



User Manual for eShushrut Pharmacy Module

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About CGHS

The Central Government Health Scheme (CGHS) is a comprehensive health care programme of the Government of India under the Ministry of Health and Family Welfare. Launched on 1st, 1954, it provides medical services and facilities to the employees, pensioners, and their dependents of the Government of India. With the growing number of beneficiaries and the increasing complexity of healthcare needs, CGHS has become a vital system for ensuring timely and efficient healthcare delivery.

Objective

The objective of this user manual is to provide detailed instructions and guidance to applicants on how to use the eShushrut Health Information Management System to use for a CGHS (Central Government Health Scheme) Dispensaries. This manual aims to ensure a seamless application experience by describing the step-by-step process for various pharmacy features and highlighting key functionalities of the system.

Salient Features

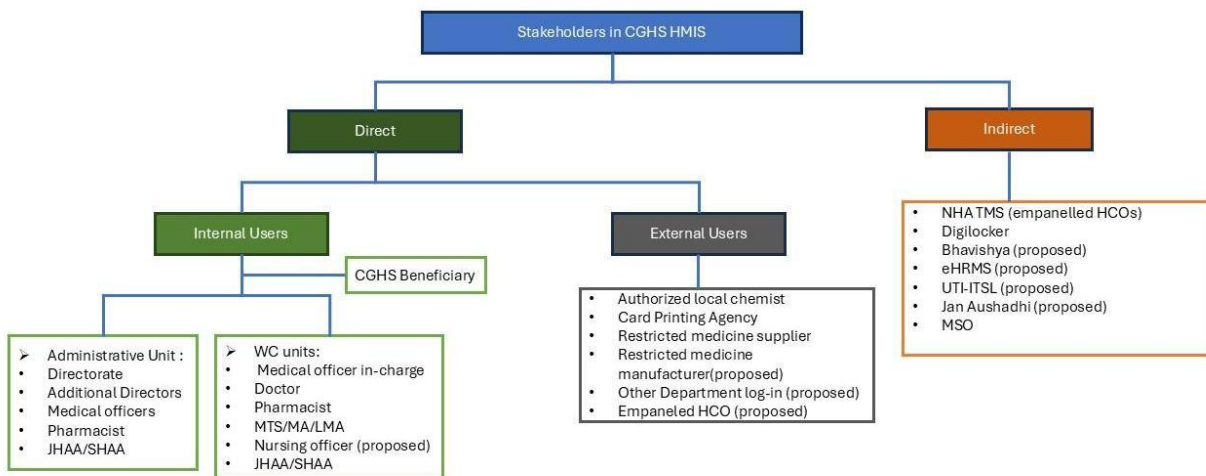
- **Secure Login:** OTP-based authentication ensures user security and privacy.
- **Role Based Access:** Different role based access and logins for AD, CMO in charge, store incharge etc.
- **Preview Before Submission:** Users can preview the entire application before final submission.
- **User-Friendly Interface:** Intuitive design for easy navigation and completion of the application process.
- **Error Notifications:** Real-time prompts for missing or incorrect information.
- **Help Desk Support:** Integrated support for resolving user queries and issues.
- **Status Tracking:** Users can track the status of their applications through the portal.

Stakeholders

CGHS stakeholders are broadly divided into two categories:

Direct Stakeholders: Beneficiaries (government employees, pensioners, and dependents), healthcare providers (doctors, nurses, medical staff), authorized local chemists, and CGHS administrative staff, who directly interact with the system for delivering and managing healthcare services.

Indirect Stakeholders: Empaneled healthcare organizations (hospitals and clinics), National Health Authority (NHA), government departments, external applications (like Digilocker, PHR apps, other HIS systems, etc.), and technology/service providers that support and interact with the CGHS system for claims, data management, and service delivery.



