

*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 serving employees.

The undersigned is directed to draw attention to the office memorandum of even number dated 17<sup>th</sup> December, 2007, and to clarify 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 in respect of serving employees it is clarified that:**

- A) As it has been decided to replace the existing CGHS Cards by new individual plastic cards, all the existing CGHS beneficiaries in Delhi are requested to fill up the application form for plastic cards, if already not done, and submit the same to the Chief Medical Officer - in - charge (after due verification by concerned Ministry / Department / Office in case of serving employees) along with stamp sized photos (2 x 3 cms) of all eligible family members and a copy of old CGHS Card. New CGHS Cards in other cities also shall be issued by CGHS as individual Plastic Cards bearing unique Ben ID number, for each beneficiary.
- B) **Issue of New CGHS Cards in respect of serving employees in Delhi (manual submission) :**
- 1) **Serving employees** who, though entitled for CGHS facilities do not have a CGHS Card shall fill up application form for 'New CGHS Card' and after due verification the concerned Ministry / Department forward the forms to the Office of Addl. Director, CGHS(Hqrs), 9, Bikaner House Hutment, Shahjahan Road, New Delhi 110 011. The data shall be entered online on the CGHS Database and a temporary (printout) card will be issued by CGHS. Plastic Cards shall be issued after preparation of the same by the agency appointed for the purpose. The temporary Card shall be valid till the plastic card is issued.

  
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For the purpose of identity / residential proof, a certificate issued by a Gazetted Officer sponsoring the beneficiaries names shall be accepted as proof., in case they do not have any other documents to verify the residential status of beneficiary.

Ministry / Department / Organisation shall certify that CGHS contribution is being deducted from the salary of serving employee

In case of **serving employees of Autonomous bodies** covered under CGHS, Delhi, concerned organisation shall certify that the required CGHS contribution has been deposited with CGHS(Hqrs), New Delhi.

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

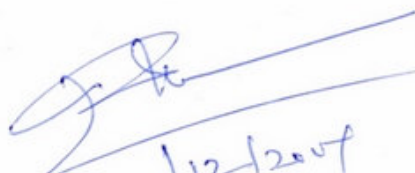
Procedure for issue of new CGHS cards in other cities shall be same in respect of serving employees and pensioners as mentioned in para A(1) and Para A(2) respectively except that the application forms shall be submitted in the Office of Additional Director / Joint Director of CGHS of concerned city where the applicant resides. The data shall be entered online by the office of Additional Director / Joint Director of the CGHS 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 the concerned CGHS 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. Serving employees interested to fill up data themselves may log on to the site: <http://cghs.nic.in>

- i. Click on the link '**Apply Online 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 appears on the screen about the token number generated for you for your future reference. The same token number also appears on the following screen.



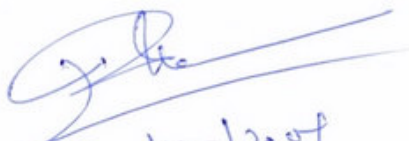
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- iii. Clicking on the '**SAVE and PROCEED**' option allows you to enter details of Family Members one by one using the option '**ADD DETAILS**'. On this page itself you have the option for printing a form. Affix the photographs of self and other family 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. Application form is to be verified and authenticated by concerned Ministry / Department / Organisation and is to be forwarded to CGHS office.
- 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 authentication given by department, photographs are scanned and the images are uploaded to CGHS database.
- vi. A print-out shall be issued after allotment of CGHS Wellness centre (dispensaries) and signed by the authorised signatory. The temporary print-out form shall be valid for availing CGHS facilities till the plastic cards are delivered.

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

Applications for issue of plastic cards can also be filled up by Serving employees, 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 (Beneficiary Identification number) 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 .

  
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- v. Application form is to be verified and authenticated by concerned Ministry / department / Organisation and is to be forwarded to CGHS office.
- 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.

#### **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 are being issued for a maximum period of five years or till entitled to CGHS facilities, whichever is earlier. New Plastic Cards will be issued to serving employees after five years. 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 criteria.
- 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 providing wrong information 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

  
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## **F. Transfer to another Ministry or Department**

Serving employees shall retain the same plastic card with same Ben ID even after transfer from one Ministry / Department / Organisation to another in the same city, as the same Ben ID would help CGHS to have details of the treatment taken by the beneficiary and the medicines prescribed / issued. The new Ministry / Department / Organisation should forward the endorsement to CGHS to enable them to make necessary changes in CGHS data base.

## **G. 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 serving employee and the relationship of individual family member etc., can be verified at <http://cghs.nic.in/welcome.jsp>. Similarly, Hospitals / Diagnostic Centres 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 Serving employee shall be entered on Modified Medical 2004 form as he / she shall be the claimant. Copy of plastic card of serving employee along with copy of plastic card of patient shall be enclosed along with medical reimbursement claim.

## **H. Change of Residential Address**

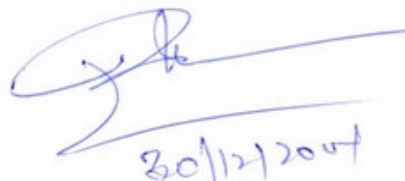
In case of change in residential address and shifting from one Wellness Center (a.k.a. Dispensary) to another, CMO I/C of the original Wellness Center (a.k.a. Dispensary) shall make modifications in data base and transfer the cards to new Wellness Center (a.k.a. Dispensary). CMO i/c of new Wellness Center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

## **I. Loss of Plastic Card**

In case of loss of Plastic Card , application of serving employee shall be forwarded by his / her Department to CGHS(Hqrs) / Office of Additional Director / Joint Director, CGHS of concerned city for issue of duplicate plastic card(s) along with IPO for Rs. 50/- (Rupees fifty only ) and a copy of report lodged with Police and a copy of the old Card. A 'print out slip' shall be issued immediately for availing CGHS facilities and plastic card issued to the beneficiary after the same is prepared by the agency.

