



User Manual for eShushrut Grievance Module CGHS Officials

Version History

Version	Made By	Reviewed By	Review Date
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About CGHS

The Central Government Health Scheme (CGHS) is a comprehensive health care programme of the Government of India under the Ministry of Health and Family Welfare. Launched on 1st, 1954, it provides medical services and facilities to the employees, pensioners, and their dependents of the Government of India. With the growing number of beneficiaries and the increasing complexity of healthcare needs, CGHS has become a vital system for ensuring timely and efficient healthcare delivery.

Objective

The objective of this user manual is to provide detailed instructions and guidance to applicants on how to use the eShushrut Health Information Management System to apply for a CGHS (Central Government Health Scheme) Card. This manual aims to ensure a seamless application experience by describing the step-by-step process for various card types and highlighting key functionalities of the system.

Salient Features

- **User-Friendly Interface** – Intuitive and easy-to-navigate system for filing and tracking grievances.
- **Multi-Level Grievance Redressal** – Escalation mechanism ensures grievances are addressed at different administrative levels.
- **Online Submission** – Users can submit grievances online with supporting documents.
- **Tracking & Status Updates** – Real-time tracking of grievance status with automated notifications via email/SMS.
- **Categorization & Prioritization** – Grievances are classified based on category and urgency for quicker resolution.
- **Auto-Assignment** – System automatically assigns grievances to the concerned authority based on predefined rules.
- **Dashboard & Reports** – Interactive dashboards for administrators with analytics and detailed reports on grievances.

- **Response & Resolution Time Monitoring** – Time-bound resolution with reminders and alerts for pending grievances.
- **Appeal & Feedback System** – Users can appeal decisions and provide feedback on grievance handling.
- **Secure & Confidential** – Ensures data security and confidentiality of user information.

Stakeholders

CGHS stakeholders are broadly divided into two categories:

Direct Stakeholders: Beneficiaries (government employees, pensioners, and dependents), healthcare providers (doctors, nurses, medical staff), authorized local chemists, and CGHS administrative staff, who directly interact with the system for delivering and managing healthcare services.

Indirect Stakeholders: Empaneled healthcare organizations (hospitals and clinics), National Health Authority (NHA), government departments, external applications (like Digilocker, PHR apps, other HIS systems, etc.), and technology/service providers that support and interact with the CGHS system for claims, data management, and service delivery.

Application Process to lodge a grievance (For Beneficiary)

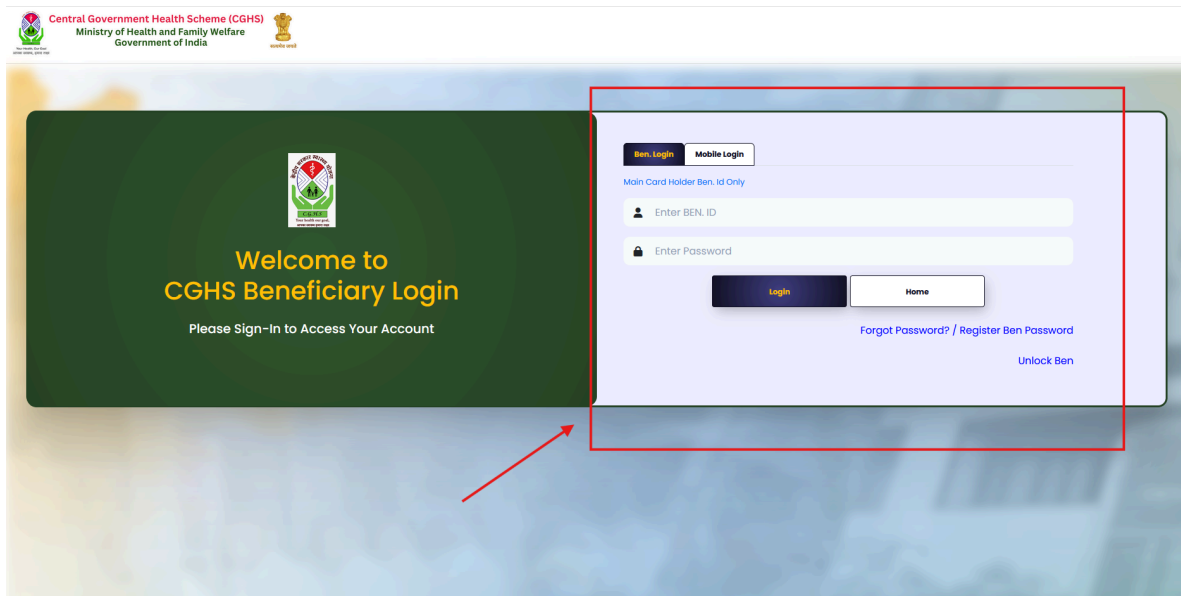
Follow the steps below to successfully Lodge a Grievance from the Beneficiary Side.

