

ISSUE OF CGHS CARDS PROCEDURES

S.N.	QUESTION	ANSWER
1	I am a pensioner, How do I avail CGHS facilities	One get a CGHS card made from the office of AD / JD of the City
2	How do I get the forms for CGHS card	Forms can be downloaded from CGHS Website or can be taken from office of AD / JD of city between 1000 am to 1230 pm
3	What are the documents required for getting Pensioners CGHS Card	<p>Application in prescribed format</p> <p>Proof of Residence</p> <p>Proof of Stay of dependents</p> <p>Proof of age of son</p> <p>Disability certificate, if any in case of sons aged 25 & above , who would otherwise cease to be a beneficiary.</p> <p>Photos of eligible family members</p> <p>Surrender Certificate of CGHS Card while in service (only in those cases where CGHS Card was issued while in service)</p> <p>Attested copies of PPO & Last Pay Certificate</p> <p>Draft for required amount towards CGHS contribution – in the name of 'P.A.O., CGHS New Delhi' in Delhi-and in the name of 'AD, CGHS of the city'.</p> <p>In case PPO is not ready for any reason there is option to get a provisional card on the basis of Last Pay Certificate.</p>
4	Are CGHS facilities free of cost	There is a contribution to be paid to become a member of CGHS
5	What are the rates of contribution for CGHS ? How to pay the contribution ?	<p>For serving employees residing in CGHS covered area obtaining CGHS card is compulsory</p> <p>Deduction from salary is made by the department, every month, depending upon their pay</p> <p>Pensioners who want to avail CGHS facilities can make contribution either on yearly basis or one time (ten yrs) contribution for whole life validity.</p>

		The rate of contribution is given in separate table – New CGHS Contribution Payment can be made by Demand Draft in favour of “ P.A.O. CGHS Delhi” if in Delhi or “ Additional Director of the CGHS City ”
6	What are the timings to submit the Application forms for CGHS Cards	1000 am to 1230 pm
7	What are the criteria for Entitlement of Treatment endorsed on CGHS Card like General ward / Semi-Pvt ward or Pvt. Ward in CGHS Empanelled Hospitals	Endorsement of entitlement for general/semi- private/private ward facility is done according to their basic pay/pension plus dearness pay/pension as per OM 11011/2/2008/CGHS(P) dated 20 th May 2009. General Ward upto Rs.13950/- in revised scales(6 CPC) Semi –Private Rs.13960 to Rs.19530/- Private ward Rs.19540 and above
8	I have lost my CGHS Pensioner Token card. What should I do to get a Duplicate Card	Application is to be submitted to AD/JD along with with a copy of FIR, and two photographs and a IPO for Rs. 5/- In case of Plastic Card IPO for Rs.50 shall be submitted. Indian Postal Order payable to “ P.A.O. CGHS Delhi” if in Delhi or “ Additional Director of the CGHS City ”
9	am a serving employee residing in a place close to a city covered under CGHS. Can I get CGHS card issued from the nearest CGHS city?	No
10	I am a pensioner and I stay in an area not covered under CGHS. I get Rs.100 as medical allowance with pension. Can I get CGHS facilities? What is the procedure? Do I have to get the medical allowance discontinued ?	You can obtain CGHS facilities from nearest CGHS covered city. If you avail Rs.100/- for OPD medicines – CGHS card shall be issued only for indoor treatment. If you opt to forego medical allowance of Rs. 100 a certificate from concerned authorities (like Bank) that medical allowance has been discontinued shall be submitted before you can obtain CGHS cards from nearest CGHS covered city for both OPD medicines & indoor treatment.
11	If I am a CGHS city card holder and my family members go to other CGHS covered city what is the procedure of treatment for my family members	Temporary authority is issued by the respective Department for the family members for their treatment in another CGHS covered city.
12	I am a pensioner and reside in	No

