



**ALL INDIA**  
**RETIRED BHARAT SANCHAR NIGAM LIMITED EXECUTIVES' WELFARE ASSOCIATION**  
**CENTRAL HEAD QUARTERS, NEW DELHI**

Regn. No. S/00108/NE-/2010

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No.AIRBSNLEWA/CGHS/2020-2021

Dated:03.07.2020

**To**  
**Shri Alok Sexana**  
**Joint Secretary CGHS.**  
**Ministry of Health and family Welfare**  
**Govt of India**  
**Nirman Bhavan, Delhi**

**Sub : Total Chaotic condition at Addl Director Office Kolkata for submitting applications for Plastic Card.- Regarding**

Respected Sir,

We are constraint to bring to your kind notice about the chaotic situation of Additional Director's office at Kolkata for submitting applications for CGHS plastic Card.

Sir, You are aware that about 95,000 employees of BSNL and MTNL took VRS and retired on 31st January 2020. These Pensioners and other superannuated pensioners are preferring CGHS for their Health Care. As a result it is expected that most of these retired employees will migrate to CGHS immediately to have a safeguard on their health.

Under this backdrop, the Addl Director office has reduced the number of applicants to 25 on 3 days a week from usual 50. As a result there is a heavy rush and chaos due to this bottle neck. Pensioners are queuing outside the office of Addl Director from morning 5 AM to secure a berth within 25. On opening the office first 25 are allowed and remaining are enlisted for next working day. Now on next day again there is a que of pensioners and on opening of office they are informed that the berths for that day is full by those who were surplus on earlier days and for them again a date of following working day is given. As a result one pensioners has to visit the additional directors office 3 times to get the card. First day stand in the que to get a waiting list position, second day again stand in queue to submit the application and third day again to get the index card. The same office earlier was taking 50 applications 3 days a week in the morning and deliver index cards same day in the afternoon.

**Sir, you can understand the chaotic situation the senior citizens are facing in this pandemic situation. They are to travel 50-60 kilometers twice a day for 3 days to get themselves enrolled with CGHS.**

We requested the Additional Director through email to change the system but unfortunately nothing happened yet.

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We therefore now kindly pray before you for your kind intervention. We suggest following three measures to reduce the harassment.

**1. Applications should be received on all five days Monday to Friday without any prefixed limit. The index cards may be delivered on subsequent dates as will be notified to them at the time of submission. Further as at present pensioners are submitting hard copies of the form already entered in the system on line, hence time consumed per pensioner is not more than 5 mins. This is the system being followed in all other CGHS additional Directors office.**

**2. To avoid pensioners coming in the early morning and standing in a que, a system of giving prior appointment may be introduced. Pensioners will apply on email to Addl director for appointment and a reply mail will be sent to the pensioners with date and time.**

Kindly consider our proposal sympathetically and take a favorable decision. The same may kindly be notified and communicated to us so that we can circulate it to the pensioners of BSNL West Bengal.

With Kind Regards

Yours Sincerely



**(Prahlad Rai)**  
**General Secretary**  
**AIRBSNLEWA**

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Copy To :

1. Shri P K Purwar. CMD BSNL New Delhi
2. Shri S K Jain, DDG (Establishment) Department of Telecom, New Delhi
3. Dr Sanjay Jain Director CGHS New Delhi: For kind information and necessary action
4. Dr G D Palia. Additional DDG, CGHS New Delhi. For kind information and necessary action
5. Dr N C Debbarman. Additional Director CGHS Kolkata