Step 1: Login

1. Open the eShushrut portal (URL: www.cghs.mohfw.gov.in).
2. Click on the CGHS Ben Login Button displayed on the top of the Portal.

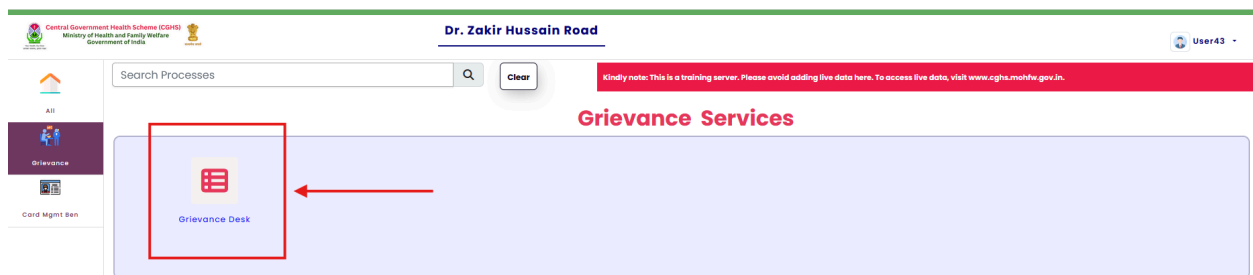


3. Now Fill the Login ID Password for a particular Ben ID and enter the OTP



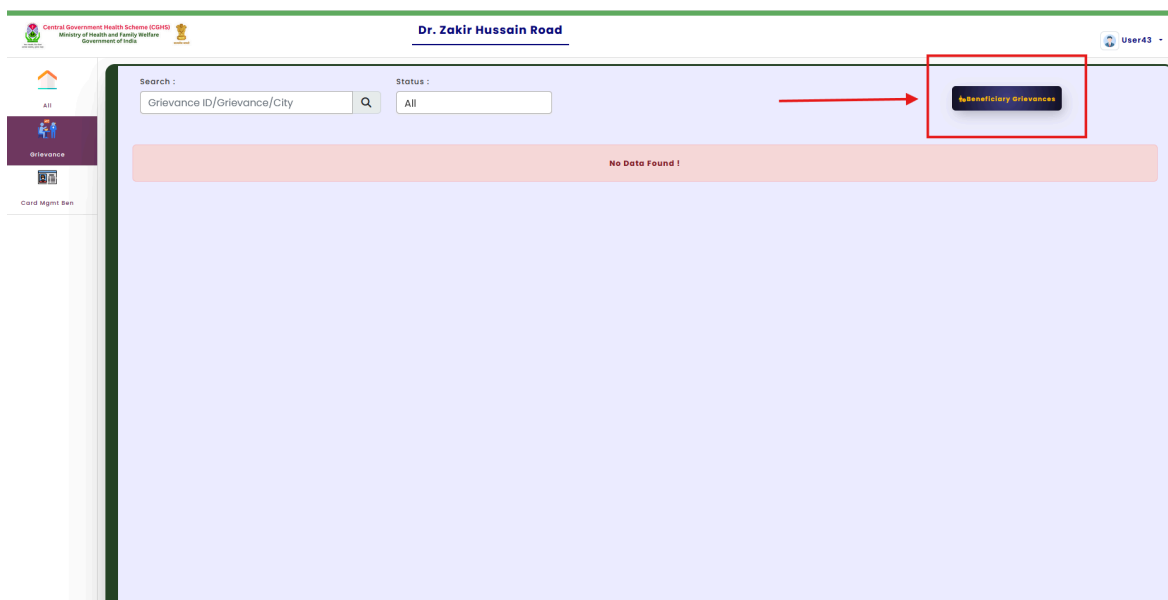
Step 2: Now the Beneficiary will open the Grievance section

