



Government of India
Ministry of Health & Family Welfare
Department of Health & Family Welfare
Nirman Bhawan, New Delhi
CGHS Division

No. S 11030/4/2013-CGHS (P)

Dated the 13th September, 2013

OFFICE MEMORANDUM

Sub: Suspension of empanelment of 'Saket City Hospital, New Delhi' from the list of Hospitals/Centres empanelled under CGHS - reg.

The undersigned is directed to state that CGHS has empanelled private hospitals in various CGHS covered cities to provide inpatient healthcare facilities to its beneficiaries. Empanelment of the private hospitals is done under a contractual agreement between the Government of India and the private hospital on mutually agreed terms and conditions.

2. This Ministry has received a number of complaints against Saket City Hospital (formerly- Gujar Mal Modi Hospital & Research Centre), Saket, New Delhi regarding deficiency in services ranging from denial of credit facilities and overcharging to ill-treatment, harassment and rude behavior by staff/doctors to CGHS beneficiaries. The issues raised by the beneficiaries have been viewed seriously by this Ministry as it tantamount to violation of the terms and conditions of empanelment as laid down in the 'Memorandum of Agreement'.

3. A 'Show Cause Notice' was issued to Saket City Hospital seeking clarifications on the grievances raised by the beneficiaries. However, the reply received from Saket City Hospital has not been found satisfactory.

4. It has, therefore been decided to suspend the CGHS empanelment of Saket City Hospital, New Delhi with immediate effect, for a period of one year or till further orders whichever is earlier. The hospital shall no longer be a part of the list of empanelled hospitals/centers for any purposes under CGHS. Patients already admitted prior to the issue of this OM, shall be provided treatment and discharged within seven days from the date of issue of this OM. However, in respect of the patients who remain admitted beyond seven days, their bills would be accepted only on submission of the proper justification for stay.

5. This OM shall be effective from the date of its issue.

(V.P. Singh)

Deputy Secretary to the Government of India

To

1. All Ministries / Departments, Government of India
2. Director (Administration), Saket City Hospital (formerly G.M. Modi Hospital) Head Office, Press Enclave Road, Saket, New Delhi - 110017
3. UTI-TSL with a request to keep further payments to this Hospital on hold till further orders.

4. AD (HQ), CGHS, Bikaner House, New Delhi – with a request to with hold the Performance Bank Guarantee and further clearance of bills till the accounts with the hospitals are finally reconciled and settled.
5. Director, CGHS, Nirman Bhawan, New Delhi
6. Addl.DDG (HQ)/ Additional Director (Hdqrs) / Additional Director (SZ)/(CZ)/(EZ)/(NZ), CGHS, New Delhi
7. JD (Gr.)/JD(R&H), CGHS, Delhi
8. Pay & Accounts Officers , CGHS, New Delhi
9. CGHS Desk-I/Desk-II/CGHS-I/CGHS-II, Directorate General of CGHS, New Delhi
10. Estt.I/Estt.II/Estt.III/Estt.IV Sections, M/o Health & Family Welfare , New Delhi
11. Admn.I / Admn.II Sections of Dte.GHS
12. Rajya Sabha / Lok Sabha Secretariat
13. Registrar, Supreme Court of India
14. U.P.S.C. Dholpur House, Shahjahan Road, New Delhi
15. Integrated Finance Division, Ministry of Health & Family Welfare, Nirman Bhawan, New Delhi
16. Deputy Secretary (Civil Service News), Department of Personnel & Training, 5th Floor, Sardar Patel Bhawan, New Delhi.
17. PPS to Secretary (H&FW)/ Secretary (AYUSH)/ Secretary (HR)/ Secretary (AIDS Control), Ministry of Health & Family Welfare
18. PPS to DGHS / SS (H) /AS & DG (CGHS) /AS&MD,NRHM/ AS&FA, MOHFW, Nirman Bhawan
19. Swamy Publishers (P) Ltd., P. B. No. 2468, R. A. Puram, Chennai-600028.
20. Shri Umraomal Purohit, Secretary, Staff Side, National Council (JCM) ,13-C, Ferozshah Road, New Delhi
21. All Staff Side Members of National Council (JCM) (as per list)
22. Office of the Comptroller & Auditor General of India,10, Bahadur Shah Zafar Marg, New Delhi
23. All Offices / Sections / Desks in the Ministry
24. Sr. Technical Director, NIC, MOHFW, Nirman Bhawan, New Delhi with the request to upload this OM on the CGHS website.
25. ED(Health), Railway Board, Rail Bhawan, New Delhi
26. ESIC / ECHS
27. Guard File