

**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](mailto: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 of the Delhi State.

**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 special 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)** of Delhi Govt. procures drugs and other consumable items as per essential drug list of CPA for various health institutions of GNCTD.
2. **Planning Cell** of DGHS monitors all schemes under DGHS and 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 Department** of DGHS is responsible for material management and logistics for the HQ as well as the CDMO Offices including Delhi Govt. Dispensaries. Recently the central store located earlier at DGHS (HQ) has been decentralized at five different locations in Delhi for better management.
5. **Care-taking Cell** caters to the day to day needs of the DGHS (HQ) and looks after building and some equipment maintenance, support services (water, electricity, communication, transport), e-procurement of services i.e. SCC, N.O., Security Guards etc.

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 stake-holder organizations.
7. **Skill Development Cell (SDC)** The Skill Development Cell (SDC) was established in the month of March 2016 with the approval of competent authority. SDC was initiated with the intent to inculcate the skills and update knowledge of all Health care providers (HCW) of hospitals/Health care facilities working under Govt. of NCT of Delhi by means of trainings at Institutional level and DGHS(HQ) level. The scheme has been added in the Annual Plan DGHS in 2017-2018 as a new scheme.
8. **Delhi Arogya Kosh :**  
 “Delhi Arogya Kosh” (DAK) is a registered society which provides Financial assistance to the extent of Rs. 5 Lacs 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 :**

1. Patient having National Food Security Card or Income certificate of upto Rs. 3 Lakhs per annum issued by the Revenue Deptt. GNCTD.
2. Patient should be a bonafide resident of Delhi for last 3yrs (prior to the date of submission of application)
3. Patients requiring treatment for any illness/treatment/intervention in a Government Hospital run by Delhi Govt./Central Govt./AIIMS/Autonomous Institutes of the State Govt.

**Delhi Arogya Nidhi:**

Delhi Arogya Nidhi (DAN) is a scheme to provide financial assistance upto Rs. 1.5 Lakhs to needy patients who has National Food Security Card OR Income certificate of upto Rs.1 Lakh per annum issued by the Revenue Deptt. for treatment of diseases in Government hospitals only.

**ELIGIBILITY :**

1. Patient should have National Food Security Card OR Income Certificate of up to Rs. One Lakh per annum issued by the Revenue Deptt.
  2. Patient must be resident of Delhi and has to furnish domicile proof of residing in Delhi continuously for last 3yrs(prior to the date of submission of application).
  3. Treatment should be from Government Hospital in Delhi.
9. **Nursing Homes Cell** Registers all private hospitals and Nursing Homes under provisions of Delhi Nursing Home Registration Act 1953 and rules framed thereunder. 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.
  10. **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 members from various professional Councils and NGO's.
  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 challans & 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. **Additional Director of Health Services (HQ)** is the First Appellate Authority (F.A.A.)under the Act.

14. **Delhi Govt. Employees Health Schemes (DGEHS)** covering Employees/retired personnel of Delhi Govt. and their families provides medical benefits in public and empanelled private hospitals including re-imburement of expenditure incurred as per prescribed rates. 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. **Coordination with Delhi State Health Mission** is carried out at DGHS (HQ) by a senior officer. Secy. Health is the Chairman of this mission.
18. **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:
    1. Lok Nayak Hospital – 10 machines
    2. Rajiv Gandhi Super Speciality Hospital – 30 machines
    3. Dr. Hedgewar Arogya Sansthan – 20 machines.
  - At these dialysis centres, haemodialysis services are being provided at low prices to the entire populace of Delhi and free of charges to the poor and other identified patients under the Sponsored category.
19. **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.
20. **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 DHS from time to time to clear the cases for NOC.
 

Representatives from the Dte. 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.

