

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

**LOK SABHA  
UNSTARRED QUESTION NO. 4720  
TO BE ANSWERED ON 28<sup>TH</sup> MARCH, 2025**

**ISSUE OF CGHS CARDS**

**4720. SHRI SHER SINGH GHUBAYA:**

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

- (a) the details of timeline prescribed under Citizen Charter issued by the Government for printing and issuance of CGHS cards to beneficiaries after submission of form;
- (b) the number of CGHS cards pending for printing and issuance since January 2024 till date, zone and year-wise;
- (c) the details of the grievances submitted by the beneficiaries regarding non-printing and non-issuance of CGHS cards during the last one year;
- (d) whether CGHS proposes to take steps to streamline and make the process of renewal of CGHS cards as well submission of form for issuance of new CGHS Cards online and if so, the details thereof;
- (e) whether the Government is aware of the inconvenience caused to beneficiaries waiting in long queues for hours to avail services at the CGHS facilitation centre, R.K. Puram Sector-13, Delhi; and
- (f) if so, the details thereof along with the resolution proposed by the Government in this regard?

**ANSWER  
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND  
FAMILY WELFARE  
(SHRI PRATAPRAO JADHAV)**

(a) to (f) The timeline prescribed under Citizen Charter issued by the Government for printing and issuance of CGHS cards to beneficiaries after submission of form, is 1 to 2 weeks from the date of verification of data base on the CGHS portal. However, CGHS beneficiaries have the option of printing a computer generated CGHS card which is valid for all CGHS services across the country.

The detail of CGHS cards pending for printing and issuance since January 2024 is attached at **Annexure-I**. Total 453 grievances have been received regarding non-printing and non-issuance of CGHS cards, the details are at **Annexure-II**.

Self-printing option of CGHS cards by CGHS beneficiaries have reduced the requirement of printed cards. Decentralization of printing CGHS cards at AD CGHS city level has been done to reduce the pendency. Moreover, to streamline the process, the Ministry has signed MoU with C-DAC for submission of online application for issuance of paperless cards.

**ANNEXURE-I****Details of CGHS cards pending for Printing and Issuance since January, 2024**

City	CGHS Cards pending for Printing
Ahmedabad	19000
Bhubaneswar	Nil
Bangalore	67
Bhopal	Nil
Chennai	120
Chandigarh	1205
Dehradun	Nil
Delhi NCR	15734
Guwahati	Nil
Hyderabad	90
Jaipur	56
Jabalpur	6781
Kanpur	3149
Kolkata	13754
Lucknow	24071
Meerut	Nil
Mumbai	Nil
Nagpur	10565
Patna	10469
Prayagraj	2572
Pune	600
Ranchi	5000
Shillong	Nil
Trivandurum	282
Total	113515

**ANNEXURE-II****Details of Grievances related to printing and issuance of CGHS cards**

City	Grievances
Ahmedabad	21
Bhubaneswar	Nil
Bangalore	27
Bhopal	Nil
Chennai	170
Chandigarh	Nil
Dehradun	Nil
Delhi NCR	94
Guwahati	Nil
Hyderabad	Nil
Jaipur	13
Jabalpur	Nil
Kanpur	Nil
Kolkata	Nil
Lucknow	20
Meerut	Nil
Mumbai	22
Nagpur	7
Patna	5
Prayagraj	Nil
Pune	50
Ranchi	Nil
Shillong	24
Trivandurum	Nil
Total	453

\*\*\*\*\*