



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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No.AIBSNLREA/CHQ/2026/41

Dated: 1st July 2026

To

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

Subject: Need for delivery of restricted life-saving medicines by courier to avoid repeated visits by cancer patients

Madam,

We hereby draw your kind attention to the severe hardship being faced by CGHS beneficiaries who are undergoing treatment for cancer and other life-threatening ailments and who depend on uninterrupted administration of *restricted life-saving medicines*. Any delay or break in such medicine gravely endangers treatment outcomes and exposes already vulnerable patients to avoidable risk.

2. At present, the system requires beneficiaries to visit the Wellness Centre **three separate times** - **First visit** – consultation and prescription by the CGHS Medical Officer, **Second visit** – collection of indented medicines, and **Third visit** – collection of restricted life-saving medicines, which are supplied only after online approval by the Additional Director, issuance of work order, supply by the authorised vendor, and receipt at the Wellness Centre. Although the entire workflow is online, the supply of restricted medicines is presently taking **15–20 days**, compelling critically ill beneficiaries to make repeated visits and remain anxious about continuity of treatment. For cancer patients, even a single day's break in medication is medically unacceptable.

3. To illustrate the seriousness of the issue, we may cite a recent incident at CGHS Wellness Centre, Ambala. A beneficiary undergoing treatment for metastatic prostate cancer visited the Wellness Centre on 13.06.2026 for consultation and again on 26.06.2026 to collect indented medicines. When he enquired about his restricted medicine (ABIRATERONE ACETATE 250 mg), he

was informed that he would be contacted when it arrived. However, the beneficiary had knowledge that the medicine had already been dispatched on 23.06.2026 by courier to the Wellness Centre. Only after he insisted, did the staff check and hand over the medicine. He would have been required to visit the wellness centre for the third time, had he not put up additional queries.

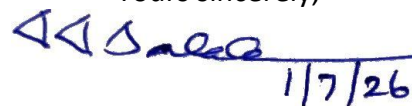
4. In view of the above, we request the following systemic improvements for **all CGHS Wellness Centres**, so that beneficiaries—irrespective of location—receive restricted medicines in time without any break in treatment:

(a) The entire process of approval, work order, vendor supply and issue of restricted life-saving medicines may be **completed within a week**, ensuring that both indented medicines and restricted medicines are delivered to the beneficiary **on the same day**, not exceeding **7 days** from the date of the first visit.

(b) In case of any delay in supply of restricted medicines, the Wellness Centre may **dispatch the medicine by courier directly to the beneficiary**, without requiring a third visit.

With kind regards,

Yours sincerely,



1/7/26

(R.R. Balasubramanian)
General Secretary

Encl: As stated

Copy to: 1. Smt. Nivedita Shukla Verma,
Secretary (Pension), DoP&PW
2. Dr. Sawinder Singh,
AD CGHS, Chandigarh