



Sanchar Nigam Pensioners' Welfare Association

Reg. No: SOCIETY/WEST/2021/8902564

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SNPWA/ CHQ/ Secy, MOH & FW/5/25.

Dated 13th May, 25

To

MS Salila Srivastava, Secy/ MOH& FW,
MOH & FW,
New Delhi – 110011

Sub: Continued Intense and unbearable Suffering of Senior CGHS Beneficiaries, escalated by issuing an Appalling, Primitive and Retrograde Order, dated 09.05.2025, – Immediate Personal Intervention and Corrective Action action solicited

Respected Madam

We write this letter with a deep sense of anguish, disgust and indignation. at the continued apathy, indifference, insensitivity and lack of earnestness on the part of the CGHS Establishment in your Ministry in addressing the acute and escalating hardships faced by our senior and ailing CGHS Beneficiaries. These are retired Central Government servants who served the nation with integrity and commitment — **most of whom are now grappling with chronic and life-threatening illnesses including cancer, cardiac ailments, renal failure, Neurological disorders and other critical health conditions.**

Directing these feeble and ailing Beneficiaries to Procure life savings drugs, whose cost in many cases runs into lakhs, from the market, and then, run from pillar to post, to get these bills reimbursed manually is nothing but cruelty of worst kind, and that too, when **the Hon PM has been, time and again, emphasising to streamline healthcare towards Senior Citizens.**

The aforesaid atrocious order, which drags us back 25 years to manual obsolete system, reflects nothing but sadistic, insensitive and callous attitude of CGHS Authorities. The order not only corroborates miserable and total failure of CDAC platform but also establishes obsolete mind set of the concerned authorities in switching over from seamlessly and robust working NIC Digital platform to a Primitive system of manual disbursement of bills which takes years.

Despite multiple written representations, apprising of acute distress and agony that beneficiaries have been subject to, the Ministry has chosen to remain unmoved. Instead a deliberate silence

prevails — while patients continue to suffer, and in some cases, **die without timely access to life-saving medicines.**

We are direct witnesses to this suffering. Patients are being asked to spend lakhs of rupees out-of-pocket for essential medicines, with only a vague assurance of reimbursement after years of struggle — and even that involves dragging themselves, often in severely weakened conditions, through a maze of bureaucratic gates, files, and faces. All this agony appears to be inflicted simply to serve the ego of one or two officials who remain obstinate, defiant and arrogant, as if convinced that age and illness will never touch them or their families. **This is not administration of Justice — this is unleashing abject cruelty, never ever witnessed before**

We have repeatedly and respectfully requested that the Ministry revert, at least temporarily, to the earlier NIC platform until the CDAC system is fully developed, tested, and proven to function reliably*. This is not a matter of ego for us. It is a matter of life and death for those we represent. We cannot, and will not, close our eyes to the pain of our dying brethren, many of whom suffer in silence while the system continues to fail them without remorse.

Opaque functioning of CGHS seems to be the order of the day and Transparency is Anathema to CGHS Authorities. This is evident, that despite repeated pleas to address serious infirmities in CDAC, which is crippled for more than two weeks now, no attempt is being made to reach out to the representatives of the stake holders to allay their lurking and deadly life threatening apprehensions

Madam, this is our final and most earnest appeal to restore sanity and sensitivity to the system. If no immediate corrective measures are taken, **we will be compelled to resort to further strident action, including sustained protest campaigns and actions, as our duty to protect the rights and dignity of our members takes precedence.** We are undoubtedly old, ailing, and many of us incapacitated, but not dead, and will not allow ourselves to be ruthlessly trampled over.

We urge you to take decisive steps today — not tomorrow — to restore the faith of lakhs of CGHS beneficiaries who are fast losing hope.

Enough damage has been done. Let humanity prevail.

Believe this representation receives your very serious Personal Consideration and will not be disposed off in the cryptic usual bureaucratic style.

Yours sincerely



G. L. Jogi

General Secretary

Copy to

1. Sh P. K. Mishra, Principal Secy to the Hon PM. He is kindly requested to take immediate Cognisance of the serious issue that has severely incapacitated ailing Senior Citizens.
2. Sh T.V. Somanathan, Cabinet Secy/ G.O.I, Sir, the opaque functioning in CGHS HQs can be easily assessed by you from the fact that your office directed MOH& FW to respond to two important issued raised by us with your office. More than two months have elapsed and no response till date is received from MOH& FW.
3. Respected MS Roli Singh, DG/ CGHS, for immediate n/ a pl
4. Sh Manshvi Singh, JS(Policy), for immediate n/ a pl
5. Dr Sateesh, Y. H. , Director/ CGHS, for immediate n/ a pl.