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(KSR Act 1960, REG. No. 1069/98-99) (FORMERLY RMS PENSIONERS' ASSOCIATION)

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Report on the meeting with the Additional Secretary & DG CGHS on CGHS matters

By K.B.Krishna Rao, Secretary KP&TPA

Dr. R.K.Jain, Additional Secretary & DG CGHS, New Delhi who was on a visit to Bangalore wanted to have an interaction with the Representatives of Pensioners' Associations in Bangalore. A meeting was held at "Shruthi Auditorium", Kendriya Sadan, Bangalore on 8-5-2014 arranged by the Additional Director, CGHS, Bangalore. Representatives of several Pensioners' Associations, Chief Medical Officers i/c of CGHS Wellness Centres, CGHS Advisory Committee Members, the Additional Director CGHS and Officers from the O/o the AD CGHS attended the meeting.

2. The meeting commenced at 9-30 a.m. Dr. R.K. Jain after introducing himself, stated that he wanted to share his thoughts with the Representatives and all those present in the meeting. Dealing on the importance of CGHS, he stated that cost of health care now is very high in

central parts of Metropolitan Cities like Delhi which is forcing employees to shift their residences to the peripheries of the cities where the cost of health care is comparatively low. CGHS assumes importance in situations like these and it is absolutely essential for all, especially for pensioners. To cater to the needs of those employees and pensioners who have settled in the outskirts of cities, powers have been delegated to Directors/Additional Directors, CGHS to relocate CGHS Wellness Centres in places where there is concentration of CGHS beneficiaries. However, with the condition that there must not be any increase in the existing number of WCs in a particular CGHS City. He stated they in Delhi are quite aware of the need for decentralization of powers and hence have delegated powers to a committee headed by the Additional Director and two senior doctors for empanelment of private

hospitals under CGHS which would facilitate empanelment of more number of private hospitals in Bangalore. He had a word of praise for CGHS, Bangalore when he stated that complaints against CGHS Bangalore are comparatively less in number and so far as" satisfaction level "of beneficiaries is concerned, Bangalore CGHS is number one. Listing out the beneficiary friendly measures undertaken by the CGHS, he stated that the working hours of Wellness Centres were revised and increased so as to ensure that more number of beneficiaries get the medical attention on a day. Regarding Referral System he informed the audience that the procedure of obtaining Referral from the CMO for investigations in private hospitals/ diagnostic centres has been dispensed with in cases where the investigations have been prescribed/ advised by a Government Specialist. However, this is applicable to tests listed under CGHS. He stated further that an "Orientation Programme" for CGHS Doctors has been introduced to update their knowledge in the medical field. Concluding his opening remarks, he called for suggestion for further improvement of functioning of CGHS and requested the Representatives to tell him if there are any problems which are of general nature.

- 3. Sri N. Bhaskaran, General Secretary, Coordination Committee of Central Government Pensioners' Associations, Karnataka, submitting a "Memorandum on CGHS Matters" to the Additional Secretary & DG(CGHS), stated that Pensioners' Associations are happy to hear that Dr. Jain after assuming charge as D.G.(CGHS) has taken many beneficiary friendly initiatives and has brought about some reforms in its functioning. He requested the Chairman of the Coordination Committee to speak on the issues raised in the Memorandum.
- 4. Sri S. Radhakrishna, Chairman, CCCGPA, speaking on CGHS matters stated in the Memorandum submitted to the AS&DG(CGHS), at the outset, complimented the Additional Director, CGHS, Bangalore and all the Doctors in Wellness Centres in Bangalore and stated that the Associations are fully satisfied with the service being rendered by them to the beneficiaries. He thanked the AS & DG (CGHS) for the initiative taken by him in decentralization of powers and opined that it helps improvement in the level of satisfaction of beneficiaries. Explaining the issues

brought out in the memorandum he stated as follows:

Revision of CGHS Package rates: The Package rates at Bangalore are less than the rates prevailing in other CGHS covered Cities. This was the main reason behind some of the empanelled private hospitals in Bangalore withdrawing the cash facility hitherto provided to Pensioner Beneficiaries.

Issue of Plastic Cards: An Agency may be identified in Bangalore to quicken the process of issue of Plastic Cards to CGHS Beneficiaries at Bangalore since the Agency at Chennai has so far, reportedly issued cards only to about 30 to 40 % of the Beneficiaries.

Coverage Area of CGHS: The entire Metropolitan Area should be covered by CGHS.

Immunization of Beneficiaries: An immunization programme must be evolved to cover CGHS Beneficiaries who are above 50 years.

5. The Additional Secretary, in his reply to the issues raised in the Memorandum, stated that hospitals should be empanelled for providing all kinds of medical treatments instead of for a particular treatment or a particular disease. On revision of package rates he informed that the process is on and it may take some more time to fix the rates. On suggestions regarding fixing two categories of rates. he opined that it is not advisable as it is likely to be construed as a "step motherly treatment". Regarding withdrawal of cashless facility by some hospitals recently on the plea that CGHS package rates are low and payment of bills are delayed, he stated that some hospitals created a panic among the beneficiaries by putting up circulars/posters in their premises. Action has been taken against such hospitals and 'Show Cause Notices' have been issued. Such hospitals will be removed from the list of "empanelled hospitals" and they will not be empanelled in future also. On the question of delay in payment of hospital bills. he stated that this has been taken care of and it will be ensured that 70% of the billed amount will be paid to the hospital within 5 days of receipt of the bill and the balance will also be paid in time.

On the suggestion made by Sri S. Radhakrishna regarding identifying an agency in Bangalore for issue of Plastic Cards, he

requested the Additional Director CGHS, Bangalore to identify a firm which can be entrusted with the job. The work can be given to a firm which agrees to issue Plastic Cards at the same rate at which the cards are now being issued by other firms. The As & DG (CGHS) informed that to avoid delay, the Plastic Cards will be sent by Speed Post to the beneficiaries directly.

On the demand that CGHS coverage area must be extended to the entire Metropolitan area, he stated that if it is done so, it will create problems for the serving employees for whom CGHS is compulsory if they are residing in CGHS covered area.

Regarding revision of norms for opening of a 2nd Polyclinic in a CGHS covered City, and opening a second Polyclinic in Bangalore, he said that he does not want to reduce the present norms prescribed for opening a 2nd Polyclinic. However, more number of diagnostic centres will be empanelled.

He termed the suggestion of Sri S.Radhakrishna on immunization programme for CGHS beneficiaries above 50 years of age as a "good suggestion" and said that he has an open mind on the subject.

