



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]

Flat No.6, Second Floor, 10/41, Sowrashtanagar 7th Cross Street, Choolaimedu, Chennai – 600094

Email: gensecaibsnlrea@yahoo.com

Website: <https://www.aibsnlrea.org>

President

V. Chinnappiah
(M) 9444003300

General Secretary

R.R.Balasubramanian
(M) 9486100613

Financial Secretary

Awadesh Sharma
(M) 9968630008

No.AIBSNLREA/CHQ/2024/32

Dated: 16th May 2024

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

Sub: Difficulties faced by CGHS beneficiaries served by Gaya, Darbhanga, Muzaffarpur and Chhapra wellness centres under AD CGHS Patna

Madam,

We would like to draw your kind attention to the O.M. issued by AD CGHS Patna vide No.42-1/2023/CGHS/PAT/MSD/ALC/2023-26/2996-3000 dated 29.12.2023 [copy enclosed], informing all the beneficiaries availing medical care from the Wellness Centres outside Patna, i.e Gaya, Darbhanga, Muzaffarpur and Chhapra that in view of non-extension of approval earlier granted to the Authorised Local Chemist, indented medicines could not be supplied to the beneficiaries and therefore 'allowing them to purchase' medicine prescribed by CGHS doctor from local market. This procedure of purchasing the prescribed medicine from local market and submitting claim for reimbursement to the CGHS through the CMO in charge of the concerned wellness centres, came into effect from 1.1.2024.

2. The beneficiaries are to submit such reimbursement claims in the Reimbursement Claim Form, along with copy of CGHS card of principal card holder as well as the patient and original bills/cash memo/vouchers. In addition, Mandate Form provided by Bank or

Cancelled cheque is to be submitted with each such claim. All the documents are required to be submitted in 2 sets, one original and one photocopy.

3. The pensioner beneficiaries served by these wellness centres are facing huge difficulties due to this procedure. Unlike in previous days when they had to visit the wellness centres only twice - for consultation and then collecting the indented medicines, now they are required to visit several times, first to get the medicines prescribed, second visit after purchasing the medicines to get them checked and verified by the Wellness Centre if these are as per the prescription, the third visit to submit the medical claims and another visit to rectify mistakes in the claim pointed out by the wellness centre. And the beneficiary has to run from one pharmacy to another when any of the prescribed medicines is not available with them. Also, the amount is not reimbursed immediately. The hassles of preparing the claim, filling out the form, organizing all the documents and attaching cancelled cheque with each and every claim, for both the principal card holder and the dependents, add to the physical sufferings of the aged pensioners.

4. We would therefore request you to kindly intervene immediately and cause early appointment of an Authorised Local Chemist to supply the required medicines to Gaya, Darbhanga, Muzaffarpur and Chhapra wellness centres, so as to end the sufferings faced by the pensioner beneficiaries during the past several months.

With kind regards,

Yours sincerely,



(R.R. Balasubramanian)
General Secretary

Encl: As stated

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