

**ALL INDIA AIRLINES RETIRED PERSONNEL ASSOCIATION**  
**CENTRAL OFFICE**  
(Registration no. 444 Of 2011)  
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**AIARPA/CE/2012/ 011222**

**Date: 12th of December 2022**

Hon'ble Shri Jyotir Aditya Sindia,  
Minister of Civil Aviation  
Rajiv Gandhi Bhavan  
New Delhi - 110003

**Subject: A representation to highlight the plight & miseries of retired employees of Air India, post its disinvestment, due to apathy and inordinate delay by the NHA (National Health Authority in implementation of cashless coverage of their hospitalisations, referrals & treatments as otherwise approved by the Central Government.**

Hon'ble Sir,

I seek your kind permission, to place before your kind self, the following unfortunate and disturbing developments, in a chronological order, that have pushed an entire fraternity of over 50 thousand retired employees and their spouses, in a very pitiable, precarious and helpless situation, post disinvestment of Air India , for no fault of their, as explained below:-

When it became evidently clear that it would not be possible to continue the existing cashless medical coverage of the retired employees and their spouses, post disinvestment of Air India, the Government, decided to provide them with medical coverage, analogous to what they were getting prior to disinvestment. Towards this end, the MOCA and MOH&FW jointly finalised a scheme to provide cashless IPD & OPD coverage through CGHS and NHA (National Health Authority) . Accordingly, detailed notifications were issued by MOCA and MOH&FW respectively to implement the scheme, expeditiously as follows:-

### **Notification by MOCA**

[https://drive.google.com/file/d/1fc8wprU3TshtNIVzz6E0uj\\_4RSKkpEDe/view?usp=drivesdk](https://drive.google.com/file/d/1fc8wprU3TshtNIVzz6E0uj_4RSKkpEDe/view?usp=drivesdk)

### **Notification by MOH&FW**

<https://drive.google.com/file/d/1giO3DENeciO8o9sesprDVTwpvz91Kb0F/view?usp=drivesdk>

Further, the AIAHL (Air India Assets Holding Company Ltd.), under MOCA, was mandated to coordinate signing of MOUs with both, CGHS & NHA (National Health Authority) in implementing the cashless scheme for OPD & IPD coverage of the retired employees and their spouses and to make requisite payments to them, to cover their annual costs as per their estimates. The central government also made necessary provisions/allocations in the central budget of 2022-2023 to meet such expenditure.

**Now the situation is where CGHS has expeditiously implemented cashless OPD for the retired employees & their spouses under the approved scheme, which includes medical consultations of doctors and dispensing of medicines at their WC (Wellness Centers). They are also issuing, if necessary, all categories of referrals, such as consultations with the specialists, treatments/procedures, investigations and even hospital admissions, in their panel hospitals. However, the bills of the panel hospitals, for providing such facilities, as per the scheme, are to be processed and settled by NHA so that such services, upfront, are cashless for the retired employees. However, such referrals are not being accepted by the panel hospitals, on cashless basis, as NHA (National Health Authority) has so far not implemented facilities for processing such bills from panel hospitals for some unknown reasons.**

Further, although we were given to understand that even after disinvestment of Air India, the ongoing cashless OPD/IPD facilities for retired employees & their spouses, so far being provided by Air India's Medical clinics will continue, even after takeover by TATA, until such functions are fully taken over by CGHS/NHA, these facilities have been abruptly discontinued w.e.f 18-10-2022 for all those employees who even received preliminary intimation for approval of their CGHS cards unmindful of the facts that NHA has so far not implemented the cashless

IPD facilities for processing and payments of penal hospital bills. The situation obviously would be further complicated with a latest notification that all the medical clinics of Air India will totally shut down their doors for the retired employees w.e.f 31/12/22. This utterly inhuman situation caused by whosoever is responsible, has put, all those who were getting medicines for various underlying morbid conditions and referrals for treatments in hospitals for serious ailments that required Chemotherapy, dialysis, surgeries etc. in a very precarious and pitiable situations for no fault of theirs.

**In view of the above and at this moment of my appealing to your good self, the entire fraternity of employees retired from Air India and their spouses, in their advanced ages, are totally devoid of medical treatment in the hospitals on the panels of either Air India or CGHS/NHA, if required, for managing their critical/life, threatening medical conditions which can lead to serious consequences if this situation is not rectified immediately.**

The following important aspects concerning the implementation of the scheme have also been completely overlooked as follows:-

1. *Many employees are still awaiting approvals for their CGHS cards.*
2. *There are many errors and omissions in the CGHS cards so far issued such as wrong names, date of births etc.*
3. *Many employees received their cards but still have not received cards for their spouses.*
4. We have, therefore, appraised Shri Satyendra Kumar Mishra, the Jt. Secretary, in the Ministry of Civil Aviation in a meeting with him on 29/11/222, regarding the grim situation faced by us which has rendered the aged fraternity of the employees retired from Air India, post its disinvestment, who are in urgent need of medical care, totally vulnerable due to non availability of treatment in panel hospitals on referrals by CGHS doctors as a result of non implementation of cashless facility to cater to that by NHA as already approved by the Government. He was also requested to use his good office to get the cashless referral and IPD facility to the retired employees, hitherto being provided by Air India Medical clinics restored urgently and to continue the same until the NHA issue is fully resolved. He did hear us patiently, with compassion, assuring us that the delay in cashless IPD/referrals through NHA is under their high priority

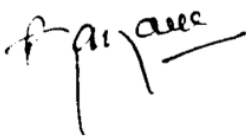
and hopefully the problem would be resolved with NHA possibly in a week. **However, unfortunately, it's almost two weeks since we met the Jt. Secretary, MOCA, but so far we have not received any further advise from him as to when our retired fraternity's problems concerning their medical coverage would be fully and satisfactorily resolved.**

We in the Association, despite facing a stark reality where our retired fraternity is undergoing untold sufferings on account of the non implementation of cashless IPD by NHA, still firmly believe that your good self, having approved a fully cashless OPD/IPD scheme certainly wouldn't have allowed all these unfortunate developments, as narrated above, had it come to your kind notice, even remotely and therefore, request your kind self to please immediately intervention for saving us from such a precarious and pitiable situation that we are currently facing for no fault of ours.

Last but not the least, Sir, I beg your pardon, for sending this appeal through all the listed emails of your good self, only because of the compelling and grim situation faced by our large fraternity of employees retired from Air India prior to its disinvestment regarding their medical coverage in the twilight years of their lives 🙏.

With highest regards and hope for the earliest resolutions of our miseries.

Your Sincerity,

A handwritten signature in black ink, appearing to read 'D. Satyanarayana', with a long horizontal stroke extending to the right.

(D. Satyanarayana)  
President