



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

Flat No.6, Second Floor, Subiksha Apartment,
10/41, Sowrashtranagar 7th Cross Street, Choolaimedu, Chennai – 600094
Email: gensecaibsnlrea@yahoo.com

President

V. Chinnappiah
(M) 9444003300

General Secretary

R.R.Balasubramanian
(M) 9486100613

Financial Secretary

Awadesh Sharma
(M) 9968630008

No.AIBSNLREA/CHQ/2023/28

Date:10th March 2023

To

Shri S Gopalakrishnan,
Special Secretary & Director General,
Central Government Health Scheme,
New Delhi.

Sub: Suggestion for stringent terms and conditions of MOA for empanelment of Health Care Organisation (HCO) under CGHS to protect beneficiaries from harassment by private hospitals

Sir,

It is heartening to learn from Media reports that revising the CGSH rates for empanelled private hospitals is on the cards, in order to attract more bigger private hospitals to join CGHS.

2. Some Groups of Private hospitals were pressing for revision of CGHS rates in the background a numerous complaints against private empanelled hospitals regarding refusal of admission, denial of credit facility, non-honouring the permission letter issued by CMO in-charge of CGHS Wellness Centres, denial of admission even in emergency on the plea of non-availability of beds, refusal for conducting investigations as advised by Government Specialist and misbehaviour by the treating doctor. A few of these complaints had been considered and acted upon by the Government by imposing 15% PBG as Liquidated Damages on the erring hospitals.

3. While majority of the affected CGHS beneficiaries preferred not to register a complaint for obvious reasons, a host of other such behaviour by the private hospitals are also being reported, which include demanding more payment over and above the CGHS rates for the procedures and implanted devices, allotting a lesser category ward than

eligible and treating the CGHS beneficiaries like second class citizens compared to other patients.

4. Issuing a warning letter or imposing 15% PBG as Liquidated Damage which normally amounts to Rs.1,50,000/- or Rs.75,000/- will never have the effect of mending the erring hospitals. While there is pressing need for adding more empanelled hospitals, care needs to be taken to ensure that the hospitals do not harass the CGHS beneficiaries. Ering hospitals can be made to behave only if stringent terms and conditions are included in the MOA, providing for foregoing of full PBG, additional penalty, termination of MOA and reporting every such case to the Human Rights Commission.

5. While majority of the empanelled hospitals are already providing quality medical care to the CGHS beneficiaries, we believe that others will fall in line both due to the impending revision of CGHS rates and in case of stringent terms and conditions. We therefore suggest that the MOA be duly modified and all empanelled hospitals be asked to sign MOA afresh in view of the revision of CGHS rates, which will lead to hassle free medical treatment to the CGHS beneficiaries.

With kind regards,

Yours sincerely,



(R.R.Balasubramanian)
General Secretary

Encl: As above

Copy to:

1. Dr. Bharati Pravin Pawar,
Minister of State (Health), GOI.
2. Prof. Ram Gopal Yadav,
Chairman,
Dept. related Parliamentary Standing
Committee on Health and Family Welfare.