Regarding revision of SIU formula for sanction of doctors which is based on the study conducted in the year 1989-90, he said that CGHS is committed to remove the hassles to ensure augmentation of the strength of doctors in Wellness Centres.

Sri Kololgi, Secretary, Karnataka Central Government Pensioners' Association said that more number of Wellness Centres are required to cater to the needs of increasing number of beneficiaries. The AS&DG(CGHS) replied that a decision has been taken to open at least one Wellness Centre in each State. He said that CGHS now covers only 40% of the pensioners. Therefore, with a view to ensure health care to the remaining 60% it has been proposed to bring in Health Insurance Scheme.

Sri Vijayaraghavan, CGHS Advisory Committee Member, requested that local purchase of Ayurvedic medicines must be allowed like allopathic medicines, for which the AS&DG replied that this will be considered. Sri K.B.Krishna Rao, Secretary, Karnataka Posts and Telecommunications Pensioners' Association, Bangalore making 2 points on issue of CGHS cards to pensioners stated that

- (i) If the particulars of the Pay Scale from which the pensioner had retired are available in the copy of the PPO submitted by the pensioner, the O/o AD CGHS may itself ascertain the corresponding Grade Pay admissible for determining CGHS contribution instead of asking the pensioner to submit a certificate obtained from his PAO indicating the grade pay.
- (ii) Submission of "CGHS Card surrender certificate" is insisted upon for issue of CGHS card. It is to be noted that submission of such a certificate is compulsory, only when before retirement the GS was availing CGHS facility. In respect of those pensioners who were not covered by the scheme while in service, no such certificate can be obtained. It is complained that the pensioners are asked to submit a letter obtained from the office from which they retired certifying that they were not availing CGHS facilities while in service. Since no such document has been prescribed for issue of CGHS card, submission of such a certificate should not be insisted upon. If it is absolutely necessary, a declaration may be obtained from the applicant stating that he/she was not a CGHS beneficiary while in service.

AS&DG(CGHS) replied that these 2 points are noted and will be considered. He said that a declaration from the pensioner may be obtained without insisting on submission of a letter from the office from which he had retired.

6. Summing up the discussions on CGHS matters, the AS&DG (CGHS) thanked all the Representatives for attending the meeting and participating in the discussions and said that the FAQ available in CGHS website will provide answers to all questions and assured that he will take reasoned and rational views on all matters concerning pensioner beneficiaries.

* * *

Memorandum on CGHS matters submitted on 8th May, 2014 for consideration of the Additional Secretary and DG (CGHS), New Delhi during his visit to Bangalore

1. Expediting finalization of New Package Rates for in-patient treatment/diagnostic purposes in Bangalore in private hospitals/diagnostic centres: It is understood that that the process has to be completed at the level of MoH & FW. It is requested that the same may be completed early.

Beneficiaries often face some difficulties in availing treatment from some of the empanelled private hospitals. In medical emergencies, some hospitals deny admission on the pretext of nonavailability of beds in ICU. In some cases, even if beds are available for inpatient treatment, the same is denied preferring other patients who can be charged higher rates. Some of the hospitals, especially in situations of emergency, insist on depositing some amount at the counter of the hospital before admitting the patient, make the attendant purchase medicines, sometimes costly, stating that the hospital do not have medicines in its pharmacy and at the time of discharge, do not pay back the deposited amount. Sometimes, they adjust the amount against 'inadmissible items'. They exploit the mental condition of the patient and attendant and they will not be in a mood to assert their right. Sometime, beneficiaries are directed to undergo pre-operative tests 'on payment basis' in their hospitals – even if they have already under gone the same - stating that they do not have confidence in the equipments of other testing centres and if something goes wrong during the operation, they get involved in legal battle unnecessarily. This practice needs to be prevented. The hospitals should be insisted upon to provide dedicated counters to avoid a situation of beneficiaries being "driven from pillar to post". We have also come across the unethical practice of some hospitals continuing to exhibit on their notice boards "empanelled under CGHS" after termination of the period of empanelment with a view to get patronage of Corporate Establishments. It is to be mentioned in this connection that action should be initiated by the MoH & FW to create a Hospital Regulatory Authority. While granting empanelment, it may kindly be ensured that all areas in the city get coverage.

2. Putting in place a mechanism to revise CGHS Package Rates periodically on occasions of **substantial increase in market rates** to avoid a situation of beneficiaries getting deprived of treatment facilities, as it happened recently.

- 3. Issue of Plastic Card: It is understood that the "Outsourced Agency" has completed only 30% of the work in respect of Bangalore before the targeted date of 31st March, 2014. The work of the agency has come up for criticism from some beneficiaries in connection with incorrect entries and swapping of photos. It appears that this agency has undertaken supply of cards to beneficiaries in the four Southern Cities. Mistakes stated can be avoided and prompt supply can be ensured, if the work is got decentralised and entrusted to a local supplier under the direct supervision of the AD/JD CGHS.
- 4. Renting accommodation for CGHS Polyclinic in Bangalore: The landlady of the present building accommodating Polyclinic is non-cooperative, does not attend to minor repairs promptly and does not provide parking facility as per the rental agreement. Legal action is time-consuming and results are unpredictable. It is better to move to a Central Government accommodation. It is understood that some accommodation is available in the premises of National Tuberculosis Institute in Bellary Road, Bangalore. Enough parking facility is also available in the compound and since it is departmental building, any repair/alteration can be easily got done.
- 5. Expediting opening of the Laboratory under PPP with the Hindustan Latex Ltd.: The accommodation provided by CPWD in Koramangala is lying unused for a long time. Issues connected with the same need to be sorted out without further delay.
- **6. Coverage of CGHS area:** As a policy measure, the entire Metropolitan area should be covered under CGHS.
- 7. Revision of standard for opening of 2nd Polyclinic/opening a 2nd Polyclinic in Bangalore: The standard should be reduced from ten Wellness Centres to eight. In the present situation of budgetary constraints, there is no immediate possibility of expansion of CGHS. The

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number of elderlies among beneficiaries is substantial in Bangalore and with one polyclinic in the city and also taking into account the distance factor, it is necessary to open another one, if necessary by making an exception.

