DELHI JAL BOARD, GOVT. OF N.C.T. OF DELHI
DEPUTY DIRECTOR(LABOUR WELFARE),
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NEW DELHI-05.
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OFFICE ORDER No:- 21

Date:- 05.10.2026

Subject: Implementation of Cashless Medical Facility for Pensioners/Family Pensioners under Delhi Jal Board Employees Health Scheme – reg.

Delhi Jal Board has been providing medical facilities to its employees, pensioners and family pensioners under the Delhi Jal Board Employees Health Scheme (DJBEHS). The medical reimbursement facility for pensioners/family pensioners of the erstwhile DWS&SD Undertaking, now Delhi Jal Board, was extended vide DJB Resolution No. 227 dated 07.05.1999.

2. The Board, in its 180th Meeting, approved the provision of cashless medical treatment to eligible pensioners/family pensioners for emergency as well as planned/non-emergency treatment at DJB-empanelled hospitals, subject to prescribed eligibility, entitlement, approved rates and other applicable terms and conditions.

3. The Board has authorised the Chief Executive Officer, Delhi Jal Board, to finalise and implement the detailed Standard Operating Procedure (SOP) and operational modalities for giving effect to the aforesaid decision.

4. Accordingly, the SOP for Cashless Medical Facility for Pensioners/Family Pensioners under DJBEHS, placed at Annexure-I to this Office Order, is hereby issued for implementation with immediate effect.

5. The existing provisions of DJBEHS regarding membership, subscription, entitlement, medicines, reimbursement and other medical benefits shall continue to apply, except to the extent specifically modified by the approved cashless facility/SOP.

6. The Pension Cell shall function as the nodal point for processing bills submitted by empanelled hospitals/diagnostic centres and for maintaining beneficiary and expenditure records, while the concerned DJB Aarogya Mandir/Medical Officer shall deal with medical referral, authorisation and related medical matters, as prescribed in the SOP.

7. All concerned officers/officials, DDOs, DJB Aarogya Mandirs and empanelled hospitals/diagnostic centres shall ensure strict compliance with the provisions of the SOP.

8. Any matter not specifically covered under the SOP shall be dealt with in accordance with the Central Services (Medical Attendance) Rules, 1944, applicable Government orders, DGEHS/CGHS rates and provisions of DJBEHS, as amended/notified from time to time, and, wherever necessary, placed before the competent authority/Medical Screening Committee for appropriate decision.

This issues with the approval of the Competent Authority.

Encl.:- Annexure-I

05/10/2026

(Vinod Kumar Singh)
Dy. Director (Labour Welfare)

To,

1. All DDOs, Delhi Jal Board.
2. All Members/Directors/Chief Engineers.
3. All Medical Officers-in-Charge, DJB Aarogya Mandirs.
4. Pension Cell, DJB.
5. All other concerned offices/units.

No. DJB/DD(LW)/Cashless/SOP/2026/D- 39830 Date:- ~~07~~ 8/10/2026

Copy for information to:

1. Secretary to Hon'ble Chairman, DJB.
2. PA to Hon'ble Vice Chairman, DJB.
3. PS to CEO, DJB.
4. PS/PA to concerned senior officers, DJB.
5. In-charge (EDP) – for uploading the same on DJB website.

V.K. Singh 08/10/2026

Dy. Director (Labour Welfare)

DD(IT) PH I

12/10/2026

Dy. Director (IT)
Delhi Jal Board, GNCTD
Dy. No. 1812 12/10/26

ANNEXURE-I

STANDARD OPERATING PROCEDURE FOR CASHLESS MEDICAL FACILITY FOR PENSIONERS/FAMILY PENSIONERS

UNDER DELHI JAL BOARD EMPLOYEES HEALTH SCHEME

1. PURPOSE AND SCOPE

1.1 The Standard Operating Procedure shall regulate the cashless medical facility available to eligible DJB pensioners/family pensioners under the Delhi Jal Board Employees Health Scheme (DJBEHS).
1.2 The facility shall cover **emergency as well as planned/non-emergency treatment**, investigations and other admissible medical services at recognised/empanelled health facilities, subject to eligibility, entitlement, approved rates and applicable rules.
1.3 The existing provisions of DJBEHS regarding membership, subscription, entitlement and other benefits shall continue to apply unless specifically modified by the competent authority.