	Pitampura in North Delhi in Delhi. Can I get my CGHS Card registered at Vivek Vihar in eastern part of NCR	Card is to be registered in the CGHS-WC nearest to your residence
13	I am a pensioner and had my card registered at RK Puram Sector 8 dispensary in 1999. Now I have shifted to Dwarka. Can I be forced to shift my dispensary	CGHS card is registered at the CGHS-WC nearest to the residence of pensioner beneficiary. However , if a card is already registered at a particular dispensary there is no compulsion to shift to another dispensary in case of change of residence.
14	My husband/wife is also employed under Central Government and is eligible for a separate CGHS Card. Is it necessary that separate cards are to be obtained?	No Spouse drawing higher pay shall make the card and other spouse is eligible to avail CGHS benefits as member
15	I retired from service/took VRS. However, I have not yet received my PPO. How can I get a CGHS Card made as I need medicines regularly for treatment of my hypertension?	In case PPO is not ready for any reason there is provision to get provisional card for six months only , on the basis of Last Pay Certificate.
16	I have retired from Delhi. Now I want to settle at city where no CGHS facility is available . How to cover my family for medical care?	Pensioners eligible for CGHS facilities can get the CGHS card from the nearest CGHS covered city
17	I retired in 1998 from Central Govt. but, I never made a CGHS card. Can I get a card now?	Yes,
18	Can a beneficiary avail CGHS facility if he resides in an area not covered by WC	For pensioners ,Yes Serving employees shall be covered under CS(MA) Rules
19	I am CGHS beneficiary at Kanpur. Visiting Mumbai for 6 months Can I get CGHS facilities at Mumbai Can same card of Kanpur continue or a separate card to be made From where to get permission for the same	Yes No, pensioners shall approach AD of visiting city with copy of his card for obtaining temporary permit to avail CGHS facilities. In case of serving employees such temporary permit is issued by his parent department.
20	What is the procedure for getting dispensary changed for Serving/Pensioners card holders?	CMO I/c shall do the needful. In computerized dispensaries the Data of beneficiaries is transferred to another dispensary. The dispensary , where the card is transferred accepts the Data transfer.

		<p>In non-Computerized dispensary , CMO i/c issues a transfer letter along with Index . Serving employees – Apply through the department , concerned</p> <p>Pensioners – Apply directly to CMO I/c of WC</p>
21	<p>My husband retired in 2002. He was paying CGHS subscription every year. After his death can I get Card on my name. Do have I to pay extra Shall I get Life Time Valid card</p>	<p>Yes, card can be made in the name of spouse on submission of required documents. No extra payment to be made, in case of life time cards. However in other cases one has to pay 10 years subscription for life time card For example, if the spouse had contributed for seven years before he expired , balance payment for the remaining three years is to be paid for a life time card. Documents required : i) Application in prescribed format ii) Proof of Family Pension with its break up components from Bank. iii) Prescribed contribution, if the card is not for whole life validity. Photos of eligible members.</p>
22	<p>My husband retired from Central Government but, no CGHS card was made as a pensioner. I am drawing family pension. Can I get pensioners' CGHS Card now ?</p>	<p>Yes</p>
23	<p>My father / husband was a CGHS pensioner Card holder. He died last month. Can I still avail CGHS facilities ?</p>	<p>Yes CGHS pensioner card is issued in the name of dependent getting the family pension, by AD / JD of the city Documents required : iv) Application in prescribed format v) Proof of Family Pension with its break up components from Bank. vi) Prescribed contribution, if the card is not for whole life validity. vii) Photos of eligible members.</p>
24	<p>Who is competent to delete name of sons who have crossed age of 25 years</p>	<p>CMO I/c of Wellness centre In computerized dispensaries , the system automatically blocks registration.</p>
25	<p>Who is competent to transfer</p>	<p>CMO I/c of Wellness centre</p>

	pensioner card from one WC to other	
26	I am an IAS officer and my husband an IPS officer. We are both belong to AP Cadre and now posted in Delhi on deputation. In whose name card to be made ? Will both pay CGHS subscription ?	One spouse with higher salary can make card and other spouse can have CGHS facilities on same card as member Only the spouse in whose name the card is issued shall pay CGHS subscription
27	I am an IPS officer and my wife , an IAS officer. Both of us belong to AP Cadre and now posted in Delhi on deputation. I am in Central Govt. but my wife is with Delhi Govt. Can I have our children names in my CGHS Card while my wife can have facilities from Delhi Govt.	Yes
28	After retirement in 2007 I got a Life time Pensioner CGHS card made in Delhi. Now I am shifting to Dehradun. Can I use the same card. Do I pay again	No, CGHS Card is to be surrendered in the office of AD-HQ Delhi, a surrender certificate and NOC are to be obtained and a fresh card shall have to be obtained from the office of JD-Dehradun No extra fee to be paid, if the card is for life time
29		
30	I have a CGHS Pensioner card. My daughter has got married. Whom should I report to get her name deleted from card	CMO I/c of the Wellness Centre
31	I got a Lifetime pensioner CGHS Card made in 2007. Now in 2009 I wish to surrender CGHS card. Shall I get balance amount of subscription refunded	No
32	I live in Gurgaon but my office is in Saket. Can I avail facilities from both the places because it is convenient for me	No Department issues CGHS Card at dispensary as per the residential address.