

Government of India
MINISTRY OF HEALTH & FAMILY WELFARE
C.G.H.S.WELLNESS CENTRE NO-1, SECTOR 45, CHANDIGARH

No: CMO/CGHWC-I /Advisory Committee/Minutes/2066

Dated 08-09-2017

**MINUTES OF THE MEETING OF ADVISORY COMMITTEE HELD ON 08-09-2017 IN CGHS WELLNESS CENTRE
NO-1, SECTOR 45, CHANDIGARH**

The meeting of the CGHS advisory Committee was held at 09.30 a.m. on 08 Sept, 2017 and was presided over by Dr Ashwani Kumar Seniaray, Senior CMO (SAG), I/C CGHS Wellness Center, Sector 45, Chandigarh, and attended by the following members:

- (1) Sh. P S Bedi-DIG (Retd)- PMF Retired Officers Association, Chandigarh. (Mob: 94648-35350)
- (2) Sh Didar Singh, I A &AD Pensioners Welfare Association, Chandigarh. (Mob: 98159-91318)
- (3) Sh D D Sharma, Survey of India, Rep of serving employees, Chandigarh.(Mob: 94171-84124)
- (4) Sh D R Sharma, Central Excise Pensioners Association, Chandigarh. (Mob: 98147-35251)
- (5) Sh Vinit Goel, Rep, Jai Ambika Medicos, ALC, SCO 361 Sector 32 D, Chandigarh. (Mob: 99886-37709)
- (6) Sh. Jaspal Singh, Genl Secretary, DAPWA Special invitee to discuss a specific issue. (Mob: 98152-26310)

Welcome Address:

Dr. Ashwani Kumar Seniaray, Senior CMO (SAG) In-charge CGHS Wellness Center No 1, welcomed the members of the Advisory Committee.

The CMO intimated that Chandigarh Clinical Laboratory (CCL), empanelled as Diagnostic Centre has re-started the cashless services to the CGHS pensioner beneficiaries wef 08-09-2017. He also informed that in addition, the diagnostic centre attached to Grecian Hospital, Mohali is also extending cashless services to CGHS pensioner beneficiaries. The case for empanelment of Diagnostic Lab. of Mukat Hospital, Sector 34, Chandigarh, is in the pipeline, awaiting the formal approval of the competent authority.

In the same context, the CMO took up a letter written by a member of pensioners association belonging to DAPWA, (Defence Accounts Pensioners Welfare Assn), wherein, he has approached higher CGHS authorities criticizing the functioning of the CGHS set-up in Chandigarh for ignoring the welfare of CGHS pensioners beneficiaries, for its failure to have no 'authorized diagnostic laboratory'. The allegations are rather frivolous, and are not based on ground realities. Shri Jaspal Singh, representative of DAPWA, had been invited to apprise him of the specific issues raised by their association member, Shri R P Sharma.

It was clarified, that CGHS Chandigarh, has been making every effort to provide cashless services to CGHS pensioner beneficiaries through empanelled HCOs, which include diagnostic Laboratories also. However, at times the empanelled HCOs indulge in discontinuing cashless treatment to the CGHS beneficiaries, which is temporary phase, and the same is restored by timely interference by the CGHS authorities. The CMO exerted that it is very easy to 'black-list' any HCO, and de-empanel the defaulting organizations, but on the long run, this would be detrimental to the wellness of the pensioners, who will suffer to a large extent. Chandigarh is a small city with very few NABH accredited hospitals. The services of blacklisted hospitals for CGHS beneficiaries will not be available during the suspension period.

Regarding empanelment of more HCOs / Centres, Ministry of H&FW / CGHS HQs have extended the benefit of 'continuous empanelment' of CABH & CABL HCOs/diagnostic Centres (Min. of H&FW OM No S-11045/36/2012-CGHS (HEC) dated 16-10-2015), under which CGHS can empanel any CABH / CABL accredited organization at any time. However, it is the incumbent organization to opt for empanelment under CGHS. The CGHS staff has been making all efforts to motivate the HCOs for applying for empanelment, and they have, to a great extent, succeeded in motivating some CABH hospitals to apply for empanelment of their CABL accredited diagnostic laboratories also. In this respect some pensioners and their assns, have also been of great help. As a result, we now have one additional diagnostic lab located in Mohali, (Grecian

Hospital Diagnostic Lab), which is very convenient to large number of pensioners living in Mohali, and empanelment of a diagnostic lab of Mukat Hospital, Chandigarh is in the pipeline, awaiting formal approval of competent authority, which will cover the pensioners in Chandigarh. Non-NABL accredited organizations are not covered under this scheme.

The CMO clarified that, although, the CCL, had discontinued the cashless treatment to pensioners, it continued to provide service to the pensioners on payment at CGHS rates, which are fully reimbursable (as against market rates, which are much higher). In case we had de-empanelled this diagnostic centre, the main sufferers would have been the pensioners and serving employees, who get reimbursement of their investigation bills.

The CMO advised that Pensioners assns to brief their members that they must discuss the problems faced by them at the local level as most of the remedies can be found within the local establishment, rather than approaching higher CGHS HQs.

Shri Jaspal Singh, General Secretary, DAPWA, intimated that, Shri R P Sharma, seems to have written this complaint in his personal capacity, and their association do not endorse the same. He assured to discuss the matter in the next meeting of the association, and brief their members not to indulge in such frivolous correspondence, and any point to be raised must be first discussed among the members of the association, before taking up case with any organization.

The CMO also informed that consequent to the orders issued by the Govt for extending the CGHS facilities to P & T retirees without any riders / conditions, the office of Addl Director, CGHS, Chandigarh has started the process of issuing CGHS regular (Whole Life) CGHS membership cards to P&T pensioners.

MRC status/Pendency of claims:

As per the information from Addl Director CGHS Office, Chandigarh, the Medical Reimbursement Claim (MRC) Bills of the CGHS pensioner beneficiaries have been cleared up to Jan,2017, and MRCs of June,2017 are under process.

Performance of Local Chemist:

There has been no problem with the supply of local purchased medicines from the local chemist. The supply of indented medicine is being received in time.

Availability of Drugs in the WC:

As per records, there are 29 Generic items and 290 Proprietary items available in the WC. No problem is being faced by CGHS beneficiaries in supply of medicines.

Amenities for the beneficiaries:

The Wellness Centre is functioning to its maximum capacity, giving cover to more than 28,000 CGHS beneficiaries on its rolls. It is also catering for such CGHS beneficiaries visiting the city from outside. During peak hours the Wellness Center is over crowded

Staff Punctuality & Behavior:

The conduct and behavior of the staff of the Wellness Center has been good. They are courteous and helpful to the senior/aged CGHS beneficiaries.

Cleanliness & Maintenance of Wellness Centre:

The Wellness Center is holding huge quantity of medicines and drug in its limited space, which makes it congested. However, in the prevailing circumstances, its upkeep is appreciable.

Suggestion /Grievance Redressal:

Suggestion Box was opened by Shri Didar Singh. Two letters, (by Shri J S Bakshi, and Shri G S Sandhu) were found, suggesting installing of Exhaust fans in the lobby / waiting hall to reduce sulleness in the area. CMO indicated that he would take action to install the exhaust fan as suggested.

The meeting ended with a vote of thanks

Sd/- 31-7-17
(Dr. Ashwani Kumar Seniaray) ,
Senior CMO (SAG)I/C
CGHS WELLNESS CENTRE NO-1,
Sector 45, Chandigarh

Copy to

- 1. Addl. Director CGHS, Sector 9, Chandigarh**
- 2. All the committee members.**