



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

Registered under Societies Registration Act XXI of 1860 vide Govt. of NCT Delhi No. S/RS/SW/1161/2014
[Registered under Pensioners Portal vide DoP&PW letter No. 4(4)/2021-P&PW(H)7311 dated 04.01.2024]

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No.AIBSNLREA/CHQ/2025/34

Dated: 6th May 2025

To

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

Sub: Continuing difficulties faced by CGHS beneficiaries for more than a week after implementation of HMIS developed by CDAC for CGHS.

Madam,

You would be already aware of the chaos arising from the implementation of HMIS developed by CDAC, replacing the existing software system. This has caused significant suffering for the CGHS beneficiaries, starting from inability to login into the new website, inability to book appointments, appointments booked after great struggle not showing in the Wellness Centre requiring to book again at the counter, the doctors not able to see the patients due to non-opening/slowness of the system, inability to prescribe and supply medicines and making referrals. Add to this, the doctors and pharmacists reportedly struggle to handle the new software leading to delay in the consultation process.

2. The CGHS beneficiaries, particularly the pensioners, waited with patience despite all the difficulties, expecting the teething issues to be resolved. Though the new software was made operational on 28.04.2025, the difficulties caused by it continue unabated, as per reports we receive from some cities, particularly from Kolkata. The experience of the pensioner beneficiaries visiting the wellness centres in the Headquarters – Delhi is not different either.

3. While teething issues are expected with any system change, the prolonged resolution time in this case is unacceptable, as it directly affects the health of thousands of

CGHS beneficiaries. Patients with chronic illnesses have been left without their essential medicine for over a week, putting their lives at risk.

4. We therefore request your personal and urgent attention to the matter and to cause immediate resolution of the above-mentioned issues, in order that all the efforts put in for switchover to the new system do not become futile, drawing flak from all the stake holders viz. the CGHS beneficiaries, the doctors and the pharmacists, not to speak of the HCOs.

With kind regards,

Yours sincerely,

Handwritten signature in blue ink, appearing to read 'R.R. Balasubramanian', with the date '6/5/25' written below it.

(R.R. Balasubramanian)

General Secretary

Copy to: Shri V. Srinivas,
Secretary (Pension), DoP&PW.