

अवर सचिव
UNDER SECRETARY



उप-राष्ट्रपति सचिवालय
VICE-PRESIDENT'S SECRETARIAT
नई दिल्ली/NEW DELHI - 110011
TEL.: 23016344/23016422 FAX: 23018124

VPS/R-18.10.2021/US

18th October, 2021

**The Secretary
Health, Medical Education and Family Welfare
Government of Tamil Nadu
Namakkal Kavignar Maaligai,
Fort St. George,
Chennai-600009.**

Sir,

I am enclosing herewith an email representation received dated 18th August, 2020 of Shri S. Chandrasekharan, No. 1, 2nd Street, K.V. Colony, West Mambalam, Chennai - 600033, which is self explanatory, for appropriate attention.

Action taken may kindly be communicated to the petitioner directly.

Yours faithfully,

(HURBI SHAKEEL)

Encl: As Above

Copy to:

1. The Director, Apollo Hospital, Greams Lane, 21, Greams Rd, Thousand Lights, Chennai, Tamil Nadu 600006.
2. Shri S. Chandrasekharan, No. 1, 2nd Street, K.V. Colony, west Mambalam, Chennai - 600033. You are further requested to kindly contact the above mentioned addressee for further clarification on this matter.

Hurbi Shakeel
(HURBI SHAKEEL)

Ms.Hurbi Shakel - Under Secretary V.P, Secretariat - ISSUE WITH APOLLO HOSPITAL TO H.E.PRESIDENT AND OTHER SENIOR OFFICIALS

From : ssekhar51@yahoo.com

Wed, Aug 18, 2021 09:53 AM

Subject : Ms.Hurbi Shakel - Under Secretary V.P, Secretariat -
ISSUE WITH APOLLO HOSPITAL TO H.E.PRESIDENT
AND OTHER SENIOR OFFICIALS**To :** Hurbi Shakeel <hurbi.shakeel@nic.in>

Respected Mam,

I refer to my various emails explaining the very high charges made by Apollo Hospital for the treatment given to me and my wife during February 2020 & March 2020.

I sent email again on July 21 to your office explaining the whole facts and I phone many times to get a copy of the letter sent by you to Apollo Hospital and Tamil Nadu Health Ministry, since I was not able to get in touch you.

Each time when I phone, I get assurances that the letter sent to Apollo Hospital will be sent to my email id, but I could not get them.

I confirm that Apollo Hospital has also not sent any communication to me regarding possible discount on the amount charged.

Respected Mam, I am a sick Senior Citizen with medical problem, any reduction by them will be big boon for me. Two week back on Friday night I was admitted on an emergency condition for giddiness and followed by Monday night due to heavy cramped pain in stomach.

I beg again your office to help me to come out this issue at the earliest and arrange to send me the letter copy sent to Apollo Hospital and reminder to them.

I regret this for the inconvenience and hope you will oblige me based on my health conditions.

Thanks.

S.Chandrasekharan
No1, 2nd Street
K.V.Coloney
West Mambalam
Chennai - 600 033

Cell No.9282233443

On Thursday, July 29, 2021, 07:28:44 PM GMT+5:30, Sekhar Srinivasan <ssekhar51@yahoo.com> wrote:

Respected Mam,

My sincere apologies for writing to you. I begged and cried enough to all a) Govt Officials at Tamil Nadu Health Minister, Health Secretary, Director of Medical Services, Chennai b) Apollo Hospital to Chairman's office / Managing Director, Chief Executive Officer, Finance Manager, Customer Relationship Manager C) Many Central Govt Officials. I would have phoned many times to all officials to connect you, but not able to succeed in my

attempts. Each staff who picks up the phone will assure me that my message / plea will be conveyed you. They all listen to me patiently and thought it will reach you for necessary action.

I can never forget your help and assistance when you send a letter to Vijaya Hospital with a copy to me. The moment they received your letter they called me and settled the excess charges. I am attaching copy your letter sent to Vijaya Hospital during July 20 which helped to reduce my financial loss on medical expenses on my wife's treatment.

The same way I spoke to you early Jan21 you listened to me regarding Apollo Hospital after receiving my email that you will take up the issue with Apollo Hospital and send me copy of the communication. But I have not received that.

Respected Madam, I kindly request you to take up the issue with Apollo Hospital, since their charges are like 7 star hotel and using the noble profession to exploit the poor patients. I am senior citizen of 70 years with medical problem and spent lot of money with Apollo Hospital. More over I was not cured by their treatment of fixing stent. My swelling of legs not reduced for over a year with their medication. I have change hospital to get right treatment and my swelling has reduced.

Ethically Apollo Hospital should refund their exorbitant charges and should pay the cost of my treatment with other hospital.

Again my apologies for disturbing you and feel you are only and right person to help me now.

I await your response and action taken to save my soul.

S.Chandrasekharan

----- Forwarded Message -----

From: Sekhar Srinivasan <ssekhar51@yahoo.com>

To: W&PG Section, M/oHFW <wpg-mohfw@nic.in>

Sent: Tuesday, July 27, 2021, 10:28:21 PM GMT+5:30

Subject: Re: ISSUE WITH APOLLO HOSPITAL TO H.E.PRESIDENT AND OTHER SENIOR OFFICIALS

Sir,

I understood your message and I am 100% sure no action will be taken by them. They will forward to The Director of Medical Services, Chennai and they will say it is the hospital rate and each hospital will have different tariffs and there is no prescribed rule to control them, like Covid Rates.

