

APPRECIATION TO SAST OFFICERS

At a time when there are just negative messages around the pandemic and the uproar on the administration of the pandemic, I share my experience with the SAST team – positive and overwhelming.

From CMH as part of the process to follow up the outstanding bills at SAST towards treatment of Covid 19 patients, the team of three approached the SAST office at Magadi Road, Bengaluru. The building housing the activities was impressive, but at the heart we had only our experience of dealing with one of the government set-up.

The team at SAST enquired the reason and sent us to the 7th floor handling the Accounts of all hospitals. Mr Arun Kumar – ADF checked the reason and in the next 5 minutes opened up the accounts and explained the status of all the bills pending. He also referred to Dr Asif & Mr Sharath of IT team who explained how the process works and informed us as to how we need to view the same in the portal and the timings as to when this option would be available for viewing. The entire exercise took less than 45 minutes on a busy Monday. They also assured us to when the next payment would be released and we did get the payment as assured.

The team efforts, its sincerity to address the issue and the openness to resolve the problems are not just heart-warming but put them on high esteem. Even the best of the corporates may not have such passion that the team displayed.

We thank Mr Arun Kumar, Dr Asif, Mr Sharath and Ms Abroo for the benchmark that they have set in handling Hospital queries and settlement of bills. Returned back to office with the contentment and gratitude.

Pl share this positive experience with other groups as a mark of respect to the team at SAST.

**Gopal Hosur IPS Rtd
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