8. Revision of SIU formula/shortage of doctors:

The SIU formula for sanction of doctors now being followed is based on the study conducted in the year 1989-90 and the terms of reference were based on the situation obtaining at that time. It was implemented in the year 2008. As per the population statistics, the percentage of 60+ has increased from 6.77 to 8.4 between 1991 and 2011 and the same is reflected in the percentage of increase in patients visiting Wellness Centres. They may either be beneficiaries who are retirees from Central Government or dependent parents of serving employees. This group of beneficiaries mostly suffers from some of the age-related chronic diseases like hypertension, cardiac problems, diabetes, obesity, asthma, cancer, arthritis, dementia, kidney failure etc., singly or in

combination with one or the other diseases with decreased resistance power to diseases with advancing age. They will be taking multiple drugs and will be having drug-related interaction and reaction. Clinical diagnoses of the disease from which such patients are suffering and deciding about the nature of treatment to be administered involve more time, unlike in the case of vounger generation. Most of this group is devoid of the company of their children and grand children on account of various reasons and suffer from loneliness. Doctors of CGHS Wellness Centre discharge the role of family physician and have to resort to counselling, sometimes, patiently listening to unconnected issues. Such patients are also particular about consulting a particular doctor in the Wellness Centre. The present SIU formula is unrealistic and needs to be revised. Time allowance is also to be given for computerization of medical records. It is requested to take immediate action to change the two-decade old SIU formula covering also the rest of the staff in the CGHS establishment.

Dedicated Day for attending pensioners of DoT / BSNL in person

As per a letter No. 12/Pension Audit/Dedicated Day dated 28-4-2014 of Controller of Communication Accounts (DoT) Karnataka Telecom Circle, the DoT/BSNL pensioners/family pensioners aggrieved of pension related matters and seeking clarification etc., may visit the office on Mondays between 15 Hrs and 16 Hrs along with written submission.

Donation to Association		
LM/ALM	Name (Smt./Sri)	Rs/-
1434	B. Rajasekhar	500

ALL INDIA CONSUMER PRICE INDEX				
Month	CPI Base 2001=100	12 Months' Total	Monthly Ave.	% increase over 115.76
Dec. 13	239	2786	232.16	100.56
Mar 14	239	2834	236.16	104.00

By. K.B. Krishna Rao

OBITUARY

Sri T.Siddalingappa, former President, Railway Pensioners' Association expired on 15-5-2014 at the age of 84 years. He had a substantial role in formation of the CCCGPA, Karnataka. He leaves behind his wife, three daughters and a son.

Sri.M.M.Devappa, LM-1322, Retd. Supervisor RMS Bangalore Sorting Dn. expired on 8-5-2014 at the age of 67 years. He leaves behind his wife and a daughter.

Our heartfelt condolences to the bereaved.

Items for inclusion in the memorandum to be submitted to the VII Central Pay Commission finalised in the meeting of the Management Committee of CCCGPA, Karnataka on 4th May, 2014.

- 1. As the Government of India has conceded wage revision in PSUs once in every five years, the same criterion should be applied in the case of Central Government employees and pensioners also. The Government orders to be issued on the basis of VII CPC recommendations should be effective from 1.1.2011, irrespective of the date of issue of orders.
- 2. Withdrawal of New Pension Scheme
 - (i) Pension of Govt. employees is a deferred wage. Since wage paid out to them during the course of work tenure is kept low by design, to cater for pension.
 - (ii) He/she forgoes with interest 8.33% of Govt. matching contribution to PF.
 - (iii) Pension is a Social Security Measure and cannot be subjected in any way to Market risks.
 - (iv) It does not guarantee minimum return and thus lacks the basic fiber of Social Security Scheme.
 - (v) It is in no way better than the existing Scheme.
 - (vi) It does not provide guaranteed Family Pension to dependents and disabled siblings which exist in present scheme, even in case of spouse and dependent parents where death of the employee occur in early years of service, there is no adequate social security.
- 3. Interim Relief' must be granted pending submission of its report by the VII CPC and the recommendation for grant of 'Interim Relief' must be submitted to the Govt. as expeditiously as possible.
- 4. Merger of 50% of DR with pension with effect from 1.1.2011.
- 5. Age-related additional pension to be granted from 65 years onwards at the rate of 5% of pension for every five years i.e., @ 5% for 65 years, @ 10% for 70 years, and @ 15% for 75 years of age and thereafter it must continue at the present

- rates of 20%, 30%,40%, 50%,and 100% for 80, 85, 90, 95, and 100 years of age, respectively.
- 6. Restoration of Commuted Portion of pension after 12 years.
- 7. 'Emoluments' for the purpose of Pension shall include "Personal Pay', 'Running Allowance', 'Rank Pay', 'Special Pay' etc., under broad definition of Pay.
- 8. Pension must be computed at 65% of the average emoluments or pay last drawn, whichever is more beneficial and family pension must be calculated at 45% of the last pay drawn.
- 9. One Rank One Pension
- 10. Keeping in view the socialistic structure of the country, Constitutional Provisions and to reduce vast inequality among Pay Bands, it is proposed that the ratio between maximum and minimum salary/pension be brought down to 9:1.
- 11. Pension including all allowances should be exempted from Income Tax.
- 12. The 6th Central Pay Commission's improved benefits, e.g., full pension for 20 years of service/ 10 years in superannuation cases, last pay drawn or average of last 10 months' pay whichever is beneficial to the retiring employee as emoluments for computation of pension etc., have been limited only to post-1.1.2006 retirees. This is in violation of the letter and spirit of Hon'ble Apex Court judgment in Nakara Case. We appeal to the 7th CPC to extend the above benefits to all pre-1.1.2006 retirees with monetary benefit from 1.1.2006 to render them equal justice and that new/improved benefits which 7th CPC may recommend, too be made equally applicable to present and past pensioners.
- 13. Fixed Medical Allowance may be enhanced from Rs.300 to Rs.2000/- per month to all pensioners and family pensioners of Central Government and Statutory/Autonomous Bodies under Central Government who are governed by CCS (Pension) Rules,1972 on par with the EPF beneficiaries and the Fixed Medical Allowance must be linked to cost of Living Index and the same

should be increased at a prescribed percentage on par with serving employees, whenever allowances such as Daily Allowance, Children Education Allowance etc., granted to serving employees are increased.