### **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 his 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 of DHS (HQ) at Karkardooma:

S.No.	Designation of the Officers	Phone No.	Email
1.	Director General Health Services	22309220	dirdhs@nic.in
2.	Addl. Director (HQ) & Head of Office	22306239	<a href="mailto:adhshqdhs.delhi@gov.in">adhshqdhs.delhi@gov.in</a>
3.	Addl. Director Planning	22301248	<a href="mailto:cmoplgdhs.delhi@nic.in">cmoplgdhs.delhi@nic.in</a>
4.	Addl. Director 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.	Addl. Director SDC/HOTA/BMW	22304549	<a href="mailto:sdc-dghs@gov.in">sdc-dghs@gov.in</a> cmobmwdhs.delhi@nic.in
8.	Addl. Director Public Health –II (NCD)	22393512	dhsph2@gmail.com
9.	Addl. Director Disaster Mgt.	22393512	disasterdhs@gmail.com
10.	Addl. Director DGEHS	22391435	spodgehs@gmail.com
11.	Medical Supdt. Nursing Homes	22307133 22307745	Nursinghomes.1@gmail.com
12.	Addl. Director EWS	22307133	<a href="mailto:freepatientcell.dhs@gmail.com">freepatientcell.dhs@gmail.com</a>
13.	Addl. Director, Care-taking Branch	22304568	<a href="mailto:ctdhs.delhi18@gmail.com">ctdhs.delhi18@gmail.com</a>
14.	Officer In-charge, PG Cell	22309231	pgcelldhs@gmail.com
15.	Addl. Director Computer & G.I.A.	22305634	<a href="mailto:progdhs.delhi@nic.in">progdhs.delhi@nic.in</a>
16.	CMO In-charge Store & Purchase	22304534	cmostoredhs.delhi@nic.in
17.	SMO, Court Case Cell	22307135	<a href="mailto:courtcasedhs@gmail.com">courtcasedhs@gmail.com</a>
18.	Medical Officer, DAK/DAN	22306851	<a href="mailto:delhiarogyakosh@gmail.com">delhiarogyakosh@gmail.com</a>
19.	Controller of Accounts	22307250	<a href="mailto:dhshqacc@gmail.com">dhshqacc@gmail.com</a>
20.	PPP Dialysis	22381604	pppdialysis@gmail.com
21.	Addl. Director, Cancer Control Cell	22393512	cancercontrolcell@gmail.com
22.	Addl. Director, Project-II	22301147	adpro2.dghs@gmail.com
23.	PIO, RTI	22393515	<a href="mailto:rtidhshq@gmail.com">rtidhshq@gmail.com</a>
24.	Addl. Director, Hospital Coordinator	22391012	<a href="mailto:hospitalcoordinationdhs123@gmail.com">hospitalcoordinationdhs123@gmail.com</a>

As per order No.F 7/31/2009/H&FW/SAG/Pt.file dated 11.08.2015 posts of five Regional Directors Health Services has been created under DGHS for the following five regions of Delhi which is as below :

Contact Details of the Regional Directors :-

S.No	Name of Regional Director	Region	Email ID	Phone Numbers
1	Dr. Kishore Singh	Central	<a href="mailto:lnhmsoffice@gmail.com">lnhmsoffice@gmail.com</a>	23236000
2	Dr. Sunil Kumar	East	<a href="mailto:msgtbh@nic.in">msgtbh@nic.in</a>	22581730
3	Dr. M. M. Kohli	North	<a href="mailto:msbsah@yahoo.co.in">msbsah@yahoo.co.in</a>	27055585, 27058105 27053391
4	Dr. A. K. Mehta	West	<a href="mailto:msdduh@yahoo.in">msdduh@yahoo.in</a>	25494337
5	Dr. Nutan Mundeja	South	<a href="mailto:Drsr-dhs.delhi@nic.in">Drsr-dhs.delhi@nic.in</a>	23812902

Contact details of the heads of Special Schemes and District Health Services (CDMO) of DGHS are as below:

