



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]

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No. AIBSNLREA/CHQ/2025/41

Date: 26th May 2025

To

Shri Jagan Prakash Nadda,
Hon'ble Minister of Health & Family Welfare,
Government of India,
New Delhi

Sub: Urgent intervention requested to address persisting problems affecting CGHS beneficiaries, post-migration to CDAC Platform.

Ref: Our letter No.AIBSNLREA/CHQ/2025/34 dated 6th May 2025 addressed to the DG CGHS

Sir,

We hereby seek your urgent attention to the serious difficulties being faced by CGHS beneficiaries, particularly pensioners, following the migration of CGHS software from NIC to the CDAC platform, which was implemented without prior notice and specific plan, a month ago. Despite the passage of one month since the transition, several critical issues remain unresolved, causing immense hardship for the beneficiaries.

2. The concerns raised in our letter No. AIBSNLREA/CHQ/2025/34 dated 6th May 2025 [copy enclosed] addressed to the DG CGHS have neither been addressed, nor has any response been received. In our letter, we had pointed out that *"This has caused significant suffering for the CGHS beneficiaries, starting from inability to login into the new website, inability to book appointments, appointments booked after great struggle not showing in the Wellness Centre requiring to book again at the counter, the doctors not able to see the patients due to non-opening/slowness of the system, inability to prescribe and supply medicines and making referrals. Add to this, the doctors and pharmacists reportedly struggle to handle the new software leading to delay in the consultation*

process". None of these issues have been resolved even after completion of one month of commissioning the switchover to new software.

3. Long Queues in Wellness Centres continue, forcing the beneficiaries to wait for extended hours due to inefficiencies in the new system. Essential medicines are not being dispensed in a timely manner, leading to distress among elderly beneficiaries. The CGHS 2.0 App does not function properly, preventing beneficiaries from scheduling appointments conveniently. The process of issue of medicines is still time consuming and sluggish, requiring the beneficiaries to purchase from outside in order to manage their chronic diseases. It is also being reported that the empanelled hospitals are not able to admit beneficiaries above the age 70 years without referral due to issues with the software, forcing the pensioners to join the queue in the wellness centres to obtain a referral. These issues have severely impacted the health and well-being of pensioners who rely on CGHS for their medical needs.

4. We seek your immediate intervention to get the issues rectified and to ensure that CGHS beneficiaries receive uninterrupted healthcare services. Your prompt action in this regard will be highly appreciated.

With kind regards,

Yours sincerely,



26/5/25

(R.R.Balasubramanian)
General Secretary

Encl: As stated

Copy to: 1. Shri V.Srinivas,
Secretary (Pension), DoP&PW
2. Ms. Roli Singh,
Addl. Secretary & DG CGHS