



Government of India
Ministry of Health & Family Welfare
Office of the Additional Director
Central Government Health Scheme
6, Esplanade East (Gr. Floor), Kolkata – 700 069

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Sub: Issue of CGHS card to the serving Central Govt. Employees-comprehensive guidelines—reg.

It is to bring to the notice of all concerned that plastic CGHS cards are being issued to the serving Central Govt. employees since 2013 by this Office and several instructions/OMs have been issued by the competent authorities since then. But it has come to the notice of this Office that till date applications are being forwarded for CGHS cards with incomplete information/documents/signed by the ineligible officials. To streamline the issue of CGHS cards to the serving Central Govt. Employees the following comprehensive guidelines are issued for strict compliance:-

1. CGHS Cards shall be issued only to the eligible Central Government employees and such class of persons as may be decided by the Government whose place of residence is situated within the coverage area of CGHS.
2. Requisition for CGHS Cards shall be prepared in duplicate in Form 'A'. One copy to be forwarded to O/o the Additional Director, CGHS, Kolkata and the other to be retained with the Department/Office where the applicant is currently employed (hereinafter referred to as 'sponsoring authority/Ministry/ Department') for record.
3. The requisition shall be sponsored by an officer In-charge of Administration not below the Rank of Under Secretary (Level of pay 11 or above in the Pay Matrix as per 7th CPC).
4. Requisitions for CGHS Cards shall be accompanied by two copies of recent colour photograph 3x5 in cm. size individual photographs of all family members of the government employee, one set of which shall be pasted on the application form and shall be attested by the Sponsoring Authority. Another set of photographs shall be signed on the back by the concerned beneficiary and enclosed with the application form for onward submission to the Office of the Additional Director, CGHS, Kolkata.
5. Requisitions shall be sent along with two copies of the challan as in Form 'C' duly filled in to the Additional Director, CGHS Kolkata.
6. The Office of Additional Director, CGHS Kolkata shall process the requisition forms and get the cards prepared in the prescribed format which shall then be delivered to the concerned sponsoring authorities as per the laid down procedure.
7. CGHS Cards will be delivered only to the person authorized by the sponsoring authority after obtaining an acknowledgement in Form 'D'.
8. The sponsoring authority shall ensure that the government employee, for whose family members the CGHS Cards are made, gives a proper receipt on taking delivery of card(s) by putting his/her signature.

9. On the occurrence of death, CGHS cards issued to a government employee shall be withdrawn and deposited by the Administration of his/her Department with Additional Director, CGHS, Kolkata for cancellation.
10. In case of change in entitlement for CGHS facilities, the Government employee shall enclose the CGHS card(s) with the application for issuing new card(s) with the revised entitlement.
11. In case of mutilation, the mutilated CGHS Card shall be enclosed with the application along with the challan in token of payment of the prescribed charges for issuing a new card.
12. Duplicate cards may be issued on payment of prescribed fee with the details of the lost / misplaced cards. **For issue of duplicate cards, the same procedure as detailed above shall be followed by the concerned employee and his/her sponsoring authority/Department/Office.**
13. The employees should be encouraged to **submit their applications online by using the CGHS portal**. After online submission of the application form they should take a print out of the same and submit the hard copy duly signed and photographs affixed thereon, to the sponsoring authority for processing and onward submission to the Office of the Additional Director, CGHS Kolkata for issuing the cards.
14. The plastic cards issued by CGHS **shall be valid for a period of five years from the date of issue**. The validity period shall also be indicated on the card.