1. Choose the Grievance Desk Menu after login

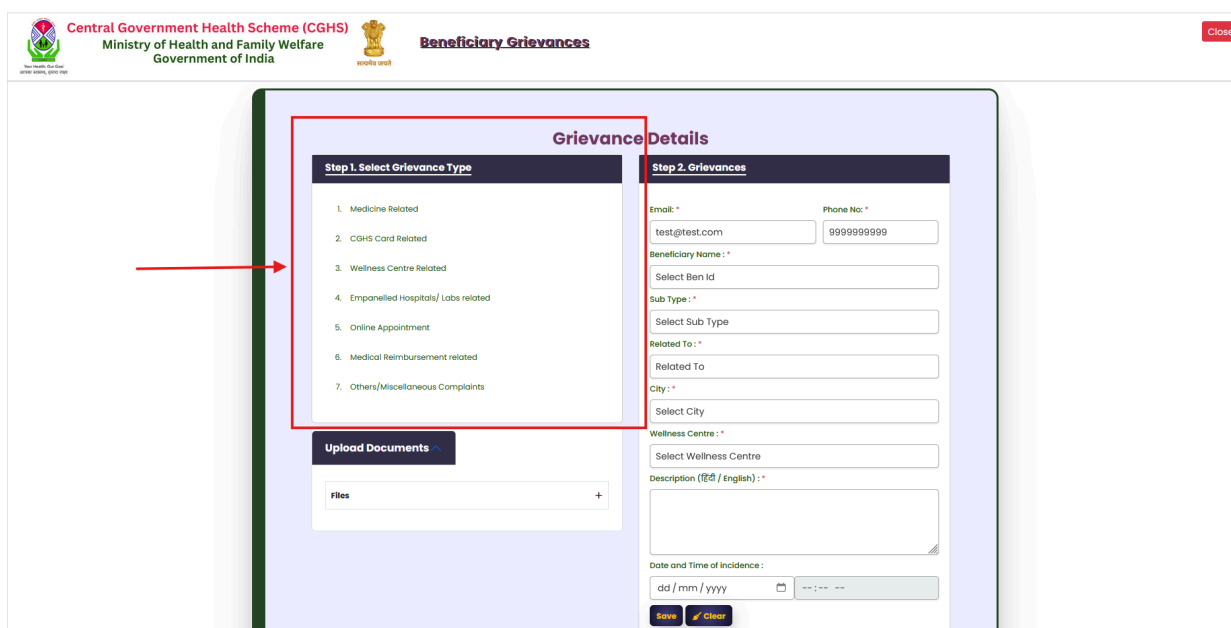


Step 3: Process to lodge the grievance

3.1 Click on beneficiary grievance to lodge a new grievance



3.2 Now Select the Grievance Type



3.3 After selecting the grievance type, enter the grievance details and click on save button

The screenshot displays the 'Beneficiary Grievances' form. The header includes the Central Government Health Scheme (CGHS) logo, the Ministry of Health and Family Welfare, Government of India, and the text 'Beneficiary Grievances'. A 'Close' button is in the top right corner. The form is divided into two main sections: 'Step 1. Select Grievance Type' and 'Step 2. Grievances'. 'Step 1' lists seven categories: 1. Medicine Related, 2. CGHS Card Related, 3. Wellness Centre Related, 4. Empanelled Hospitals/ Labs related, 5. Online Appointment, 6. Medical Reimbursement related, and 7. Others/Miscellaneous Complaints. Below this is an 'Upload Documents' section with a file upload button. 'Step 2. Grievances' is highlighted with a red box and contains fields for 'CGHS Card Related' information: Email (test@test.com), Phone No (9999999999), Beneficiary Name (Select Ben Id), Sub Type (Select Sub Type), Related To (Related To), City (Select City), Wellness Centre (Select Wellness Centre), and Description (in Hindi/English). A red arrow points to the 'Save' button at the bottom of Step 2. The 'Save' and 'Clear' buttons are located at the bottom of the form.

3.4 After clicking on save button a Grievance ID will be generated

The screenshot shows the same 'Beneficiary Grievances' form, but now a 'Status Message' dialog box is displayed in the center. The dialog box has a green checkmark icon and contains the text: '({\"message\" : \"Record Successfully Saved!\", \"Grievance No\" : 202506231053})'. An 'Ok' button is at the bottom right of the dialog box. A red arrow points to the dialog box. The background form is dimmed, showing the same fields as in the previous screenshot. The 'Save' and 'Clear' buttons are still visible at the bottom of the form.

Application Process to withdraw a Grievance (For Beneficiary)

Step 1: Click on View Detail Action Button

The screenshot shows the CGHS portal interface. The header includes the CGHS logo, Ministry of Health and Family Welfare, Government of India, and the user's name 'Dr. Zakir Hussain Road'. The left sidebar contains navigation options: Home, All, Grievance, and Card Mgmt. The main content area displays a table of grievances. The first row is highlighted, and a red box highlights the 'View Detail' button in the 'Action' column. A red arrow points to the 'View Detail' button.

Grievance ID	Related To	City	Grievance Type	Grievance Sub Type	Description	Status	Action
202506231053	Pandara Road (WC)	DELHI/HQ/DIRECTORATE/ MINISTRY	Others/Miscellaneous Complaints	Others/Miscellaneous	I have abc error skfjbhasikdfbhsakfgbsfgaskfbsik...	New Application	View Detail

Step 2: Click on the withdrawal button

The screenshot shows the 'View Detail' page for a grievance. The header includes the CGHS logo, Ministry of Health and Family Welfare, Government of India, and the user's name 'Dr. Zakir Hussain Road'. The left sidebar contains navigation options: Home, All, Grievance, and Card Mgmt. The main content area displays the 'Grievance Track Status' for Grievance ID: 202506231053. The status is 'New Application'. The 'Action' column shows a 'Withdraw' button, which is highlighted by a red box and a red arrow.

