



Government of India
Ministry of Health & Family Welfare
Office of the Additional Director

Central Government Health Scheme (CGHS), Mumbai

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New Marine Lines, Mumbai 400 020. Tel No. 22018600 / 22018648 / Fax. 22018612.

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Date 23/01/2024

NOTIFICATION

All HCOs,

Numerous grievances have been reported against the operations of various HCOs at this office. It is imperative that the HCOs strictly adhere to the following instructions, as any deviation from the specified actions will result in immediate consequences in accordance with the MoU.

1. Cashless CGHS facility is obligatory for Pensioners & CGHS staff, and no advance deposit is required.
2. Do not demand a photocopy of the CGHS card.
3. Hospitalized beneficiaries and emergencies do not require a separate permission letter.
4. The stamp is not mandatory on the referral memo.
5. Prescriptions must be given in a printed form.
6. Prescriptions should strictly adhere to the government's policy by being in a generic format.
7. Dietary supplements should not be included in the prescription.
8. Establish a dedicated CGHS Kiosk (Help desk).
9. Double billing is strictly prohibited.
10. Ensure that the name of the nodal officer and contact number are prominently displayed. Any changes to the nodal officer must be immediately communicated to this office.

The above instructions are to be clearly displayed at the CGHS counter within 15 working days.

A CGHS hospital inspection squad will conduct surprise visits to ensure strict compliance with the provided instructions. Failure to comply will result in severe consequences.

Your cooperation is expected.

Dr Nirmal Mandal
Additional Director,
CGHS Mumbai.