- 14. Service Gratuity should be proportionate to the number of years of service without limiting it to 16 ½ times of the emoluments. Maximum ceiling fixed on the amount of gratuity admissible must be removed.
- 15. Enhanced family pension must be paid for ten years in case of death after retirement as in the case of Government servants dying in harness.
- 16. Medical facilities Extension/expansion/improvement of CGHS and RELHS to existing pensioners/family pensioners of autonomous bodies under Central Government who are governed by the CCS(Pension) Rules, 1972 and applicability of CS(MA) Rules, 1944 to pensioners living in non-CGHS areas.
- 17. Medical Insurance, as and when introduced, should be made optional for existing and future pensioners and employees and it should be extended to existing and future employees and pensioners of autonomous/statutory bodies under Central Government.
- 18. Existing Doctor-Patient norms in CGHS may be reviewed. The vacancies in the Medical/Para Medical staff may be filled up. The reduction in number of posts under CGHS and ban on recruitment as a 'Policy' may be avoided under CGHS. Appointment of Specialist under honorarium basis without linking to the 'Posts sanctioned' may be considered.
- 19. Hospital Regulatory Authority: To ensure that the hospitals do not avoid providing reasonable care to Smart Card holders and other poor citizens, a Hospital Regulatory Authority should be created to bring all NABH-accredited hospitals and NABL-accredited Diagnostic Labs under its constant monitoring of quality, rates for different procedures and timely bill payments by Govt. agencies and Insurance Companies. CGHS packages rates be revised periodically keeping in mind the workability and market conditions.
- 20. Administrative Tribunal may be retained. The Appeal provision with High Courts, after exhausting the remedy at CAT, may also be retained. All Court

- decisions may be extended to cover similarly placed Pensioners/Government servants. The" National litigation policy" launched by the Central Government on 1-7-12010 must be strictly followed by the Government while preferring appeals against judicial orders passed in favour of pensioners.
- 21. Extend complete parity in pension between pre- 2006 pensioners and post 2006 pensioners with effect from 1.1.2006. Similar parity must be granted between pre-VII CPC pensioners and post-VII CPC pensioners after implementation of the recommendations of VII CPC. Wide disparity in the minimum of the four Pay Bands PB-1, PB-2, PB-3 and PB-4 introduced w.e.f.1.1.2006, must be removed by suitably increasing the minimum of PB-1, PB-2, and PB-3 vis-à-vis the minimum of PB-4 and pay scales HAG, HAG+ and Apex scale, which will result in the increase of pension and family pension at the minimum level.
- 22. Grievance Redressal Mechanism/SCOVA should be strengthened and continued with same status as that of JCM. The criteria for selection and nomination of members of SCOVA should be based on specific acceptable norms, which should be published in the website of Pensioners' Portal to ensure transparency in nomination of members to the SCOVA. Conditions prescribed for grant of "Travelling Allowance" to members attending SCOVA meetings may be liberalized, considering the advanced age of the representatives and the distance travelled. Travelling allowance must be paid to the companion / attendant also who accompanies the member attending SCOVA meeting. SCOVA should be upgraded to that of JCM level covering all pensioners.
- 23. Action to set right the anomalies arising after implementation of VI CPC recommendations must be expedited.
- 24. Representation on various Committees: As recommended vide V CPC report Vol III para 141.30, Pensioners' representatives should be included in various Committees and other fora of Government where issues relating to the welfare of pensioners are likely to be discussed & debated: Discussing, debating and deciding the matters / policies relating to pensioners, with representatives other than those of pensioners, is unfair and against the rules of 'Natural Justice'. At present various Committees like National Anomaly Committee

(NAC) and JCM (on pensioner matters), are there wherein matters / policies relating to pensioners' welfare are discussed and decided, but they do not have pensioners' representatives, with the result their viewpoints, hardships and anomalies are not properly represented. As pensioners are a homogenous class, there is an urgent need to constitute separate committees for pensioners wherein matters / policies / anomalies relating to pensioners of all Groups, categories and departments may be discussed.

25. Ex-gratia granted to CPF and SRPF beneficiaries must be increased to bring it to the level of minimum pension/family pension granted to other Central/Railway pensioners/family pensioners.

26. Same fitment formula for absorbed BSNL pensioners: BSNL (Bharat Sanchar Nigam Limited) was carved out of DOT and the employees working in DTO and DTS were enmasse transferred to BSNL on optional basis. Before formation of BSNL, there were several rounds of discussions with Unions. It was agreed to extend the retirement benefits on combined service in accordance with CCS Pension Rules 1972. The Government of India agreed to pay pension/family pension from "Consolidated Fund". Accordingly, Rule 37-A was incorporated in CCS Pension Rules 1972 which was published in Government Gazette on 30.9.2000.

The employees of DoT were absorbed in BSNL in the year 2002 but with retrospective effect from 1.10.2000. Their pay scales were revised from CDA pattern to IDA pattern retrospectively from 1.10.2000 with industrial dearness allowance. The employees, who retired from BSNL after 1.10.2000, have rendered their maximum service in Department of Telecom. Most of them have served in DoT for more than 30 years. Most of the 6th CPC recommendations like Gratuity, Enhanced Pension, Age-related additional pension, Minimum/Maximum pension etc., were made applicable for those BSNL retirees. The

Government of India is honouring its commitment of paying pension from the Consolidated Fund. In fact those who retired from BSNL after 1.10.2010 are actually BSNL retirees but Government pensioners.

The absorbed employees of BSNL from DoT are covered under CCS Pension Rules 1972 and hence they should be considered as Government pensioners. 6th Pay Commission's recommendations were made applicable to them except the fitment formula. We request that the fitment formula recommended by 7th CPC, be made applicable to them also. The only difference may be, it would be in IDA Pay and IDR instead of CDA Pay and CDR. To end the duality once and for all, the Commission is requested to consider this demand, applying the same fitment formula to absorbed BSNL pensioners on par with Central Government Pensioners, of course without changing the IDA pattern, positively and recommend to the Government accordingly.

27. Role of pensioners' Associations in Pension Adalats: The 5th CPC had recommended vide para-139.17 of its report that "Pensioners should be allowed to present their cases before Adalats through any other person/ representative of Pensioners' Association, as they themselves may not be conversant with the Rules". Representatives of Pensioners' Associations may be permitted, in consonance with 5th CPC recommendations, to represent those pensioners who opt for assistance from Pensioners' Associations to present their case before Adalats.

Editor's Note: Copy of the Memorandum has been e-mailed to Sri S.K. Vyas, Secretary General and Sri S.C. Maheswari, Chairman, respectively of Bharat Central Pensioners' Confederation, New Delhi, who are preparing a 'Common Memorandum on behalf of Pensioners to VII CPC' for submission of memoranda. before the stipulated date of 31st May 2014 The copy of the Common Memorandum will be circulated among Pensioners' Associations and after ascertaining their further views, a 'Supplementary Memorandum' will be prepared and submitted.

