

*Misc.6024/2007/CGHS(HQ)/CGHS(P)*  
*Government of India*  
*Ministry of Health & Family Welfare*  
*Department of Health & Family Welfare*

*Nirman Bhawan, Maulana Azad Road*  
*New Delhi dated the 30<sup>th</sup> December, 2009*

**O F F I C E M E M O R A N D U M**

**Subject:** **Issue of Individual Plastic Cards to each CGHS Beneficiary - guidelines to pensioner beneficiaries.**

The undersigned is directed to draw attention to the office memoranda of even number dated 17<sup>th</sup> December, 2007, and 15<sup>th</sup> May, 2009, and in supersession of earlier orders and instructions, it is clarified that use of individual plastic cards for CGHS beneficiaries is mandatory in Delhi and no beneficiary shall be allowed CGHS facility if the plastic cards are not obtained before 31<sup>st</sup> March, 2010, and the existing paper board cards will not be valid after 31<sup>st</sup> March, 2010, for availing CGHS facility.

**In partial modification of the guidelines issued earlier it is clarified that**

A) All the existing CGHS beneficiaries in Delhi are requested to fill up the application form for plastic cards and submit the same to the Chief Medical Officer- in – charge along with stamp sized photographs (2 x 3 cm) of all eligible family members and a copy of old CGHS Card. As on date the existing CGHS Cards are being replaced by plastic cards in Delhi. New CGHS plastic cards in other cities also shall be issued by CGHS as individual plastic cards bearing unique beneficiary identification number (Ben ID number) to each beneficiary.

**B) Issue of New CGHS Cards for Pensioners in Delhi ( manual submission):**

1) **Pensioners** who are applying for 'New CGHS Cards' for the first time in Delhi shall fill up the application form and submit the same in the Office of the Additional Director (Hqrs), CGHS, 9, Bikaner House Hutment, Shahjahan Road, New Delhi, along with DD / IPO for CGHS contribution and necessary documents. The data shall be entered online on the CGHS database and a temporary (printout) card shall be issued by CGHS. Plastic cards shall be issued after preparation of same by the agency appointed for the purpose. The temporary card shall be valid till a plastic card is issued. Pensioners are requested to mention the Ben ID number of CGHS Card, if any, issued to them while in service. This would enable CGHS to issue plastic cards to pensioners bearing the same ID number (while in service) so that the

  
20/12/2009



wellness centre would have access to details about the beneficiaries' treatment while they were in service.

In case of pensioner beneficiaries, certificate issued by Residents' Welfare Association or by a Gazetted officer shall be accepted as proof of residence in case they do not have any other documents to verify the residential status of beneficiary.

- 2) **Pensioners of Autonomous Bodies** eligible for CGHS benefits shall fill up application form and after due verification by concerned autonomous body submit the same at the office Additional. Director, CGHS(Hqrs), CGHS, 9 Bikaner House Hutment, Shahjahan Road, New Delhi. The data shall be entered online on the CGHS database and a temporary (printout) card shall be issued by CGHS. Plastic cards shall be issued after preparation of same by the agency appointed for the purpose. The temporary card shall be valid till the plastic card is issued.
- 3) Pensioners of Autonomous bodies shall submit the Draft for renewal from time to time and validity of card shall be renewed from time to time in CGHS Data base at Wellness Center (a.k.a. Dispensary).

#### **C. Issue of New CGHS Cards in other CGHS covered cities**

Procedure for issue of new CGHS cards in other cities shall be same in respect of pensioners as mentioned in para A(1) and Para A(2) A(3) respectively except that the application forms shall be submitted in the office of Additional Director / Joint Director of CGHS of the concerned city where the applicant resides. The data shall be entered online by the office of Additional Director / Joint Director of CGHS of the concerned city. A temporary print out card shall be issued for availing the CGHS benefits. The plastic cards prepared by the appointed agency shall send the plastic cards to the office of Additional Director / Joint Director of CGHS of the concerned city for distribution.

