



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/2024/15

Date: 26th February 2024

To

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

Sub: Simplification of the Referral system under CGHS – as recommended by the Parliamentary Standing Committee on Health & Family Welfare

Ref: 1. Our letter No.AIBSNLREA/CHQ/2023/23 dated 29th June 2022

2. Recommendations of the Parliamentary Standing Committee on Health & Family Welfare – Report No.155

Sir,

This Association had submitted several suggestions for improvement of CGHS functioning vide our letter cited under Reference 1 above, wherein we had specifically suggested under Sl.No.5 that “Although computerization of CGHS services has been done long back with improvements being made progressively, still in many places the pensioners are required to shunt between the Wellness Centre and the Empanelled hospital several times for getting approval for each and every referral for investigations, procedure and admission. Instructions may be issued for compulsory use of online referrals and approvals in order to relieve the ailing pensioners of the unwarranted additional pain.” We had submitted a copy of the letter to the Chairman, Dept. related Parliamentary Standing Committee on Health and Family Welfare. In response, we were informed by CGHS that “as policy matters are under the jurisdiction of higher authorities of Ministry of Health & FW which will be intimated to the notice of the competent authorities for necessary action.” Later, this issue was the subject matter of one of the Resolutions passed in the All India Conference of this Association held in Kolkata in January 2023 and was submitted to the Hon’ble Prime Minister of India for consideration.

2. We are happy to find that the Dept. related Parliamentary Standing Committee on Health and Family Welfare, in its Report No.155, has recommended under Para 2.11.2 that **“The Committee has, however, learnt that as per present practice, even after obtaining a referral in the first instance, if the consultant in the private hospital prescribes any tests/investigation/treatment, the beneficiary is required to report back to the dispensary and get that prescribed tests/investigation/treatment endorsed from the CGHS doctor. The Committee feels that the present referral system is cumbersome, which only inconveniences the beneficiaries and adds to the woes of a patient with poor health. The Committee recommends the Ministry devise appropriate solutions to simplify the referral system so that a beneficiary is not required to visit the CGHS dispensary multiple times just to get the prescribed tests done following a referral in the first instance.”** This recommendation vindicates our reasoning while submitting the suggestion.

3. We would therefore request that the said recommendation of the Committee be implemented immediately as the entire referral system is already computerized with on-boarding of all the HCOs and this will not involve any additional effort or expenditure.

With kind regards,

Yours sincerely,


26/2/24

(R.R.Balasubramanian)
General Secretary

Encl: As above

Copy to:

1. Dr. Bharati Pravin Pawar,
Minister of State (Health), GOI.
2. Shri Bhubaneswar Kalita,
Chairman,
Dept. related Parliamentary Standing
Committee on Health and Family Welfare.