

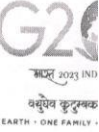


Government of India  
Ministry of Health & Family Welfare  
Office of the Additional Director

**Central Government Health Scheme (CGHS), Mumbai.**

Old CGO Building (Pratishtha Bhawan), Ground Floor, South Wing, 101, M.K. Road,  
New Marine Lines, Mumbai 400 020. Tel No. 22018600 / 22018648

Website: [cghs.gov.in](http://cghs.gov.in), E-mail: [ad.mum@cghs.nic.in](mailto:ad.mum@cghs.nic.in)



No. ZAC/2023

11 DEC 2023

MINUTES OF THE MEETING HELD ON 29/11/2023.

The meeting was held with the zonal advisory committee under the Chairmanship of Dr. Nirmal Mandal Additional Director in the Office of the Additional Director on 29/11/2023 at 11 AM. The following members attended the meeting.

1. Dr. Pooja Kuray - CMO dealing with MRC/Hospital bills.
2. Dr. Viraj Karuley - Nodal Officer for Grievances
3. Dr. Smita Gondane – (OSD) Administrative Officer
4. Mr. Sagar Karpe- Representative of Jan Aushadhi
5. Mr. Lalit Sharma – Representative of CGHS beneficiaries.
6. Mr. J.M. Singh- Area Welfare Officer
7. Mr. Dilip Bapat - Representative of CGHS beneficiaries
8. Mr. B.K. Bhowmick - Representative of Air India retirees
9. Mr. J.S. Yadav - Representative of CGHS beneficiaries

The Chairperson welcomed all the members. The minutes of the last meeting were read. The points discussed in the meeting are as follows:

- Medical facilities in empanelled hospitals are not given at par to Air India retirees: The chairperson said that with great difficulty the hospitals empanelled with CGHS got ready to provide medical facility to Air India retirees. The Air India retirees are autonomous body, and their bills are to be processed by UTI and payment must be done by Air India. Mail will be sent to UTI for making regular and rightful payment to hospitals so that the Air India retirees may get cashless benefits without any hassle.
- The ZAC member Representative of Air India retirees said that Raheja hospital is refusing to give credit facilities to Air India retirees. A strict warning has been given by the CMO Incharge, General Section to Raheja Hospital to provide cashless facility to Air India retirees. The other Representative of CGHS beneficiaries said that there are no issues with Raheja hospital, and they are satisfied with the services of Raheja hospital in respect to the regular pensioner beneficiaries.



Government of India  
Ministry of Health & Family Welfare  
Office of the Additional Director



**Central Government Health Scheme (CGHS), Mumbai.**

Old CGO Building (Pratishtha Bhawan), Ground Floor, South Wing, 101, M.K. Road,  
New Marine Lines, Mumbai 400 020. Tel No. 22018600 / 22018648

Website: [cghs.gov.in](http://cghs.gov.in), E-mail: [ad.mum@cghs.nic.in](mailto:ad.mum@cghs.nic.in)

11 DEC 2023

- Credit facility at Tata Hospital to Air India Retirees: Tata Hospital has a separate entity, and a separate MOU is done with CGHS for getting credit facility to CGHS pensioners. For availing cashless facilities to Air India retirees in Tata Hospital, the UTI and Air India must take appointment with the management of Tata hospital and arrange for a meeting and if agreed to make a separate MOU wherein the UTI must agree to make payment regularly in time. Tata rates are different to CGHS rates.
- Rude behaviour of Air India retirees in some of the wellness centre: Complaints are received in this office regarding rude behaviour of beneficiaries especially Air India retirees. All the beneficiaries are asked to comply with the CGHS rules and procedures and follow the guidelines for the smooth functioning of the wellness centre. In case there is any issue the beneficiaries may contact the CMO Incharge to resolve their grievances.
- Closure of Bandra and Oshiwara wellness centre: The condition of Bandra wellness centre was in dilapidated condition and there was lot of pressure from the owners for handing over the Bandra and Oshiwara wellness centre for a very long period. Efforts are there to shift the wellness centre to a nearby area. Efforts are being made to open a new wellness centre in Panvel/Borivali/Virar.
- Efforts were made to open a new wellness centre in Thane, but suitable space has not been found to date. If suitable govt. space is available, it will be reconsidered.
- An email will be sent to Executive Director, MTNL for the list of property of disinvestment and rent of property. A request letter is given to MTNL to give space at Bandra.
- Any complaint regarding Jan Aushadhi medicine should be given in writing with evidence to the CMO Incharge of the concerned wellness centre.
- A consultation memo is valid for up to 3 consultations in the HCOs. 75 + beneficiaries are eligible for direct consultation at empanelled HCOs. In case the HCOs refuse it may be given in writing. Action will be taken accordingly.



Government of India  
Ministry of Health & Family Welfare  
Office of the Additional Director



Central Government Health Scheme (CGHS), Mumbai.

Old CGO Building (Pratishtha Bhawan), Ground Floor, South Wing, 101, M.K. Road,  
New Marine Lines, Mumbai 400 020. Tel No. 22018600 / 22018648  
Website: [cghs.gov.in](http://cghs.gov.in), E-mail: [ad.mum@cghs.nic.in](mailto:ad.mum@cghs.nic.in)

11 DEC 2023

- The holiday list and checklist of MRC will be displayed on the notice board of the wellness centre as pointed out by the members.
- Posting additional doctors in Kandivali or making two shifts: Two shifts in wellness centre is a policy matter. Already sufficient doctors are posted in Kandivali wellness centre. There is a space crunch in Kandivali wellness centre. An estimate will be called by the CPWD, executive Engineer, to redesign it.
- ZAC members pointed out that Dental HCOs are not willing to treat CGHS patients as they are not getting the bill amount through NHA since last 7-8 months. The matter may be cleared up as soon as possible.
- 30 bedded hospitals to be empanelled with CGHS: This is a policy matter.
- The ZAC members demanded for creation of Psychiatric and Orthopedic post in CGHS Mumbai

The meeting ended with a vote of thanks.

  
11-12-2023

(DR. NIRMAL MANDAL)  
ADDITIONAL DIRECTOR