



Sanchar Nigam Pensioners' Welfare Association

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SNPWA/ CHQ/ AS& DG CGHS/ 7/25. Dated 27th June, 25.

To
Smt. Roli Singh, IAS
AS & DGCHS, ND.

Subject: **Request for Compassionate Exemption from Physical Presence of Crippled and Immobile Patients for Photographic Identification at Empanelled Hospitals**

Respected Madam,

Warm greetings from the Sanchar Nigam Pensioners' Welfare Association (SNPWA).

At the very outset, we wish to place on record our deep appreciation for your ongoing efforts to make CGHS services more humane, efficient, and inclusive. Your proactive interventions and empathy-driven leadership have brought visible improvements, particularly in times of grave systemic stress.

We now write to you with a heartfelt request on behalf of some of the most vulnerable among CGHS beneficiaries— **patients suffering from advanced conditions such as Alzheimer's, dementia, paralysis, Parkinson's, post-stroke immobility, and other debilitating illnesses.**

It has come to our notice—and we have personally witnessed—that such patients are being put through immense physical and emotional trauma due to the requirement of **presenting themselves in empanelled hospitals for photographic identification.** These are not just routine visits for them; they are agonizing ordeals. **We have seen immobile patients being wheeled in, groaning in pain, with distraught family members struggling to cope with their misery**

And the number of such Beneficiaries throughout the Country would be running in thousands, given the age profile of Pensioners.

The sight is heart-wrenching, often reducing bystanders to tears and disrupting the peace and dignity of the healthcare environment.

While the intent behind the current system may be procedural integrity, it ends up unintentionally dehumanizing those who are least capable of compliance due to the very nature of their suffering.

Madam, we are fully confident that your **known compassion and deep sense of justice** will respond to the gravity of this issue. We respectfully urge that patients certified by attending doctors as suffering from advanced immobility-related conditions be **granted full exemption from the requirement of being physically present for identification.**

Instead, their **nearest relative** or caregiver may be allowed to complete the necessary formalities upon submission of a **valid medical certificate from the treating physician** clearly stating the condition of the patient. This small but significant change will relieve thousands of such families from unbearable hardship and torture while upholding the values of dignity and compassion that CGHS is meant to embody.

It is extremely pertinent here to mention that the Hon'ble PM of the Country has been, time in and time out, vehemently emphasizing upon maintaining the dignity of the Senior Citizens and treating them with utmost empathy and compassion.

We trust that you will view this appeal not merely as a procedural suggestion but as a humanitarian plea. A system that truly cares for its most vulnerable is one that reflects the highest ideals of public service—and under your leadership, we are confident that such ideals will prevail.

With profound respect and warm regards,

Yours sincerely,



(G. L. Jogi)

Copy to:

1. Respected Madam Salila Srivastava, Secy/ MOH& FW, for kind information pl.
2. Dr Satessh, Y.H., Director/ CGHS, for n/ a please.
3. Sh Manshvi Kumar, JS (Policy), for n/ a pl. under their jurisdiction.