

Online Appointment by Beneficiary himself

1. Visit the website cghs.nic.in
2. Click on the option "**Book Appointment**" available on RHS of the screen
3. Enter beneficiary ID and click on "**Generate OTP**".
4. An OTP (One Time Password) will be sent on registered Email/mobile no. of the beneficiary or to the main card holder"s mobile if that is the only registered number.
5. Enter OTP and click on "**Proceed**".

The screenshot shows a web interface for booking an appointment. At the top, there is an orange header with the text "BOOK / VIEW / PRINT / CANCEL YOUR APPOINTMENT". Below the header, the "Beneficiary ID" field contains the number "1058503". A yellow arrow labeled "3." points to this field. Below the ID field are three buttons: "Generate OTP" (green), "Reset" (green), and "Home" (orange). Below these buttons, the text reads: "Please enter One Time Password (OTP) sent on your email/mobile number (*****5461) reference no: 9657". A yellow arrow labeled "4." points to this text. Below the text is an input field containing the number "564321". A yellow arrow labeled "5." points to this input field. Below the input field is a green "Proceed" button. At the bottom of the form, there is a blue link that says "Click here to regenerate OTP?".

6. Beneficiary details are displayed on screen. Click on “Proceed” button if the details displayed on screen are correct otherwise click on “NOT YOU?”. In that case login again and proceed as above

YOUR CONTACT DETAILS

| | | |
|--------|---------------------------|--|
| Name | RAM KUMAR JOSHI (1058503) | |
| Gender | Male | |
| Mobile | *****7166 | |

6 Proceed Not You?

To Receive Reconfirmation SMS /
 View / Print / Cancel Appointment Click Here

7. Select City, Specialty, Dispensary, Doctor as per your choice and click on “Proceed” button. Here a beneficiary can select a GDMO (General Duty Medical Officer) or a specialist of any of the CGHS wellness centre.

YOUR CONTACT DETAILS

| | | |
|--------|---------------------------|--|
| Name | RAM KUMAR JOSHI (1058503) | |
| Gender | Male | |
| Mobile | *****7166 | |

To Receive Reconfirmation SMS /

View / Print / Cancel Appointment

Click Here

Select City

Select Specialty

Select Dispensary

** If dispensary name is not shown in the list, may please contact CMO I/c of that dispensary.

Select Doctor

** If a doctors name belonging to the selected dispensary is not shown in the list, may please contact CMO I/c of the dispensary.

7 Proceed Reset

For support, please mail to cghs-helpdesk@ismgr.nic.in

8. A calendar is displayed to choose a date that has the availability of appointment for the selected doctor. Select date for appointment by clicking on a date for which appointment is available.
9. On selecting date, top of the screen shows the slot timings and the appointments available. A beneficiary can choose the desired slot.
10. Click on **“Proceed to Book Appointment”**. One can go back and make changes by using the „Change The Specialty“ button.

Selected Appointment Date 05-02-2020 Total Appointment 13 Speciality General-Duty-Medical-Officer Doctor Mamtesh68

| Available Time | 07:30 AM | 08:00 AM | 08:30 AM | 09:00 AM | 09:30 AM | 10:00 AM | 10:30 AM | 11:00 AM | 11:30 AM | 12:00 PM | 12:30 PM | 13:00 PM | 13:30 PM |
|----------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Select Appointment → | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

Selected Appointment Time 10:00 AM 10  [Proceed to Book Appointment](#) [Change Appointment Date](#) [Change Speciality](#)

Selected Appointment Date 25-01-2020 Total Appointment 13 Speciality General-Duty-Medical-Officer Doctor Mamtesh68

| Available Time | 07:30 AM | 08:00 AM | 08:30 AM | 09:00 AM | 09:30 AM | 10:00 AM | 10:30 AM | 11:00 AM | 11:30 AM | 12:00 PM | 12:30 PM | 13:00 PM | 13:30 PM |
|--------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Select Appointment | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

DETAILS FOR APPOINTMENT

Speciality GENERAL-DUTY-MEDICAL-OFFICER

Dispensary VIVEK VIHAR (DELHI AND NCR)

Doctor DR MAMTESH

YOUR CONTACT DETAILS

Name RAM KUMAR JOSHI (1058503)

Gender Male

Mobile *****5461

Calendar for January 2020

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-------------------|
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 Available (13) |
| 26 | 27 | 28 | 29 | 30 | 31 | 1 |

8 

11. On clicking the button “**Proceed to Book Appointment**”, beneficiary details and the appointment details are displayed on the screen for confirmation.

