

F No 11-14/2023/CGHS(HQ)  
Govt. of India  
Ministry . of Health & Family Welfare  
Directorate General of CGHS

RK Puram Sector-13, New Delhi.  
Dated the 20<sup>th</sup> April, 2023

**OFFICE ORDER**

**Subject: Constitution of 'SQUAD' at Zonal levels under CGHS, Delhi for random Inspection of CGHS Wellness Centres and Constitution of a 'Inspection Team' at CGHS(HQ) for random inspection of empanelled Health Care Organisations (HCOs).**

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I am directed to convey the approval of Competent Authority for constitution of 'SQUAD' at the Zonal Level under CGHS , Delhi for random inspection of CGHS Wellness Centres and Constitution of a 'Inspection Team' at CGHS(HQ) for random Inspection of empanelled Health Care Organisations (HCOs).

2. The SQUAD Team shall be constituted at the office of Addl Directors, CGHS of Central Zone, East Zone, North Zone and South Zone with the following members:

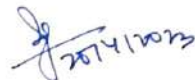
- i. Sr CMO in-charge from Zone on rotation basis
- ii. Administrative Officer / Office Superintendant

**Mandate for the Squad Team:**

- o The team shall inspect CGHS Wellness Centres on random basis ( as per the enclosed proforma) to verify the overall functioning of Wellness Centre. The team shall also interact with a few beneficiaries at the spot to obtain their feedback on difficulties if any , faced by them at the Wellness Centres and suggestions on how to improve the services being rendered. New O.Ms issued and initiatives taken by the Ministry may also be shared with the concerned CMO I/C and beneficiaries.
- o The concerned Additional Director of the zone would compile these reports on a monthly basis and submit the same to Head Quarter for further analysis.
- o Additional Directors shall also prepare Duty Roster and and verify compliance of LAC mandate.
- o The team shall visit at least one Wellness Centre in a fortnight. These inspections are in addition to the regular visit of AD to the CGHS Wellness Centres.

3. An INSPECTION TEAM shall be constituted at the Office of Addl. Director, CGHS (HQ), Delhi for random inspection of HCOs empanelled under CGHS with the following Members:

- i. AD(R&H) / Joint Director (Grievances) / One Senior CMO on a rotation basis.
- ii. Administrative Officer , Gazetted/ Non-Gazetted.



**Mandate for the Inspection Team:**

- The team shall conduct inspections of HCOs empanelled under CGHS on random basis to verify whether they are complying with the terms and conditions of empanelment.
- The team shall make at least one inspection in a fortnight.

Additional Directors of the Zones shall meticulously comply with these orders.

Encl. as above.

  
(Dr. Manoj Jain )  
Director, CGHS

To

AD(HQ)/ Addl.DDG(HQ), CGHS / Additional Directors, CGHS Central Zone/ East Zone/  
North Zone /South Zone

Copy to

PPS to Secretary, HFW  
PPS to SS&DG, CGHS, MoHFW  
PPS to JS, CGHS, MoHFW

Copy for information to

PS to Hon'ble HFM  
PS to Hon'ble MOS

**PROFORMA FOR VISIT REPORT OF WELLNESS CENTRE BY ADDITIONAL DIRECTORS ZONE(S)/CITIES)**

1. Name of WC and Number :
3. Name of the CMO I/C :
5. Date and time of visit :
7. Total card holder :

2. City/Zone:
4. Mobile No.:
6. Name of AD :
8. Total Beneficiaries:

Total patients attendance on the day:-

| S.No | PARAMETRES TO BE EVALUATED   | REMARKS   |
|------|--|---|
| 01   | <u>Total doctors posted</u><br>1. Regular:<br>2. Contractual:              | <u>Present</u><br>1. Regular :<br>2. Contractual:           |
| 02   | <u>Total No of Paramedics</u><br>1. Pharmacist :<br>2. Nurse :<br>3. MTS : | <u>Present</u><br>1. Pharmacist :<br>2. Nurse :<br>3. MTS : |
| 03   | Punctuality of staffs/BAS  |   |
| 04   | Net availability   |   |
| 05   | Power backup   |   |
| 06   | House Keeping/Cleanliness (1 to 10)  |   |
| 07   | Staffs uniform   |   |
| 08   | Drinking water   |   |
| 09   | Sitting/waiting arrangement  |   |
| 10   | Injection Room (Emergency tray, Oxygen Cylinder, Autoclave)                |   |
| 11   | Dressing Room  |   |
| 12   | Maintenance of Registers/Ledgers   |   |
| 13   | Availability of supply medicines   |   |
| 14   | Unclaimed medicine register  |   |
| 15   | Last date of meeting with Advisory Committee                               |   |
| 16   | Status of MRC pending at W.C.  |   |
| 17   | Family Welfare Room  |   |
| 18   | Telephone Numbers Directorate  |   |
| 19   | Display of LAC members and their telephone numbers on Notice board         |   |
| 20   | Complaint box  |   |
| 21   | Grievance redressal at WC level  |   |
| 22.  | Feedback of five beneficiaries / Suggestions                               |   |