



# ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

## Central Headquarters

Registered under Societies Registration Act XXI of 1860 vide Govt. of NCT Delhi No. S/RS/SW/1161/2014  
[Registered under Pensioners Portal vide DoP&PW letter No. 4(4)/2021-P&PW(H)7311 dated 04.01.2024]

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Awadesh Sharma  
(M) 9968630008

No.AIBSNLREA/CHQ/2024/88

Dated: 12<sup>th</sup> December 2024

To  
Ms. Roli Singh,  
Addl. Secretary & Director General,  
Central Government Health Scheme,  
New Delhi.

### Sub: Difficulties faced by BSNL pensioners visiting Coimbatore CGHS Wellness Centre

Madam,

We wish to bring to your attention the significant challenges faced by CGHS beneficiaries, particularly BSNL pensioners, at the Coimbatore Wellness Centre. The centre is struggling to manage the large number of daily visitors, resulting in considerable difficulties for those seeking medical care.

2. The CGHS Wellness Centre in Coimbatore is reported to serve over 7000 card holders, with an average of more than 200 beneficiaries visiting the centre daily. The two doctors posted in the Centre are doing their best to attend to as many patients as possible, in spite of the need to attend to administrative works now and then. Consequently, only 120 patients receive care each day with a token system in vogue, forcing the others to return on another day. The visitors not only include beneficiaries from Coimbatore and the nearby Districts viz. Erode, Salem, Nilgris & Dindigul but also those from nearby cities in the adjacent State of Kerala. This overwhelming patient load not only strains the doctors but also is likely to compromise the quality of care provided. There is no need to explain the constant pressure on the single Pharmacist posted in the Centre.

3. We would therefore request you to get the issue examined and cause posting of an additional medical officer in Coimbatore Wellness Centre, as the Centre is reported to have

enough space to accommodate one more medical officer. Posting of an additional Pharmacist may also be kindly be examined. A long-term solution - opening another wellness centre in Coimbatore may also be kindly explored.

With kind regards,

Yours sincerely,

Handwritten signature in blue ink, appearing to read 'R.R. Balasubramanian', with the date '12/12/24' written below it.

(R.R.Balasubramanian)  
General Secretary

Copy to: Dr.K.Kokila,  
AD CGHS, Chennai