Login Process

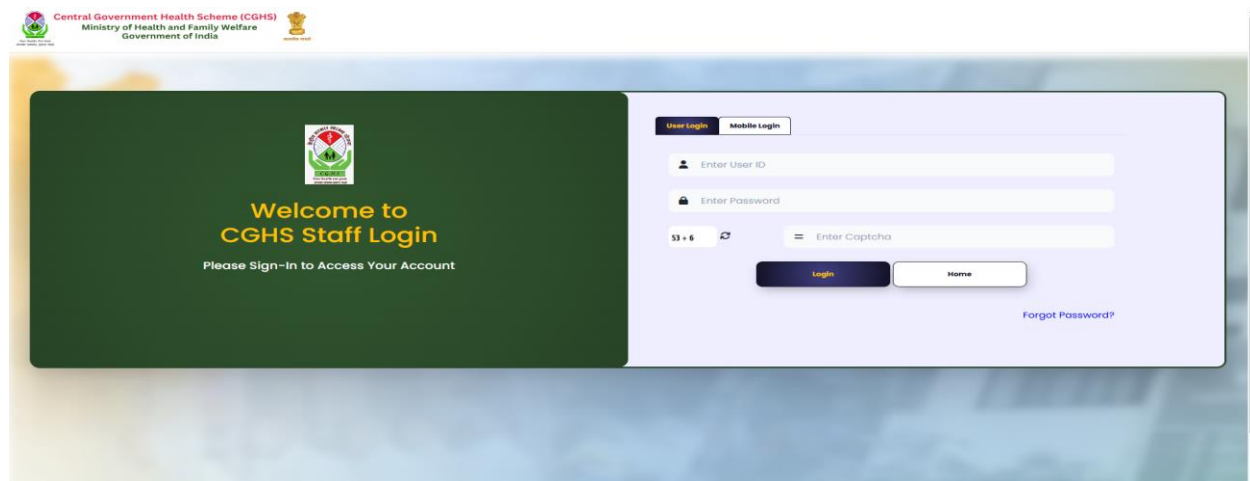
Step 1: To begin, open the CGHS Web Application by clicking the following link:

<https://www.cghs.mohfw.gov.in/AHIMSG5/hisso/Login>. On the page that appears, click the CGHS Login button



Screenshot 1: CGHS Official Homepage (Initial View)

Step 2: Enter the required login credentials (as illustrated below) and click the **Login** button to proceed.



Screenshot 2: CGHS Staff Login Page

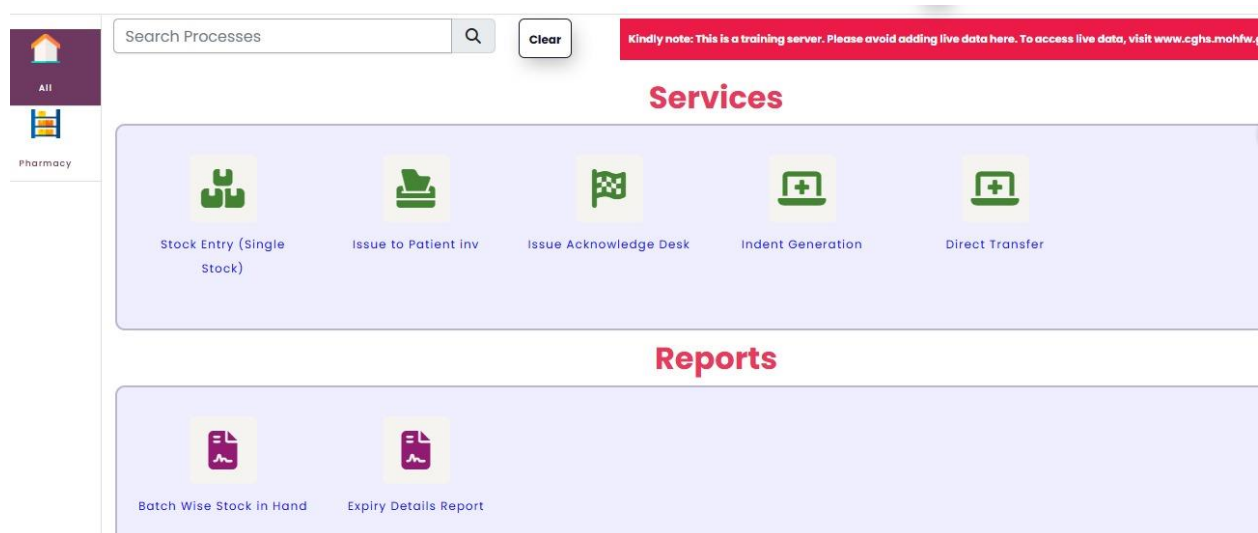
Stock Entry (Single Stock)