#### **D. Provision for Online filling of Data for new CGHS Cards / and Plastic Cards for existing Card holders.**

##### **a) New CGHS Cards**

Applications for new CGHS Cards can also be filled up online. Pensioners interested in filling up data themselves may log on to the site <http://cghs.nic.in>

- i. Click on the link '**Apply for Plastic Cards**'. Two options would open



1. New Employees / Pensioners who are not CGHS beneficiaries, apply for plastic cards
  2. Existing CGHS Beneficiaries who have not applied for plastic cards.
- ii. Click on the option **'1. New employees / pensioners who are not CGHS beneficiaries apply for Plastic Cards'**. Fill in the details in the given form. To save the entries on the form click on **'SAVE'**, or click on **'SAVE and PROCEED'** to continue filling up the details of family members. A message will appear on the screen about the token number, generated for you for your future reference. The same token number also appears on the following screen.
  - iii. Clicking on the **'SAVE and PROCEED'** option allows you to enter details of Family Members one by one using the option **'ADD DETAILS'**. On this page itself you have the option for printing a form. Affix the photographs of self and other family members on the form. The print out can also be generated any time by clicking on the option **'Edit details and Print Form'**, the option is available in the header on top left corner. Clicking this option will prompt you to enter the token / acknowledgement number. After this you can either edit the details you have entered or choose to take the print out.
  - iv. The application form along with Draft for contribution and other necessary documents shall be submitted to the Office of Addl. Director (Hqrs), CGHS, New Delhi / Additional Director / Joint Director of CGHS of the concerned city.
  - v. At the CGHS office the online application form would be retrieved by using the token number and after verification of data based on the documents annexed with the application, photographs are scanned and the images uploaded to CGHS database.
  - vi. A print-out shall be issued after allotment of CGHS Wellness centre and signature by authorised signatory. The temporary print-out form shall be valid for availing CGHS facilities till the plastic cards are delivered.

However, the facility to fill up the data online shall not be used by those pensioners who were holding a CGHS Card while they were in service and the application form shall be filled up manually and submitted at the office of CGHS. (The link prepares for issue of a new card number and new Ben ID. Pensioners who were having CGHS family card number and a unique Ben ID while in service would lose the old Ben ID number and therefore the benefit of continuing with same Ben ID. If new Ben ID is issued to the pensioner beneficiary, old medical records associated with the beneficiary, while he was in service, would be lost, as there would be no connectivity between the old and new Ben ID numbers).

**b) Plastic Cards for Pensioner CGHS beneficiaries in Delhi already enrolled and have not applied for Plastic Cards**

Applications for issue of plastic cards can also be filled up by pensioners, who are already in possession of old Card – Board type CGHS cards by logging on to the site <http://cghs.nic.in>.

i. Click on the link '**Apply for Plastic Cards**'. Two options would appear.

1. New Employees / Pensioners who are not CGHS beneficiaries, apply for plastic cards
2. Existing CGHS Beneficiaries who have not applied for plastic cards

ii. Click the option - '**Existing CGHS beneficiaries who have not applied for Plastic Cards**' and enter CGHS Wellness Center (a.k.a. Dispensary)/ CGHS Card number / Category or simply enter the Ben ID and enter.

iii. A form shall appear with Ben ID.

iv. Take a print out of same and fill up data which is incomplete. In case of any errors, make corrections. Affix photographs of eligible family members in the box indicated.

v. The application form along with a copy of old CGHS Card shall be submitted to the Office of Additional Director (Hqrs), Bikaner House, Shahjahan Road, New Delhi.

vi. At the CGHS office the data filled up by applicant would be verified and uploaded on the basis of data submitted in the authenticated application form. Photographs shall be scanned and are uploaded online and is forwarded online to the agency preparing plastic cards.

Similar facility in other CGHS covered cities will be introduced in a phased manner.

**E. Clarifications regarding Plastic Cards**

- 1) The individual Plastic Cards are to be treated only as Identity cards bearing a unique number for each beneficiary for accessing the Data on Computer Data Base like address of beneficiary, validity for CGHS facilities, name of wellness Centre. Beneficiaries / Empanelled Hospitals / Diagnostic Centres can verify the data at <http://cghs.nic.in/welcome.jsp>
- 2) The plastic cards (which are identity cards) are issued for a maximum period of five years or till entitled to CGHS facilities, whichever is earlier. The actual

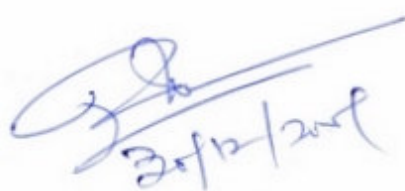


validity of CGHS Card for availing services shall be as per records available in CGHS data base. **In case of CGHS pensioners who have paid for 'Rest of Life' facilities new plastic Cards shall be issued after five years without any additional contribution.** However, the beneficiaries would not be denied CGHS facilities, if there is any inadvertent delay in procurement of new plastic cards after five years, provided the beneficiary is entitled for CGHS benefits.