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Pension Adalat of PMG, South Karnataka Region

Adalat has been notified to be held on 26th June, 2014. Representations are to be received before 10th June, 2014 as per the Notification signed by the Sr. Accounts Officer, Office of the Postmaster General, S.K.Region, Bangalore-560 001.

Simplification of pension procedure - Submission of undertaking by retiring Government servant along with pension papers - reg.

(O.M. No. 1/27/2011-P&PW(E) dated 7.4.2014 of DoP & PW)

'The Scheme for payment of pensions to Central Government Civil Pensioners through Authorised Banks', issued by the Central Pension Accountancy Office provides for an undertaking to be submitted by the retiring Government servant/pensioner to the Pension Disbursing Bank before commencement of pension. The pensioner undertakes to refund or make good any amount to which he is not entitled.

- 2. It has been found that the first payment of pension after retirement gets delayed mainly due to two reasons. One, the delay in receipt of intimation by the pensioner that pension papers have reached the bank and two, delay on the part of the pensioner in approaching the bank for submission of undertaking.
- 3. The feasibility of submission of undertaking by the retiring Government servant along with pension papers has been under consideration in the Government for some time. The following simplification has therefore been approved with the concurrence of Department of Expenditure. vide their I.D. No. 130/E.V/2014, dated 24th February, 2014. The required undertaking may be obtained by the Head of Office from the retiring Government servant along with Form 5 and other documents before his retirement. This undertaking shall be forwarded to the pension disbursing bank along with the Pension Payment Order by the Accounts Officer/CPAO following the usual procedure. The bank shall credit the pension to the account of the pensioner as soon as this undertaking is received along with the pension documents.
- 4. The pensioners would no longer be required to visit the bank to activate the first payment of pension. Therefore, after ascertaining that the Bank's copy has been despatched by the Central Pension Accounting Office, the pensioner's copy of the Pension Payment Order (PPO) may be handed over to him at the time of retirement along with other retirement dues. This should be feasible in all cases where the Government servant had submitted pension papers within the time-limits prescribed in the Central Civil Services (Pension) Rules, 1972.
- 5. An employee posted at a location away from the office of the Head of Office or who for any other reasons feels that it would be more convenient to him to obtain his copy of PPO from the bank, may inform the Head of Office of his option in writing, while submitting his pension papers.
- 6. Office of Controller General of Accounts is requested to instruct all Pay and Accounts Offices and all pension disbursing banks to follow the above procedure as well as make necessary amendments to the pension sanction and payment procedures and the Scheme Booklet.
- 7. All Ministries/Departments are requested to follow the above procedure henceforth, Department of Posts and Department of Telecommunications are requested to make suitable amendments to the instructions to the Accounts Officers and pension disbursing Post Offices/Banks to adhere to the above procedure.

Annexure-XI

(See Para 12.3 Page 6 of Scheme Booklet)

Specimen Letter of Undertaking by the Pensioner

•		Date
To the Branch Manager		
	(Bank	
	(Branch & address)	
Dear Sir,	,	
Payment of pension under P.P.O. No.	through your office.	

In consideration of your having, at my request, agreed to make payment of pension due to me every month by crediting to my account with you, I, the undersigned, agree and undertake to refund or make good any amount to which I am not entitled or any amount which may be credited to my account in excess of the amount to which I am or would be entitled. I further hereby undertake and agree to bind myself and my heirs, successors, executors and administrators to indemnify the bank from and against any loss, suffered or incurred by the bank in so crediting my pension to my account under the scheme and to forthwith pay the same to the bank and also irrevocably authorise the bank to recover the amount due by debiting to my said account or any other account/deposits belonging to me in the possession of the bank.

Yours faithfully

Signature: (with name and address)

Two witnesses: (with signatures, names and addresses)

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Reiteration of provisions of CCS (Pension) Rules, 1972 in the matter of irregularly withholding of gratuity/pensionary benefits on account of disciplinary proceeding etc.-Clarification thereon.

(Dept. of Posts, Letter No. 4-1/2014 Pen., dated 25.3.2014.)

A large number of grievances and petitions are being received in this Directorate from retired Postal employees stating that their gratuity/regular pension, etc., have been withheld and not being paid to them after retirement on account of some complaint and preliminary investigation/enquiry instituted against them, while no charge-sheet under Rule 14 of CCS (CCA) Rules, 1965/Rule 9 of CCS (Pension) Rules, 1972 has been issued to them.

On examination of these cases, it was found that, in many cases, only on the basis of a complaint where a preliminary inquiry has been instituted, the regular pension/gratuity has been withheld after retirement. In some other cases, it was seen that the employee, while in service, had been found primary offender or subsidiary offender during inquiry, although no chargesheet (either under Rule 16 or under Rule 14 of CCS (CCA) Rules 1965) had been issued to him. In some cases, the pensionary benefits had been withheld as the Rule 16 (Minor penalty chargesheet) that had been issued to him/her while in service had not been decided. In all these cases, the withholding of pensionary benefits is against the provisions.

In this connection, I am directed to bring to your notice for ready reference the provisions of CCS (Pension) Rules, 1972 on the subject. These Rules may be brought to the notice of all concerned authorities under your control so that in future the pensionary benefits are not wrongly withheld.

- (A) Rule 9 (2) (b) provides that the Departmental proceedings, if not instituted while the Government servant was in service, whether before his retirement, or during his re-employment
 - (i) Shall not be instituted save with the sanction of the President.
 - (ii) shall not be in respect of any event which took place more than four years before such institution, and
 - (iii) shall be conducted by such authority and in such place as the President may direct and in accordance with the procedure applicable to departmental proceedings in which an order of dismissal from service

could be made in relation to the Government service during his service.

- (B) Rule 9 (6) further clarifies that Departmental proceedings shall be deemed to be instituted on the date on which the statement of charge is issued to the Government servant or pensioner, or if the Government servant has been placed under suspension from an earlier date, on such date:
- (C) Rule 9, Gol Decision (6) further provides that since grave misconduct or negligence cannot be established as a result of minor penalty proceedings, action under Rule 9 ibid for withholding or withdrawing pension, etc., cannot be taken against a pensioner in respect of whom minor penalty proceedings had been instituted and have been continued after retirement.

This aspect should be kept in mind by Disciplinary Authority and he/she must ensure that minor penalty under Rule 16 of CCS (CCA) Rule proceedings instituted against a Government servant have to be finalized before the date of retirement.

(D) Rule 69 (1) (c) - No gratuity shall be paid to the Government servant until the conclusion of the departmental or judicial proceedings and issue of final orders thereon-

Provided that where departmental proceedings have been instituted under Rule 16 of the CCS (CCA) Rules, 1965 for imposing any of the penalties specified in Clauses (i), (ii) and (iv) of Rule 11 of the said rule the payment of gratuity shall be authorized to be paid to the Government servant.