Step 1: Accessing the Stock Entry Module

1.1 After successfully logging in, you will be directed to the main **Drug Delivery Counter Dashboard**.

1.2 Under the **Services** section, locate the icon labeled "**Stock Entry (Single Stock)**".

1.3 Click on the "**Stock Entry (Single Stock)**" icon to proceed to the stock entry form.



Drug Delivery Counter Dashboard

Step 2: Viewing the Existing Inventory and Initiating New Stock Entry

2.1 After clicking on "**Stock Entry (Single Stock)**", the system displays the **Drug Inventory List**. This list shows all existing medicines currently in stock at the store.

2.2 Review the existing stock (Serial Number, Drug Name, Batch, Expiry, Active Stock) to ensure the item you want to add is not already listed, or to verify details.

2.3 To add a **new** medicine or a new batch of an existing medicine, locate the **"ADD"** button in the top right corner of the screen.

2.4 Click the **"ADD"** button to proceed to the **stock entry form**.

SERIAL NUMBER	DRUG NAME	JA/VMS CODE	SOURCE NAME	BATCH NO.	MFG NAME	MFG DATE	EXP. DATE	ACTIVE STOCK
1	3-Way Stopcock With 10 Cm Extension Line	8150/	Others	TEST3	-	Aug/2025	Aug/2026	20 No.
2	3-Way Stopcock With 10 Cm Extension Line	8150/	JA	4789	Cipla Ltd	Aug/2025	Aug/2026	200 No.
3	3-Way Stopcock With 10 Cm Extension Line	8150/	JA	bl	-	Aug/2025	Aug/2026	2 No.
4	3-Way Stopcock With 10 Cm Extension Line	8150/	JA	batch3	-	Aug/2025	Aug/2026	20 No.
5	3-Way Stopcock With 10 Cm Extension Line	8150/	Others	TEST	-	Aug/2025	Aug/2026	20 No.
6	3-Way Stopcock With 10 Cm Extension Line	8150/	Others	TEST2	-	Aug/2025	Aug/2026	20 No.
7	3-Way Stopcock With 10 Cm Extension Line	8150/	JA	4321	-	Aug/2025	Aug/2026	192 No.
8	3-Way Stopcock With 10 Cm Extension Line	8150/	JA	batch2	-	Aug/2025	Aug/2027	40 No.
9	3-Way Stopcock With 10 Cm Extension Line	8150/	Others	TEST4	Macleods Pharmaceuticals Pvt Ltd	Aug/2025	Aug/2027	20 No.
10	5-Fluorouracil Injection 500mg	1178/	JA	3289	-	Aug/2025	Aug/2025	70 No.

Step 3: Filling the Stock Entry Form

Once you click **"ADD"**, the detailed Stock Entry Form appears. Fields marked with a red asterisk (*) are **Mandatory Fields** and must be completed.

Step 4: Adding Multiple Items and Finalizing Entry

Adding Multiple Drugs

1. After filling in all details for the **first item**, click the blue **"Add"** button in the middle of the screen.
2. The item will be moved to a **temporary table** at the bottom of the form.
3. **To add a second item**, clear the input fields, enter the new item's details, and click **"Add"** again.

- Repeat until all items are in the table. Use the **red trash can icon (i)** in the **Action** column to remove a row.

Drug Inventory

Stock Qty will not be added with the current stock (if exists)

Store Name: Source Name: Transaction Number: 150703375220179

Drug Name:

Biphasic Isophane Insulin Injection Ip 100 Iu/Ml (30:70) (30% Soluble Insulin And 70% Isophane Insu

VMS CODE/JA CODE:

Mfg Name*: *Batch Number:

*Mfg Date: *Exp Date: Pack Size:

Rate/Pack Size: *Stock Qty: Rack Number:

Drug Name	Batch Number	Manufacturer Name	Mfg Date	Expiry Date	Pack Size	Rate/Pack size	Stock Qty(No.)	Rack Number	Action
Amisulpride (100mg) Tab	1235	Abbott Healthcare Private Limited	22-Oct-2025	30-Oct-2026			200		
Biphasic Isophane Insulin Injection Ip 100 Iu/Ml (30:70) (30% Soluble Insulin And 70% Isophane Insu	478	NA	22-Oct-2025	31-Oct-2026			100		

* Mandatory Fields

Saving the Transaction

- Review all items in the temporary table one final time.
- Click the **"Save"** button (green button) at the bottom.
- A message will appear at the top: **"Data Saved Successfully!!!"**
- The system automatically clears the form, ready for a new stock entry.