Grievance ID	Grievance Type	Grievance Sub Type	Description	Incident Date	Status	Action
202506231053	Others/Miscellaneous Complaints	Others/Miscellaneous	I have abc error skfjbhasikdfbhsakfgbsfgaskfbsik...	05-AUG-2025 23:34:00	New Application	Withdraw

Grievance Track Status
Grievance ID : 202506231053

05-AUG-2025 10:41:19
Status: New Application
User: User43(Dr. Zakir Hussain Road)
Principal Ben id: 10016890
Mobile No: 9999999999
Sent To: Pandara Road(WC)
Remark: I have abc error skfjbhasikdfbhsakfgbsfgaskfbsik... [View More](#)

Uploaded Documents Detail
No Details Available

Step 3: Fill the withdrawal details and click on save button

Central Government Health Scheme (CGHS)
Ministry of Health and Family Welfare
Government of India

[View Detail](#)

[Close](#)

Grievance ID: 202506231053

Grievance Withdrawal

Add Remark: *

>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean
consectetur ligula eget dolor. Aenean massa. Cum sociis natoque
penatibus et magnis dis parturient montes, nascetur ridiculus mus.
Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem.
Nulla consequat massa quis enim. Donec pede justo, fringilla vel

[Save](#) [Clear](#)

05-AUG-2025 10:41:19
Status: New Application
User: User43(Dr. Zaker Hussain Road)
Principal Ben Id: 10018380
Mobile No: 9999999999
Sent To: Pandara Road(WIC)
Remark: I have abc error skfghaskdfghaskdfghaskdfghask... [View More](#)

After clicking the save button the grievance will be closed.

Application Process to Appeal for a Grievance (For Beneficiary)

Note: Appeal can be done within 7 days of closure of grievance.

Step 1: Click on View Detail Action Button

The screenshot shows the CGHS portal interface. At the top, it says 'Central Government Health Scheme (CGHS) Ministry of Health and Family Welfare Government of India'. Below this is a search bar and a status dropdown. A table lists grievances with columns: Grievance ID, Related To, City, Grievance Type, Grievance Sub Type, Description, Status, and Action. A red box highlights the 'View Detail' button in the 'Action' column for the first grievance (ID: 202506231053). A red arrow points to this button.

Grievance ID	Related To	City	Grievance Type	Grievance Sub Type	Description	Status	Action
202506231053	Pandara Road (WC)	DELHI/HQ/DIRECTORATE/ MINISTRY	Others/Miscellaneous Complaints	Others/Miscellaneous	I have abc error skfjbhasikdfbhasikgbsfgaskifbbsik...	New Application	View Detail

Step 2: Click on the appeal button

The screenshot shows the 'View Detail' page for a grievance. At the top, it says 'Central Government Health Scheme (CGHS) Ministry of Health and Family Welfare Government of India'. Below this is a table with columns: Grievance ID, Grievance Type, Grievance Sub Type, Description, Incident Date, Status, and Action. A red box highlights the 'Appeal' button in the 'Action' column for the first grievance (ID: 202506231054). A red arrow points to this button.

Grievance ID	Grievance Type	Grievance Sub Type	Description	Incident Date	Status	Action
202506231054	Medicine Related	Different brand name	Lorem ipsum dolor sit amet, consectetur adipiscing...	05-AUG-2025 12:34:00	Closed	Appeal

Grievance Track Status
Grievance ID : 202506231054

- 05-AUG-2025 11:38:56**
Status: New Application
User: User43(Dr. Zakir Hussain Road)
Principal Ben ID: 10016890
Mobile No: 9999999999
Sent To: Pandara Road(WC)
Remark: Lorem ipsum dolor sit amet, consectetur adipiscing... [View More](#)
- 05-AUG-2025 11:52:37**
Status: Closed
User: Dr. CMO282(Pandara Road)
Sent To: Beneficiary
Remark: Lorem ipsum dolor sit amet, consectetur adipiscing... [View More](#)

Uploaded Documents Detail
No Details Available

Step 3: Fill the appeal form and click on save button

Central Government Health Scheme (CGHS)
Ministry of Health and Family Welfare
Government of India

View Detail

Close

Grievance ID: 20250623054

05-AUG-2025 11:39:56
Status: New Application
User: User43(Dr. Zakir Hussain)
Principal Ben Id: 10018890
Mobile No: 9999999999
Sent To: Pandara Road(WC)
Remark: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat erat vel lectus ut urna. Donec et dolor. Cras et urna. Suspendisse potenti. Moris enim.

05-AUG-2025 11:52:37
Status: Closed
User: Dr. CMO292(Pandara Road)
Sent To: Beneficiary
Remark: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat erat vel lectus ut urna. Donec et dolor. Cras et urna. Suspendisse potenti. Moris enim.

Appeal Desk

Add Remark : *

Upload Documents

File Name

Save Clear

After clicking on save button your Grievance is successfully appealed to the next level

Application Process to Process Grievance on CGHS Officials side.

Open the eShushrut portal (URL: www.cghs.mohfw.gov.in).

