

CHANDIGARH CIRCLE

sbipa 05/2022

Date 10/09/2022

The Chief General Manage  
State Bank Of India  
Local Head Office  
Chandigarh

Dear Sir,

Medical facilities to working staff & Pensioners- non adherence to terms and conditions by empaneled hospitals

It has been brought to our notice by our members that the empanelled hospitals of tricity are charging exorbitantly in defiance of agreed rates for consultations as well as charges for other medical services. For example, those hospitals which have agreed for CGHS rates (Rs135) are charging public rates (Rs 800-Rs1100) for consultation. It seems that after approval of empanelment, there is no checks or control over these hospitals and the patients are left at their mercy. While the working staff gets reimbursement of expenses thereby putting the bank to avoidable loss, the Retirees are made to suffer.

In the light of above, we suggest that;

1. All the hospitals should be persuaded to accept CGHS rates for all services being provided by them. In this context we bring to your notice that Fortis Mohali has a few departments on CGHS rates and other on normal rates while Fortis Ludhiana has all the departments on CGHS rates. Further, Fortis Mohali is not offering CGHS rates even for the services agreed on such rates. Same is the case with other empanelled hospitals (empanelled on GHSS rates) as they are also charging public rates.
2. There should be regular post empanelment checks on these hospitals to ensure that they adhere to the charges agreed to by them.

As the hospitals prominently display that they are empanelled with SBI, they must also display the rates agreed to for SBI employees and retirees so as to provide beforehand information to them.

We request you to instruct the concerned officers to take necessary steps to save the bank and its pensioners from avoidable financial losses.

Yours faithfully

Dr M K Virmani  
General Secretary