

1245/613/2025-CASH SECTION
Government of India
Ministry of Civil Aviation
Directorate General of Civil Aviation (DGCA)
Opposite Safdarjung Airport
New Delhi-110003

Dated: 12th Oct 2026

OFFICE MEMORANDUM

Subject: Guidelines regarding submission and processing of medical reimbursement claims under CGHS – reg.

Reference is invited to the CGHS Office Memorandum No. Z/15025/19/2024/DIR/CGHS/EHS dated 28.06.2024, the SOP dated 02.09.2024, and CGHS Office Memorandum No. 5-16/CGHS(HQ)/HEC/2024 (Part-I) dated 03.10.2025.

2. It has been observed that certain issues relating to the interpretation and application of the aforesaid CGHS guidelines are being faced during the scrutiny and processing of medical reimbursement claims. Accordingly, the following clarifications issued by CGHS (HQ) are circulated for information and guidance:

(a) Subsequent follow-up consultations/investigations/minor procedures can be done only at the same empanelled hospital where primary consultation was availed.

- i. If any investigation/test amounting up to Rs. 3000/- (each test/investigation) is prescribed by the Specialist of an empanelled hospital/HCO, the investigation/test must be undertaken at the same hospital/HCO, where primary consultation has been taken.
- ii. If the beneficiary wants to get the tests/investigations done from any other CGHS empanelled hospital/HCO/Diagnostic Centre, he/she has to take prior referral/endorsement from CGHS Wellness Centre.
- iii. Referral/endorsement from CGHS shall be required for special investigations like CT Scan, MRI Scan, PET Scan and any other investigation costing over Rs.3,000/-.

(b) Each consultation will be considered valid for a period of 7 days, provided it pertains to the same specialty.

(c) Eye consultation fees include refraction, tonometry and fundus examination.

(d) Prior permission of the Department/Office is mandatory for undergoing an unlisted investigation/procedure advised by specialist of a CGHS empanelled hospital.

3. Accordingly, all the officers/officials of DGCA are advised to follow the aforesaid guidelines issued by the CGHS (Ministry of Health & Family Welfare) for hassle-free processing and reimbursement of medical claims.

5. This issues with the approval of the competent authority.

To:

1. PPS to DG (CA)
2. PA to JDGs/DDGs and Directors
3. IT Section, DGCA for uploading on e-Office.

Dinjili
12.10.26
(Dinjili Gangmei)
Deputy Director Administration
For Directorate General of Civil Aviation
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Deputy Director (CASH)
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