Step 5: Action Buttons (Clear & Cancel)

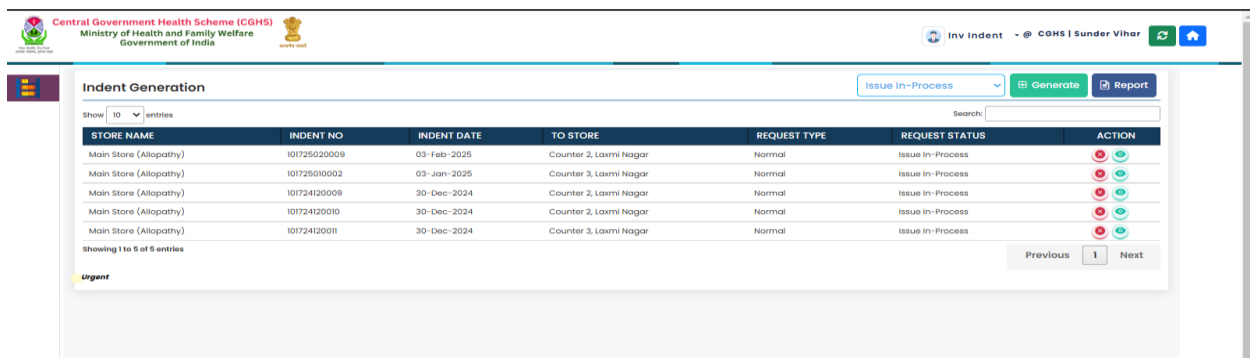
These buttons allow you to manage the entry session without saving the current data.

Button	Function	Pop-up Message	Result (If OK is Clicked)
Clear	Resets the current input fields and the temporary table.	"You are going to reset the data"	Clears all data on the form, allowing you to start a fresh entry on the same page.

Cancel	Exits the stock entry form and returns to the main inventory list.	"All the values will be reset"	Exits the form and navigates back to the Drug Inventory List . Any unsaved data is lost.
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Indent Generation

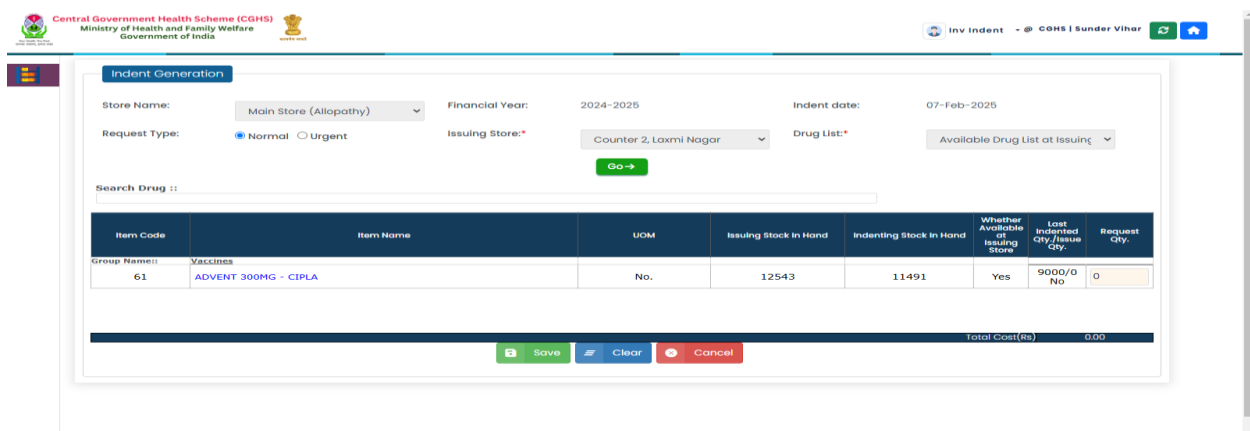
Step 1: After clicking on **Indent Generation**, the corresponding page will open, displaying the list of requested drugs along with their status and action buttons.



