



CIRCULAR

The Chief Executive Officer, DJB has been pleased to pass following orders for immediate compliance:-

1. Henceforth, existing medical scheme of DJB will be known as '**Delhi Jal Board Employees Health Scheme**' [DJBEHS]. All vital information relating to the DJBEHS will be made available on the official website of DJB.

2. **Appeal and review provisions** in respect of medical bills:

In case of any grievance reg. medical bills, Sanctioning Authority may obtain advice of Medical Screening Committee. Sanctioning Authority should, thereafter, communicate reasoned decision to the applicant.

If the person still feels not satisfied, then he/she may prefer an appeal to the Director (Administration & Personnel) within 30 days of receipt of orders from the Sanctioning Authority.

Review petition against the orders of Director (Administration & Personnel) may be preferred to the Member (Administration) within 30 days of receipt of orders from Director (Administration & Personnel).

3. **Coverage Area of the Medical Scheme:**

Eligible employees/pensioners and their dependant family members are entitled to obtain treatment from DJB dispensaries, Govt. Hospitals/dispensaries and DJB empanelled Pvt. Hospitals in Delhi NCR.

Beneficiaries residing **outside NCR** shall be entitled for reimbursement for treatment even during non-emergent conditions **from Government Hospitals**.

4. **Policy reg. empanelment of Pvt. Hospitals/Clinics/Diagnostic Centres and other Health Care Organizations in DJB:**

Only those Pvt. Hospitals/ Clinics/Diagnostic Centres and other Health Care Organizations [HCOs] who are on panel of CGHS/DGEHS and offer same facilities to DJB may be considered for empanelment in DJB on same term and conditions after receiving willingness from them.

5. **Dependent Family Members:**

Definition of dependent Family Members as prescribed in CS (MA) Rules/ CGHS for serving employees will be same for the Pensioners after retirement.

R.T.O.

6. **Period for prescribing Medicine in case of Senior Citizen:-**

In case of Senior Citizen beneficiaries with chronic conditions requiring prolonged treatment medicine may be dispensed **up to three months** on the decision of the Medical Officer Incharge of the dispensary.

In other cases, existing prevailing orders/instructions/practices shall be continued to operate.

7. **Grace period to the pensioners for getting Medical Card issued:-**

Grace period of **three months** will be allowed to the pensioners from the date of their retirement for purposes of admitting their medical claims for reimbursement for the treatment taken immediately after the retirement. In the other words, if the Medical Card / Medical Prescription Book is not got issued within the grace period of three months, the pensioners will not be entitled for any medical reimbursement expenses and medical facilities after the grace period of the three months.

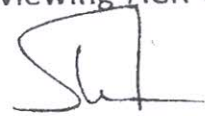
8. **Installation of Complaint/ Suggestion Box in dispensaries:-**

Medical Officer Incharge [Mol] concerned will be responsible for overall management of affairs in his/her DJB dispensary.

A complaint/ suggestion box will be fixed/ installed at conspicuous place in all dispensaries within 15 days. References in complaint/suggestion box will be collected by the office of Director (A&P) on monthly basis and will be kept confidential.

Overall view formed through the collected references will be taken into consideration for improving functioning of dispensaries and also for writing/ reviewing ACR of Mols concerned.

Hindi version will follow.



[SHEKHAR KUMAR]
DY. DIRECTOR [WELFARE]

No.DJB/DD(LW)/Medical/2014/ 103407

Dated:12.08.2014

- Copy to:-1. Vice Chairman, DJB :- For kind information, pls.
2. All Members of DJB:- -do-
3. Chief Executive Officer, DJB -do-
4. Member (A)/Member (F)/Member (WS)/Member (Dr.)/CVO:- -do-
5. AllICEs/Addl.CEO/SecretaryDJB/SEs/Directors/Jt.Directors/
ACs/DDs/EEs/CSO/Mols/AOs/ZROs/AAOs
6. EE(EDP) with the request to upload this order on the web-site of DJB
7. Consultant (PR) for publishing in Varun Patrika
8. All Unions/Associations of retired employees/ A copy in *Standing Guard file/Office Order Book.*



DY. DIRECTOR [WELFARE]



EXECUTIVE ENGINEER (EDP)

DIARY No. 2912

DATE 14/8/14

AE-I
CH - Sanjay