



Sanchar Nigam Pensioners' Welfare Association

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SNEA/CHQ/DGCGHS/2/23

Dated 26th Dec, 24.

To

MS Roli Singh,

DG/CGHS, Nirman Bhawan, New Delhi

Sub Unprecedented and unmatched callousness, insensitivity, apathy and highly unethical, irresponsible and immoral attitude of Max Hospital/ Vaishali(Ghaziabad). Beneficiary discharged in highly critical condition directly from ICU and struggling for life at home.

Total lack of involvement and monitoring, gross negligence and dereliction of duty by AD/CGHS (South)/ Delhi. Intervention solicited on a war footing basis to save the life of beneficiary.

Case of Phoola Mattoo, Ben ID 6085118, Patient ID 189737.

Respected Madam

This Association is bringing to your kind notice a classic and harrowing instance where the aforesaid beneficiary was admitted in the Emergency Unit of the aforesaid Hospital on 4th Dec, 24 at 2320 hrs in a highly precarious condition, with Severe UTI, Virtual Respiratory failure and other multiple problems. Thereafter the beneficiary was admitted in the ICU and treated there until 11th Dec, 24.

On Dec 11th, 24, the beneficiary's husband was informed that the patient would be now shifted to Room and her condition would be monitored for a couple of days before she is discharged.

Instead of shifting the patient to room and monitoring her condition, shockingly and unbelievably, in a highly inhuman, unprofessional, immoral and unethical manner, the beneficiary was forcibly discharged in a highly precarious condition, citing non availability of bed.

Repeated persuasion and pleading by the husband of the beneficiary with the concerned Hospital authorities to shift the patient to a room, as already planned and decided, did not evoke any response from the Hospital authorities and the patient was forcibly discharged in a very critical condition.

Since then, the beneficiary is struggling for life at her residence in a highly precarious condition

It is incomprehensible, intriguing and goes against all the Ethics of Medical Science, as to how a patient admitted in a critical condition in the Emergency Unit, treated in ICU for a couple of days, was discharged directly from ICU, without monitoring her condition.

It is not that the concerned Hospital alone is responsible for such pathetic, immoral and deplorable state of affairs but the CGHS Authorities are responsible in equal measure, because of their total non involvement and lack of monitoring of the implementation of the instructions of CGHS HQs by the empanelled Hospitals. That the concerned Hospital has gone to the extent of playing with the life of a beneficiary is also due to complete negligence of AD(South)/ Delhi who never, like most ADs of CGHS, bothers to even remotely monitor the implementation of the instructions of CGHS HQs by the empanelled Hospitals and the net result of this complete lack of surveillance of implementation of the instructions of CGHS HQs by the concerned CGHS Authorities results in empanelled Hospitals treating CGHS beneficiaries as beasts and the classic instance of this negligence of ADs of CGHS is the one cited above.

Respected Madam, it would not at all be an exaggeration to state that the repeated instructions issued by the CGHS HQs to the empanelled Hospitals for streamlining the procedure for treatment of the Beneficiaries is treated by the empanelled Hospitals with total disregard and in a contemptuous manner for the simple reasons that the concerned CGHS Authorities, particularly the ADs, who are tasked to closely monitor implementation of these instructions are just not involved in it and the net result of this highly negligent and irresponsible behaviour of CGHS Authorities, particularly the ADs, is that these instructions, issued from time to time, are of academic interest only and are treated with utter disregard by the empanelled Hospitals. To say the least, these instructions are thrown to the waste box by the concerned Hospitals and have no relevance for them, particularly when it comes to Admissions and Indoor treatment. This is a stark reality and the above unfortunate incident is a direct consequence of this utter negligence of the concerned AD..

What is fundamentally needed, and is totally lacking, is a fool proof and very effective surveillance mechanism to closely monitor the implementation of the instructions of CGHS by the empanelled Hospitals. Empanelled Hospitals play havoc with the beneficiaries and treat them ruthlessly and mercilessly when it comes to Indoor Admissions and treatment. Beneficiaries are trampled over and held to ransom by the empanelled Hospitals when it comes to Admissions and hapless Beneficiaries are left in complete bewilderment and helpless in the absence of any surveillance mechanism by CGHS. This hard reality which is prevalent all over the Country needs to be recognised and immediately addressed by CGHS HQs failing which the Beneficiaries will continue to be the victims and instructions of CGHS HQs will be of academic interest only, having no relevance and significance for the Beneficiaries.

Respected Madam, in the instant case, we solicit your immediate kind personal intervention in getting the above unfortunate and tragic incident, resulting due to unprecedented immorality, negligence and insensitivity, that has led to a beneficiary struggling for her life at her home, exhibited by Max Hospital/Vaishali thoroughly investigated and take very stringent action against the Hospital for its gross criminal negligence in discharging a beneficiary in highly critical condition, that has endangered her life, directly from ICU on frivolous grounds of non availability of bed. **We are confident that the matter will be treated with the kind of seriousness and urgency that it deserves for obvious reasons.**

Warm Regards

Sincerely yours



(G. L. Jogi)

Copy to

1. Respected Sh Pramod Kumar Mishra, Principal Secy to the Hon PM. Sir, the aforesaid incident is not an isolated one but CGHS Beneficiaries, the Senior Citizens, are being invariably treated in a ruthless and merciless way by the empanelled Hospitals throughout the Country, particularly when it comes to their Indoor Admissions. A very opaque mechanism as far as Admission of CGHS beneficiaries is concerned is being followed by the empanelled Hospitals and monitoring of the implementation of the instructions of CGHS HQs by the empanelled Hospitals is completely absent.

2. Respected MS Punya Salila Srivastava, Secy/ MOH& FW. Madam, surveillance mechanism for monitoring the implementation of instructions of CGSHQs by the empanelled Hospitals is non existent and ADs and others throughout the Country responsible to monitor the implementation are not at all involved in the process. The instructions of CGHS HQs are being treated with utter disregard by the Hospitals. Unless, there is a fool proof surveillance mechanism in place, the instructions issued by CGHS HQs are of no consequence, merely being of academic interest only, having no relevance and significance whatsoever

3. Dr R.V. Asoka, President/ IMA. He is requested to take a very serious view about how Max Hospital/ Vaishali has acted in such a highly unethical and immoral manner that has endangered life of a beneficiary.

4. Dr Sateesh, Y. H., Director/ CGHS. He is requested to get the whole issue investigated immediately and take expeditious remedial action.

5. ADDG HQs for information and n/ a please.

6. ADs of CGHS throughout the Country.

7. Chairman/ Max Hospital/ Vaishali for information please.