



CGHS Beneficiaries' Welfare Association of India

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To,
Sh. Alope Saxena,
DG/CGHS, Nirman Bhawan,
New Delhi.

Sub; Memorandum on the occasion of commemoration of Foundation day of CBWAI (CGHS Beneficiaries Welfare Association of India).

Respected Sir

We are delighted to inform you that CBWAI, which has been relentlessly working towards amelioration of the hardships faced by CGHS beneficiaries and addressing the serious issues that they are facing in their day to day dealings with empanelled Hospitals, WCs and policy makers in MOH/FW, is celebrating its 3rd Foundation day on 1st Aug, 21. On this occasion, we feel it quite appropriate to apprise you of some of the fundamental issues and infirmities that existing CGHS mechanism is facing and which we are enumerating hereunder for your kind consideration please.

A) CGHS is facing acute scarcity of funds and it is the fundamental reason that numerous issues are getting heaped up. According to our understanding, the fund allocation from D.O.E towards CGHS remains stagnant for many years. This needs to be considerably enhanced in view of the considerable increase in the number of beneficiaries during the recent years. Funds are most vital also to tide over the innumerable issues that the beneficiaries are facing like opening more and more WCs throughout the Country which as of now are quite inadequate and meager, timely payment to empanelled Hospital



enhancement of their rates to match the current market rates , enlisting of newer and newer life saving medicines which, as of now, are scarce in CGHS, etc etc. To overcome this inadequacy of resources, an enhanced demand must be raised by concerned authorities in MOH/FW pleading for reasonable enhancement of existing annual fund allocation towards CGHS from D.O.E. Resolution of this issue in itself will go a long way in addressing most of the hardships that the beneficiaries are presently confronted with and will provide them everlasting and enormous relief from the present sufferings on account of this inadequacy of funds.

- B) Effective and foolproof monitoring and strict implementation of instructions/guidelines issued by CHGS Hqs to empanelled Hospitals by concerned officials of CGHS: while CGHS Hqs has been issuing instructions/guidelines regularly to empanelled hospitals to make treatment of beneficiaries hassle-free, it is regretted to inform you that most of the empanelled Hospitals take virtually no cognizance of these instructions, thereby holding beneficiaries to ransom. This can be overcome only through regular and effective surveillance and monitoring of the adherence to / deviations from these instructions by the empanelled Hospitals by the concerned CGHS authorities. Unless this effective mechanism of monitoring and surveillance is introduced and implemented in its totality, Hospitals will continue to blatantly ignore these instructions/guidelines issued by CGHS Hqs. The consequence is that the beneficiaries will continue to miserably suffer since they would be entirely at the mercy of these Hospitals as they are now.
- C) Opening of CGHS WCs to enable CGHS beneficiaries to avail CGHS facilities. As of now CGHS/WCs are mostly concentrated in big cities where CGHS beneficiaries from rural and far off areas find it impossible to visit WCs and thus are deprived of CGHS facility. As of now, there are quite meager WCs throughout the Country and it is requested to kindly make concerted efforts to open more and more WCs, particularly in the rural areas to enable access to beneficiaries in these areas which is their legitimate right which cannot be denied to them
- D) Decentralization of powers to CMOs for procurement of life- saving drugs; As of now powers to procure life -saving drugs are vested with ADs and most of the WCs are located far away from the headquarters of ADs. Sir, it would



be most appropriate and just to decentralize powers for procurement of life - saving drugs to CMOs since delay in receiving life saving medicines from ADs to WCs can have life-threatening consequences.

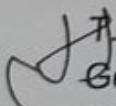
E) Of late, it has been observed that some reputed Hospitals have started an unethical practice of not entertaining CGHS beneficiaries by heads of departments and other senior doctors of these Hospitals. Unfortunately, no formal instructions are issued by the Hospital administration of these Hospitals in this regard but they are doing it in a clandestine, unethical and unscrupulous way by taking their internal decisions. This needs to be thoroughly investigated, Sir.

F) Timely disbursal of indented medicines; Even though we are grateful to you for streamlining the procurement of medicines by WCs and that most of the WCs are procuring indented medicines within a couple of days, but there are yet a good number of WCs where procurement of indented medicines is delayed and needs to be expedited.

Respected Sir, we do not want to burden you with plethora of issues on the occasion of our Foundation day, but yet we thought to utilize this opportunity to bring to your kind notice some of the basic issues which need to be addressed as quickly as possible. We are confident that your good self will acknowledge and appreciate the seriousness of these issues and get them resolved expeditiously.

With warm and kind regards,

Sincerely Yours

 T. K. Damodaran
General Secretary

Dated 1st August 2021



(M. Gopinathan)

Circle Secy, SUPWA.,

TN Circle.

