



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/2025/76

Date: 24th November 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 for immediate corrective measures regarding non-operational status of empanelled hospitals in Rajamahendravaram

Madam,

We hereby draw your kind attention to a significant issue affecting CGHS beneficiaries in Rajamahendravaram.

2. 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.

3. This situation has caused considerable hardship for pensioners and serving employees who depend on CGHS for timely medical care. The very purpose of empanelment—expanding access to quality healthcare—stands defeated if technical or administrative bottlenecks prevent operationalization.

4. We therefore request 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.
5. Your urgent attention to this matter will greatly relieve the difficulties faced by CGHS beneficiaries residing in and around Rajamahendravaram and restore confidence in the scheme's effectiveness.

With kind regards,

Yours sincerely,

Handwritten signature in blue ink, appearing to read 'R.R. Balasubramanian', with the date '24/11/25' written below it.

(R.R. Balasubramanian)
General Secretary

Copy to: Dr. Suchitra Tandon,
AD CGHS, Hyderabad