	35540533
8.	South Distt.	DGD Building, Begumpur, Malviya Ngr. Delhi- 110017	26693339, 26692389
9.	South-East Distt.	First Floor,DGD Building, PVR Complex, Saket, New Delhi-110017	26566591
10.	South-West Distt.	DGD Sec.-2, Dwarka, Delhi-75	25081252 25089596
11.	West Distt.	DGD A-2 Block, Paschim Vihar, Delhi-63	25255021

DELHI HEALTH CARE FACILITIES

Allopathic Dispensaries/Seed PUHC / Mohalla Clinics/Poly Clinics/Mobile Health Clinics/SHS Clinics in 11 Districts functioning under DGHS Delhi that together receive large No. of patients each day. These centers provide free of cost comprehensive health care services including family- welfare and MCH care, vaccination, diagnosis and treatment of common illnesses, essential medicines, routine Laboratory services, basic emergency care, guidance and health education etc. In addition these also serve the beneficiaries of DGEHS scheme, participate in national and state health program, organize health camps and therefore are the common end-point of the health delivery system of Delhi serving the citizen.

Special Schemes:

Mobile Health Scheme (MHS) aims to provide basic health care services to relatively inaccessible or difficult areas of Delhi e.g. JJ clusters, slums, unauthorized colonies etc. at their doorsteps through a network of mobile dispensaries, besides giving health education. MHS assists in several State and National Health Programs.

School Health Scheme (SHS) The target of SHS is to improve the health and nutritional status of School children and to provide them with education on health and hygiene. The specific services offered through School Health Clinics relate to promotion of positive health , prevention of diseases, early detection, diagnosis, treatment of diseases , referral services to higher health centres , if required and health education and counselling for substance abuse, among school children. It also provides specialized services including Eye, ENT and Dental Services to School Children through Special Referral Centres (SRCs).

SHS carries out screening of students of Delhi Govt./Aided Schools through its health teams which comprise of Medical Officer, Public Health Nursing Officer, Pharmacist and Attendant . It carries out weekly iron folic acid supplementation (WIFS Program) and NDD program twice a year, for prevention of anaemia in school children

NATIONAL / STATE HEALTH PROGRAMMES are now being run by the Delhi State Health Mission through NRHM funding. DHS provides technical support to these programs through its technical officers looking after:

1. **National Tuberculosis Elimination Program (NTEP) earlier RNTCP** with a network of its DOTS Centers and Chest Clinics. In this program Standard treatment regime is followed and world class treatment is provided free of cost for all forms of Tuberculosis including Drug Resistant TB. It is a very effective program that has brought down the Morbidity and Mortality.
2. **The National Leprosy Eradication Programme Cell** of Directorate in a primary role provides IEC in the community to generate awareness of Leprosy in the community and training of Health Care Workers of the State. It also provides adequate support in early detection of cases, treatment and rehabilitation of Leprosy Cases. MDT is provided free of cost at all health care facility for Leprosy Cases by the program division. It also facilitates free reconstructive surgeries of disability related to Leprosy Cases. Awareness and training is also provided to health workers and the stake holders on prevention of Silicosis and Fluorosis through PH-III wing.
3. **National Vector Borne Disease Control Programme (NVBDCP)** - PHW-IV looks after the Vector Borne Diseases Control related activities in Delhi with the coordination of Local Bodies and other stakeholders. There are three Vector Borne Diseases endemic in Delhi-
 - Dengue
 - Malaria
 - Chikungunya

Integrated Disease Surveillance Programme (IDSP)-

IDSP units (DSU) are established in all 11 districts of Delhi and State Surveillance Unit at HQ (PHW-IV). The programme collects, collate and enter data on IDSP Portal pertaining to disease with a potential to cause epidemic. The data is analyzed at Districts Level and State Level. District and State Rapid Response Team takes action after any unusual case reported from Districts with the coordination other agencies i.e. Delhi Jal Board, PWD, Animal Husbandry, Local Bodies etc.

Emerging Remerging Diseases, Surveillance of Seasonal Influenza HINI and Covid-19 containment activities.

4. **Non-Communicable Diseases Control Program** covers diseases like Cancer, Diabetes and High Blood Pressure. It spreads awareness and takes measures for their prevention. Population based screening for 30+ age group has been started for Diabetes / Hypertension / Common Cancer (Oral / Breast / Cervical).
5. **Other Programme cover** such as Pulse Polio, National Programme for prevention & Control of Deafness, Health Care of Elderly, Thalassemia etc.
6. **HIV/AIDS Control Programme:** Delhi State AIDS Control Society, a society formed by Delhi Government, implements the National AIDS Control Programme, a Centrally Sponsored Programme in Delhi. The main objectives of the society are to prevent and control HIV transmission in Delhi and to strengthen state capacity to respond to long term challenges posed by epidemic. Screening facility along with counseling is available at Voluntary Counseling and Testing Centers (VCTC) in different Government Hospitals. However, any medical information if required may be provided by the Dispensaries under this Directorate.

Technical Support and Coordination: DGHS coordinates with a Plethora of agencies in Delhi dealing with public health including local bodies viz. East Delhi Municipal Corporation, North Delhi Municipal Corporation, South Delhi Municipal Corporation, New Delhi Municipal Council and Delhi Cantonment Board that are responsible for several public health activities like mosquito control,

sanitation for control of vector borne diseases in their respective jurisdictional areas and local health authorities as per provisions of concerned acts.

NOTE FOR THE CITIZEN AVAILING SERVICES OF DIRECTORATE GENERAL OF HEALTH SERVICES (DGHS) OR ITS SUBORDINATE OFFICES:

Citizens are requested to:

- Maintain Hygiene, do not spit or litter.
 - Avail services at DGHS by filing applications on prescribed forms available in concerned branches but can also be downloaded from web-portal of Delhi Govt.
 - Follow the rules of the institution and try to help those who are sick.
 - Seek help if and when needed but in case of rush, please follow the queue.
 - Follow the prescribed treatment and directions diligently.
 - Take precautions not to spread or contact infectious diseases.
 - Be polite and understand the constraints of Doctors, Nurses and other staff while doing their job.
 - Be punctual and follow time-lines.
 - Secure the records given to you carefully.
 - All areas under health are non-smoking areas so do not smoke.
 - Please follow queue and maintain discipline.
 - Please respect the right of the elderly, freedom-fighters, pregnant women and DGEHS beneficiaries who are allowed preferential treatment.
 - If you see something wrong happening, please report area in-charge.
 - Cover face with mask & maintain social distancing.
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