- 3) It is compulsory to bring original plastic cards every time for availing CGHS benefits.
- 4) All beneficiaries entitled for semi-private ward in empanelled private hospitals are eligible for Nursing Home facilities in Government Hospitals and those entitled for Private ward are eligible for direct consultation with specialists in Government. Hospitals. Similarly, beneficiaries entitled for private ward in empanelled private hospitals are also eligible for private ward facilities at AIIMS, New Delhi. No separate endorsement is required for these criterion.
- 5) The plastic cards bear a colour strip at the top of the card. The Colour of Strip is Blue in case of serving employees, Green in case of Pensioner beneficiaries, Freedom Fighters etc., Yellow in case of Autonomous Bodies and others and Red in case of Members of Parliament.
- 6) After computerization of all CGHS covered Cities the plastic cards will be valid all over India and there is no need for obtaining temporary attachment while on a visit to another CGHS City. If there are any inadvertent mistakes on the Identity Card, the agency will bear the cost of correction in the event of an error in entering the data by them. However, the beneficiary shall have to bear the cost in case of wrong information provided by them. The beneficiaries are, therefore, advised to enter the form correctly.
- 7) It is also clarified that in case of any dispute, the data available on CGHS data base shall be treated as final

#### **F. Permission letters and Reimbursement**

1. Permissions for treatment shall be granted on the basis of Beneficiary Identity Number (Ben ID) printed on Plastic Cards. While granting permission data like the name of Pensioner and the relationship of individual family member, etc., can be verified at <http://cghs.nic.in/welcome.jsp> . Similarly, hospitals / Diagnostic Centers can verify data at <http://cghs.nic.in/welcome.jsp>, in case a beneficiary is admitted under emergency.
2. At the time of submission of Medical Claim, the Ben ID number of Pensioner shall be entered on Modified Medical 2004 form as he / she shall be the claimant. Copy of plastic card of Pensioner along with copy of plastic card of the patient shall be enclosed along with Medical **Reimbursement Claim.**



### **G. Change of Residential Address**

In case of change in residential address and shifting from one Wellness Center (a.k.a. Dispensary) to another, CMO I/C of the original Wellness Center (a.k.a. Dispensary) shall make modifications in data base and transfer the cards to new Wellness Center (a.k.a. Dispensary). CMO i/c of new Wellness Center (a.k.a. Dispensary) shall accept transfer of card and data shall be transferred to new Wellness Center (a.k.a. Dispensary).


### **H. Loss of Plastic Card**

In case of loss of Plastic Card , shall apply at CGHS(HQ) / office of AD/JD , CGHS of concerned city for Duplicate Plastic Card along with IPO for Rs.50 (Rupees fifty only) and a copy of Report lodged with Police and a copy of old Card. A 'print out slip' shall be issued immediately for availing CGHS facilities and Plastic Card after the same is prepared by the agency.

### **I. Shifting residence to another city.**

In case of shifting residence to another city, pensioners shall get the card transferred to another city at the office of Additional Director / Joint Director of CGHS of the concerned city online. Card shall be accepted at the city of new residence by Additional Director / Joint Director of CGHS of the concerned city Wellness Center (a.k.a. Dispensary) shall be allocated by the Additional Director / Joint Director of CGHS of the new city.

The Application Form for issue of New CGHS Card for Pensioners and Applications Form for issue of Plastic Cards in respect of existing CGHS beneficiaries in Delhi are available on the website of Ministry of Health & Family Welfare at [www.mohfw.nic.in/cghs.htm](http://www.mohfw.nic.in/cghs.htm) .



