



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
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No.AIBSNLREA/CHQ/2026/34

Dated: 14th May 2026

To

Ms.Roli Singh,
Director General, CGHS,
Ministry of Health & Family Welfare,
Nirman Bhawan,
New Delhi – 110011

Subject: Request for increasing online appointment slots, and expediting opening of second CGHS Wellness Centre at Agra

Madam,

We wish to bring to your kind notice the acute difficulties faced by CGHS beneficiaries in Agra due to severely limited number of online appointment slots at the CGHS Wellness Centre, Agra. The CMO is allotted merely six online slots per day, while the other two Medical Officers are allotted 25 slots each, making a total of only 56 online appointments available daily. All these slots get booked within five minutes of the booking window opening at 0000 hrs, forcing elderly pensioners to remain awake at midnight and repeatedly attempt booking. Those who fail to secure an online slot must wait for the next day, causing considerable distress.


2. Those who are unable to obtain online appointments are compelled to opt for offline registration at the counters, where they are required to sit for two to three hours before getting a consultation. This situation is extremely taxing for senior and super-senior pensioners, many of whom suffer from chronic ailments and mobility issues. The problem is further aggravated by the fact that the Agra Wellness Centre caters not only to the beneficiaries residing in Agra but also to those coming from Mathura, Firozabad, Hathras, Mainpuri, Etah and Kasganj, resulting in a disproportionately high patient load for a single centre.

3. The CMO, CGHS Wellness Centre, Agra has also earlier conveyed to our Secretary, Agra Branch that “the number of appointments has been increased to the extent possible by customizing

the work capacity of the Wellness Centre, and that the need for additional staff has already been reported to higher authorities. The CMO had further agreed that, considering the large and growing number of beneficiaries associated with Agra, opening an additional Wellness Centre would indeed provide significant relief.

4. In view of the above, we earnestly request that online appointment booking may kindly be enabled for all the four Medical Officers currently posted at the Agra Wellness Centre, and that the number of online slots be suitably increased in proportion to the daily footfall of the beneficiaries. Further, we request that the proposal for opening a second CGHS Wellness Centre in Agra may kindly be expedited, as it is urgently required to meet the healthcare needs of the large beneficiary population. We shall be grateful for your early and favourable action in the matter.

With kind regards,

Yours sincerely,

14/5/26
(R.R. Balasubramanian)
General Secretary

Encl: As stated

Copy to: 1. Smt. Nivedita Shukla Verma,
Secretary (Pension), DoP&PW
2. Dr. Chandra Kanta Kansal,
AD CGHS, Lucknow