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(Comp No. 8324219)

भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
केंद्रीय सरकार स्वास्थ्य योजना महानिदेशालय

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दिनांक -22-04-2025

OFFICE MEMORANDUM

Subject: Implementation of Health Management Information System developed by C-DAC for CGHS – Operational Guidelines and Transition Plan

The Central Government Health Scheme (CGHS) has been providing healthcare services to central government employees, pensioners, and other eligible categories since 1954. The existing software system, developed in 2005, has not undergone version upgrades in nearly two decades and was deemed technically obsolete. Consequently, CGHS undertook a comprehensive assessment and decided to adopt the "Health Management Information System (HMIS)" developed by the Centre for Development of Advanced Computing (C-DAC), a government agency under MeitY.

1. Timeline and Impact on Existing Services

- The new C-DAC developed software will be made operational from 28th April 2025.
- CGHS services will be suspended on 26th April 2025 for final transition activities.
- A parallel run of both existing and C-DAC systems for providing continuity of Pharmacy services.
- From 28th April 2025, the old CGHS websites www.cghs.gov.in and www.cghs.nic.in will be deactivated. All services and information will henceforth be hosted on the new unified CGHS Digital Platform at www.cghs.mohfw.gov.in

2. Key Operational Changes and Procedures

(a) Payment Procedure

- Contribution payments will now be auto-verified through direct integration (Line of Business Application Integration) with Bharat Kosh. There will be no manual choosing of options, entry of details on Bharat Kosh portal which shall eliminate errors and refund issues. (From 28th April 2025, the existing payment purpose on Bharat Kosh portal will be disabled.)
- All applications for which contribution payment has not been made by 27th April 2025 will lapse.
- New applications must be submitted exclusively through www.cghs.mohfw.gov.in.
- The contribution amount will be through the portal www.cghs.mohfw.gov.in after verification.

(b) Public Dealing Suspension

- All CGHS Wellness Centres will remain closed to public interaction on 26th April 2025.

(c) Departmental Identification

- Department identity for serving employees will be based on PAO (Pay and Accounts Office) and DDO (Drawing and Disbursing Officer) codes.
- Applicants are advised to refer to their salary slips for correct PAO/DDO codes.
- Until a department is onboarded, physical submission at CGHS Card Sections will continue.

(d) User Access and Login

- All beneficiaries will be required to reset their passwords on their first login.
- SMS and email alerts will be sent for application progress.
- A CGHS mobile app is available.

3. New Functionalities and Service Enhancements

- PAN-based unique beneficiary identification, eliminating duplication
- Pre-payment application scrutiny to prevent errors and refund cases
- Auto-verification of contribution via Bharat Kosh/PFMS
- Real-time application tracking and acknowledgement system
- Online card transfer, dependent addition, and card type change applications

4. Measures for Seamless Transition and Support

(a) Data Migration and Security

- All existing beneficiary data shall be migrated securely
- No loss of historical records of Pharmacy, Referral or card information
- Strict compliance with data privacy and security protocols has been ensured

(b) Support and Training

- Master Trainers have been deployed across CGHS AD offices and major Wellness Centres.
- User manuals and helpdesk facilities are available on CGHS Website and myCGHS App for beneficiaries, departments and CGHS staff.

(c) Contact and Help

- Official portal: www.cghs.mohfw.gov.in
- Queries may be addressed to the respective Additional Director (AD) Office or CGHS Card Section

This transition aims to deliver a transparent and future-ready digital health service platform for CGHS.

Advisory for Beneficiaries and Departments

- 28th April Onwards, CGHS Contribution shall be only through CGHS Website i.e.

www.cghs.mohfw.gov.in. The existing manual process of payment available on www.bharatkosh.gov.in shall discontinue from 28th April 2025.

- Applications for CGHS services in progress but not paid for by **27th April 2025** will lapse. Fresh application will be required through the new portal.
- All Beneficiaries aged above 18 years are advised to link their PAN Card with their CGHS Beneficiary ID and apply for corrections in case of any errors.
- Departments may contact CGHS regarding Onboarding on the new platform (Instructions to be issued subsequently)

(Dr. Satheesh Y.H.)
Director CGHS

To

1. All CGHS Beneficiaries through CGHS Website
2. All Ministries and Departments of the Government of India through CGHS website
3. Addl. Director, CGHS(HQ)/ Addl. DDG(CGHS)/ Addl. Directors, CGHS of Cities / Zone.
4. All CGHS Wellness Centres through concerned AD, CGHS
5. LACs/ ZACs through Addl. Directors, CGHS
6. DDG NIC Health looking after CGHS applications.
7. Sh. Jitendra Singh, CDAC, Noida with the request to create functionality of card application through Mobile application and Web portal integrated with Payment gateway of Bharat Kosh (NTRP).
8. MCTC, CGHS with the directions to upload the document on CGHS Website (www.cghs.gov.in).
9. All Pensioner Associations

Copy of Information to:

1. PPS to Hon'ble Minister for Health and Family Welfare
2. PPS to Minister of State (JPG), MoHFW
3. PPS to Secretary (H&FW), MoHFW
4. PSO/Senior PPS/PPS/PS to Secretary (Personnel), DoPT, MoPPG&P
5. PSO/Senior PPS/PPS/PS to Secretary (DARPG & DoPPW), MoPPG&P
6. Senior PPS to AS & DGCGHS
7. PPS to JS (MoHFW), CGHS
8. PPS to Director CGHS

(Dr. Satheesh Y.H.)
Director CGHS