



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

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No.AIBSNLREA/CHQ/2023/85

Date:30th October 2023

To

Ms. Roli Singh,
Addl. Secretary & Director General,
Central Government Health Scheme,
New Delhi.

Sub: Unfair situation wherein the pensioner or his authorized representative is compelled to be physically present for collecting sanction letter for purchasing hearing aid

Madam,

It has been brought to our notice that a pensioner was directed to be physically present or send his authorized representative to collect the sanction letter from the AD East Zone for purchase of hearing aid, thereby causing delay in issue of approval as well as mental agony to the pensioner.

2. The comprehensive guidelines for obtaining hearing aids by a CGHS beneficiary issued by Department of Health & Family Welfare vide its OM No.S.11011/37/2019-EHS dated 1st December 2020, provides that "The permission to procure hearing aids shall be granted by the Additional Director (Zonal) of CGHS-Zonal office in case of CGHS pensioners beneficiaries, and by the Head of Department/Office in case of serving employees and CGHS beneficiaries of Autonomous bodies on the basis of recommendation of a CGHS/Government ENT SPECIALIST/ENT specialist of CGHS/CS(MA) empanelled hospital and an 'undertaking' that the beneficiary has not been reimbursed the cost of hearing aids in the preceding five year." The guidelines nowhere specify that the application along with recommendations of the ENT specialist should be submitted in person or that the pensioner should appear physically before the AD concerned for collecting the sanction letter. When the application along with recommendation of the ENT specialist is routed

through the CMO of the Wellness Centre and when there is every possibility of routing the sanction letter through the CMO of the Wellness Centre, the need for the pensioner to be physically present before the AD concerned or send his authorized representative looks unnecessary and will serve no purpose other than harassment of the pensioner. It cannot be also expected that pensioners residing in places other than the AD Headquarters should travel long distances to present themselves before the AD. In the instant case, the pensioner had to send authorization through a representative and then only the sanction letter was prepared and issued, resulting in a delay of more than a month.

3. We therefore request you to kindly look into the matter and issue necessary instructions to all ADs that physical presence of the pensioner for issue of sanction letter for purchase of hearing aids should not be insisted upon and that the sanction letter should be issued without any delay.

With kind regards,

Yours sincerely,



(R.R.Balasubramanian)
General Secretary