



Sanchar Nigam Pensioners' Welfare Association

Reg.No: SOCIETY/WEST/2021/8902564

CHQ: B-11/1, Ramesh Nagar, New Delhi-110015, India



snpwachq.com



snpwachq@gmail.com

K.D Sebastian
CHQ President
+91 9447144100

G.L.Jogi
General Secretary
+91 9868217799

S.S. Rajput
Treasurer
+91 9413394204

SNPWA/ CHQ / Director CGHS / 3/26 Dated 25th Sept, 2026

To

Dr Sateesh. Y. H
Director/ CGHS, ND

Subject: Urgent Intervention Required to Address the Acute Crisis at CGHS Wellness Centre, Kochi - Demand for Immediate Augmentation of Medical Manpower.

Respected Sir,

1. The Precarious and Unacceptable Situation at Wellness Centre, Kochi.

We wish to draw your immediate and urgent attention to the extremely distressing conditions prevailing at the CGHS Wellness Centre, Kochi, which caters to beneficiaries from six districts : *Ernakulam, Idukki, Kottayam, Alappuzha, Thrissur and Pathanamthitta .

The overwhelming number of beneficiaries dependent on this single Wellness Centre, coupled with the availability of only two sanctioned doctors, has rendered timely access to medical consultation practically impossible. What should be a basic healthcare entitlement for senior citizens and pensioners has become a daily ordeal, marked by uncertainty, exhaustion and repeated disappointment.

The situation concerning both online and offline appointments is particularly alarming:

A. Online Booking - A Virtual Lottery.

The online booking window opens at midnight, and all 48 available slots for the two doctors are invariably exhausted within barely one minute.

This is not an exaggeration but the precise ground reality.

Beneficiaries, many of them elderly and ailing pensioners, are compelled to remain awake until midnight merely to attempt securing an appointment. Even after making this effort, the overwhelming majority are left without a slot.

Access to medical care cannot be reduced to a midnight lottery.

B. Offline Booking - Elderly Beneficiaries Forced into Pre-Dawn Queues.

Those unable to secure online appointments, or those compelled to seek offline consultation, are forced to undertake exhausting journeys from distant districts.

Many beneficiaries reach the Centre as early as 4:00 a.m. and wait in queues until 8:00 a.m., hoping against hope that they may get an opportunity to consult a doctor.

Quite often, they return home disappointed, only to face the same ordeal on the following day or on subsequent days, with no assurance that their efforts will eventually succeed.

This is the situation even when both doctors are available. If one doctor happens to be on leave, the difficulties faced by beneficiaries become virtually indescribable.

C. Post-Holiday Rush, A Situation Beyond Manageability.

On the working days immediately following holidays, the rush becomes even more overwhelming, pushing the Centre's limited resources beyond all reasonable limits.

The resulting hardship, inconvenience and denial of timely medical attention to elderly beneficiaries cannot be brushed aside as an ordinary administrative difficulty.

2. The Existing Arrangement Is Manifestly Inadequate.

Our CHQ President discussed this critical issue with the AD, CGHS, on 18 September 2026.

The AD explained that only two doctors are presently sanctioned for the Wellness Centre and that any augmentation of medical manpower falls beyond his authority, as additional posts must be sanctioned at higher levels.

We appreciate the limitations within which the AD is required to function. However, such limitations cannot become a justification for allowing thousands of elderly beneficiaries to suffer indefinitely.

It is also understood that a proposal for opening an additional Wellness Centre, supported by suitable justification, has reportedly been turned down at higher levels.

It raises a fundamental question:

How can a single Wellness Centre, with only two doctors, be expected to adequately serve the healthcare needs of beneficiaries spread across six districts?*

We find it difficult to believe that a situation of this magnitude and severity exists elsewhere in the country. Whether or not that comparison is factually verifiable, the present circumstances at Kochi are clearly untenable and demand immediate corrective action.

3. Our Urgent and Firm Request.

In view of the foregoing, we earnestly but firmly request your personal intervention to ensure the following:

1. Immediate Sanction and Posting of Additional Doctors.

At least two additional doctors may kindly be sanctioned and posted at the Kochi Wellness Centre without further delay, considering the enormous beneficiary population and the geographical area it serves.

This is not a demand for preferential treatment but a minimum requirement for ensuring meaningful access to healthcare.

2. Immediate Interim Arrangements.

Pending the sanction and posting of additional doctors, suitable alternative arrangements may urgently be put in place, including:

- Temporary deployment of doctors from nearby CGHS Wellness Centres, wherever feasible.**
- Periodic attachment of additional medical officers to Kochi.**
- Any other practical arrangement that can immediately increase consultation capacity and reduce the suffering of beneficiaries.**

3. Reconsideration of the Proposal for an Additional Wellness Centre

The proposal for establishing an additional Wellness Centre may kindly be reviewed afresh, taking into account the actual beneficiary population, geographical spread, daily appointment demand and the extraordinary difficulties currently being faced.

4. A Matter Requiring Immediate Attention

Sir, CGHS exists to provide accessible and dependable healthcare to Central Government employees and pensioners, particularly those in their advancing years.

The present situation at Kochi is fundamentally inconsistent with that objective.

Elderly pensioners should not be required to compete for medical appointments at midnight, travel through the early morning hours, stand in queues from 4:00 a.m., or repeatedly return home without medical attention.*

We therefore request that this matter be treated as one of *immediate public importance,* and that time-bound directions be issued to provide relief to the thousands of beneficiaries dependent on the Kochi Wellness Centre.

We look forward to your urgent and positive intervention.

With regards,

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'G. L. Jogi', with a horizontal line extending from the end of the signature.

(G. L. Jogi)