



Sanchar Nigam Pensioners' Welfare Association

Reg. No: SOCIETY/WEST/2021/8902564

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SNPWA/ CHQ/M(F)/2/24

Dated 16th Aug, 24.

To

1. Sh Manish Sinha,

M(F)/ DOT, Sanchar Bhawan, New Delhi.

2 Sh. Robert Jerard Ravi

CMD/ BSNL, New Delhi

Subject: Interim Period Between Surrender of MRS Card and Receipt of CGHS Card

Sir,

It is a matter of great concern that there is a significant interim period, often spanning several weeks, between the surrender of the Medical Reimbursement Scheme (MRS) card and the receipt of the Central Government Health Scheme (CGHS) card. The current process involves obtaining a mapping letter from the CCA, which is issued only after the required application is submitted post-MRS card surrender. This mapping letter is necessary before the payment process and admission to the CGHS can take place. As a result, the entire process can take several weeks, if not months.

Unfortunately, during this transition period, there is a high risk that aged beneficiaries may fall ill, sometimes severely. Recently, there was a case where a retired person had to undergo urgent treatment costing over nine lakhs during this interim period. With no agency assuming responsibility, this is a deeply distressing situation that has arisen through no fault of the individual concerned.

It is imperative that a mechanism is established to address such situations. We urge you to implement an appropriate system within either BSNL or DOT to provide required medical assistance to those in need during this transition period, rather than washing hands off citing technicalities.

We request your immediate attention and action on this matter.

Kind regards,

Sincerely yours

A handwritten signature in blue ink, appearing to read "Jogi".

G. L. Jogi

General Secretary