Step 1: Login

1. Click on the CGHS Ben Login Button displayed on the top of the Portal.

24 X 7 Helpline number: 1800-208-8900

Beneficiary Login **CGHS Login** English

Central Government Health Scheme
Ministry of Health & Family Welfare
Government of India

Apply for Departmental User Apply for CGHS card Empanelled Hospitals and Labs Book Online Appointment

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4 Jul 2025 CGHS aragoram 234

2 Jun 2025 Addition of services in respect of Kalash Deepak Hospital 5- Vikas Marg, Karkardooma East Delhi-110092

2 Jun 2025 Addition of services in respect of max smart super speciality hospital (A unit of Gujarmal Modi Hospital Research Centre for medical sciences) Press Enclave Road Saket New Delhi-110017

2 Jun 2025 De-empanelment order of Kalyani Hospital RZ-30-A Rati Ram Par

2 Jun 2025 New scope of services in respect of sharma medicare Pvt. Ltd. NH-18A I-Block Delta-2 Greater Noida 201308

2 Jun 2025 Addition of services in respect of Surya Hospital 47 Knowledge Park- III Greater Noida Gautam Buddha Nagar 201308 UP

2 Jun 2025 Updation of NABH Accreditation status of Guptas Dental Clinic Implant Center 13-27 East Jyoti Nagar Loni Road Durgapuri Chowk

CGHS offers a range of medical facilities through wellness centers, empanelled hospitals, and other healthcare providers, ensuring accessible and affordable healthcare.

SHRI JAGAT PRAKASH NADDA
Hon'ble Minister of Health & Family Welfare and Chemicals & Fertilizers

SHRI PRATAPRAO JADHAV
Hon'ble Minister of State (Independent Charge) of Ministry of AYUSH and Minister of State of Ministry of Health & Family Welfare, Government of India

SMT. ANUPRIYA PATEL
Hon'ble Minister of State for Health & Family Welfare and Chemicals and Fertilizers, Government of India

Search Empanelled Hospitals

Hospitals/Diagnostics Centres

--Select--

Submit

Online Support

For any queries or support related to CGHS services, please reach out to us. We're here to assist you with information, guidance, and help.

