



Sanchar Nigam Pensioners' Welfare Association

Reg.No: SOCIETY/WEST/2021/8902564

CHQ: B-11/1, Ramesh Nagar, New Delhi-110015, India



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SNPWA/ CHQ/AD(South)/ Delhi/1/25

Dated 7th Aug , 25.

To

AD(South)/ Delhi,

RK Puram, ND

Sub Total callousness, insensitivity, irresponsibility, and lack of accountability in your office. Case of Smt Veena Kaul - Beneficiary no 6826814, wide of Chaman Lal Kaul, Principal Beneficiary, .6826812.

Madam

The above beneficiary suffering from Terminal Cancer has been subject to intense torture and harassment by your office. MRC bills of the beneficiary dated 9.5.23, 8.9.23, 3.9.24, 3.10.24, 28.2.25, 20.5.25, 6.6.25, 17.7.25, 28.7.25, totalling around more than about Rs 4 lakhs are pending in your office for last more than two years..

The very fact that the MRC bills of a Cancer patient are not settled by your office for more than two years adequately **establishes your total lack of involvement, monitoring and control over the concerned staff dealing with clearance of MRC bills. Besides, this Association has received numerous complaints from various beneficiaries that huge red tape is prevailing in your office, and that you are not at all bothered about such serious issues.**

The said beneficiary has made numerous representations but it appears complete breakdown of mechanism has taken place in your office.

Keeping the seriousness of the issue and your complete personal negligence and indifference in view, it becomes incumbent upon you to personally get pending MRC claims of the beneficiary settled at the earliest. It is really unfortunate that all this is happening under your nose when repeated instructions are issued by CGHS HQs to settle MRC cases of Beneficiaries afflicted with

life threatening diseases on highest priority. It appears that you are completely unmindful of these instructions and are blatantly ignoring and violating them.

Needless to say that in case immediate action is not taken by you to restore your house, which is in shambles, in order immediately, this Association will be constrained to hold protest actions at your office.

Regards

Sincerely yours



(G.L.Jogi)

Copy to

Respected Dr Sateesh. Y. H, Director/ CGHS. His kind personal intervention is solicited to direct AD(South) to get personally involved and ensure that MRC cases of beneficiaries with life threatening diseases are not delayed inordinately, in complete violation of instructions of CGHS/HQs.