



# Sanchar Nigam Pensioners' Welfare Association

Reg. No: SOCIETY/WEST/2021/8902564

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**SNPWA/CHQ / SECY- MOH &FW/6/ 23 dated 23rd May 2023.**

To,  
Resp.Sh. Rajesh Bhushan Ji  
Secretary MOH & FW,  
Nirman Bhawan, New Delhi-110001

**Sub: Deployment of CMOs of WCs and other doctors for clearing bills of HCOs and doing clerical Finance jobs, instead of crucial clinical jobs that they are meant for, will wreak havoc at WCs, adversely impacting the beneficiaries**

Ref: *Your office order dated 22nd May 2023 in this regard.*

Respected Sir,

We are constrained to bring to your kind notice that the above orders for deployment of CMOs in charge of WCs and inevitably other doctors of WCs for clearing the bills of HCOs with directions to work on the said job for at least three hours is the most retrograde, ill-conceived and irrational decision that could ever be thought off. We never thought that the concerned authorities, who are expected to look forward to alleviate the existing miseries of the beneficiaries in WCs could ever think of such an ill-conceived decision to deprive beneficiaries of even the existing meagre facilities that they are getting at WCs. We would like your good self to kindly look into our following rational submissions.

1. **The present set up of clinical attention to the CGHS beneficiaries are woefully lacking in the absence of sufficient clinical staff forcing them to wait for long hours in queues in the concerned WCs, many of them travelling long distances of up to 300 to 400 km. If additional workload as proposed above, is imposed on the CMOs and other doctors, the waiting hours will extend from several hours to several days. Most of the aged beneficiaries, coming to the WCs for relief through timely medical attention would only be fatigued out beyond imagination adding to their existing medical woes. While we require more medical force and more WCs, if at all to relieve the present imbroglio, this step would be nothing but increasing the health hazards of the beneficiaries, thus completely defeating the objective for which CGHS has come into existence.**

2. **This preposterous deployment intended to clear the medical bills of HCOs by utilizing the medical force intended to attend to the medical needs of the beneficiaries for clerical jobs. The clerical finance duties assigned to professional doctors is not for clearing the MRCs of the beneficiaries but for clearing the bills of HCOs.**

3. **The NHA portal set up with lot of fanfare for expeditiously clearing the bills of HCOs in**

**time, is woefully lacking, as we understand, due to its poor implementation and outdated software which is unable to keep pace with clearance of bills of HCOs.**

We agree with you that HCO bills need to be expeditiously cleared and surely this is also undoubtedly and unquestionably to take utmost care of the beneficiaries but for this purpose only NHA portal has been put in place, to streamline and expedite billing of HCOs. The basic objective of NHA portal is completely defeated if it fails to keep pace with clearance of bills of HCOs. If the system fails to serve the purpose for which it has been designed, it has to be augmented with suitable modifications, instead of mismanaging the set up to the detriment of the beneficiaries

**4. In the meanwhile, the job of billing HCOs could be outsourced, as used to be done in the past by UTS11 TSL or hiring external agencies may be explored instead of ridiculously diverting the vital medical force for clerical works, incredibly hampering the most vital medical services required by the aged beneficiaries. There should be no problem in this regard in the context of assertion of authorities that there is no dearth of funds.**

***Respected Sir, kindly consider that the crucial job of the CGHS to extend the best medical service to the beneficiaries gets adversely impacted by this decision. Any step to increase their burden will be counter-productive for the reasons pointed out above. Naturally, we strongly and totally disagree to such a preposterous proposition and earnestly request you to desist from such retrograde activities and withdraw the intended proposal forthwith.***

Expecting immediate positive action,

Sincerely yours,



(G. L. Jogi)  
General Secretary

Copy to:.

1. Respected **Sh A.K.Goel Ji, DG-CGHS** beneficiaries must be rescinded forthwith.
2. Respected **Sh Manoj Jain Ji, Director-CGHS**, for kind immediate action pl.
3. Respected **Dr V. K. Sharma, Addl DDG HQs** for kind n/ a Pl.