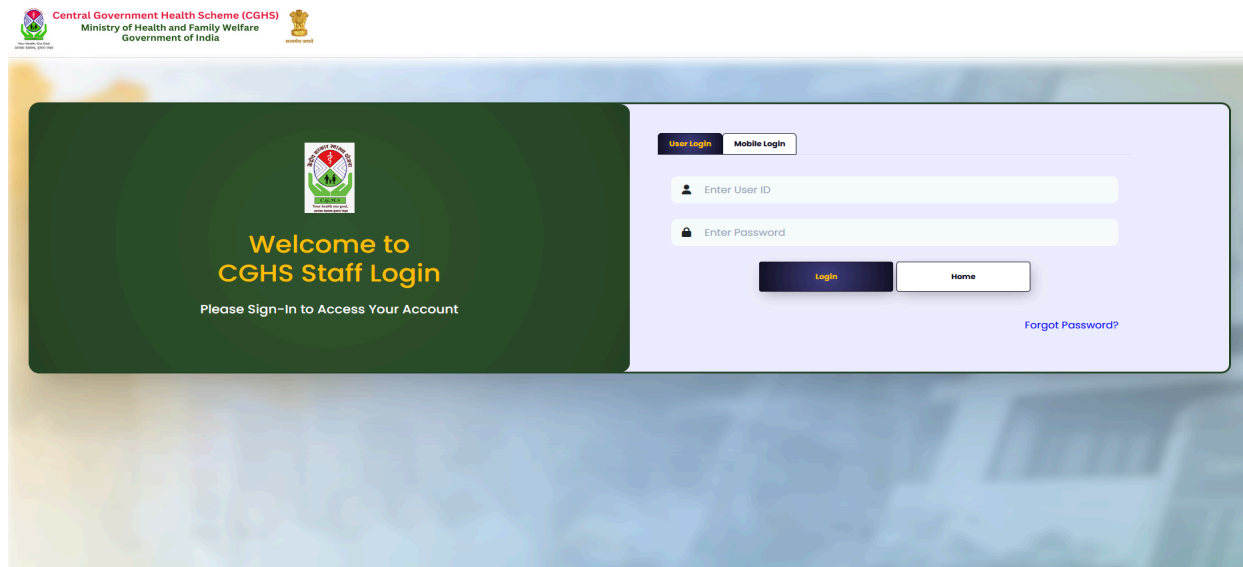
1800-208-8900

cgsh-helpdesk@smgr.nic.in

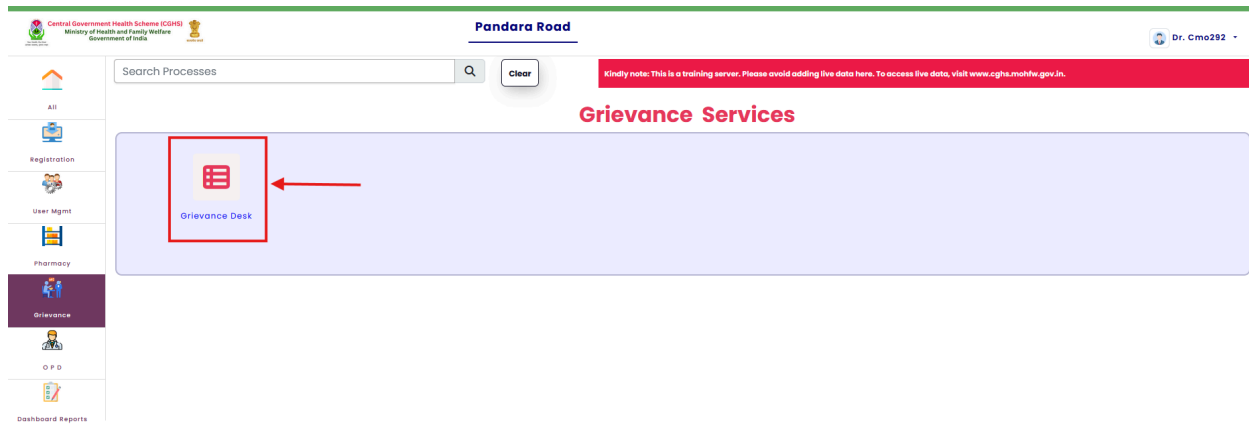
GET TO KNOW US
Empowering Healthcare

For the last six decades **Central Government Health Scheme** is providing comprehensive medical care to the Central Government employees and pensioners enrolled under the scheme. In fact CGHS caters to the healthcare needs of eligible beneficiaries covering all four pillars of democratic set up in India namely Legislature, Judiciary, Executive and Press. CGHS is the model Health care provider for Central Government employees & Pensioners and is unique of its kind due to the large volume of beneficiary base, and open ended generous approach of providing health care.

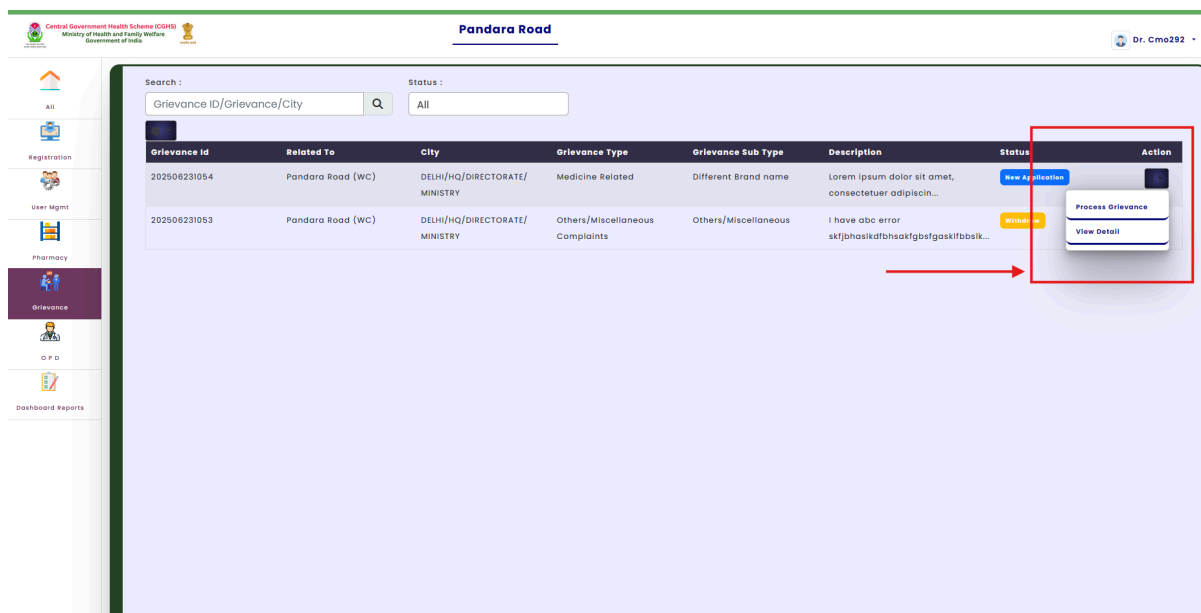
2. Now Fill the Login ID Password for a particular Ben ID and enter the OTP



Step 2: Locate the Grievance Desk menu on the dashboard



Step 3: In the action button click on the process grievance button



The screenshot displays the 'Pandara Road' interface for grievance management. It features a sidebar with navigation options: All, Registration, User Mgmt, Pharmacy, Grievance (highlighted), O P D, and Dashboard Reports. The main area shows a table of grievances with the following data:

Grievance Id	Related To	City	Grievance Type	Grievance Sub Type	Description	Status	Action
202506231054	Pandara Road (WC)	DELHI/HQ/DIRECTORATE/ MINISTRY	Medicine Related	Different Brand name	Lorem ipsum dolor sit amet, consectetur adipiscing...	New Application	
202506231053	Pandara Road (WC)	DELHI/HQ/DIRECTORATE/ MINISTRY	Others/Miscellaneous Complaints	Others/Miscellaneous	I have abc error skfjghaskdthbsakfsgbsfgaskifbbsk...	Withdwn	Process Grievance View Detail

Step 4: Now the CGHS official has 4 Cases for the process of Grievance

1. Case 1: Forward Grievance - Tick on the check box in which it's written that **Not related to this concerned office** and then fill out the form opened.