The screenshot shows the 'Indent Generation' page with a table of requests. The table has columns for STORE NAME, INDENT NO, INDENT DATE, TO STORE, REQUEST TYPE, REQUEST STATUS, and ACTION. There are 5 entries listed, all with a status of 'Issue In-Process'. The page includes a search bar, 'Generate' and 'Report' buttons, and pagination controls.

STORE NAME	INDENT NO	INDENT DATE	TO STORE	REQUEST TYPE	REQUEST STATUS	ACTION
Main Store (Allopathy)	101725020009	03-Feb-2025	Counter 2, Laxmi Nagar	Normal	Issue In-Process	
Main Store (Allopathy)	101725010002	03-Jan-2025	Counter 3, Laxmi Nagar	Normal	Issue In-Process	
Main Store (Allopathy)	101724120009	30-Dec-2024	Counter 2, Laxmi Nagar	Normal	Issue In-Process	
Main Store (Allopathy)	101724120010	30-Dec-2024	Counter 2, Laxmi Nagar	Normal	Issue In-Process	
Main Store (Allopathy)	101724120011	30-Dec-2024	Counter 3, Laxmi Nagar	Normal	Issue In-Process	

Step 2: To generate a new indent, click on the **Generate** button. The next page will appear, where you need to fill in the required details, click **Go**, select the necessary drugs, and save the data.



The screenshot shows the 'Indent Generation' form. It includes fields for Store Name (Main Store (Allopathy)), Financial Year (2024-2025), Indent date (07-Feb-2025), Request Type (Normal), Issuing Store (Counter 2, Laxmi Nagar), and Drug List (Available Drug List at Issuing). There is a 'Go' button to search for drugs. Below the form is a table of drug details.

Item Code	Item Name	UOM	Issuing Stock In Hand	Indenting Stock In Hand	Whether Available at Issuing Store	Last Indented Qty/Issued Qty	Request Qty
61	ADVENT 300MG - CIPLA	No.	12543	11491	Yes	9000/0	0

Total Cost(Rs) 0.00

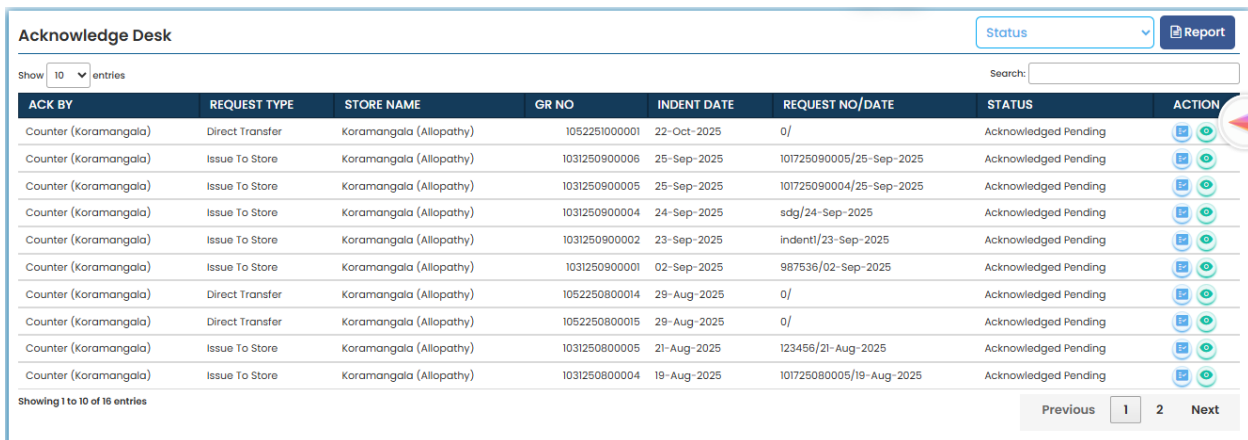
The indent will be raised successfully.

