



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

**Central Government Health Scheme (CGHS), Mumbai**

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Date 14/03 /2024

## NOTIFICATION

All HCOs(Under CGHS Mumbai),

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.
11. CGHS beneficiaries aged 75 years and above shall be permitted to seek direct OPD Consultation from Specialists of hospitals empanelled under CGHS without referral from CGHS Wellness Centre. If any investigations / procedures are advised and are required in emergency, no other authorization is required and the same may be undertaken.
12. The HCO shall retain a scanned copy of the print out of the referral and return the original print out to the beneficiary.
13. Retired Air India employees with valid CGHS cards are eligible for cashless treatment at all CGHS empaneled Health Care Organizations (HCOs).
14. CS(MA) beneficiaries and their dependent family members can get treatment at CGHS rates from any of the HCOs recognized under CGHS.
15. Bills to be verified and signed by the Pensioners beneficiaries at the time of discharge. The same shall be uploaded on NHA

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 including de-empanelment.

Your cooperation is expected.

**Dr Nirmal Mandal**  
**Additional Director,**  
**CGHS Mumbai.**