

**Government of India
Department of Atomic Energy
General Services Organisation
(DAE Hospital)**

Kalpakkam 603 102.

Ref: - GSO/MG/HOSP/HIMS/2026/CHSS/206/333

February 17, 2026

CIRCULAR No. 206/CHSS/HOSP

Sub: Non utilization of Online Tokens issued for Doctor's Consultation
– Reg.

It is observed that a few of the CHSS beneficiaries are booking the online appointment/token through <https://chss.igcar.gov.in/> for specific doctors in advance to block their time slot and not reporting to the respective doctors for consulting on the booked session. This restricts the no. of patients consulting the doctors per session and also causes hardship for the patients who are really in need of consultation.

Hence, all the beneficiaries are requested to kindly ensure that the booked appointments are utilised without fail. In case at any situation arises to the individual to skip the appointment, he / she shall **cancel** their online appointment prior to the respective day / session of the appointment. Cancellation of booked appointment shall be done before 07.00 hrs for the morning session and before 12.00 hrs for the afternoon session. This vacancy will be released to the appointment / current tokens for other patients immediately on the same session.

It has been decided that non-consultation and non-cancellation of booked appointment will result in restriction on their online booking of appointments for a period of consecutive **three days** for the respective CHSS card. However, the patients can be permitted to avail treatment at casualty and direct counter tokens for those 3 days.

All CHSS beneficiaries are requested to cooperate for the smooth functioning of Medical Services.

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