Issue Acknowledge Desk




















After receiving the drugs from the upper store, the **Store In-Charge** must acknowledge the received drugs.

Step 1: Acknowledge Desk

This screen displays a list of requests under the Acknowledge Desk module. It shows key details such as who initiated the request, request type, store name, GR number, indent date, request number/date, and current acknowledgment status. Users can view details or perform acknowledgment actions from this screen.



The screenshot shows the 'Acknowledge Desk' interface. At the top right, there is a 'Status' dropdown menu and a 'Report' button. Below the header, there is a 'Show 10 entries' dropdown and a search bar. The main table has the following columns: ACK BY, REQUEST TYPE, STORE NAME, GR NO, INDENT DATE, REQUEST NO/DATE, STATUS, and ACTION. The table contains 10 rows of data, all with a status of 'Acknowledged Pending'. At the bottom right, there are 'Previous', '1', '2', and 'Next' navigation buttons.

ACK BY	REQUEST TYPE	STORE NAME	GR NO	INDENT DATE	REQUEST NO/DATE	STATUS	ACTION
Counter (Koramangala)	Direct Transfer	Koramangala (Allopathy)	1052251000001	22-Oct-2025	0/	Acknowledged Pending	 
Counter (Koramangala)	Issue To Store	Koramangala (Allopathy)	1031250900006	25-Sep-2025	101725090005/25-Sep-2025	Acknowledged Pending	 
Counter (Koramangala)	Issue To Store	Koramangala (Allopathy)	1031250900005	25-Sep-2025	101725090004/25-Sep-2025	Acknowledged Pending	 
Counter (Koramangala)	Issue To Store	Koramangala (Allopathy)	1031250900004	24-Sep-2025	sdg/24-Sep-2025	Acknowledged Pending	 
Counter (Koramangala)	Issue To Store	Koramangala (Allopathy)	1031250900002	23-Sep-2025	indent/23-Sep-2025	Acknowledged Pending	 
Counter (Koramangala)	Issue To Store	Koramangala (Allopathy)	1031250900001	02-Sep-2025	987536/02-Sep-2025	Acknowledged Pending	 
Counter (Koramangala)	Direct Transfer	Koramangala (Allopathy)	1052250800014	29-Aug-2025	0/	Acknowledged Pending	 
Counter (Koramangala)	Direct Transfer	Koramangala (Allopathy)	1052250800015	29-Aug-2025	0/	Acknowledged Pending	 
Counter (Koramangala)	Issue To Store	Koramangala (Allopathy)	1031250800005	21-Aug-2025	123456/21-Aug-2025	Acknowledged Pending	 
Counter (Koramangala)	Issue To Store	Koramangala (Allopathy)	1031250800004	19-Aug-2025	101725080005/19-Aug-2025	Acknowledged Pending	 

Step 3: Acknowledge Action View

In this screen, users can accept, hold or reject drugs during acknowledgment. The pop-up allows entering remarks for each item being accepted or rejected. Once actions are performed, acknowledgment quantities and remarks are updated accordingly.

Acknowledge Desk >> Acknowledge

Receiving Store Name: Counter (Koramangala) Request Type: Direct Transfer Request No: 0

Request Date: --- Remark: Received

To be Acknowledge Drug Details

Accept All	Drug Name	Remarks For Abdominal Drainage Kit, Sterile (2000ml, 24 Graduate) - Test	Ack. qty	Receive qty	Rejected qty	Balance qty
Accept #	3-Way Stopcock With 10 Cm Extension Line	Remarks	10 No	10	0	0 No.
Reject #	Abdominal Drainage Kit, Sterile (2000ml, 24 Graduate)	Ok	60 No	0	60	0No

Step 2: Issue Acknowledge Desk View

This screen shows detailed information about a selected request. It includes the receiving store, request type, remarks, and a list of drugs with their batch number, manufacturing name, source name, and acknowledgment quantities. Users can review the 'To be Acknowledged Qty', 'Received Qty', 'Rejected Qty', and 'Balance Qty' here.

