



# Sanchar Nigam Pensioners' Welfare Association

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SNPWA/CHQ/Secy MOH& FW/3/2026

Dated: 2nd September 2026

To

MS Punya Salila,

Srivastava, Secy/MOH& FW, Kartavya Bhawan, ND

**Sub: profound and sincere gratitude for significant, radical and groundbreaking reform in CGHS- decentralisation of powers to ADs on selective basis**

**Respected Madam,**

On behalf of the **Sanchar Nigam Pensioners' Welfare Association (SNPWA)** and, more importantly, on behalf of the vast community of CGHS beneficiaries whom we represent, we wish to place on record our **sincere appreciation and profound gratitude** for the recent instructions substantially decentralising powers within the CGHS to streamline existing complex STC Mechanism

This much awaited radical policy reform undoubtedly paves the way for bringing about drastic and very significant improvisation over the existing complex, cumbersome and time consuming process of seeking approvals from the so called STCs. **Needless to say, STCs are huge and biggest obstacles in administration of fast medical relief to the beneficiaries, full of bureaucratic red tape. In that context, this critical reform surely paves the way for getting rid of STCs completely, in due course of time, and beneficiaries getting timely approvals for treatment of life threatening diseases which today is a real nightmare**

**Delegating powers to ADs for approval of selected STC cases is thus a very pragmatic reform, particularly when viewed in the context of Oft-repeated emphasis of the Hon PM to streamline procedures and get rid of colonial bureaucratic red tape of which STCs of CGHS are a glaring example.**

We are particularly grateful to **Joint Secy, Sh Manshvi Singh, Director/CGHS, Dr Sateesh. Y. H. CGHS**, for having demonstrated the vision, policy resilience and administrative courage to bring about this important change. Decentralisation necessarily involves placing greater responsibility and accountability upon the field authorities, and the decision reflects a welcome confidence in the

professional judgement of the Additional Directors and other officers entrusted withdrawal these powers.

We would also like to place on record **our appreciation of the senior officers and immediate subordinates of the DG CGHS who have worked on the issue and contributed to translating this policy decision into a practical administrative mechanism.** Their efforts deserve special recognition because meaningful reform ultimately depends not merely upon taking a policy decision but upon designing a workable system for its implementation at the ground level.

We recall, in this context, the detailed discussions our Association had with **Ms. Roli Singh, the then AS/DG, CGHS** , about this very issue nearly a year ago. The matter was discussed at considerable length, and the need for decentralisation and simplification of the existing procedure was clearly recognised. It is therefore particularly gratifying to see that the idea has now found concrete expression in the form of these latest instructions.

We also wish to make a special mention of **Dr. Jagdeeshan, Joint Director/Grievances, South Zone, CGHS**. His accessibility, understanding of the practical difficulties faced by beneficiaries and willingness to engage with their genuine concerns have always been deeply appreciated by us. His contribution to the process of making CGHS administration more beneficiary-friendly deserves our sincere acknowledgement. **This Association has found him exceptionally accessible and forthcoming as and when accessed and his contribution in policy formulation of CGHS is commendable.**

We believe that this decision marks an important step towards **“ease of access to healthcare ”** for CGHS beneficiaries. We sincerely hope that the delegated powers will be exercised with due sensitivity, speed and accountability, so that the very purpose of decentralisation ; **bringing decisions closer to the beneficiary and eliminating avoidable procedural delays;** is fully realised.

SNPWA has always believed that constructive engagement between the administration and beneficiaries is the best route to improving public healthcare delivery. We assure the CGHS authorities of our continued cooperation and support in all initiatives aimed at making the Scheme more responsive, transparent and beneficiary-friendly.

With very warm regards and sincere appreciation,

Yours Sincerely



G. L. Jogi

Copy to

1. Sh J.P. Nadda, Hon MOH& FW, for kind information pl
2. Dr Sunil Barnwal, AS& DG/ CGHS, for kind information pl
3. Sh Manshvi Singh, Jt/Sey, for kind information pl
4. Dr Sateesh. Y. H. Director/ CGHS, for kind information pl..