



# Sanchar Nigam Pensioners' Welfare Association

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**SNPWA/CHQ/Secy MOH&FW/Notice/25 Dated: 26th May, 2025**

**To**

**The Secretary,**  
**Ministry of Health & Family Welfare,**  
**Government of India,**  
**Nirman Bhawan, New Delhi – 110011**

## **Notice for Nationwide Protest Actions and Dharna on 11<sup>th</sup> and 18<sup>th</sup> June, 2025**

Subject: **Total Collapse of CGHS Services Following Transition from the Robust, Time-Tested NIC Platform to the Ill-Prepared, Untested, and Unvalidated CDAC Platform**

Respected Madam,

The CDAC software platform—thrust upon the CGHS system without adequate testing, training, field trials, validation, or a structured transition plan—has collapsed completely and remains non-functional at the time of this writing. The consequences of this reckless, thoughtless, and arrogant policy decision are disastrous, putting the lives of CGHS beneficiaries at grave risk.

### **The ground-level situation is as follows:**

- ***Online functioning of the system has virtually collapsed***
- ***Indenting of medicines, especially life-saving drugs, has become a nightmare.***
- ***Severe sluggishness in software performance has drastically reduced patient throughput, leading to utter chaos at Wellness Centres.***
- ***The MyCGHS 2.0 app has remained unusable for nearly a month due to persistent glitches.***
- ***Doctors are unable to select even seven medicines per prescription due to software limitations, further reducing patient care.***
- ***Patients with life-threatening illnesses are left in tears, denied critical life-saving medications.***
- ***Empanelled hospitals are unable to upload bills, resulting in the denial of credit facilities to beneficiaries.***
- ***Doctors cannot access patients' historical medical records, making continuity of care nearly impossible.***

- **Beneficiaries are being forced to visit Wellness Centres three to four times just to secure an appointment.**

*Respected Madam,*

We fail to comprehend the rationale behind abandoning the NIC platform—developed and maintained by a government agency with deep domain knowledge, decades of experience, and a proven track record in healthcare application software, particularly with regard to meeting CGHS requirements. In stark contrast, the CDAC platform, as currently implemented, lacks these critical attributes and has plunged the entire CGHS system into chaos.

This is not a ***temporary inconvenience***. It is a ***total collapse of a vital lifeline***. The sick are suffering. The dying are being denied dignity. And yet, decision-makers within the Ministry appear to be shielded in glass houses ***unwilling or unable to acknowledge the disastrous ground realities.***

Despite our repeated warnings ***through detailed letters dated 03.05.2025, 07.05.2025, 10.05.2025, and 15.05.2025, raising alarms about the lack of field trials, software validation, and adherence to prescribed protocols of transition,*** our concerns were met with contemptuous silence. Today, the system ***lies in shambles***, and the beneficiaries are paying the price ***with pain, suffering, and death.*** This is not reform—it is a regression, and an avoidable tragedy.

Given the unprecedented insensitivity, bureaucratic apathy, and sheer indifference, this Association is now compelled to launch the following ***nationwide protest actions:***

1. **Mass Demonstrations** in front of all Additional Director CGHS Offices on ***11th June 2025***. In Delhi, the demonstration will be held outside Nirman Bhawan.
2. **Mass Dharna on 18th June 2025** at the offices of CGHS Additional Directors across the country, and at CGHS Headquarters, New Delhi
3. **Press Conferences** will be organized nationwide. In Delhi, it will be held at the ***Press Club of India.***

If these steps fail to elicit decisive action by the authorities, we shall be ***forced to intensify our agitation.*** We are fully prepared to defend the rights, dignity, and lives of our members—***whatever it takes.***

#### **Our Demands:**

1. **Immediate restoration of the NIC platform, which had been serving CGHS beneficiaries reliably, until all serious infirmities and inadequacies in the CDAC platform are comprehensively and holistically resolved**

**2. A high-level inquiry into the gross mismanagement of the CDAC transition and accountability fixation to ensure such catastrophic lapses do not recur, and beneficiaries are never again held to ransom.**

This is not just a protest—it is a battle for life. And we are ready to fight it to the finish.

Yours faithfully,



(G. L. Jogi)  
Mob:9868217799  
General Secretary  
Sanchar Nigam Pensioners' Welfare Association (SNPWA)

Copy to:

1. Respected MS Roli Singh, DG/ CGHS. Madam, as head of CGHS, it is imperative and incumbent upon you to ensure seamless CGHS Services which are adversely impacted. A very decisive and swift action on your part to put a completely derailed CGHS system back on track is thus solicited from you.
2. Sh Manshvi Singh, JS (Policy). This blatant and unpardonable Policy lapse on your part, as head of the Policy, resulting in intense and unbearable suffering and agony to thousands and thousands of Beneficiaries, has to be fixed up as expeditiously as possible.
3. Dr Sateesh. Y. H., Director/ CGHS, for immediate n/ a please..
4. DCP New Delhi for information please.