Issue Acknowledge Desk View

Receiving Store Name: Counter (Koramangala) Request Type: Direct Transfer Request No: 0

Request Date: --- Remark: Received

Acknowledge Details

Drug Details

Drug Name	Batch No.	Mfg Name	Source Name	To be Acknowledged qty	Receive qty	Rejected qty	Balance qty
3-Way Stopcock With 10 Cm Extension Line	4321	-	JA	10 No	0 No	0 No	10.0 No
Abdominal Drainage Kit, Sterile (2000ml, 24 Graduate)	test	-	JA	60 No	0 No	0 No	60.0 No

Print Cancel

Drug Dispense to Patient (Issue to Patient)

This module is used by the counter staff to process a prescription request, issue the specified drugs to the beneficiary (patient), and update the inventory.

Step 1: Accessing the Drug Dispense Module

1.1 After logging into the system, navigate to the main dashboard.

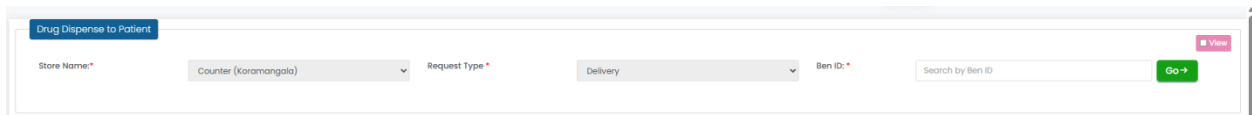
1.2 Locate and click the module for "Drug Dispense to Patient" (or "Issue Desk", based on the dashboard).

Step 2: Searching for the Patient/Prescription

2.1 The **Store Name** and **Request Type** will be pre-filled with the default values.

2.2 Enter the **Ben ID*** (Beneficiary ID) into the search field (e.g., **8894945**).

2.3 Click the **Go** button.



The screenshot shows a web form titled "Drug Dispense to Patient". It contains several input fields: "Store Name" with a dropdown menu showing "Counter (Karamangala)", "Request Type" with a dropdown menu showing "Delivery", and "Ben ID" with a search field containing "8894945". There is a "Go" button and a "View" button.

Step 3: Dispensing Drugs

3.1 The system will display the **Beneficiary Details** and the **Prescription Details** containing the required drugs.

3.2 Review the items on the.

3.3 Check the drug details.

3.4 Ensure the checkbox under the **Main Store** column is selected for all drugs being issued.

Drug Dispense to Patient

Ben ID: -

M/48 Yr/9999999999
Card No -

Card Type -Serving
Card Expiry Date -22-Apr-2030

Prescription Details

X - Insufficient Stock | D - Duplicate Drug | B - Select Batch

All	Main Store	Avl Qty	Type	Drug Name	Pres /Bal Qty.	Batch No	Exp Date	Source Name	Rack No.	Stock Qty.	Issue Qty.	Total Issue Qty.	Pres. By	Pres. Date	Pres. Doses	Manuf Name
<input checked="" type="checkbox"/>	3400	D	B	Paracetamol (500mg) Tab	10/10	3462412	Oct/2025	MSD	-	955	10	10	Dr. CMO69	22-Oct-2025	1 Tab () For 10 day(s)	-
<input checked="" type="checkbox"/>	0	D		Acetofenac (100mg) Tab	10/10	HN7B04	Jul/2026	MSD	-	583	10	10	Dr. CMO69	22-Oct-2025	1 Tab () For 10 day(s)	-

Received By:* Mobile No: Receiver Name:

Remarks:

Step 4: Recording the Receiver Details

- 4.1 In the **Received By*** field, select who is receiving the drugs (**Self** or **Others**).
- 4.2 Enter the **Mobile No.** of the receiver (Mandatory for Others and Optional for Self).
- 4.3 The **Receiver Name** field will usually populate automatically with the beneficiary's name.
- 4.4 Enter any **Remarks** if necessary (e.g., partial issue due to low stock).
- 4.5 Click the **Issue** button at the bottom of the screen.
- 4.6 A pop-up will confirm "**Drugs Issued Successfully to BEN [Beneficiary ID]**" and display a **Patient Issued Details** receipt. This receipt provides the **Issue Number** and details of the drugs issued.

