



# Sanchar Nigam Pensioners' Welfare Association

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SNPWA/ CHQ/ Director/ CGHS/4/ 23

Dated 19th July, 2023

To

Dr Manoj Jain

Director/ CGHS HQs.

Nirman Bhawan, ND.

**Sub CGHS beneficiaries at Gurgaon being nakedly discriminated against and fleeced by Medanta Hospital in gross violations of the MOU due to connivance of concerned CGHS officials officially mandated to monitor implementation of the terms and conditions of MOU with the Hospital authorities**

Respected Sir

The above mentioned Hospital is treating CGHS beneficiaries like flock of sheep by indiscriminately and nakedly holding them to ransom by giving them appointments for consultation/ diagnostic tests by maintaining a gap of at least three to four months between paying patients and CGHS beneficiaries.

So far, this blatant discrimination was visible only in respect of admissions only but now CGHS beneficiaries are subject to worst torture by giving them dates for appointments/ diagnostic tests by maintaining a disparity of three to four months between paying patients and beneficiaries.

All this does not need any concrete evidence to establish these painful and naked facts. **For instance, appointment for endocrinology to a CGHS beneficiary will be given in Nov, 23, as on date, whereas a paying patient gets within three to four days. Similarly, the date for 2D Echo to a CGHS beneficiary, as on date, will be given in Nov/ Dec, 23, in comparison to a paying patient who will get appointment in matter of two to three days similarly, it is happening in almost all faculties.**

In this connection, I have had a very elaborate discussion with Mr Sehgal, Vice President of Medanta, Gurgaon, who was apprised in detail about this callous, unprofessional, unwarranted and unethical behavior of the Hospital towards CGHS beneficiaries about six months before. This was much before the rates for consultation/ diagnostic tests were revised. However, Mr Sehgal categorically assured me that the Hospital will ensure that this unethical discrimination is done away with immediately and that CGHS beneficiaries will be treated fully at par with other paying patients.

Unfortunately, after Revision of rates for consultation/ diagnostic tests etc, this disparity has hugely widened to an extent that it has reached incredible scales. **It is evident that Hospital Management has taken a clandestine conscious policy decision**

**It is not that the concerned CGHS authorities who are mandated to monitor that such hostile, inhuman and uncalled for discrimination**

**clearly in gross violations of the terms and conditions of MOU, are not resorted to by Hospital authorities but these officials are unambiguously hand in glove with the Hospital authorities** Otherwise, there can be no plausible reason for Hospital authorities to take recourse to such naked discrimination. In fact, we understand that it is an internal policy decision of the Hospital authorities to treat CGHS beneficiaries with a yardstick that is entirely different for paying patients.

**Under such circumstances, we seek your kind personal intervention on highest priority to ensure that there is absolutely no disparity between CGHS beneficiaries and others in any manner and that terms and conditions of envisaged MOU are fully complied with by the Hospital. Being an issue of utmost seriousness, we are confident of its immediate resolution.**

Sincerely yours



( G.L.Jogi)

Copy to

1. DR V. K..Sharma, Addl DDG HQs, for kind information and immediate n/a please.
2. AD/ CGHS ( South), R.K. puram, Sector 8, for n/ a pl.
3. Dr Naresh Trehan, Chairman/ Medanta Hospital, Gurgaon. As an eminent professional, he is requested to maintain ethical stands of this noblest profession and immediately direct his concerned officials to immediately do away with such an unethical practice that adversely dents the high reputation of the Hospital. Besides, he is requested to ensure that terms and conditions of MOU between Medanta and CGHS are strictly adhered to and not infringed upon by Medanta.