It is clear from the above that if departmental proceedings under Rule 14 (Major Penalty proceedings) of CCS (CCA) Rules, 1965/Rule 9 CCS (Pension) Rules, 1972 have not been instituted before the officer's retirement, they cannot be instituted after retirement except with the sanction of the President. Also Departmental proceedings cannot be instituted against retired employees in respect of any event that took place more than 4 years before the date of institution of proceedings.

Contd. on page 11

	Subscription of Rs. 100/- received for Pensioners' Champion in March/April-14				
LM/A	ALM Name (Smt./S	ri) LM/ALI	M Name (Smt./Sri)	LM/ALN	M Name (Smt./Sri)
4	B.Sadashiva Rao	1292	V. Ranganatha Rao	1858	H.R. Krishnamurthy
349	A. Mahabaleshwar Karar	nth 1326	K. Parimala	1894	N. Subbaiah
544	B.N. Rao	1388	G. Gopal	2014	R. Ramamurthy
898	K.R. Purushothaman	1389	A. Narasimha Aithal	2066	M.G. Bhojanna
1054	H. Wate	1677	S. Balachandar	2080	Y.V. Narasimhan
1121	R. Sampangappa	1855	P.B. Shinde	2088	S.Y. Kudtarkar

	Subscription	of Rs. 200/	- received for Pension	ers' Champ	ion
LM/ALM	Name (Smt./Sri)	LM/ALM	Name (Smt./Sri)	LM/ALM	Name (Smt./Sri)
49	K.G. Rau	947	P. Kothandaraman	1490	M.R. Suresh Babu
68	V. Nagabushana Rao	991	G.R. Parthasarathy	1511	K.A. Sulochana
98	R. Subramanyam	1097	V.V. Thiruvengada Mudaliar	1512	R. Channabasavaiah
358	G.S. lyer	1123	N. Balakrishna	1528	D. Hemachandra Babu
400	I. Yeshoda Bai	1227	V.S. Bhandari	1622	V.K. Hoizal
524	K.N. Bhagawan	1249	K.V. Unni Krishnan	1814	C. Shanmugam
574	H.S. Krishna Swamy	1312	T.A. Sampathkumaran	1865	Harvey Rosario
577	S.H. Vyasa Rao	1363	S.R. Arjungi	1965	M. Venkoba Rao
598	V.S. Shanmugam	1374	K. Govindaraju	1989	K.V.P. Gupta
705	L. Singarachar	1382	M.P. Parusharama Sharma	2000	H.B. Dattatri
918	R.K.T. Shastri	1455	P.S. Krishnamoorthy	2021	V. Purushothamachar
932	K.R. Sridharamurthy	1458	B.R. Nagaraja	2049	Janakraj Duggal

Subscription of Rs. 300/- received for Pensioners' Champion

LM/ALM	Name (Smt./Sri)	LM/ALM	Name (Smt./Sri)
21	K.P.Rangan	652	K.Vasudeva Rao
138	T.S.Srikantaiah	796	Shanthavenugopalan
229	M.R.Nagaraja		2 - 3 - F

Subscription of Rs. 500/- received for Pensioners' Champion

LM/ALM	Name (Smt./Sri)	LM/ALM	Name (Smt./Sri)	LM/ALM	Name (Smt./Sri)
351	K.Adiseshan	1287	K.Vijaya Sundaram	1650	B.B.Poddar
413	K.Sundaram	1434	B.Rajasekhar	1805	K.S.Ramanathan
469	E.V.Srinivasan	1632	S.N.Somashekhar	1972	N.Sanjeevi
				2077	G.Venkataraman

Contd. from page 10

It is also clear from above that if an officer has been served with minor penalty charge-sheet, i.e., under Rule 16 of CCS (CCA) Rules, proceedings have to be completed before the date of retirement for imposing any of the minor penalties. This again cannot result in withholding of pensionary benefits.

These provisions may be brought to the notice of all concerned authorities under your control so that in future, the pensionary benefit of Postal employees are not wrongly withheld.

Court Judgments

1. Delayed final settlement dues of an employee or his/her heir of employee had died, is entitled for payment of interest, even if there is no statutory rules for claiming interest on the kept back final settlement dues

Facts: The Applicant is the daughter of one Smt. Kamla Bhatia, a Nursing Sister at the time of her death on 25.12.2003 and the applicant is the sole nominee for receiving final settlement dues. At the time of death of her mother, the Applicant was only 15 years old. The final settlement dues of the Applicant's mother, under various heads such as Gratuity, Leave Encashment, CGHS, enhanced Family Pension, normal Family Pension and withheld amount were sent to PAO by Letter, dated 21.7.2004. The Respondents released all the amounts except family pension. Hence, she filed O.A. No. 900 of 2010 before the Principal Bench, which was disposed of by ordering the Respondents to consider and decide her representations, dated 23.1.2007 and 26.2.2010 treating the OA also as her representation. That was replied by the Respondents informing her that there is no such rule which entitled her to interest on terminal benefits. Hence she now filed the present application assailing that speaking Order and praying for issuance of direction to Respondents to pay her compound interest at the rate of 18% on the amount of gratuity, GPF, Leave Encashment, Death Link Insurance, Arrears of Family Pension (total amount around Rs. 19 lakhs) paid to her belatedly for the period of delay with effect from 26.12.2003

On hearing both sides, the Tribunal held that admittedly the pension paper after completion of the formalities were sent to PAO vide letter, dated 21.7.2014. "Inspite of completing the formalities, the Respondents did not release the benefits due to her till attaining the age of maturity, rather they should have taken extra care, precaution and interest in securing such benefits to her expeditiously".

As per Rule 77 of CCS (Pension) Rules, 1972, on the death of Government servant, the Respondents at the Head Office should ascertain the final settlement dues and also the nominated person to disburse the final settlement dues. Rule 77(3) provides that when only the child or children survived, the claim is to be submitted in Form 14. Rule 78(3) provides for determination of qualifying service and emoluments to be disbursed within a

month after death. Rule 83 provides that family pension becomes payable from the day of death of the Government servant to his nominated family members. Thus the Applicant becomes eligible for receiving family pension on the date of death of Kamala Bhatia on 25.12.2003. In terms of Government Order, dated 25.8.1994, DCRG should be paid within three months from the date of retirement to dependants of the deceased Government servant. The said OM dated 25.8.1994, is reproduced in the judgment. In case the retiral benefits of a retiree/deceased are not settled within 30 days without sufficient cause, the recipient is entitled for interest as per G.I., OM, dated 5.10.1999. The said OM is reproduced.

