



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/2025/58

Date: 2nd September 2025

To

Ms. Roli Singh,
The Director General,
Central Government Health Scheme (CGHS),
Ministry of Health & Family Welfare, Government of India,
New Delhi.

Subject: Request to advise AD CGHS Lucknow to withdraw the instruction requiring three quotations for approving tests not included in CGHS rate list

Madam,

With deep concern and dismay, we draw your kind attention to a recent instruction issued by the Additional Director, CGHS Lucknow, vide No. 3-44/2012/CGHS/lucknow/S4S2 dated 08.08.2025 addressed to the Chief Medical Officer, Agra Wellness Centre, mandating that CGHS beneficiaries must obtain three quotations from different laboratories, when a required investigation/test is not included in the CGHS rate list, for approval by the AD.

2. This directive has caused considerable anguish among the pensioner beneficiaries, many of whom are already grappling with health challenges. The expectation that senior citizens—often with limited mobility and cognitive strain, should physically or virtually solicit multiple quotations from diagnostic centers is not only impractical but also insensitive to their condition.

3. The CGHS was envisioned as a compassionate and accessible healthcare support system for retired government servants who have dedicated their lives to public service. This new instruction, however, places an undue burden on beneficiaries and risks delaying critical diagnostic procedures, potentially compromising patient outcomes.

4. We would therefore request you to **advise the AD CGHS Lucknow to withdraw the said instruction immediately, issue a clarification allowing beneficiaries to avail investigations/tests at any nearby empanelled laboratory and in cases where the required test is not available at an empanelled lab, permit beneficiaries to access services from any reputed lab in the vicinity without the need for multiple quotations.** Such a step would not only restore faith in the CGHS system but also reaffirm its commitment to the welfare and dignity of its senior beneficiaries.

With kind regards,

Yours sincerely,



(R.R. Balasubramanian)

General Secretary

Encl: As stated

Copy to:

1. Shri V Srinivas,
Secretary (Pension), DoP&PW
2. Dr. Chandra Kanta Kansal,
AD, CGHS, Lucknow