

# Details for registration number : DHLTH/E/2026/0034209

Name Of Complainant Balasubramanian R R GS AIBSNLREA

Date of Receipt 31/08/2026

Received By Ministry/Department Health & Family Welfare

Grievance Description

Health & Family Welfare >> CGHS Health Centres >> Suggestions

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This is a suggestion to extend direct private OPD consultation facility without referral to all CGHS pensioner beneficiaries aged 60 years and above. CGHS Wellness Centres currently serve nearly 42 lakh beneficiaries. Allowing pensioners aged 60 and above to directly consult specialists will reduce congestion, shorten queues, and enable Medical Officers at the Wellness Centres to focus on routine care and younger beneficiaries. This will improve the efficiency of the entire system. Pensioners in the 60–69 age group frequently suffer from multiple chronic conditions and mobility limitations repeated visits for referrals impose avoidable hardship and administrative burden. A detailed representation is enclosed.

Current Status Case closed

Date of Action 08/09/2026

Remarks

At present, the facility of direct private OPD consultation without referral is available to CGHS beneficiaries (aged above 70 years) as per the extant guidelines. The request for extending the facility to beneficiaries aged 60 years and above, as raised in the grievance, is noted.

Officer Concerns To

Officer Name Ms. Sonika Khattar (Deputy Secretary)

Organisation name EHS Division

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