My many months of cry to Govt of India has gone waste. I was under the notion that Govt will lend a helping the needy citizens request based on the facts. I explained clearly that I knocked all the doors of Chairman Apollo Hospital / Chief Executive Officer / Managing Director / Customer Relationship Manager etc 100 times. Similarly I sent emails to Tamil Nadu Health Minister. Chief Secretary of Health Ministry / Director of Medical Services / Additional Director of DMS. The same way I contacted Delhi V.P's Secretariat / Additional Secretary / Under Secretary office / Grievance Section etc thru emails and telephone calls for the last so many months with an honest hope some thing will be done.

Trial cost nothing by the V.P's Secretariat to send letter to Apollo Hospital or contact them. There is no protocol prevents this to assist a needy person. It is possible they may consider as a special case and give some discount on the amount spent by me.

Please give a second thought, since H.E's office is helping millions of needy Senior Citizens not by following the rule book.

I am attaching copy of the letter signed by Ms.Hurby Shakeel last year which helped me to get decent refund on the medical expenses of my wife.

I regret for this inconvenience and grateful please put a note to H.E.V.P's perusal to get his opinion. I understand he will have 1000's of work at his disposal and he may suggest a way.

S.Chandrasekharan

On Tuesday, July 27, 2021, 4:36:00 PM GMT+5:30, W&PG Section, M/oHFW <wpg-mohfw@nic.in> wrote:

Dear Sir,

Health is a State Subject you are above mention mail has been sent to principal Sactetary health Gov. of Tamil Nadu, you are requested to take a your matter with Gov. of Tamil Nadu.

Thanks.

----- Forwarded Message -----

From: W&PG Section, M/oHFW <wpg-mohfw@nic.in>

To: sobansingh57 <sobansingh57@gmail.com>

Sent: Fri, 23 Jul 2021 16:47:25 +0530 (IST)

Subject: Fwd: ISSUE WITH APOLLO HOSPITAL TO H.E.PRESIDENT AND OTHER SENIOR OFFICIALS

----- Forwarded Message -----

From: ssekhar51@yahoo.com

To: W&PG Section, M/oHFW <wpg-mohfw@nic.in>

Sent: Fri, 23 Jul 2021 15:34:33 +0530 (IST)

Subject: ISSUE WITH APOLLO HOSPITAL TO H.E.PRESIDENT AND OTHER SENIOR OFFICIALS

I am re-sending the email. Kindly confirm with Mr.Rajiv Attri Sir. He confirmed that he received the email sent long time back forwarded by Ms.Arthi Ahuja Secretary Mr.Pratap Singh / Mr.Bala of Mr.Alok Saxena. Sri.Atri Sir also confirmed to me that he has sent letter to Tamil Nadu Health Dept and Apollo Hospital and told me that he will get me the copy.

Pls help me, as I am senior citizen of 70 Yrs with Health Problem and can not sit long infront of computer.

Kindly acknowledge the receipt of this email and assist me in getting letter copies sent to Apollo Hospital and Tamil Nadu Health Ministry.

Thanks.

S.Chandrasekharan
No1, 2nd Street
K.V.Coloney
West Mambalam
Chennai - 600 033

cell No.9282233443

Thanks

----- Forwarded Message -----

From: Sekhar Srinivasan <ssekhar51@yahoo.com>

To: vpindia@nic.in <vpindia@nic.in>

Sent: Monday, July 12, 2021, 3:08:00 PM GMT+5:30

Subject: Fw: ISSUE WITH APOLLO HOSPITAL TO H.E.PRESIDENT AND OTHER SENIOR OFFICIALS

Respected Madam,

As requested I am re-sending my email sent earlier for H.E.Vice President's perusal for early action.

Kindly pass on this to the concerned official and acknowledge the receipt of my email.

Thanks.

S.Chandrasekharan

----- Forwarded Message -----

From: Sekhar Srinivasan <ssekhar51@yahoo.com>

To: secy.president@rb.nic.in <secy.president@rb.nic.in>; ddo-vps@nic.in <ddo-vps@nic.in>; narendrtamodi1234@gmail.com <narendrtamodi1234@gmail.com>; connect@mygov.nic.in <connect@mygov.nic.in>; hfm@gov.in <hfm@gov.in>; vpindia@nic.in <vpindia@nic.in>; secyvp@nic.in <secyvp@nic.in>

Sent: Monday, May 10, 2021, 11:16:19 AM GMT+5:30

Subject: ISSUE WITH APOLLO HOSPITAL TO H.E.PRESIDENT AND OTHER SENIOR OFFICIALS

**H.E. Shri Ram Nath
Kovind**

President of India

Through
Shri K D Tripathi

Secretary
to the President

Email
id: secy.president@rb.nic.in

Phone
No+91 11 2301 3324 /+91 11 2301 4930

+91 11 2301 4211 / +91 11 2301 4387

&

**H.E. Shri M.
Venkaiah Naidu**

Vice President

Govt of India

Email
id: ddo-vps@nic.in

Through:
Dr. I.V. Subba Rao,

Secretary to the Vice-President

Email
id: secyvp@nic.in