Drug Dispense to Patient

Drugs Issued successfully to BEN 22-Oct-2025 10:58

Store Name:*

Central Government Health Scheme
Ministry of Health & Family Welfare
Government of India

Patient Issued Details
(Koramangala)

Ben Id: 8864945
Beneficiary Name: Usertwo

Issue Number: 152510220001
Request Type: Delivery

S.No.	Drug Name	Source Name	Batch No	Expiry Date	Manufacturer Name	Requested Qty	Issued Qty	Mobile No	Received By
1	Paracetamol (500mg) Tab	MSD	3462412	Oct/2025	-	10	10		Usertwo
2	Acetofenac (100mg) Tab	MSD	HN7B04	Jul/2026	-	10	10		Usertwo

Step 5: Viewing Issued Transactions

5.1 To view issued prescriptions, navigate to **Issue To Patient >> View**.

5.2 Select the **Store Name** and the date range (**From Date** and **To Date**).

5.3 Select the Report Type*:

* Issued Date Wise: To view all transactions within the selected date range.

* Issued Number Wise: To search for a specific transaction using its Issue No.

5.4 Click the **Go** button.

5.5 The table under **Patient Details** or **Beneficiary Wise Drug Details** will list the issue transactions, including the **Issue No**, **Issue Date**, **Ben Id**, and **Beneficiary Name**.

5.6 You can **Print** this report or use the search bar to find a specific beneficiary.

The screenshot displays the 'Issue To Patient >> View' interface. The top section contains filters for 'Store Name' (Counter (Koramangala)), 'From Date' (22-Oct-2025), and 'To Date' (22-Oct-2025). The 'Report Type' is set to 'Issued Date Wise'. A green 'Go->' button is visible.

Below the filters is the 'Beneficiary Wise Drug Details' section, which includes a search bar and a table with the following data:

#	Issue Date	Type	Ben ID	Beneficiary Name	Drug Name	Source Name	Batch No	Exp Date	Manuf Name	Pres. Qty.	Issued Qty.
1	22-Oct-2025	D	8864945	Usertwo	Paracetamol (500mg) Tab	MSD	3462412	Oct/2025	-	10	10
2	22-Oct-2025	D	8864945	Usertwo	Acetofenac (100mg) Tab	MSD	1HTB04	Jul/2026	-	10	10

Buttons for 'Print', 'Clear', and 'Back' are located below the table.

The bottom section is 'Patient Details', which includes a search bar and a table with the following data:

#	Issue No	Issue Date	Ben Id	Beneficiary Name	Request Type	Store Name
○	152910220001	22-Oct-2025	8864945	Usertwo	Delivery	Counter (Koramangala)

Buttons for 'Clear' and 'Back' are located below the table.

FAQs

1. Stock Management

Q: How do I add a new stock entry?

A: Navigate to Single Stock Entry.
Select on add on the stock ledger page.
Complete the required fields and Select save.

Q: May I view previously entered stock entries?

A: Yes, the stock ledger page displays a list of all previously entered drugs.

Q: How do I modify or delete duplicate entries?

A: In CMO I/C logins, the Drug Inventory Modify option is available.
To modify the drugs, select the drug name and batch details, then make the necessary changes.
To delete a drug entry, select the drug name and set the quantity to 0.

2. Inventory Reports

Q: How do I view or download the drug inventory report?

A: Navigate to the reports section.
You may view all added drugs and download the report in excel or pdf format.

3. Indent Generation & Management

Q: How do I generate an indent?

A: Navigate to indent generation.
Select on Generate.
Complete the required details, Select go, select the drugs, and Select save.

Q: Can I track the status of raised indents?

A: Yes, the indent generation page displays the list of requested drugs along with their status.

Q: Can I modify an indent after saving it as a draft?

A: Yes, after saving the indent as a draft, it may be modified.
Once it is finalized and saved, no further changes are allowed.

Q: Can I view drugs that were previously indented?

A: Yes, in indent generation, select the indent order and Select view to view the list of drugs indented on that date.

4. Issuing Drugs to Patients

Q: How does the "Issue to Patient" process work?

A: Enter the Ben id and select the request type, then Select go.

The system displays patient details and prescribed medicines.

Only available drugs (excluding restricted or indent drugs) may be issued immediately.

Select the drug, batch, and quantity, complete the required fields and Select save.