

To

Shri Ambuj Sharma,
Deputy Secretary and PGO
Nodal Officer, MCA
Public Grievance Department/MCA
New Delhi
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Sub:- Difficulties being faced by Air India Retirees in availing of cashless treatment facilities at HCOs (CGHS empaneled hospitals) due to lack of proper liaison between UTIITLS and AIAHL/MoCA : Reg

Dear Sir,

In the capacity of General Secretary of CGHS Beneficiaries Welfare Association - an All India registered Welfare Association exclusively established for mitigating the problems of CGHS beneficiaries in the country, I submit this appeal for your kind perusal and favorable consideration of the genuine demands of the Air India Retirees listed below and issue of suitable directives to all concerned in Ministry of Civil Aviation, AIAHL and UTIITLS for early resolutions.

I had, on several occasions in the recent past, pointed out the various problems faced by the Air India Retirees (who have been authorised CGHS facilities both OPD & IPD by the Government of India/Ministry of Health and Family Welfare) to the senior officers of CGHS Directorate, New Delhi as well as to the officers both AIAHL and UTIITLS with a sincere request for immediate intervention and suitable further action; but unfortunately certain demands are pending for want of proper intervention of Ministry of Civil Aviation. Hence this comprehensive appeal submitted.

2. Apart from other problems like periodical renewal of their CGHS Beneficiary ID Cards (which was necessitated due to piecemeal payment through AIAHL instead of life time payment), clearance of their outstanding MRCs which were uploaded in website of UTIITLS for payment etc, the present crucial problem they are facing is that HCOs (CGHS empaneled hospitals) are refusing to offer the cashless treatment facilities at par with other CGHS beneficiaries inspite of producing proper referral letters obtained from their respective CGHS WCs. The main reason for this anarchy as reported to me is that there lacks proper liasioning between UTIITLS and HCOs (as far as providing of login credentials to HCOs is concerned) as a result of that, it appears, that HCOs are not able to take up the billing process which in turn resulted in refusal of credit facilities to Air India Retirees by the HCOs. We cannot continue with this situation (viz refusal of credit facilities) any further for the reason that majority of Air India Retirees belong to the septuagenarian & octogenarian categories and therefore they often require treatment facilities. Hence, no further emphasis is needed for early settlement of this genuine problem

3. In view of the above, I would request you to kindly intervene in the matter and direct the senior officers of AIAHL to liaise with UTIITLS and to ensure that they are providing login credentials to all HCOs on priority basis; duly executing necessary MoU between UTIITLS and HCOs if required in consultation with CGHS Directorate. The piecemeal provision of login credentials on selective basis to HCOs as being done by UTIITLS at present is not a permanent solution to the problem.

4. While on the subject matter, I must also take this opportunity to request you to kindly prevail upon AIAHL and advise them to clear the lump sum subscription payment (life time subscription payment) in respect of all Air India Retirees to CGHS Directorate, New Delhi so as to enable them to issue them "Permanent/Life Time CGHS Cards" in one go which in turn will help both AIAHL and CGHS Directorate

to reduce their workload as is being experienced in the process of annual renewal of CGHS Ben ID Cards at present.

5. Before I concluding I would also like to invite your kind attention to the contents in the trailing mail submitted by one of the Air India Retirees Shri Arun K Saha, CGHS beneficiary ID 7685178 (Mob No. 9833166314) which is self explanatory; and request you to direct AIAHL and UTIITLS to clear his outstanding Medical Reimbursement Claim No. 1102/1107/1112 dated 03-05-2023 & 15-06-2023 for early payment as he is having financial crisis at present as mentioned in the mail.

Thanking you in anticipation for an early favourable action in the matter referred above

Yours faithfully,

T K Damodaran,
General Secretary of CGHS Beneficiaries Welfare Association of India (CBWAI) (Regd vide No S/SR/KH (SW)/99/2021), Jt Secretary of Ordnance Factories and Allied Establishments Pensioners Welfare Association (Regd) Avadi, Executive Committee Member of of All India Rail Users Associations (Regd), Tamilnadu
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