

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**LOK SABHA
UNSTARRED QUESTION NO. 4771
TO BE ANSWERED ON 20TH MARCH, 2026**

CONSULTATION FEES TO VISIT EMPANELLED HOSPITALS

4771. SHRI ASHOK KUMAR RAWAT:

Will the **Minister of HEALTH AND FAMILY WELFARE** be pleased to state:

- (a) whether it is a fact that in all empanelled hospitals in Delhi/NCR including BLK-MAX super speciality hospital under various Central Government Health Schemes, regular patients are required to pay consultation fees at every visit including for consultations with different specialist doctors, even for follow-up treatment, hospital-wise;
- (b) if so, the details thereof along with the reasons therefor and the guidelines issued by the Government in this regard;
- (c) whether the Government is aware that repeated charging of consultation fees from regular/follow-up patients is causing financial burden to beneficiaries, if so, the details thereof;
- (d) whether the Government proposed to issue directions to empanelled hospitals to waive or regular consultation fees for follow-up visits within a specified period; and
- (e) if so, the details thereof along with the corrective steps taken or proposed to be taken by the Government in this regard?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI PRATAPRAO JADHAV)**

(a) to (e): As per OM No. 5-34/CGHS/HEC(HQ)/2025 dated 22.12.2025, each OPD consultation is valid for a period of 7 days, provided it pertains to the same speciality.

Under the Central Government Health Scheme (CGHS), pensioner beneficiaries are entitled to cashless (credit) facility and are not required to pay any out-of-pocket consultation fee at empanelled Health Care Organizations (HCOs) for services covered under CGHS. The empanelled hospitals raise bills directly to CGHS as per prescribed rates and terms and conditions of empanelment. Similarly, serving beneficiaries submit Medical Reimbursement Claims to their respective Departments, as per CGHS norms.

Further, vide OM dated 28.06.2024, the referral guidelines for consultation, investigations and treatment at empanelled HCOs have been simplified. A referral issued by a CGHS Wellness Centre for specialist consultation is valid for three months, during which a beneficiary may avail up to six consultations, including with up to three specialists, if so recommended by the primary specialist.

CGHS monitors the functioning of empanelled HCOs through feedback and grievance redressal mechanisms. Complaints regarding overcharging or denial of entitled services may be lodged on the CGHS portal or CPGRAMS and are acted upon as per extant guidelines.
