

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**RAJYA SABHA
UNSTARRED QUESTION NO. 1062
TO BE ANSWERED ON 12TH DECEMBER, 2023**

ENDORSEMENT PROCEDURE FOR CGHS

1062. SHRI SYED NASIR HUSSAIN:

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

- (a) Whether Government has changed the endorsement procedure for CGHS beneficiaries, and if so, the details thereof;
- (b) Whether Government has received any complaints concerning the changed endorsement procedure and if so, the details thereof;
- (c) Whether Government has taken any steps to resolve such complaints, if so, the details thereof; and
- (d) If not, the reasons therefor?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY
WELFARE
(DR. BHARATI PRAVIN PAWAR)**

(a) to (d) : The referral procedure under CGHS has been modified vide Office Memorandum No. Misc. 01/2023/DIR/CGHS dated 31.03.2023. As per the modified system, referral/ endorsement to empanelled Health Care Organizations (HCOs) is considered without the physical presence of beneficiary. The provisions of the modified guidelines are:

- i) Whenever there is a request for referral for consultations/endorsements submitted through a representative by a CGHS beneficiary, as the beneficiary is not in a position to attend CGHS Wellness Centres physically, the Chief Medical Officer, based on documents submitted, if considers the request justified, may issue referral to CGHS empanelled HCOs for consultation/ endorsement, as the case may be, without insisting on the physical presence of the concerned CGHS beneficiary.
- ii) If CGHS Medical Officer is not satisfied with the papers submitted through the representative, he/she may avail the option of contacting the CGHS beneficiary by video call or making a domiciliary visit to satisfy the requirement of referral /endorsement and shall not insist on the physical presence of such CGHS beneficiary.