Central Government Health Scheme (CGHS)
Ministry of Health and Family Welfare
Government of India

Process Grievance

Grievance ID	Grievance Type	Grievance Sub Type	Description	Incident Date
202506231054	Medicine Related	Different Brand name	Lorem ipsum dolor sit amet, consectetur adipiscing...	05-AUG-2025 12:34:00

Uploaded Documents Detail

No Details Available

☒ Not Related To This Concerned Office

Remarks : *

Grievance Forward To : *

Select

This field is required !

Grievance Status : *

Forward

This field is required !

Select City : *

Select City

Select Wellness Centre : *

--select--

Grievance Track Status
Grievance ID : 202506231054

05-AUG-2025 11:39:56
Status: **New Application**
User: User43(Dr. Zakir Hussain Road)
Principal Ben Id: 10016890
Mobile No: 9999999999
Sent To: Pandara Road(WC)
Remark: Lorem ipsum dolor sit amet, consectetur adipiscing...
[View More](#)

Upload Documents

- Case 2: Close Grievance - **do not** tick the checkbox in which it's written that '**Not related to this concerned office**'.

Just select the **Closed** option from the Grievance Status Dropdown.

- Case 3: Interim Reply - **do not** tick the checkbox in which it's written that '**Not related to this concerned office**'.

Just select the **Interim Reply** option from the Grievance Status Dropdown.

- Case 4: Need More Information - **do not** tick the checkbox in which it's written that '**Not related to this concerned office**'.

Just select the **Need More Information** option from the Grievance Status Dropdown.

Note:- In case of need more information, the beneficiary can submit the required information within 30 days after the request.

Note - Image is being attached for Case 2, Case 3, Case 4.

**Central Government Health Scheme (CGHS)**
Ministry of Health and Family Welfare
Government of India

**Process Grievance**

Close

Grievance ID	Grievance Type	Grievance Sub Type	Description	Incident Date
202506231054	Medicine Related	Different Brand name	Lorem ipsum dolor sit amet, consectetur adipiscing...	05-AUG-2025 12:34:00

Uploaded Documents Detail

No Details Available

☐ Not Related To This Concerned Office

Remarks : *

Placeholder for Remarks

Select Related To

Select Related To

Closed

Need More Information

Interim Reply

Files

Submit

Grievance Track Status

Grievance ID : 202506231054

05-AUG-2025 11:39:56

Status: **New Application**

User: User43(Dr. Zakir Hussain Road)

Principal Ben Id: 10016890

Mobile No: 9999999999

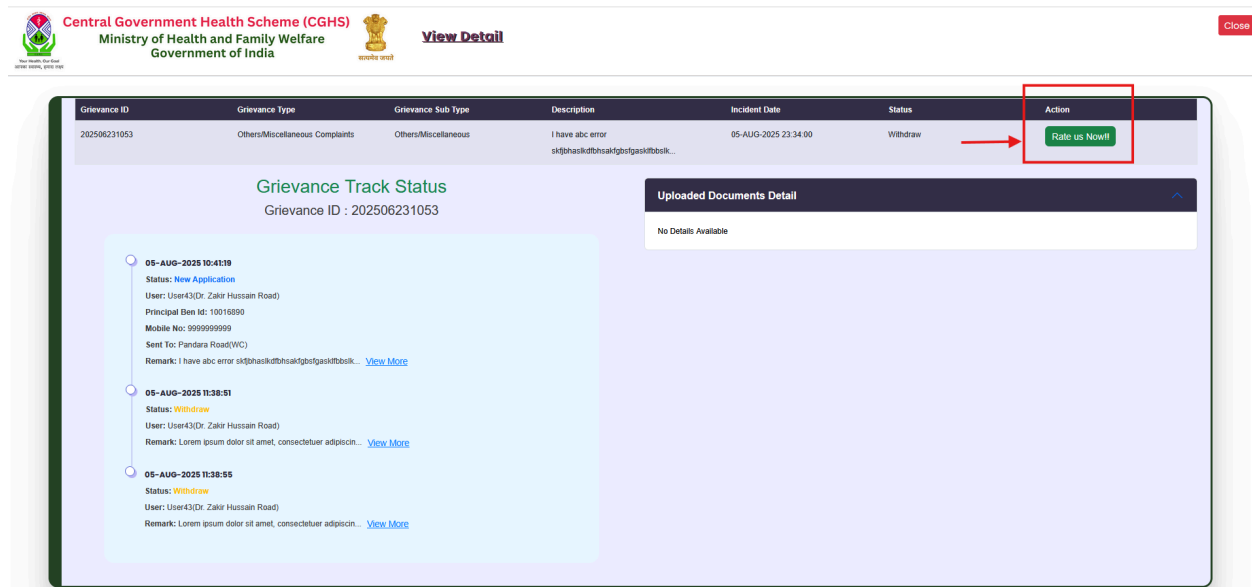
Sent To: Pandara Road(WC)

Remark: Lorem ipsum dolor sit amet, consectetur adipiscing...