2. ELIGIBILITY AND DJBEHS CARD

2.1 The facility shall be available to eligible pensioners/family pensioners who are members of DJBEHS.
2.2 A valid DJBEHS Card shall be the basis for availing the cashless facility.
2.3 The Pension Cell shall maintain the beneficiary records and issue/renew DJBEHS Cards as per applicable provisions.
2.4 The issue of membership, subscription and continuation of benefits shall be governed by the existing DJBEHS provisions.

3. RECOGNISED/EMPANELLED HEALTH FACILITIES

3.1 Treatment shall be available at:

- Government hospitals/health institutions recognised under the scheme; and
- DJB-empanelled private hospitals, diagnostic centres and other authorised health facilities.

3.2 The updated list of empanelled private hospitals/diagnostic centres shall be notified separately and updated from time to time.
3.3 The empanelled hospitals shall provide treatment according to the beneficiary's entitlement and at the approved rates applicable under the scheme.

4. EMERGENCY TREATMENT

4.1 In an emergency, the beneficiary may directly approach a recognised/empanelled hospital without prior referral/authorisation.
4.2 Cashless treatment shall be provided on production of a valid DJBEHS Card, subject to the applicable entitlement and rules.
4.3 The beneficiary shall intimate/report the treatment to the concerned Medical Officer, DJB Aarogya Mandir, within 72 hours of commencement of treatment.
4.4 Follow-up treatment after emergency treatment/procedure shall require referral/authorisation of the concerned Medical Officer.
4.5 Where emergency treatment is taken at a non-empanelled private hospital because no recognised facility is reasonably available or due to circumstances beyond the beneficiary's control, the case may be considered for reimbursement in accordance with the applicable rules and approved rates, subject to an emergency certificate.

V.K. Singh

5. PLANNED/NON-EMERGENCY TREATMENT

5.1 Planned OPD/IPD treatment, specialist consultation, investigations and other non-emergency treatment shall require prior referral/authorisation from the concerned Medical Officer, DJB Aarogya Mandir.
5.2 The beneficiary may choose any recognised/empanelled hospital/diagnostic centre, subject to entitlement and admissibility.
5.3 The referral/authorisation shall specify the treatment/investigation, wherever necessary, and its validity.
5.4 Follow-up treatment shall ordinarily be undertaken at the same empanelled hospital and shall remain subject to the validity of the referral/authorisation.
5.5 Treatment taken at a non-recognised/non-empanelled private hospital shall not ordinarily be admissible, except in cases specifically covered under the emergency provisions.

6. INVESTIGATIONS AND SPECIALISED TREATMENT

6.1 Investigations prescribed during treatment shall ordinarily be undertaken at the hospital/diagnostic centre where the beneficiary is receiving treatment.
6.2 Where investigations are required at another empanelled facility, prior referral/endorsement of the concerned Medical Officer shall be obtained.
6.3 Special investigations such as CT scan, MRI, PET Scan and other investigations requiring prior approval shall be undertaken in accordance with the applicable referral/authorisation procedure.
6.4 Specialised treatment shall be admissible as per the beneficiary's entitlement and applicable DJBEHS/CS(MA)/DGEHS provisions.

7. MEDICINES

7.1 Medicines required during treatment shall ordinarily be supplied by the concerned hospital.
7.2 Where a required medicine is not available, the hospital shall arrange the same wherever feasible.
7.3 Where the medicine cannot be arranged by the hospital, reimbursement may be allowed as per applicable provisions.
7.4 Medicines for chronic conditions may be supplied for the period permitted under the existing DJBEHS provisions.

