

Details for registration number : DHLTH/E/2023/0008449

Name Of Complainant	R R Balasubramanian GS AIBNLREA
Date of Receipt	14/07/2023
Received By Ministry/Department	Health & Family Welfare
Grievance Description	
Health & Family Welfare >> CGHS Health Centres >> Suggestions ----- It has been brought to our notice that Only one CGHS empanelled hospital is providing services at present, whereas in the past four to five HCOs were offering healthcare to the CGHS beneficiaries in Agra. Also, only one Wellness Centre is available catering to the needs of nearly 9000 beneficiaries in Agra. In addition, the number of medical professionals and support staff are inadequate, which results in lengthy waiting time, putting the pensioners in unwanted stress. Due to non-appointment of local chemist, there has been inordinary delay in supplying medicines prescribed by the Medical Officers and the pensioners are required to have multiple visits to get the medicines. A detailed representation is enclosed.	
Current Status	Case closed
Date of Action	11/08/2023
Remarks	
Sir, With respect to your grievance the pointwise reply is as under:- 1. Currently there are 4 HCOs (Nidhi eye and Multi-specialty Hospital, Ujala Signus Rainbow Hospital, Pankaj Pathology, Shantived Institute of Medical Sciences) empaneled under CGHS Agra. 2. Opening up of WC is a policy matter and hence, pertains to ministry. 3. The contractual appointment of medical practioner has been completed and one CMP has been posted in CGHS WC Agra apart from 2 regular doctors. 4. With respect to shortage of staff, the dossiers are awaited from the ministry and as soon as the dossiers are received, posting of additional will be made accordingly. 5. ALC has ben appointed	
Officer Concerns To	
Officer Name	Dr. V. K. Sharma (Additional DDG)
Organisation name	CGHS Outside Delhi
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