



RETIRED TELECOM OFFICERS' WELFARE ASSOCIATION

Reg No: F-37187 (Mumbai) 2008

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RTOWA Mumbai/Corr/CGHS Hq/040625
To

dated 04th June'2025

Mrs. Roli Singh Ji
Additional Secretary &
Director General CGHS,
E-Mail:-roli.singh@ias.nic.in

Respected Madam,

Sub:-Request to expedite corrective measures to restore normalcy in the CGHS system transitioned to CDAC platform

Our Association represents the pensioners retired from MTNL Mumbai and more than ten thousand MTNL pensioners are beneficiaries of CGHS in Mumbai.

Hope the CGHS directorate is aware of the hardships faced by the beneficiaries, doctors, and staff of CGHS since the transition of the system to CDAC platform. We request an extensive diagnosis of the following problems and to take corrective measures at once.

1. Login and appointment booking failures. System frequently crashes and hangs.
2. System slowness and technical glitches.
3. Critical function deficiencies like inability to edit repeated medicines, no correction facility for stock entry mistakes,
4. Essential medicines are not being dispensed in a timely manner.
5. Difficult to obtain referrals, to access patient records, pat prescriptions, and medicine history due to system inefficiencies
6. Already overburdened wellness centres are unable to cope up. Beneficiaries and staff are frustrated.
7. Concern about DATA security has arisen as it is not known whether the system has undergone cybersecurity audit.

We suggest the following immediate corrective and improvement measures:-

1. **Constitute a Technical Task Force with** CDAC and CGHS IT experts to identify and fix bugs, server issues, and data mismatches. Encourage continuous feed back from field representatives from dispensaries and hospitals.

2. **Improve User Access and Portal Performance** by fixing login and session timeout issues. Ensure compatibility across browsers and devices for both staff and beneficiaries.
3. **Enable offline/manual medicine dispensing until CDAT modules stabilize.**
4. **Fix bugs in the e-referral module** to ensure hospitals can view and accept CGHS patients. **Send emergency circulars to empanelled hospitals to accept manual referrals temporarily.**
5. **Trained CDAC IT staff may be stationed in major CGHS dispensaries** and hospitals to resolve operational issues on the spot.
6. **Provide special helplines for field staff.**
7. **Conduct urgent hands-on training for dispensary staff, doctors, and administrators** on CDAC system. Quick guides and video tutorials for core features may be shared..

The pensioner beneficiaries are under financial and emotional distress due to long queues, unable to have consultations, unable to get medicines in time etc., forcing them to resort to private medical treatment incurring huge expenses.

We request to set realistic timelines for each issue's resolution and daily status updates to beneficiaries, doctors and hospitals via SMS, email, and website.

With high regards,

Yours Sincerely,



(J.S.YADAV)

General Secretary

Copy to

The Additional Director CGHS Mumbai.