8. HOSPITAL BILLING AND PAYMENT

8.1 Empanelled hospitals/diagnostic centres shall submit itemised bills directly to the Pension Cell, DJB for payment.
8.2 Bills shall be accompanied by the prescribed supporting documents, including:

- copy of valid DJBEHS Card;
- referral/authorisation or emergency certificate, as applicable;
- treatment and entitlement certificate;
- itemised bill; and
- relevant invoices/records for implants and other admissible items.

8.3 The Pension Cell shall undertake preliminary scrutiny and verification of claims, maintain centralized records, and place complete claims before the Medical Screening Committee (MSC) for scrutiny.
8.4 The MSC shall examine the claims in accordance with the applicable provisions of the Scheme, including medical admissibility, beneficiary entitlement, treatment/procedure undertaken and approved rates, before recommending the claims for payment.
8.5 After scrutiny, the MSC shall record its recommendations and return the claims to the Pension Cell for further processing and payment as per the approved procedure.

V. K. Singh

13. APPLICABLE RULES AND RATES

13.1 The Central Services (Medical Attendance) Rules, 1944, applicable Government orders, DGEHS/CGHS rates and provisions of DJBEHS, as amended/notified from time to time, shall govern the facility.

13.2 Wherever any provision/rate is revised by the competent Government authority, the revised provision/rate shall apply from the date it becomes applicable, subject to DJB orders.

14. EFFECTIVE DATE

The restructured SOP shall come into force with immediate effect from the date of issue and shall supersede/modify only those procedural provisions that are inconsistent with this SOP.

05/10/2021

Dy. Director (Labour Welfare)
Delhi Jal Board

8.6 The Pension Cell shall process the bills and arrange payment to the empanelled hospital/diagnostic centre within the 30 days.
8.7 The hospital shall certify that treatment was medically necessary, within the beneficiary's entitlement and charged at approved rates.

9. REIMBURSEMENT

9.1 Reimbursement shall continue only in cases specifically admissible under the DJBEHS and applicable rules.
9.2 Eligible emergency treatment taken outside Delhi/NCR or at a non-empanelled facility shall be dealt with in accordance with the applicable provisions.
9.3 Reimbursement shall be restricted to the beneficiary's entitlement and the applicable approved DGEHS/CGHS rates, wherever prescribed.
9.4 The existing reimbursement procedure shall continue unless specifically modified under this SOP.

10. MEDICAL ADVANCE

10.1 Medical advance for major/serious illnesses may be sanctioned by the competent authority in accordance with the applicable rules.
10.2 The existing provisions regarding admissible medical advance shall continue to apply.

11. ROLES AND RESPONSIBILITIES

A. DJB Aarogya Mandir / Medical Officer

- Primary medical guidance;
- referral/authorisation for planned treatment;
- emergency reporting and follow-up;
- endorsement of investigations where required; and
- medical advice in exceptional cases.

B. Pension Cell

- beneficiary/member records;
- issue/maintenance of DJBEHS Cards;
- receipt and scrutiny of hospital bills;
- processing of payment/reimbursement;
- maintenance of treatment and expenditure records; and
- coordination with empanelled hospitals.

C. Empanelled Hospitals/Diagnostic Centres

- treatment as per entitlement;
- adherence to approved rates;
- submission of complete itemised bills;
- maintenance of medical records; and
- compliance with the terms of empanelment.

12. EXCEPTIONAL CASES AND GRIEVANCE

12.1 Cases not specifically covered under this SOP shall be referred to the Medical Screening Committee, DJB, wherever required.
12.2 Grievances relating to treatment, referral, bills or reimbursement shall be dealt with under the existing DJB mechanism, as applicable.
12.3 Nothing in this SOP shall be construed to override any decision of the competent authority or any applicable statutory/Government rules.

V. K. Singh