



# Sanchar Nigam Pensioners' Welfare Association

Reg. No: SOCIETY/WEST/2021/8902564

CHQ: B-11/1, Ramesh Nagar, New Delhi-110015, India

 [snpwachq.com](http://snpwachq.com)

 [snpwachq@gmail.com](mailto:snpwachq@gmail.com)

**K.D Sebastian**

CHQ President

+91 9447144100

**G.L.Jogi**

General Secretary

+91 9868217799

**S.S. Rajput**

Treasurer

+91 9413394204

**SNPWA/ CHQ/ Secy MOH& FW/4/25. Dated 7th May, 25.**

**To**

**Ms Salila Srivastava,  
Secretary- MOH& FW.  
New Delhi.**

**Subject: Acute Crisis in CGHS – Cancer, Renal, Cardiac and Chronic Patients Left Helpless Due to Systemic Collapse and Official Arrogance and total lack of professionalism\* \*JS/ Policy has wreaked havoc by disrupting and crippling CGHS healthcare system through his reckless, highly ill-conceived and unprofessional decision of transitioning to an underprepared and untested CDAC HMIS Software**

Respected Madam,

With deep anguish, we bring to your urgent notice the grave and miserable plight of thousands of CGHS beneficiaries—especially cancer, renal, cardiac, and other chronic disease patients—who have been mercilessly left to their fate due to the total breakdown in supply of life-saving indented medicines for the past 8–9 days.

This unimaginable suffering is not due to any natural disaster, but result of the obstinate and arrogant behavior of one individual—the \*Joint Secretary (Policy)\* in your ministry—who has blocked all appeals for remedial action. Despite strong protests from the beneficiaries and repeated red flags raised by senior CGHS officials who understand the ground realities, this officer continues to remain unmoved and unaccountable.

Our Association had already forewarned your Ministry to exercise utmost caution during the transition from the NIC to the CDAC platform. However, this officer chose to ignore every single voice of reason. Today, as Rome burns, he plays the flute—while lives are being lost and CGHS stands discredited.

This is not just an administrative failure; it is a humanitarian disaster in the making. We urge you to immediately rein in this officer whose actions, driven by misplaced ego, are bringing shame to

CGHS and irreparable harm to the very citizens and discrediting and bringing huge disrepute to the government which is duty bound to duty to protect senior citizens.

**We demand immediate restoration of Indenting of medicine supply chain and a thorough inquiry into how one man's obstinacy and lack of professionalism is being allowed to derail an entire healthcare system.**

Sincerely Yours



(G. L. Jogi)  
General Secretary, SNPWA

Copy to

1. Ms Roli Singh, DGCGHS. We urge upon you dispassionately to effectively intervene, and, as an interim measure, start. NIC Platform parallel immediately to ensure that Beneficiaries, who are being held to ransom by introducing a malfunctioning Software, get immediate relief from misery and distress that they are undergoing.
2. Mr Manshvi Singh, JS/ Policy, for information pl
3. Dr Sateesh. Y.H. for information pl