



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

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No.AIBSNLREA/CHQ/2023/18

Dated: 3rd February 2023

To

Shri Narendra Modi,
Hon'ble Prime Minister of India,
South Block,
New Delhi-110001

Sub: Grievances of the absorbed BSNL IDA pensioners- Resolutions adopted in the All India Conference of AIBSNLREA held at Kolkata on 7th and 8th January, 2023 seeking intervention of Hon'ble Prime Minister of India in respect of " Improvements required in CGHS functioning – Increasing number of empanelled hospitals, number of wellness centres, online CMO approval of investigation advised by empanelled hospitals."

Hon'ble Sir,

In the recently concluded All India Conference of this Association held at Kolkata on 7th and 8th January 2023, in which a large number of delegates from all over the country participated, widespread frustration and disappointment were expressed by many of the participants due to non-settlement of grievances of the pensioners in general and BSNL IDA pensioners in particular. The Conference also discussed about the financial crisis faced by BSNL in spite of two Revival Packages announced by the Government and identified certain areas in which specific action by the Government is considered crucial.

2. The Conference was unanimous in deciding to seek the intervention of Hon'ble Prime Minister of India to get these issues resolved, since the concerned Ministries/Departments in many instances close the grievance with irrelevant replies rather than attempting to resolve them. The Conference adopted as many as 16 Resolutions on different issues and we now take this opportunity to submit the Resolution No. 13, which pertains to Department of Health & Family Welfare, regarding **Improvements required in CGHS functioning – Increasing number of empanelled hospitals, number of wellness centres, online CMO approval of investigation advised by empanelled hospitals**, detailed in the enclosed resolution for your kind consideration and advising DoH&FW to order the improvements at the earliest.

With kind regards,

Yours sincerely,

(R.R.Balasubramanian)
General Secretary

Copy to: 1. Dr. Mansukh Mandaviya,
Minister of Health & Family Welfare, GOI

ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION
THIRD ALL INDIA CONFERENCE HELD AT KOLKATA ON 7th AND 8th JANUARY 2023
RESOLUTIONS

ACTION REQUIRED BY DoH&FW

13. Improvements required in CGHS functioning – Increasing number of empanelled hospitals, number of wellness centres, online CMO approval of investigation advised by empanelled hospitals.

The third All India Conference of AIBSNLREA, which is in session in Kolkata on 7th and 8th January 2023, took notice of the fact that bulk of BSNL absorbed pensioners, who were earlier covered under BSNL Medical Reimbursement Scheme (BSNL MRS), have already switched over and more such pensioners continue to switch over to CGHS by surrendering their BSNL MRS card and paying the one-time contribution towards availing CGHS facilities. This large-scale switch over is a result of their agony caused by progressive failure of the BSNL MRS to deliver the required medical care of its pensioners. BSNL pensioners have therefore a lot of expectations from CGHS.

At present CGHS exists only in 75 cities. The scheme can be extended to more cities. The number of CGHS wellness centres are not being added proportionate to the increase in number of CGHS beneficiaries. More wellness centres, therefore, can be opened to cater to the requirements of the card holders. One AD CGHS office has been functioning in Hyderabad since the days of unified Andhra Pradesh. After bifurcation, no AD office has been opened for Andhra Pradesh. Hyderabad is nearly 800 KMs away from Srikakulam District of AP State and it is therefore an urgent requirement to open an AD office exclusively for Andhra Pradesh, with ease of access in mind. 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. There are no adequate number of empanelled hospitals in the cities where CGHS facility is available. Sufficient number of well equipped and renowned hospitals should be empanelled in addition to the existing empanelled hospitals in all the CGHS cities.

The House unanimously resolves that the Ministry of Health & Family Welfare consider the above suggestions for improvement in the functioning of CGHS and issue appropriate orders for improvement at the earliest.



(R.R. Balasubramanian)
General Secretary
AIBSNLREA