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(Computer No.: 8138736)
Ministry of Health & Family Welfare
Directorate General of CGHS

Date 08/02/2024

OFFICE MEMORANDUM

Subject: Enhanced Cyber Security Measures: Addressing User-Related Issues in CGHS

CGHS has been providing comprehensive health care services to its beneficiaries for the last seven decades. Since 2006, CGHS has shifted to online mode for providing multiple services to CGHS beneficiaries. While digitization has brought in transparency and ease of accessing health care services, the increasing importance of cyber security has also come to the fore. In this regard, it is also pertinent to mention that CERT-In (Computer Emergency Response Team-India) has red flagged security breaches in the CGHS system.

It has therefore been decided to issue a set of guidelines to fortify the cyber security framework within CGHS. These measures aim to defend against potential cyber threats, ensuring the confidentiality and integrity of information within CGHS.

- a. The Nodal Officer MCTC shall be designated as CISO (Chief Information Security Officer) for CGHS. In addition, each of the zones in Delhi and outside Delhi cities shall designate an Information Security Officer (ISO). The details of the CISO and ISO shall be displayed on the CGHS website. These officers shall be responsible for implementation of various cyber security measures in CGHS, as issued from time to time.
- b. Services of Outsourced Contractual staff working at critical/sensitive locations in CGHS such as Offices of Additional Directors, Accounts, Stores and Card Section shall be avoided. In case it is unavoidable, then NIC guidelines for contractual employees shall be strictly adhered. User credentials shall be created and shall be mapped to mobile number/NIC based email ID for every user (regular employee or contractual).
- c. In order to minimise data entry at the level of CGHS in Card Section and accurately capture User data: Serving employees of all government/eligible Autonomous and Statutory departments shall henceforth be required to use the online CGHS card application (available at www.cghs.nic.in) to enter their own data and then submit the print out

of the application after due verification on every page of application by their department, to the Office of concerned card section at Office of Additional Director.

- d. Mandatory online training to enhance computer skills of all employees: The iGOT platform has introduced courses namely "Microsoft word for beginners", "Microsoft excel for beginners" and "Stay safe in Cyber Space". These are mandatory for all officers and officials in CGHS.
- e. Assessment of computer skills before assigning administrative roles in offices, stores and Wellness Centres as well as posting to Wellness Centres for patient care, to reduce reliance on outsourced workmen. An assessment of computer skills should also be a mandatory criterion for engaging contractual staff against sanctioned posts such as those of doctors, pharmacists etc. in CGHS.
- f. Enforce regular change of regular staff as per transfer policy as well as regular rotation of outsourced resources at least once in 02 years: The policy, henceforth shall be applicable to Data Entry Operators, Supervisors, House Keeping staff, Security Guards and any other contractual staff. This shall be a part of contractual obligations of the empanelled vendors deploying outsourced workmen in CGHS.
- g. Strict implementation of Password Policy of MeitY
 - a. Strict policy against sharing user IDs and passwords. The user shall be responsible for any data breach arising out of sharing his/her user ID and password.
 - b. Mandatory password changes at regular intervals.
- h. Biometric attendance shall be implemented for all staff including contractual staff as per provisions under BAS attendance system.
- i. CCTV cameras shall be installed in public dealing areas especially, in the CGHS Card Section where card applications are submitted, all Offices, Stores, drug dispensing counters and common waiting areas in Wellness Centres.

This issues with the approval of competent authority.

Dr Manoj Jain
Director CGHS