



**GOVERNMENT OF INDIA
MINISTRY OF HEALTH & FAMILY WELFARE
OFFICE OF THE ADDITIONAL DIRECTOR
CENTRAL GOVERNMENT HEALTH SCHEME, 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: cghsmumbai.gov.in, E-mail: ad.mum.cghs@nic.in

MINUTES OF CGHS PANCHAYAT HELD ON 7TH FEBRUARY 2023.

- 9 FEB 2023

The CGHS Panchayat was organized on 7th February 2023 from 10.30 AM in Shamiana Hall of Income Tax Office, Church gate, Mumbai. The CGHS Panchayat is to provide an opportunity through an open platform for all CGHS stakeholders including pensioners, beneficiaries, Health care organization, ALC etc. to put forth their concerns. The platform will enable to understand the various issues affecting the schemes with a view to improving it. The Panchayat in Mumbai witnessed over 100 participants.

Dr. Nirmal Mandal, Additional Director presided over the Panchayat.

The Panchayat had participation from Pensioners association, CGHS Empanelled hospitals, Employees associations, Diagnostic Laboratories, Health Care Organizations, Doctors, and staff of wellness centres.

Dr. L.V. Prasad, CMO (HAG) welcomed all the participants and explained the objective of holding the CGHS Panchayat. The participants were called to utilize this platform to put forth their issues for the cognizance and consideration of the Health Ministry.

Initially CGHS Pensioners and beneficiaries were given opportunity to put forth their concerns and later the representatives of healthcare organizations and employee's association were also given chance to highlight their key concerns pertaining to the scheme for consideration of the Health Ministry.

Key Concern of Pensioners/beneficiaries

1. Regular medicines to be available in the wellness Centre. Some brands of medicines are not given.
2. More wellness centre to be opened in Panvel/Virar/Vasai/Bhayander/Borivali/Dahisar.
3. Upgradation of ward entitlement of pensioners to be done.
4. Plastic card details are not updated/verified.
5. Hospital like Lilavati/Jaslok/Nanvati to be empanelled. Number of diagnostic centres like Metropolis, SRL should be empanelled in Dombivli and Mumbai.
6. Back up for computer in Ambernath/Thakurli wellness center.
7. Empanelled hospitals are not providing cashless facilities to the In-service category.
8. CGHS rates to be revised in Mumbai. It is more than 10 years, the CGHS rates are not revised and as such good hospitals are not interested to get panel with CGHS due to low rates.
9. Behaviour of doctors/staff. Timing of the wellness centre are not maintained.



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The Additional Director addressed their concern pointwise as follows:

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1. Medicines are provided through Jan Aushadhi. Efforts are taken to streamline the process and provide regular medicine on the same day.
Government is encouraging for generic medicines, if similar composition of medicine is available in the wellness centre, the same will be provided. In such cases branded medicines will not be indented.
Regarding Special Indent medicine, it may be discussed with concerned CMO Incharge of the wellness centre.
2. The Belapur wellness centre building which was in bad shape had to be temporarily closed to avoid any untoward occurrences, but within one month it is relocated in Belapur itself with gigantic efforts.
One wellness centre in Thakurli is relocated and opened on 26th January, 2023.
The CGHS Team is visiting various places for opening/relocating the wellness centre. Efforts are taken to open one new centre at Panvel provided the government space is identified. Efforts are taken to open another wellness centre at Thane.
The CGHS has less preference in BSNL/MTNL premises, as it may get privatized soon. If any Government space is available for the wellness centre, it may be brought to the notice of CGHS Office. Further action will be initiated accordingly.
3. Regarding ward entitlement: No change for entitlement is permitted if the CGHS card were made prior to January 2017 as per revision under 7th CPC. The individual must take effort for change of entitlement. Many beneficiaries have upgraded in last few months.
4. For verification/updating of card individual may contact the card section for needful.
5. Empanelment of hospital/diagnostic centre is a continuous process. Any hospital who is interested and fulfills the criteria may get empanelled with CGHS. The CGHS team are also approaching hospitals for empanelment of good hospitals.
6. Regarding backup for computer: Invertor is provided in the Thakurli wellness centre. There is no need of back up in Ambarnath wellness centre, as uninterrupted electric supply is there.
7. Any CGHS empanelled hospital are not providing cashless facility for pensioner, this may be brought to the notice of the undersigned in writing with concrete evidence against the hospital. Action will be initiated accordingly. Cashless to the In-service category is a policy matter.
8. The matter for revision of rates in Mumbai is under consideration by the higher authorities.



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9. Instruction is issued to all doctors and staff to be polite, courteous, and sympathetic with all the beneficiaries and be punctual. In case there is any issue, it may be brought to the notice of the concerned CMO Incharge of the wellness centre.
10. Linking of ABHA: It is a common platform with a unique identity across different healthcare providers within the healthcare ecosystem. It is a method of accessing and sharing his/her health records digitally. It enables the patient/beneficiary to interact with participating healthcare providers (including CGHS wellness centres) and allows him/her to receive digital lab reports, prescriptions, and diagnosis seamlessly from verified healthcare professionals and health service providers.

Key concerns highlighted by the representatives from Health Care organizations (HCOs)

1. Issue on CGHS Online Portal.
2. NHA is not attending the calls/ replying to the emails.
3. Pending Bills with NHA of high values.
4. Bills approved by the CPD, but certain amount is deducted from the bill from the sanctioning authority without mentioning the reason.
 - The Onboarding of the hospital must be done first. The credential of MIS and BIS are to be created. After the procedure is complete the CGHS patients may be entertained.
 - The high value bills are done by the Nodal Officer in Delhi. There may be some deficiency for not clearing the bills. The deficiencies may be compiled for processing the bill.
 - Regarding certain amount deducted from bills: Representation may be sent to NHA with detail and a copy to CGHS Office.
 - Regarding cross referrals: Cross referrals are not required in all the cases. Memos are not required for 75+.
 - At CPD level wrong deduction are made by using other cities rates, Wrong ICU rate and code for linear accelerator is not visible.
 - At sanctioning authority level there is a KYC issue. Bills not uploaded due to certain reason are held up. Request are made to give chance to upload. The bills wrongly uploaded are returned. After correction it may be uploaded once the access is given.



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- Scope may be given for uploading the bills/offline permission may be granted for post discharged death cases where the card is deleted before uploading the bills in the portal.
- UTI Pending bills of HCOs are blocked since the inception of NHA. All HCOs are requested to reopen the portal for short time.

Key Concern of CGHS Employees Association

1. Filling up the vacant posts. Recruitment process to be started.
 2. Quarterly supply of GMSD medicines.
 3. Advance IFD approval for contractual appointment of staff.
- The Recruitment process is all over India.
 - Quarterly supply of medicine will ensure smooth supply and avoid expiry of medicine.
 - IFD approval for contractual appointment of staff will be send in advance.

The meeting ended with vote of thanks to the chair.

(Handwritten signature and date: 9/2/23)

(DR NIRMAL MANDAL)
ADDITIONAL DIRECTOR