(R RAVI)

**Deputy Secretary to Government of India**  
[Tel: 011 – 2306 3483]

To

1. All Ministries/ Departments of Government of India
2. Director, CGHS, Nirman Bhawan, New Delhi
3. Additional Director (Hqrs) / Addl DDG (Hqrs), CGHS, New Delhi
4. All Pay & Accounts Officers under CGHS
5. Additional Directors / Joint Directors of CGHS
6. JD(Gr.)/JD(R&H), CGHS, Delhi
7. CGHS Desk-I/Desk-II/CGHS-I/CGHS-II,Dte,GHS, Nirman Bhawan, New Delhi
8. Estt.I /Estt.II /Estt.III/Estt.IV Sections, Ministry of Health & Family Welfare.
9. Admn.I/Admn.II Sections of Dte.GHS
10. M.S.Section, Min. of Health & Family Welfare



11. Rajya Sabha / Lok Sabha Secretariat
12. Registrar, Supreme Court of India, New Delhi
13. Delhi High Court, Sher Shah Road, New Delhi
14. U.P.S.C.
15. Finance Division, Ministry of Health & Family Welfare
16. Deputy Secretary(Civil Service News), Department of Personnel & Training, 5th Floor, Sardar Patel Bhawan, New Delhi
17. PPS to Secretary (H&FW) / PPS to Secretary (AIDS Control)
18. PPS to DGHS /AS&FA /AS &MD , NRHM / AS(VV)
19. Swamy Publishers (P) Ltd., P. B. No.2468, R. A. Puram, Chennai 600028.
20. Director (PW), Department of Pension & Pensioners' Welfare , 3<sup>rd</sup> Floor, Lok Nayak Bhawan, Lodhi Colony, New Delhi 110003, with a request that the Office Memorandum along with the enclosure be put on the website of the Department of Pension & Pensioners' Welfare, for information of Central Government pensioners.
21. Shri Umraomal Purohit, Secretary, Staff Side, 13-C, Ferozshah Road, New Delhi 110001.
22. All staff side members of National Council (JCM).
23. Office of the Comptroller & Auditor General of India, 10 Bahadur Shah Zafar Marg, New Delhi.
24. All Officers/Sections/Desks in the Ministry of Health & Family Welfare
25. Copy to Sr. TD, NIC with the request that the Office memorandum be uploaded on CGHS website.
26. Office Copy folder
27. Guard file

CGHS Card No while in service : .....

**APPLICATION FOR NEW CGHS CARD for PENSIONERS OF CENTRAL GOVERNMENT**

1. Name of the Applicant: .....

2. Category Pensioners ☐ Pensioners of autonomous Body ☐  
Others ☐

(Pl.Specify) .....

3. Name of Department / Service from where retired

4. Last Pay with Grade Pay.....

Basic Pension: .....  
(in case of Pensioners)

5. Residential

Address:.....

6. Telephone Number: ( R ) ..... ( M ) .....

7. e-mail ID .....

8. Date of Superannuation: .....  
Date / Month / Year

9. Details of Family

{\* Please see definition of Family before filling up this column}

S. No.	Name of Family member	Relationship to CGHS Card Holder*	Date of Birth# (Compulsory)	Blood Group (optional)
		Self		



{# Please attach proof of age of persons mentioned above}

10. Are all the persons whose names are given above are dependent upon you and are residing with you? Yes / No

{Please attach proof of their staying with you , like copy of Ration Card / Election ID / Pass Port / Identity Card issued by College / School / University / Bank Pass Book , etc., }

11. Paste one stamp sized photograph of each member of Family (including self) whose names are proposed to be included as part of your family in the space given below.

S.No. .... Name	S.No. .... Name	S.No. .... Name	S.No. .... Name
S.No. .... Name	S.No. .... Name	S.No. .... Name	S.No. .... Name

I undertake to intimate to CGHS immediately if there is any change in dependency criteria of my family members included in this application form. If I fail to intimate and if the CGHS comes to know of the change then the CGHS facility is liable to be withdrawn by the CGHS and the CGHS and / or appropriate authority will be free to initiate any action against me.

I undertake to surrender the CGHS Card(s) on ceasing to be eligible for CGHS benefits.

I certify that the information furnished by me in this application has been verified to be correct and that no information has been concealed or has been misrepresented and I stand by the same.

**Encl. Proof of Residence / Stay of dependents**

**Proof of age of son / dependant brother**

Attested copy of disability certificate issued by competent authority (in case of dependent son aged 25 Years and above)

Surrender Certificate of CGHS Card while in service

Attested copies of PPO & Last Pay Certificate

DD bearing No.....dated .....drawn on  
Bank .....Branch ...../  
Postal Order No. .... for Rs.....