S.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, 22378314
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.	A-14/G-2, DDA Flats, Dilshad Garden, Delhi-95	22111363
8.	South Distt.	DGD Building, Begumpur, Malviya Ngr. Delhi- 110017	26693339, 26692389
9.	South-East Distt.	DGD Building Saket, New Delhi-110017	26521099
10.	South-West District	DGD Sec.-2, Dwarka, Delhi-75	25081252
11.	West District	DGD A-2 Block, Paschim Vihar, Delhi-63	25255021
12.	Addl. Director, School Health Scheme	DGD Karkardooma Village, Delhi-110032	22377419
13.	Addl. Director, Mobile Health Scheme	DGD Building, Pandit Deep Chand Sharma, Sahkar Bhawan, Sector-20, Phase-1, Dwarka, Delhi-77	28054777
14.	Director CPA	DGD Laxmi Nagar, S-1 School Block, Shakarpur, Delhi	22487125
15.	Addl. Director TB Control PH-I (A)	2 <sup>nd</sup> Floor, Delhi Govt. Dispensary Building, Delhi Govt. Employees Colony, Gulabi Bagh, Delhi-110007.	23646049

16.	Addl. Director State Tobacco Control, Anti Smoking, Geriatric,Thalassemia/PH-I(B)	2 <sup>nd</sup> Floor, Pandit Deep Chand Sharma Sahkar Bhawan, Sector-20, Phase-1, Dwarka, Delhi-110077	8745011331
17.	Addl. Director, Public Health-III	2 <sup>nd</sup> Floor,Pandit Deep Chand Sharma Sahkar Bhawan, Sector-20, Phase-1, Dwarka, Delhi-110077	28054777
18.	Addl. Director, Public Health-IV	Dispensary Building,School Block-10 Shakarpur S-I, New Patparganj Road, Delhi-92	22482016
19.	SPO Aam Aadmi Mohalla Clinic	3 <sup>rd</sup> Floor, Pandit Deep Chand Sharma Sahkar Bhawan, Sector-20, Phase-1, Dwarka, Delhi-110077	28051657
20.	Addl. Director Leprosy	2 <sup>nd</sup> Floor,Pandit Deep Chand Sharma Sahkar Bhawan, Sector-20, Phase-1, Dwarka, Delhi-110077	28054777

### **FACILITIES AT DELHI HEALTH CENTERS/ DISPENSARIES**

There are about 511 Allopathic Dispensaries/Health Centers/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 programs, 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. It is organized into five zones and 23 MHS teams/Dispensary to cover Delhi. MHS also assists in several state and National Health Programs.

**School Health Scheme (SHS)** carries out screening of children studying in Delhi Govt. funded schools through its health teams. It engages experienced doctors, public health nurses, pharmacists and attendants to carry out regular medical examinations, immunizations besides providing referral services and Health-education. SHS covers students through its health teams.

**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. **Revised National Tuberculosis Control Program (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. **Leprosy Eradication Program Cell** provides guidance and monitors the screening and Multi Drug Therapy (MDT) for leprosy at major public hospitals free of cost.

**3. Non-communicable Diseases Control Program covers diseases like Cancer, Diabetes and High Blood Pressure.** It spreads awareness and takes measures for their prevention. All district Hospitals run special clinics on fixed days of the week. Delhi State Cancer Institute at Dilshad Garden and specialized centers in Lok Nayak Hospital and GTB Hospital have facilities for cancer-care. Hypertension & Diabetes Control Program has put special emphasis on control of Diabetes & Hypertension. In year 2011-12, screening cum counseling campaign was carried out in slums of Delhi for people aged 30 and above. A high incidence of Hypertension was reported and 7% were found Diabetic. Diabetes/Hypertension clinics are being run on Mondays and Wednesdays in all Delhi Govt. Hospitals.

**4. HIV/AIDS Control Program:** 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.

**5. Other Programs cover** such as Pulse Polio, Malaria Control/Vector Borne Disease Control Programs, Blindness and Deafness etc.

**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, food licensing, sanitation for control of vector borne diseases in their respective jurisdictional areas and are 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.
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