

# Details for registration number : DHLTH/E/2025/0033132

Name Of Complainant Balasubramanian R R GS AIBSNLREA

Date of Receipt 09/12/2025

Received By Ministry/Department Health & Family Welfare

Grievance Description

Health & Family Welfare >> Other

-----  
Two hospitals—S.A.I. Hospitals and Delta Hospitals—were empanelled under CGHS in May 2025. However, despite their empanelment, beneficiaries are unable to avail themselves of CGHS services at these hospitals. Both institutions are reportedly not able to onboard the CGHS software platform, resulting in denial of cashless treatment facilities to entitled CGHS beneficiaries. It is requested that the CGHS authorities:

- Intervene immediately to resolve the software onboarding issues faced by the hospitals.
- Provide necessary technical support and coordination so that these hospitals can begin offering CGHS services without further delay.
- Issue clear instructions to ensure that empanelled hospitals are fully functional within a stipulated timeframe, thereby safeguarding the rights of beneficiaries.

Current Status Case closed

Date of Action 11/02/2026

Remarks

DHLTH/E/2026/0033132

CGRAMS-REPLY/CGHS/HYD/2026/ No.32/10-02-2026

Thank you for contacting us.

CPGRAM from Shri Balasubramanian regards to health card was received on 03/02/26.

S.A.I hospital & Delta hospitals did not complete the process of empanelment in 2025 .

All hospitals have to apply for fresh empanelment as now new MOA has been circulated by ministry . The process of empanelment in TMS 2.0 has started .

Hope your grievance has been redressed.

Officer Concerns To

Officer Name Dr. Parveen Bala (Additional DDG)

Organisation name	CGHS Outside Delhi
Contact Address	Room No. 302 , CGHS Bhawan,New Delhi- NewDelhiAddl.DDG-HQ-, CGHS
Email Address	addghq.dl@cghs.nic.in
Contact Number	01120861930

---