

Government of India
MINISTRY OF HEALTH & FAMILY WELFARE
C.G.H.S.WELLNESS CENTRE NO-1, SECTOR 45, CHANDIGARH

No: CMO/CGHSWC-I /Advisory Committee/Minutes / 3119

01 Dec,2018

**MINUTES OF THE MEETING OF ADVISORY COMMITTEE HELD ON 01-12-2018 IN CGHS WELLNESS CENTRE
NO-1, SECTOR 45, CHANDIGARH**

The meeting of the CGHS Advisory Committee was held at 09.30 a.m. on 01 Dec,2018 and was presided over by Dr (Mrs) Sunita Chaudhary, Senior CMO (SAG), I/C CGHS Wellness Centre, Sector 45, Chandigarh, and attended by the following members:

- (1) Sh. P S Bedi-DIG (Retd)- PMF Retired Officers Association, Chandigarh. (Mob: 94648-35350)
- (2) Sh Didar Singh, I A &AD Pensioners Welfare Association, Chandigarh. (Mob: 98159-91318)
- (3) Sh D R Sharma, Central Excise Pensioners Association, Chandigarh. (Mob: 98147-35251)
- (4) Sh D D Sharma, Survey of India, Rep of serving employees, Chandigarh.(Mob: 94171-84124)
- (5) Sh Vinit Goel, Rep, Jai Ambika Medicos, ALC, SCO 361 Sector 32 D, Chandigarh. (Mob: 99886-37709)

Welcome Address:

Dr(Mrs) Sunita Chaudhary, Senior CMO (SAG) In-charge CGHS Wellness Centre No 1, welcomed the members of the Advisory Committee , and intimated that this was her first meeting with the Advisory committee, and hoped that she would get the cooperation of the Advisory committee in her efforts to provide the best services to the CGHS beneficiaries .

Shri D D Sharma congratulated Dr (Mrs) Sunita Chaudhary, on her elevation and promotion as the CMO, I/C Wellness Centre, on behalf of members of the CGHS Advisory Committee.

The CMO touched upon the issue of rush of patients at the Wellness Centre, where daily registration exceeds 550, and at times touches 600 also. With the limited space available, it becomes a problem to handle such a rush of patients. The popularity of 'online' appointment has not made much difference, as those patients waiting for hours, often object to preferential attendance given to the online appointees. The registration time for the patients is up to 1.30 p.m. by which time the rush of patients becomes unmanageable. A system of issue of 'RED' tokens at the registration counter has been introduced, after the registration figure exceeds certain critical number, even before the time limits indicated on the display boards, indicating, that such patients may not get the opportunity for consultation with the MOs, and they may mentally be prepared to come the next day. On an average each MO at the dispensary attends to 95 - 100 patients daily, which is very exhausting, and which also indicates the need for additional dispensaries in the Chandigarh Tricity region.

Amenities for the beneficiaries

Regarding the progress of allotment of the earmarked plot for CGHS complex, Shri Didar Singh intimated that, a delegation of CCCGPA, had met the local M P Smt Kirron Kher, who assured to again follow up the case by raising the issue during the ZERO hour in the forthcoming Parliament session commencing shortly. We have prepared a note to be given to her, highlighting the problem. The draft of the note was shared with the CMO, and other members of the Advisory committee. Additional documents like daily attendance /registration of patients at the Wellness Centre were obtained from the CMO, and photographs of the crowded conditions in the waiting hall of the present premises were also clicked. These would be attached with the brief prepared for the MP for submission at the Parliament.

MRC status/Pendency of claims:

The MRCs up to June, 2018 have been cleared, and the bills received up to Sept, 2018 are under scrutiny. Regarding the shifting of CDDO to New Delhi, it has been intimated by the concerned

authorities, that shifting of CDDO to Delhi, is as per govt policy. The procedure of submitting the MRCs has since been streamlined and the delays which occurred in the recent past have been addressed.

Availability of Drugs in the WC:

As per records, there are 300 Generic items and 90 Proprietary items available in the WC. No problem is being faced by CGHS beneficiaries in supply of medicines. The medicines and drugs are now being procured through AMRIT outlet, which has greatly eased the position, which has also reduced the need to obtain indented medicines from the ALC This would particularly benefit the patients, especially those from outstations, who would get practically all the prescribed medicines and drugs on the same day, forestalling repeat visit for the indented medicines.

