



Sanchar Nigam Pensioners' Welfare Association

Reg. No. SOCIETY/WEST/2021/8902564

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SNPWA/ CHQ/ AS& DG-CGHS/6/ 25 dated 4th June, 25.

To

**Smt. Roli Singh ji, IAS
Director General
Central Government Health Scheme (CGHS)
Ministry of Health and Family Welfare
New Delhi**

Sub: **Expression of our deepest gratitude for your compassionate leadership and prompt action on CGHS grievances**

Respected Madam,

We write to you today not merely with words, but with emotions that pour straight from the depths of our hearts. At the end of a long, trying, and painful chapter for thousands of senior citizens under CGHS—marked by weeks of chaos and agony owing to the hasty transition from the NIC platform to CDAC—we finally see a new dawn of hope, humanity, and healing. And the radiant light of that dawn is you, Madam.

Your patient, thoroughly professional, thoughtful, and above all, genuinely compassionate engagement with the representatives of SNPWA has left us overwhelmed. Today, we reciprocate your gesture with more intensity than with which we had fought the issue—because we have finally met a leader who not only hears, but truly listens, who not only understands, but acts, and who not only commands respect but inspires trust.

Madam, your ability to instantly grasp every single one of the 26 burning issues we placed before you—and to issue immediate, unambiguous, and time-bound directions to concerned officers—was nothing short of extraordinary. In all our long innings in trade union and welfare activities, we have seldom, if ever, encountered such rare administrative acumen combined with authentic empathy.

Your on-the-spot instructions to departmental officers to submit detailed action reports within a defined timeframe reflect your no-nonsense resolve. ***Your words carried weight, sincerity, and the unmistakable ring of truth. It was clear to us—you mean business. Your sincerity***

shone through, and that alone was enough to convince us to unconditionally withdraw our proposed protest programmes slated for the 11th and 18th of June 2025

.How we wish we had the good fortune to meet you earlier. The sufferings of countless CGHS beneficiaries might have been alleviated much sooner. But as they say, “Better late than never”—and we are grateful beyond words that destiny finally brought us to your door.

What moved us the most, Madam, was your visionary promise of devising an efficient, streamlined mechanism for the home delivery of branded life-saving medicines to the sick and bedridden. That commitment is nothing short of a lifeline to the most vulnerable among us, and your heartfelt concern for the suffering has etched a permanent place in our collective memory.

Madam, words are but pale shadows of what we feel today. Our gratitude knows no bounds. You are not just an officer—you are a gem, a rare and radiant example of what leadership in public service should truly be. We, on behalf of every CGHS beneficiary, bow in gratitude and admiration.

With respectful regards and profound appreciation,

Yours sincerely,



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

Copy to:
Respected Madam **Salila Srivastava, Secy/ MOH& FW**, for kind information pl.