## **J. Surrender of Card on Superannuation/ Retirement or Transfer**

1. In case of superannuation / retirement, the plastic card becomes invalid on superannuation and he / she has to surrender cards of self and his family



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members to Department. Department shall issue a surrender certificate to employee for obtaining a pensioner CGHS card in case of superannuation/retirement.

2. In case of transfer to another city, serving employees shall get the validity of card edited in data base so that he / she would be ineligible to obtain benefits from that wellness centre and obtain a certificate from CMO i/c accordingly and surrender the card to his / her Department. The Department shall issue a surrender certificate to employee for getting a new Card at new city ( provided that city is covered by CGHS).

The Application Form for issue of New CGHS Card for Serving Employees / 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) / Add; DDG (Hqrs), CGHS, New Delhi
4. All Pay & Accounts Officers under CGHS
5. Additional Directors / Joint Directors of all CGHS cities
6. JD(Gr.) / JD(R&H), CGHS, Delhi
7. CGHS Desk-I/Desk-II/CGHS-I/CGHS-II, Dte, GHS, Nirman Bhawan, N. Delhi
8. Estt. I / Estt. II / Estt. III / Estt. IV Sections, Min. of Health & F.W.
9. Admn. I / Admn. II Sections of Dte. GHS
10. M.S. Section, Ministry of Health & Family Welfare
11. Rajya Sabha / Lok Sabha Secretariat
12. Registrar, Supreme Court of India
13. Registrar, Delhi High Court, Sher Shah Road, New Delhi
14. U.P.S.C., New Delhi
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. Shri Umraomal Purohit, Secretary, Staff Side, 13-C, Ferozshah Road, New Delhi 110 001.
21. All Staff Side members of National Council (JCM).
22. Office of the Comptroller & Auditor General of India, 10 Bahadur Shah Zafar Marg, New Delhi.
23. Sections/Desks in the Ministry of Health & Family Welfare

24. Copy to Senior Technical Director, NIC, Nirman Bhawan, with the request that the Office memorandum be uploaded on CGHS website and also in the intra health website
25. Office Copy folder
26. Guard file

**APPLICATION FOR NEW CGHS CARD FOR SERVING EMPLOYEES OF  
CENTRAL GOVERNMENT**

1. Name of the Applicant:

.....

2. Category      Departmental            Services     

{ Please Tick Departmental if you are posted in the Ministry of Health & Family Welfare/ DGHS / CGHS }

{Please Tick Services if you belong to any specific organized service }

3. Name of Department

.....

.....

4. Name of the Service

\_\_\_\_\_

( in case of All India / Central Services – IAS/IPS. Etc., )

5. Designation .....       Gazetted       Non-Gazetted

5. Pay Band ..... Present Pay

..... Grade Pay.....

( for Serving Employees)

7. Official Address

.....

.....

8. Residential

Address:.....

.....

.....

.....

9. Telephone Number: ( O )                      ( R )                      ( M )

10. e-mail ID

11. Date of Superannuation:

\_\_\_/\_\_\_/\_\_\_  
Date    Month    Year

12. Are you on Deputation (Central Deputation)      Yes / No



13. If yes, likely date completion of Deputation .....

14. Are your services transferable to other cities: Yes / No

15. 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)
		<b>Self</b>		

{# Please attach Proof of age of Persons mentioned above}

16. Are all the persons whose names are given above are dependant 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., }

17. Paste one ID Card size of 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 .....	S.No. ....	S.No.....	S.No.....
Name	Name	Name	Name
S.No .....	S.No. ....	S.No.....	S.No.....
Name	Name	Name	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 my leaving the Ministry / Office on transfer; retirement; termination. Resignation; or 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. Disability certificate , if age of son is above 25years.**

Signature of Applicant.

**(TO BE FILLED BY THE SPONSORING AUTHORITY IN CASE OF SERVING EMPLOYEES)**

The information furnished by the applicant has been verified and found to be correct.

Shri /Smt /Kumari

....., Designation

..... in this Ministry / Department / Organization . It is

recommend that a CGHS Card be issued to Shri /Smt. /Kumari

....., Instructions have been issued to the concerned Division to start deducting CGHS Subscriptions every month from the salary of the applicant / CGHS Subscriptions are deducted every month from the salary of the applicant. I am authorized sponsoring authority for the issue of CGHS Card and approval of the Competent authority has been obtained.

No.  
Date  
& Name of the Sponsoring Authority

Signature

Designation

(Stamp ) with Tel. Number

To

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

Verified – by Authorized Signatory, CGHS(HQ)

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

.....Entitlement

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

Signature with Stamp

**(TO BE FILLED BY THE SPONSORING AUTHORITY OF SERVING  
EMPLOYEES 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  
..... In this Ministry / Department / Organization. Instructions are issued to the concerned Division to start deducting CGHS Subscriptions every month from the salary of the applicant / CGHS Subscriptions are deducted every month from the salary of the applicant. I am authorized sponsoring authority for the issue of CGHS Card and approval of the Competent authority has been obtained.

No.

Date

Signature & Name of the Sponsoring Authority

Designation

(Stamp ) with Tel. Number

To

The Additional Director, CGHS(HQ), 9, Bikaner House Hutments,

Verified – by Authorized Signatory, CGHS (HQ)

**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 "

**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 by pensioners applying for issue of new pensioners CGHS Card.**

- (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**
- (VI)**

**Contribution by Pensioners should be made by Bank Draft (Scheduled Banks ) /payable in Delhi in favour of "Pay & Accounts Officer CGHS , New Delhi".**