



Refusal of OPD/ IPD cashless facilities by the HCOs.

1 message

CGHS Beneficiaries Association Barrackpore <secycghs.ba2009@gmail.com>

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To: director-cghs@cghs.nic.in, jstraining-mohfw@gov.in, addghq.dl@cghs.nic.in

Cc: Dr Sumita Naskar <ad.ko@cghs.nic.in>, ad.pune@cghs.nic.in, adcghsbbsr@gmail.com <adcghsbbsr@gmail.com>, tanmay.bhattacharyya@gov.in

Respected Sir/Madam,

The Association would like to submit the following for your kind perusal and immediate needful action please.

1. As grievances are pouring in from different cities including Pune, Bhubaneswar, Kolkata and some other Tier-I /Tier-II cities, as well, through social media and phone calls that the Beneficiaries are experiencing refusal of Cashless Treatment from existing HCOs (Leaving a few) on the plea of improper functioning of NHA Platform C-DAC system, for which registration and billing etc couldn't be raised and uploaded by them. As a result the old infirm Beneficiaries are facing hardship while paying the Fees of Doctor and being asked to pay in cash the total expenses incurred, if they need immediate IPD treatment.

2. CMOs of WCs are also not in a position to attend the beneficiaries with full capacity being over burdened to pass the medical claims on a day to day basis. As a result Beneficiaries are deprived of their necessary treatment/ referral facilities in time and return home with anger and anxiety. In absence of sufficient numbers of GDMOs for the existing WCs, ultimately the CMOs are facing unwanted problems apart from their own regular responsibilities.

We, therefore, most humbly request to your good office to issue necessary directives and take steps towards recruitment of GDMOs for early resolve of the problems stated above.

With thanks and regards.

Yours sincerely

(Basudev Ghosh)

Secretary

Central Government Health Scheme Beneficiaries Association,

(Regn. No. S/IL/73086 of 2010-11)

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