



Sanchar Nigam Pensioners' Welfare Association

Reg.No: SOCIETY/WEST/2021/8902564

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SNPWA/ CHQ/DGCGHS/3/25.

Dated 5th March,25

To

MS Roli Singh,

DG/CGHS, New Delhi.

Sub Badly needed and overdelayed streamlining and simplification of existing obsolete format for unlisted medicines/ tests/ procedures

Respected Madam

While rapid and continuing technological changes have brought about radical and massive transformations in functioning of Organizations by replacing obsolete, opaque, colonial procedures by highly innovative, transparent and simplified mechanisms, unfortunately this has not taken place to a very great extent in streamlining and simplifying existing opaque, cumbersome, time wasting and outdated mechanisms regulating functioning of gigantic and prestigious Healthcare Measure of the Govt, CGHS.

One of highly outdated, obsolete, intricate and time wasting procedure pertains to seeking approval for procuring unlisted medicines/ procedures/ tests etc etc. The very obscure format for this procedure is frightening and is reminiscent of the colonial era

It is not that this format is only counterproductive, cumbersome, time wasting, opaque and unfriendly from the perspective of Beneficiaries but it is much more troubling, unproductive and concerning for ADs/ CMOs etc etc. who find that many clauses in the format are completely unwarranted, obsolete, unproductive and time consuming.

One of the humiliating clauses contained in the format is that Beneficiaries need to show empty strips of the consumed life saving medicines to CMO/ MO which is not only ridiculous but disgraceful for Beneficiaries and quite embarrassing for CMOs/ MOs. How can such a disdainful provision continue to exist?

Respected Madam, outdated and obsolete nature of the format needs to be revisited and revamped immediately and drastic modifications, compatible with the existing times and

the imminent and inevitable needs of the Beneficiaries require to be carried out swiftly. The very fact that the existing outdated procedure is so much time consuming and intricate defeats the very objective for which it is meant i.e expeditious approval for unlisted medicines/procedures/ tests. These unlisted medicines/ tests/ procedures have to be procured/ done as quickly as possible but the obsolete format delays the process to such an incredible extent that the Beneficiaries invariably get exhausted so much that they finally are forced to procure unlisted medicines and do unlisted tests/ procedures at their own cost.

CGHS has an innovative IT cell which can revamp the entire process and bring out sweeping modifications to make the format transparent, hassle free and expeditious so as to serve, not defeat, its objective and purpose. .

We, therefore, urge and implore upon you to direct the concerned officers to examine the issue in its entirety on highest priority and take very expeditious action to ensure that the very objective of seeking approval is not lost and that the Beneficiaries are not left high and dry.

We believe that the issue will receive your very serious consideration and that swift action would be initiated to achieve the desired and badly required objective.

Sincerely yours



(G. L.Jogi)

Copy to

1. MS Salila Srivastava, Secy/ MOH& FW for n/a please
2. Dr Manshvi Singh, JS and Director/ policy. He is requested to kindly monitor the progress of this issue closely.
3. Dr Sateesh. Y.H., Director/ CGHS. Sir, we were categorically assured by your predecessors that this issue would be dealt and addressed on high priority but unfortunately nothing has been done so far, even though more than three years have elapsed since we were assured.