

**GOVERNMENT OF INDIA  
HEALTH AND FAMILY WELFARE  
LOK SABHA**

UNSTARRED QUESTION NO:1986  
ANSWERED ON:02.12.2011  
RENEWAL OF CGHS CARDS  
Saroj Shri Tufani

**Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:**

- (a) the process of renewal and issuance of CGHS cards to the beneficiaries;
- (b) whether the CGHS beneficiaries have to stand in queue for several days for obtaining the CGHS cards;
- (c) if so, the reasons for not adopting any centralised system for distribution of the CGHS cards;
- (d) whether there is any proposal to adopt any new convenient procedure for renewal of the said cards; and
- (e) if so, the details thereof and the time by which it is likely to be implemented?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF HEALTH & FAMILY WELFARE (SHRI GHULAM NABI AZAD)

(a) The eligible persons are required to make an application in the prescribed proforma for issue of Central Government Health Scheme (CGHS) card for self and dependent family members. Serving employees are supposed to submit these forms after getting the entries verified and forwarded through their departments. Pensioners submit the application form with the requisite fee through Demand Draft as per their entitlements and period of validity. On receipt of the application and after due verification, a paper print out of the index card is issued to the applicant. This printout is valid for availing CGHS facilities till a plastic card is issued to the beneficiary.

(b) & (c) The process now is a centralized one. All card related activities like submission of forms, distribution of cards, on line uploading of data and photographs, correction in database, addition and deletion to data base, receipt of subscription from departments and individuals etc. are managed by Card & Programme Section of Delhi CGHS (HQ). However, because of some manpower, logistic and infrastructure constraints, initial inconveniences have taken place. The situation has improved significantly.

(d) & (e) Action has been initiated to further streamline the entire process of CGHS card making in order to make it hassle free and more convenient to the beneficiaries. Different systems for serving employees and pensioners beneficiaries are contemplated in which the CGHS cards are proposed to be delivered at the residence of the pensioners and at office of the serving employees.