Signature of the applicant

To

The Additional Director  
CGHS (Hqrs)  
9, Bikaner House Hutments  
Shahjahan Road  
New Delhi.

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(To be filled by CGHS )

Verified – by Authorized Signatory, CGHS (Hqrs) valid  
upto...../...../..... / for Rest of Life

CGHS Wellness Center (a.k.a. Dispensary) Allotted

.....

Entitlement : General Ward / Semi-Private Ward / Private Ward

Signature



**(TO BE FILLED BY THE SPONSORING AUTHORITY IN CASE OF PENSIONERS  
OF AUTONOMOUS BODY)**

The information furnished by the applicant has been verified and found to be correct. It is recommend that a CGHS Card be issued to Shri / Smt. / Kumari .....Designation

..... I am authorised sponsoring authority for the issue of CGHS Card and approval of the Competent authority has been obtained.

Enclosed DD bearing No.....dated  
.....drawn on Bank .....Branch  
..... for Rs.....

No.

Date

Signature & Name of the Sponsoring Authority

Designation (Stamp)  
with Tel. Number

To

The Additional Director, CGHS(Hqrs), 9, Bikaner House Hutments, Shahjahan Road,  
New Delhi

Verified – by Authorized Signatory, CGHS (Hqrs) valid  
upto...../...../.....

**CGHS Wellness Center (a.k.a. Dispensary) Allotted**  
.....Entitlement

**\* ( to be filled by CGHS )**

Signature with  
Stamp

## INSTRUCTIONS

### Definition of Family:

- (1) Husband / Wife\* (\* First wife only)
- (2) Dependant Parents / Step Mother ( in case of adoption , only adoptive & not real parents)
- (3) If adoptive father has more than one wife , the first wife only.
- (4) A female employee has a choice to include either her dependent parents or her dependent parents – in law ; option exercise can be changed only once during service .
- (5) **Children** including legally adopted children , step children and children taken as wards subject to the following conditions:

(i)	Unmarried Son	Till he starts earning or attains the age of 25 years , whichever is earlier.
(ii)	Daughter	Till she starts earning or gets married, irrespective of the age limit , whichever may be earlier.
(iii)	Son Suffering from any permanent disability of any kind (physical or mental ) as defined below	Irrespective of age limit.
(iv)	Dependent divorced / abandoned or separated from their husband / widowed daughters and dependent unmarried / divorced abandoned or separated from their husband / widowed sisters	Irrespective of age limit.
(v)	Dependent Minor brother(s )	Upto the age of becoming a major.

For the purpose of availing CGHS facility for a disabled sons above 25 years , please attach a copy of n the certificate of disability issued by the competent authority.

**'Disability'** will be AS DEFINED IN SECTION 2(1) OF 'THE PERSONS WITH DISABILITIES (EQUAL OPPORTUNITIES, PROTECTION OF RIGHTS AND FULL PARTICIPATION ) ACT ,1995 (NO: 1 OF 1996 )' WHICH IS REPRODUCED BELOW:

- "(1) "DISABILITY" MEANS
- (I) BLINDNESS
  - (II) LOW VISION
  - (III) LEPROCY CURED
  - (IV) HEARING IMPAIRMENT
  - (V) LOCOMOTOTR DISABILITY
  - (VI) MENTAL RETARDATION
  - (VII) MENTAL ILLNESS "
  - (VIII)

### Dependency:

**Members of family (other than spouse) whose income is less than Rs.3500/- +DA per month are treated as dependents and are normally residing with CGHS beneficiary.**

### The Following Documents are to be enclosed:

- (I) **Proof of Residence / Stay of dependents** —{ copy of Ration Card / Election ID / Pass Port / Identity Card issued by College / School / University / Bank Pass Book , etc.,}
- (II) **Proof of age of son and dependant brother**
- (III) **Attested Copy of Disability certificate issued by Competent Authority( in case of dependent son aged 25 and above )**

**For Pensioners applying for CGHS card for the First time the following Additional Documents are required:**

- (IV) **Surrender Certificate of CGHS Card while in service.**
- (V) **Attested copies of PPO / Last Pay Certificate**

**Contribution by Pensioners should be made by Bank Draft ( Scheduled Banks ) payable in Delhi in favour of "Pay & Accounts Officer CGHS , New Delhi" in respect of Delhi or in favour of "AD, CGHS of concerned City" in respect of other cities**