



समृद्धिं वयते

Government of India
Ministry of Health and Family Welfare
Department of Health & Family Welfare
Directorate General of CGHS

Nirman Bhawan, New Delhi 110 011

No Z 15025/10/2019/DIR/CGHS

Dated the 30th January , 2019

OFFICE MEMORANDUM

Subject: - Feedback from CGHS beneficiaries about HCOs empanelled under CGHS

With reference to the above mentioned subject the undersigned is directed to state that Critically ill and CGHS beneficiaries undergoing treatment for Cancer need special care and any permissions required for treatment (including Post-Operative follow up treatment) may be provided on priority basis by the CMOs i/c/ Addl. Director, CGHS .

A feedback proforma may also be taken from such CGHS beneficiaries about the facilities provided by HCOs empanelled under CGHS. The information so collected may be sent to the Addl. Directors on Monthly basis.

This may be treated as most important.

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30.01.2019
(Dr. Atul Prakash)
Director, CGHS

To

Addl. DDG(HQ)/Addl. Director(HQ) /Addl. Directors of all CGHS Cities
All Chief Medical Officers In Charge though Addl. Directors.

Feedback Performa

Name of the CGHS beneficiary

Ben ID No

Name of the Hospital	Facility	Score (1-5) (1)Poor (2) Fair (3) Good (4) Very Good (5) Excellent
	Behaviour of Staff at Reception	
	Ease of Admission	
	Treatment of the Specialists	
	Behaviour of para-medical staff	
	Billing related issues if any	
	Any overcharging	

If , no bed was available has the beneficiary tried any other hospital

Signature of CGHS beneficiary/representative