Name: RAM KUMAR JOSHI (1058503)
Gender: MALE
Mobile No: *****7166

Dispensary: VIVEK VIHAR (DELHI AND NCR)
Doctor Name: DR MAMTESH
Speciality: GENERAL-DUTY-MEDICAL-OFFICER

Appointment Date: 05-02-2020
Appointment Time: 10:00 AM

11  [Confirm to Book Appointment](#)

12. Click on the option “**Confirm to Book Appointment**”, Confirmation status page is displayed. One can print the confirmation slip, or book another appointment.). System would also send an SMS to registered mobile no.

| APPOINTMENT CONFIRMATION STATUS | | | |
|---------------------------------|------------------------------|------------------|-----------------------------|
| Appointment ID | 304200205006 | Patient's Name | RAM KUMAR JOSHI |
| Appointment Date | 05-02-2020 | Patient's Ben Id | 1058503 |
| Appointment Time | 10:00 AM | Gender: | MALE |
| Doctor Name | DR MAMTESH | Mobile No | *****7166 |
| Doctor Speciality | GENERAL-DUTY-MEDICAL-OFFICER | Doctor Queue No | 41 |
| Room No | 1010/ground floor | Wellness Centre | VIVEK VIHAR (DELHI AND NCR) |

Appointment Requested Date: 04-02-2020 Appointment Requested Time: 10:03:12

You have got an appointment!

[Book Another Appointment](#) [Cancel Appointment](#) [Print Slip](#)

13. Appointment for the GDMO can be taken within 72 hours of date of appointment whereas appointment for the Specialist can be taken within 1 month of date of appointment. Online appointment cannot be made for the same day/date. (This window period may change depending upon the decisions taken from time to time)

14. If a self registered patient arrives at the indicative time slot and by that time his "Q" number has already passed, he will be called as very next patient, barring emergencies. However, if the indicative time slot has passed beyond half an hour then he will have to get fresh registration from WC registration counter.

15. If patient fails to turn up on appointed time thrice in a row the facility for him may be blocked for a month.

View/Print / Cancel Appointment

Step 1: Click on "Want to View/Print/Cancel Appointment? Click Here"

| YOUR CONTACT DETAILS | |
|----------------------|---------------------------|
| Name | RAM KUMAR JOSHI (1058503) |
| Gender | Male |
| Mobile | *****7166 |

To Receive Reconfirmation SMS /
 View / Print / Cancel Appointment

[Click Here](#)

Select City: DELHI AND NCR

Select Speciality: GENERAL-DUTY-MEDICAL-OFFICER

Select Dispensary: VIVEK VIHAR
*** If dispensary name is not shown in the list, may please contact CMO I/c of that dispensary.*

Select Doctor: DR MAMTESH
*** If a doctors name belonging to the selected dispensary is not shown in the list, may please contact CMO I/c of the dispensary.*

[Proceed](#) [Reset](#)

For support, please mail to cghs-helpdesk@ismgr.nic.in

Step 2: Click on images for Print Appointment, for Cancel Appointment and for send SMS.

| YOUR CONTACT DETAILS | |
|----------------------|---------------------------|
| Name | RAM KUMAR JOSHI (1058503) |
| Gender | Male |
| Mobile | *****7166 |

[Book Appointment](#)

Show 10 entries Search:

| Appointment ID | Appointment Date | Wellness Centre | Doctor | Appointment Action |
|----------------|------------------|--------------------|------------|---|
| 304200205006 | 05-02-2020 | VIVEK VIHAR | DR MAMTESH | Print Cancel Send SMS |
| 304200129001 | 29-01-2020 | VIVEK VIHAR | DR MAMTESH | Appointment Cancelled |
| 304200125005 | 25-01-2020 | VIVEK VIHAR | DR MAMTESH | Appointment Cancelled |
| 297200107001 | 07-01-2020 | VIRTUAL DISPENSARY | Ajay Kumar | |
| 297191231004 | 31-12-2019 | VIRTUAL DISPENSARY | Ajay Kumar | Appointment Cancelled |
| 297191231003 | 31-12-2019 | VIRTUAL DISPENSARY | Ajay Kumar | Appointment Cancelled |
| 297191231002 | 31-12-2019 | VIRTUAL DISPENSARY | Ajay Kumar | Appointment Cancelled |
| 297191231001 | 31-12-2019 | VIRTUAL DISPENSARY | Ajay Kumar | Appointment Cancelled |