



Sanchar Nigam Pensioners' Welfare Association

Reg. No: SOCIETY/WEST/2021/8902564

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SNPWA/CHQ/AS & DCGHS/2/26

Dated: 26th May, 2026

To
Dr. Sunil Barnwal
AS & DG, CGHS
New Delhi

Sub: **Inhuman Hardship Inflicted on Paralysed, Bedridden, Incapacitated and Handicapped CGHS Beneficiaries Due to Mandatory Physical Presence for Photograph Capture – Calls for Immediate Corrective Action**

Sir,

We are constrained to express our strongest protest and deep anguish over the *continuing insensitive and inhuman insistence by the CGHS establishment on the physical presence of paralyzed, bedridden, handicapped and incapacitated senior citizen beneficiaries at HCOs merely for capturing photographs for OP treatment* under the CDAC platform.

This serious issue was specifically raised by SNPWA during our agitational programme in June 2026 and was personally discussed with your predecessor, Ms. Roli Singh, during the chaotic transition from the NIC platform to the CDAC platform, which virtually resulted in the collapse of CGHS services for a considerable period, holding beneficiaries to ransom* . At that time, the *gravity of the issue was acknowledged by your predecessor, who was genuinely concerned and involved in a very positive and meaningful manner to streamline complex issues within a time-bound framework. Quick redressal was assured and was also forthcoming to a considerable extent. In fact, Ms. Roli Singh was so deeply concerned that a comprehensive follow-up action plan was issued and implemented in a very substantial manner.

However, the present situation and the pathetic scenario confronting our incapacitated colleague-beneficiaries suffering from advanced terminal diseases such as cancer, dementia, neurological disorders, Parkinson's disease, chronic kidney disease, paralysis, brain haemorrhage, cardiovascular ailments and numerous other serious illnesses, being ruthlessly dragged on stretchers and wheelchairs merely to capture a photograph for continuation of OP treatment and supply of medicines, is nothing short of highly condemnable and deplorable.

In most such cases, **these seriously ill beneficiaries visit the OP departments only for continuation of prescriptions and uninterrupted supply of medicines already advised by**

the treating specialists, and not for any physical examination by the specialist doctors at the HCOs. Subjecting such frail and completely incapacitated senior citizens to avoidable travel, physical strain, humiliation and trauma merely for photograph capture reflects total insensitivity and callousness on the part of the authorities concerned.

The mental agony and torture to which these beneficiaries and their helpless family members are being subjected is simply unpardonable.

It is shocking that a welfare-oriented health system meant for senior citizens and seriously ill beneficiaries has become so mechanically insensitive that even the most humane exceptions are denied in practice. Such insistence completely disregards human dignity, medical realities and the very principles of compassionate governance.

We fail to understand why, despite repeated representations and assurances, CGHS has not evolved a simple and humane mechanism such as digital submission of photographs, prescription/ certification by the treating doctors, home-based verification, etc for identification. The continued delay reflects very poorly on the responsiveness and humanitarian approach of the system towards suffering elderly beneficiaries.

SNPWA, therefore, urges your immediate personal intervention to end this avoidable cruelty and to issue clear instructions, without any further delay, so that bedridden and incapacitated beneficiaries are not subjected to further humiliation, physical suffering and mental agony.

An immediate and compassionate resolution alone can restore the confidence of suffering senior citizens in the CGHS administration.

Regards

Yours sincerely,



(G. L. Jogi)

Copy to

1. MS Salila Srivastava, Secy/ MOH& FW. Immediate personal intervention and resolution of this highly humane issue where incapacitated beneficiaries and their families are ruthlessly tortured is requested and badly required.
2. Dr MS Vinod Korwal, AS/ DG HS, for n/ a pl.
3. Mr Manashvi Singh, JS/ Director (policy), for immediate n/ a pl.
4. Dr Sateesh. Y. H, Dir/ CGHS, for immediate intervention and n/a pl.