Detailed instructions for submission of applications for CGHS card are given below: -

1. Each Ministry/Office shall, from time to time, nominate an officer to sponsor the requisitions to be forwarded to the Office of Additional Director, CGHS, Kolkata. The name, designation and telephone no. of the sponsoring officer so appointed by the Ministry/Office concerned shall be intimated to the Office of the Additional Director CGHS, Kolkata as and when a change takes place.
2. Ministry/Department/Office which fails to nominate Sponsoring Authority by 31.07.2018 shall not be issued CGHS card
3. The Ministry/Office concerned should nominate a representative, who will deliver the requisitions to the Office of the Additional Director, CGHS, Kolkata and collect the CGHS Card(s) etc. therefrom. His/her name and designation, alongwith Identity Card Number should be indicated on the Challan slip in Form 'C'. His/her specimen signatures on the Challan slip will also be duly attested by the Administration Section of the Ministry/Office concerned.
4. Requisitions for issue of CGHS Card(s) should be sent to the Additional Director CGHS, Kolkata. Which should also be duly diarised in the Administrative Section of the concerned Ministry / Department.
5. It would be the responsibility of the Ministry/Department / Office bodies concerned to scrutinise the applications carefully before these are sent to the CGHS. The sponsoring authority concerned should also scrutinise the CGHS Cards collected from the CGHS before delivery of the same to the applicant, so as to ensure that each CGHS Card(s) is in order and containing all particulars/information required to be included in the CGHS Card(s). In case of any error being noticed, the fact should be brought to the notice of the O/o the Additional Director, CGHS, Kolkata immediately. The CGHS Card(s) should not be delivered to the applicant until the error is rectified. All applications should be thoroughly scrutinised by the Ministries etc., for ensuring the correctness of the details furnished in the requisitions and the bona fides of the applicant.

6. The rubber stamp indicating the name and designation of the sponsoring authority should be affixed below his/her signature on the application form, and **his/her telephone number should also be indicated to enable** the Office of Additional Director, CGHS, Kolkata to contact the officer concerned over the telephone or otherwise, in case of any doubt.
7. Applications for CGHS card to be submitted to the Card Section of the Additional Director CGHS, Kolkata on **Tuesday & Thursday between 10.30 a.m. and 1.00 p.m.** through authorized Official only. (Applications sent through mail/courier shall not be considered).
8. Index CGHS card are issued on the same day of submission of applications: therefore the person authorized (in Form D) to collect the Index CGHS Card should collect it before leaving the CGHS Office. In case of inability to issue the Index card on the same day due to Link Failure or for any other reason receipt will be issued indicating date & time for collection of Index CGHS Cards; Officials authorized in Form D should collect the Index CGHS Card on the stipulated date and time.
9. Plastic CGHS cards are issued in due course from the respective Wellness Centres where the card is registered. The card holder will receive and SMS to his/her registered Mobile No. indicating the beneficiary ID, date of Printing of the CGHS Plastic cards and serial no. in the list. The card holder shall produce the Index CGHS card, the SMS and his/her Office Identity Card at the Wellness Centre for collecting the CGHS Plastic cards.
10. If plastic card is not received within two months of issue of Index CGHS cards the beneficiary inform the same to his/her Sponsoring Authority and the Sponsoring Authority will intimate the same to the O/o the Additional Director, CGHS Kolkata for necessary action.
11. It shall be the responsibility of the sponsoring authority / Ministry/Department/Office to ensure that the monthly CGHS contribution at the prescribed rate is regularly deducted from the salary bill of the CGHS beneficiary and remitted to the Government account to keep his/her CGHS membership alive and valid as CGHS is a contributory scheme.
12. It shall also be the responsibility of the individual Central Government employee to whom the CGHS membership has been granted by issuing CGHS card(s), to deposit his/her monthly CGHS contribution at the prescribed rate through his/her regular salary bill to keep his/her CGHS membership alive and valid.
13. It shall be the responsibility of the CGHS beneficiary to ensure that the CGHS card(s) issued to him and his/her family members are not misused in any circumstances or by any unauthorised person.

RENEWAL OF SERVING CGHS CARD

1. Application for renewal of CGHS Plastic Cards in the prescribed proforma (Form AA) alongwith requisite documents (current photographs, copy of pay slip and address proof of residence, if changed), should be submitted through their Administrative Office to the O/o the Additional Director, CGHS Kolkata following the same procedure as prescribed for issue of fresh CGHS card.
2. Fresh CGHS Plastic Cards with same beneficiary ID nos. shall be issued with a validity period of 5 years.
3. Applications for renewal of old plastic cards can be made 3 months in advance prior to its expiry.