Regarding delay in submitting the final settlement formalities by the Applicant, the department cannot be blamed. But here the Applicant submitted the pension papers on 21.7.2004. The Respondents can take only 30 days thereafter. Hence the Applicant is entitled for interest on the kept back amount from 21.8.2004 till the payment of dues.

In the case of S.K. Dua v. State of Haryana and others [2008 (1) Scale 284], it was held that the Applicant could claim payment of interest relying on such rules, if there are administrative instructions, guidelines or norms, prescribed for the purpose. Even if there is no administrative instructions or norms, the employee or his nominee can claim interest under Part II of the Constitution of Articles 14, 19 and 21 of the Constitution. The Paras 8,9 and 11 of the said judgment are reproduced for clarity.

Delhi High Court in two decisions namely, Government of NCT of Delhi v. S.K. Srivastava [WP(C) 1186 of 2012] decided on 29.2.2012 and Delhi Police v. Balwant Singh [WP (C) 1127 of 2012 decided on 13.3.2012 held that the issue of interest on delayed payment of retiral benefits dues is no longer debatable. Interest on delayed payment of final settlement dues is allowable.

In view of the above, it was held that "even if there is no such rule/instruction to this effect, the Applicant would be entitled to interest on the

amount mentioned in the OA for the period of delay in payment of the same. Therefore, the Respondents are directed to calculate and pay interest on the said amount for the period of delay in payment of the same after 21.8.2004 at the rate of 8% per annum".

The OA thus stands disposed of.

O.A. No. 744 of 2012 (Meenakshi Bhatia v. Secretary, Ministry of Health and Family Welfare and others, 2.2014, SwamysnesS 62, (Principal Bench), date of judgment 11.12.2012)

2. Family Pension to a disabled son, even after his marriage, is to be continued and effectively regulated as per notification, dated 27.12.2012 and OM, dated 16.1.2013 issued by Department of Pension and Pensioners' Welfare, Government of India. In the OM, dated 16.1.2013, it was decided to allow continuance of family pension to mentally/physically disabled children who drew or are drawing or may draw family pension even after their marriage. This is in continuation and support of Notification, dated 27.12.2012.

Facts: The father of the applicant, an employee of the Government of India Press in Santragachi, Howrah retired and was drawing pension till the date of his death on 11.3.1991. Family Pension was received by his wife till her death on 10.11.1999. The applicant, son of the deceased Government servant, received family pension after the death of his mother on his request to the department on the ground of sub-rule 6 of Rule 54 of CCS (Pension) Rules, 1972. He was issued with the PPO No. 42850600458, dated 12.5.2006. He drew arrears of Family Pension from 11.11.1999 to 31.5.2006 and thereafter. The Pay and Accounts Officer, R-3 herein, sent a letter, dated 29.5.2008 to Pay and Accounts Officer, Central Pension Accounting Office, New Delhi stating that lifelong family pension to physically crippled or disabled married sons and daughters are not admissible. Hence the Applicant, a physically disabled and married son of late Gunapati, Ex-PPI of GIP (Sant) is not eligible for family pension. Hence the family pension given to the Applicant was stopped.

The Tribunal Held: In view of the Railway Board's Letter regarding payment of family pension, the Applicant was denied family pension after his marriage. As per Rule 54 (6) (d), the guardian of the son / daughter has to give a declaration to the Treasury or the Bank, as the case may be every month, that he/she has not started earning his/her livelihood and in case of daughter that she has not married yet. However, the Government had now taken a conscious decision to make a liberal provision in case of disabled sons/daughters that even after marriage family pension will be continued to be paid and the financial benefits will accrue from 24.9.2012. The liberalized Government policy now allows the Family Pensioners to be paid from the date from which it has been made effective. The Applicant will continue to get family pension based on the above clarification of the Government of India. In view of the above clarification, the Tribunal is not inclined to grant any further arrears from the date of discontinuance of the family pension. The family pension to the Applicant is to be regulated by Notification, dated 27.12.2012 and OM, dated 16.1.2013 of Department of Pension and Pensioners' Welfare, Government of India as discussed above.

Thus the OA is disposed of to the extent mentioned.

[O.A.No. 538 of 2012-Sri Madhusudan Pati v. Secretary, Govt. of India, Ministry of Urban Development and others, 2/2014, Swamysnews 64, (Cuttack), date of judgment 25.4.2013].

Remittances to Karnataka P&T Pensioners' Association

All remittances by MO/Cheque DD should be addressed to-Sri K.R.Anantha Ramu, Treasurer, Karnataka P&T Pensioners' Association, 1158, 7th Main, 7th Block, HMT Layout, Vidyaranyapura, Bangalore-560 097. (Phone No. 23642466)

Members to specially note:

Remittances are not to be made to

- 1) Secretary at Basaveshwaranagar, Bangalore-560 079.
- 2) President at Banashankari 2nd Stage, Bangalore-560 070.

DoP & PW Orders

Grant of TA to Non-official members attending the SCOVA meetings Permission to perform AIR Journey for journey above 1000 kms.

(O.M No F.No.42/11/2014-P&PW(G) dated 19-May-2014 of DoP & PW)

I am directed to refer to the subject noted above which was one of the Agenda items for the 24th Meeting of Standing Committee of Voluntary Agencies and was referred to the Department of Expenditure for the further consideration.

- 2. The Department of Expenditure has given its approval in the matter and has stated that the DoPPW may regulate the entitlement of TA in respect of Non-official Members as per the entitlement of officials presently holding the posts from which these Non-officials (who are retired Government employees) had retired as per provisions of Revised Travelling Allowance Rules vide Department of Expenditure's OM no 19030/3/2008-EIV dtd 23.09.2008 subject to the conditions that where the distance to be travelled is more than 1000 kms, the Non-officials, if they are otherwise not entitled to air travel in terms of the OM dtd 23.09.2008, may travel by Air by Air India only and that the cheapest economy class airfare of Air India would be reimbursed. Whereas, if the distance to be travelled is more than 1000 kms, but the locations are not connected by Air India, the Non-official Members would have to travel by other authorised mode of transport (e.g rail).
- 3. This issues with the approval of Department of Expenditure vide M/o Finance ID Note no 23389/2014 dt 07.02.2014 (F.No 19020/1/2014-E-IV).

