



Sanchar Nigam Pensioners' Welfare Association

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SNPWA/Secy/MOH&FW/3/21

Dated 15th July,21.

To

Sh. Rajesh bhushan,
Secretary/MOH&FW,
Nirman Bhaan, New Delhi 110001.

Sub; Intense and unprecedented suffering being faced by CGHS beneficiaries on account of switch over from UTIL to NHA IT platform for billing purposes. Innumerable glitches and flaws in the NHA IT platform are creating hell for CGHS beneficiaries. Immediate intervention requested. Till newly introduced NHA platform becomes foolproof and flawless and existing technical glitches are overcome, existing UTIL payment mode should be allowed to continue.

Respected sir

While it is a matter of pride that CGHS is trying to introduce technological innovations in its functioning to ensure that beneficiaries get hassle free and expeditious services, in the instant case of CGHS switching over from its existing UTIL mechanism to a newer innovative mechanism, NHA, have proved, to say the least, counterproductive and futile, since the switch over to new mechanism has been done without adequate technological preparations and without going in for an extensive on field testing of the mechanism before introducing it. Such innovative mechanisms are generally introduced after ensuring that technologically the new system is free of glitches and severe technological infirmities. Generally, before introducing such mechanisms on a pan India basis, the system is tested by introducing a pilot project in a specific area in order to get acquainted fully with the infirmities and inadequacies that it is suffering from.

Switching over to NHA platform in utter haste and without subjecting the mechanism to rigorous monitoring before introducing it has naturally led to intense suffering to the beneficiaries because the new mechanism is full of infirmities and the empanelled hospitals which are already twisting the arms of beneficiaries have been given yet another tool by CGHS to harass, torture and further make them miserable. Huge numbers of Hospitals throughout the Country have further started torturing beneficiaries by making them to wait for hours together and finally sending them home on the grounds that they are unable to bill since the new system is full of technical inadequacies and glitches.

Sir, was it not the bounden duty of the concerned officials to fully ensure that the new NHA platform functions smoothly and is free of technical glitches before switching over to new mechanism. **Sir, while the Hon'ble PM is time and again reiterating and sternly instructing all the ministries and departments to ensure that senior citizens are not subject to any kind of undue harassment, it appears that concerned officers of CGHS in HQs are further compounding their existing huge insurmountable problems that they continue to face and which are not being at all addressed by CGHS hqs.** Regarding those innumerable hassles that they are currently facing, we will be submitting a detailed note. Sir, CGHS has to come out of deep rooted bureaucratic functioning that it engulfed in, become proactive and responsive towards the needs of the beneficiaries, professionalize itself, introduce a very stringent and foolproof monitoring mechanism to ensure that empanelled hospitals implement in totality the guidelines/instructions issued by CGHS from time to time, and don't treat these instructions as scraps of paper that empanelled Hospitals are generally doing now and which is acutely aggravating intense suffering that the beneficiaries are going through.

Just to quote an example in order to corroborate what we have mentioned, BEE ENN hospital at Jammu, which is devoid of adequate infrastructure, has been time and again harassing the beneficiaries by making them to wait for hours together and finally asking them to return because of their inability to bill because of technical glitches being faced by them. This is despite the fact that Jammu has one of the most outstanding and extraordinarily responsive, talented, ever helpful and professional type CMOs, but she too finds herself handicapped because of the inherent technical infirmities in the newly introduced system.

Respected Sir, to provide immediate relief to the sufferings that beneficiaries are subject to by the Hospitals in the name of so called flaws in billing, it would be most appropriate to run both the billing platforms in parallel till all the inherent existing technical glitches in the NHA platform are addressed in their entirety and Hospitals do not get further scope to resort to intense arm twisting of beneficiaries that they are presently resorting to. In the meantime, all the CMOs and their respective ADs must be sternly directed to ensure that beneficiaries don't encounter the kind of acute suffering and torture that they have been confronting since introduction of NHA mechanism. We are pretty confident that this issue will be treated with the kind of seriousness and urgency that it deserves and addressed on highest priority for obvious reasons.

With kind and warm regards,

Sincerely Yours,



(G.L.Jogi)

Copy to

- 1. Sh. Alope saxena DG/CGHS. He is requested, as head of CGHS, to get the entire issue thoroughly investigated as to why the new mechanism was introduced in utter haste, without adequate extensive preliminary scrutiny, and take very expeditious action to mitigate the huge suffering that the beneficiaries have been experiencing since switch over to NHA mechanism. It is really incomprehensible as to why the fields units have not send the required feed back to the concerned authority. In many cases, sir, due to non admission of critical patients by empanelled Hospitals, on grounds of flaws in new mechanism of billing, the situation is becoming life threatening. We have two solid instances in Odisha where critical patients were blatantly denied admission by empanelled Hospitals. Thus, it is requested to act as swiftly as possible to ensure that an already volatile situation does not keep on escalating and aggravating further to the extent where it results in loss of human life.**
2. Dr Sanjay Jain, Director, CGHS, for immediate n/a please.
3. Dr G.D. paliya, Additional Deputy Director General, CGHS, HQs, for information and immediate n/a please.

4. Dr Arvind kumar, Additional Director General/Administration, CGHS Hqs for information and immediate n/ a please.
5. Dr Leisha Dharan, Sr CMO incharge, CGHS Directorate, New Delhi.