MISCELLANEOUS

1. CGHS card issued by the Directorate General of Central Government Health Scheme (CGHS) is not transferable. (card issued in favour of one person cannot be transferred in favour of another person)
2. Misuse of CGHS card will entail penal consequences and in the case of Government employees, disciplinary action can also be initiated.
3. On the expiry of the period of validity of a CGHS card, the holder of the CGHS card shall surrender it immediately to the Ministry/Office concerned and apply for renewal of the CGHS card(s), if necessary.
4. The holder of a CGHS card(s) will surrender it to the sponsoring authority when the CGHS card is no longer required by him on account of his transfer or shifting of residence to a non-CGHS covered area.
5. Each Ministry / Office sponsoring requisitions for CGHS cards shall maintain a register in Form 'E' to record the details of CGHS cards issued as per the recommendation of the Ministry / Office. This register shall be submitted to the O/o the Additional Director, CGHS Kolkata if and when required for scrutiny.
6. Only those applications which are complete in all respect will be accepted.

TRANSFER OF CGHS CARD OF SERVING CENTRAL GOVT. EMPLOYEES:

1. Serving employees on transfer from CGHS Kolkata to another CGHS City Shall submit an application to the Additional Director of CGHS Kolkata, duly forwarded by the Sponsoring Authority from where he/she is being transferred) along with copy of the transfer/relieving order for transfer of CGHS Cards to another CGHS City with an undertaking that he shall be residing in the new City in a CGHS covered area.
2. O/o the Additional Director, CGHS, Kolkata shall transfer the card online and shall issue an acknowledgement slip to the serving employee. CGHS Plastic cards shall be retained by the serving employee.

RECEIVING OF SERVING CGHS CARD TRANSFERRED FROM OTHER CGHS CITY.

1. Serving employee shall submits an application duly forwarded by his/her Ministry/Department/Office, certifying that CGHS contribution is being deducted, to the Additional Director of new CGHS, Kolkata for acceptance of the transit CGHS Cards to the database of CGHS Kolkata and allocation of a CGHS Wellness Centre in CGHS Kolkata along with proof of residence for residing in a CGHS covered area.
2. Copy of Acknowledgement Slip issued by the earlier CGHS city where the card was registered to be attached with the application.
3. O/o Additional Director, CGHS, Kolkata shall accept the cards after verification of the residential address. If the area is not covered under CGHS, the card shall remain inoperable.
4. It is also brought to the attention of all Ministries/Departments/Office that they are responsible for surrender of CGHS cards issued to Serving Employees, when they are transferred to a non-CGHS Covered City.

ADDITION OF NAME IN THE EXISTING CGHS CARD:

1. Application to be made in the prescribed proforma for addition/deletion of names in CGHS card duly filled in and signed and stamped by the Sponsoring Authority.
2. Documents like proof of residence/stay of dependents /age proof / disability certificate to be attached with the Form.
3. One copy of recent colour photograph (3.5x3.5 cm) to be attested by Sponsoring Authority and another copy of photograph (with name of the individual on the back) to be attached with the application.
4. Application for addition to be submitted to this Office following the procedure as is followed for CGHS cards.



(Dr. A. K. Sikdar)
Additional Director
Additional Director
Central Govt. Health Scheme
6, Esplanade East (Gr. Floor)
Kolkata - 700 069

Copy to:-

1. Secretary, Central Govt. Employees Welfare Co-ordination Committee, Aaykar Bhawan, for wide circulation.
2. Web Information Manager, CGHS Kolkata for uploading in the Website.
3. Area Welfare Officer, CGHS Kolkata
4. CMO (HQ), CMO (OSD), CMO (DDO), CMO (MRC), CMO (MSD)
5. All CMO In-charges of CGHS, Kolkata
6. General Secretary, CGHS Staff Association, Kolkata
7. General Secretary, AICGHSEA, Kolkata
8. Guard File