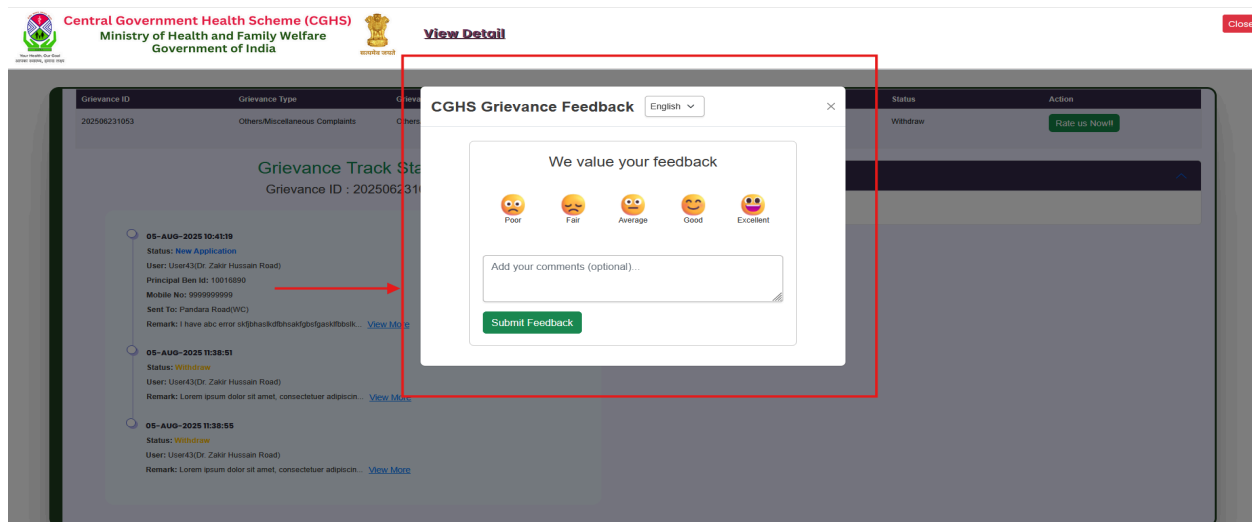
[View More](#)

Application Process for beneficiary for the rating of the resolution provided against there grievance.

Step 1: After the grievance is closed beneficiary can see a Rate Us Now Action button.



Step 2: After clicking on it a rating form will open and beneficiary can rate according to the level of resolution provided.



Post-Submission

- You can track the status of your application on the eShushrut portal.
- Notifications about the progress of your application will be sent to your registered phone number.

FAQs

1. How do I log in to the grievance portal?

To log in, visit the portal and select "**Beneficiary Login**". Enter your credentials to access your dashboard.

2. Where can I find the option to lodge a new grievance?

After logging in, navigate to the "**Grievance Section**". On the **Grievance Dashboard**, click the button shown in the image to "**Lodge a New Grievance**".

3. What information is required to lodge a grievance?

You need to select the **type of grievance**, fill in all the necessary details in the form, and upload any **supporting documents** if required.

4. How can I view the details of a lodged grievance?

On the **Grievance Dashboard**, click the button that takes you to the **Grievance Detail Page**, where you can view all submitted grievances and their statuses.

5. What types of grievances can be lodged?

The available grievance types are listed in the left-side table in the grievance lodging section. Select the most relevant one for your issue.

6. Can I upload supporting documents while lodging a grievance?

Yes, you can upload supporting documents in the grievance form before submitting it.

7. How do I know if my grievance has been successfully lodged?

After filling out the grievance form and clicking **Save**, a confirmation message will appear, and your grievance will be listed on the **Grievance Detail Page**.

8. Can I track the status of my grievance?

Yes, visit the **Grievance Detail Page**, where you can see the **current status** of your submitted grievances.

9. What should I do if I face issues while lodging a grievance?

If you encounter issues, check for **missing details** in the form or ensure your documents meet the upload requirements. If problems persist, contact support.

10. Can I edit my grievance after submitting it?

No, once a grievance is lodged, it cannot be edited. However, you may submit a new grievance with additional details if necessary.

Support

For assistance, contact the support team:

- **Help Desk:** Accessible through the portal

Thank you for using eShushrut !