* * *

Editors Note: Karnataka P&T Pensioners Association Bangalore, initially had taken up this subject with the Secretary, Department of Pension & Pensioners' Welfare & the Hon'ble Minister of State, Ministry of Personnel, Public Grievances & Pension. Later this subject was submitted for inclusion as one of the 11 items in the Agenda to be discussed in the 24th Meeting of Standing Committee of Voluntary Agencies (SCOVA) held on 5th Feb, 2014.

Compendium On Pension, CGHS and Medical Facilities for Central Govt. and BSNL Pensioners is now on sale at "POST SHOPPE" Bangalore GPO (Ground Floor - Main Entrance)

Newly-Enrolled Members					
SI.No.	Si.No. Name (Smt./Sri) Designation & Office in which last worked				
1	B.Nagaraja Acharya	SRO, RMS 'Q' Division, Udupi	LM 2172		
2	Shivalingappa Beedimani	Postmaster, Gulbarga HO	LM 2173		
3	B.N.Sundaresha Moorthy	APM, Yelahanka PO, Bg.	LM 2174		
4	G.D.Patil	Regional Officer, Directorate of Field Publicity, Bg.	ALM 2175		
5	Dr.Srinivasan Kannan	Professor of Chemistry, IGNOU	ALM 2176		
6	K.Subbarayudu	HSG I, Anantapur P.O.	LM 2177		

LM: Life Member ALM: Associate Life Member

Legal Matter

A. Record of proceedings in the Supreme Court of India – Case in respect of SAG (S-29) Pensioners (New Delhi, April 30, 2014)

Inherent jurisdiction

Curative Petition (C) No. 126 of 2014 / In Review Petition (C)No. 2492 of 2013 / In Special Leave Petition (C) No. 23055 of 2013 / Union of India and another Petitioner Respondent(s)

Versus

Central Govt. SAG (S-29) and Another Repondent(s)

ORDER

Application for oral hearing rejected.

We have gone through the restorative Petition and the relevant documents. In our opinion, no case is made out within the parameters indicated in the decision of this Court in Rupa Ashok Hurra & Anr. Reported in 2002 (4) SCC 388. Hence the Curative Petition is dismissed.

B. Contempt Proceedings in CAT Principal Bench, Delhi in respect of SAG (S-29) Pensioners on May 15, 2014. Ministry of Law has advised to implement the Judgment. Three months' time has been given by the CAT for the same.

B. Modified parity in pension in respect of pre-2006 Pensioners to be given effect to w.e.f 1-1-2006. Government agrees to implement provisions of DoP & PW OM dated 28-1-2013 within 3 months.

(Extract of Order dated 15-05-2014 of CAT Principle Bench, Delhi in C.P. No.158/2012)

This is an application for initiating contempt proceedings against the respondents for not carrying out the judgment/order of the Tribunal dated 01.11.2011 in O.A. No.655/2010 and connected cases.

- 2. At the outset, Shri Rajesh Katyal, the learned counsel appearing on behalf of the respondents, on instructions from Ms. Tripti Ghosh, Director and Shri Harjit Singh, Dy. Secretary, submits that the Curative Petition preferred by them has already been rejected by the Hon ble Apex Court by order dated 30.04.2014, and that the Ministry of Law has advised the Department to implement the aforesaid order of the Tribunal qua the petitioners. He submits that some reasonable time may be given to them to implement the aforesaid order.
- 3. In view of the above, we are of the view that no purpose would be served by keeping this matter pending and it would be appropriate to dispose of the matter with direction to the respondents to implement the directions of the Tribunal expeditiously, preferably within three months.
- **4. With the above order, this Contempt Petition stands disposed of.** Notices issued to the alleged respondents/contemnors are discharged.

M.A. No. 1228/2014

In view of the fact that Curative Petition has been rejected by the Hon ble Apex Court and also in view of the submission made by Shri Rajesh Katyal, the learned counsel appearing on behalf of the respondents, on instructions made by the departmental representatives, that they have been advised by the Ministry of Law to implement the order of this Tribunal, in our view the Miscellaneous **Application No.1228/2014** has become infructuous, and the same is, therefore, rejected.

Posted on 27th/30th of every month at Bangalore GPO - MBC

RNI Regn. No. KAR BIL/2000/1576 Reg. No. CPMG/KA/BGS/446/2012-14 - Total No. of Pages: 16

Central Government Health Scheme, Bangalore

(Minutes of Meeting held with Representatives of CCCGPA under the Chairmanship of Dr. Umeshchandra S. Biradar, Additional Director, CGHS Bangalore, in the Chamber of the Additional Director, CGHS, Bangalore on 30.4.2014 at 11.00 A.M. received by CCCGPA under case mark No. 20-3/2014/CGHS/Admn./2137 dated 1.5.2014)

Additional Director welcomed the Representatives of CCCGPA and the following points were discussed in the meeting:

- 1. Cashless Facility: The Additional Director informed that the situation is not as worse as mentioned in the media reports. At present almost all the hospitals are extending cashless facilities. All the hospitals without any exception are providing cashless facility for dialysis, emergencies and cancer care.
- **2. Rate Revision:** About rate revision Pensioners' Association urged that there should be periodic rate revision. Additional Director told that Ministry has already taken the decision to revise the rates and in the fresh empanelment scheme of hospitals 2014, the rates are being revised.
- 3. Online Appointment System: Pensioners' Association appreciated the appointment system introduced at Polyclinic and requested for increasing the number of slots and to consider the feasibility of obtaining appointment system through SMS.

The Additional Director informed that appointment system through SMS is not possible now. About increasing the number of slots, the decision can be taken only after a review of the system at a later date.

The Pensioners' Associations said that the prescription shall be directly issued by Specialist so that the beneficiary can directly go to the pharmacy and collect the medicines.

The Additional Director conveyed that the system of prescription by the Specialist is already in place.

- **4. Plastic Cards:** Pensioners' Associations' Representative suggested that in view of unsatisfactory performance of outsourced agency for issue of plastic card, it would be better if the outsourced agency belongs to Bangalore in order to complete the process of issue of plastic card promptly.
- **5. Parking Facility at Polyclinic:** In this respect the Additional Director informed that the efforts will be made to negotiate with the owner of the building to provide the same.
- **6. Monthly Advisory Committee Meeting:** The Additional Director conveyed that the matter has already been taken up with the CMO In-Charge, WC-9 and it is ensured that monthly advisory committee meeting will be held regularly.
- **7. Filling up of Radiologist Post:** Efforts will be made in this regard.

* * *

Regd.	Journal
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