Performance of authorized Local Chemist (ALC):

There has been no problem with the supply of local purchased medicines from the authorised local chemist (ALC). The supply of indented medicine is being received in time. The bills of the ALC are also being cleared in time. The representative of the ALC expressed a desire to provide generic medicines to CGHS, as against those procured from AMRIT outlet. The CMO advised him to approach the concerned CGHS authorities in this regard.

Staff Punctuality & Behaviour:

The staff at the WC is a dedicated lot, and their conduct and behaviour has been praiseworthy. They are courteous and helpful to all patients especially the senior/aged/ patients with disability.

Cleanliness & Maintenance of Wellness Centre:

Under the prevailing circumstances, the upkeep of the premises is appreciable.

Suggestion /Grievance Redressal:

The suggestion / complaint box, which had not been opened for the past few months, because the Advisory Committee meetings were held at the office of AD, CGHS, in Sector 9, was opened by Shri Didar Singh and found nine communications.

(1)- Shri Brij Bhushan Chadha, of I A & AD, (CGHS Card – 3247263), in his complaint dated 28-06-2018, addressed to Dr Ashwani Kumar, the then CMO I/C. WC, contended that the attending CGHS MOs, while issuing the medicines prescribed by the specialist in GMCH, Sector 32, Chandigarh, do not explain the dose to be taken by the patient, and also that few medicines were not issued as per specialists prescription. He stressed that the CGHS MOs should issue the same medicines as prescribed by the govt specialists. He also suggested that the cols 'dose' and 'advice', as printed in the computer generated CGHS slip should be filled up by the CGHS MOs, instead leaving these blank.

The CMO explained that, as per govt policy, the prescribed medicines are provided to the CGHS patients, as per the formulation list of CGHS, and in case generic medicines of equivalent salt /salts is available, these are issued in compliance with govt of India guidelines. Regarding the cols, left blank, it is imperative that consulting specialist doctor advises the patients regarding the dose and related matters, and CGHS WC's role is restricted to the issues the prescribed medicines. However, in case the patient expresses any doubt, it is always clarified / explained to him by the CGHS MO.

(2)- Shri Surinder Singh, (2229, Sector 71, Mohali), in his complaint dated 02/07/2018, referred to rush of patients at the Medicine Dispensing Window, and suggested opening of additional dispensing counter.

The CMO indicated that due constraints of space at the present location, it is not feasible at present.

(3) – Shri Sandip, (Ramgarh), in his complaint dated 14/8/2018, rued the shortage of CGHS MOs in the WC. He suggested that the WC should have 8 to 10 MOs, and additional CGHS dispensary should be opened in the Chandigarh tricity region.

CMO indicated that case for additional CGHS dispensary has already been taken with higher CGHS authorities / Ministry of H&FW.

(4)- Shri K B Misra , in his complaint dated 3/8/2018, expressed his concern for the unhygienic condition of Room No 6, where two MOs are sittings. The corridor in front of this room leads to the toilet block, with foul smell. He suggested these MOs be shifted to Room No7.

The CMO explained that Room No 7, is earmarked for the CMO I/C, WC. There is hardly any scope for arranging suitable room under the present circumstances, and available accommodation given by Chandigarh Administration. Efforts are afoot to renovate the toilet block,

(5)- Rajinder Mohan Singh (House No 2222, Sector 38 C, Chandigarh- card No 32428584), complained that he came to the WC, at 12.30 p.m., but was not issued registration slip, although the timings for registration was displayed as 1.30 p.m & dispensary timings were up to 2.00 p.m. thereby flouting the rules.

The CMO explained that sometimes we have to close the registration counter earlier, due huge rush of the patients. We have also introduced 'RED Tokens' after registration crosses certain limit, with a rider to the patients that his turn for consultation may not come that day, he may have to come the next day.

(6)- Shri O P Bhardwaj,(5705A Sector 38(W), Chandigarh- CGHS card- 3232702) lodged similar complaint, wherein he alleged that he was refused the registration on reaching the WC at 12.00 hrs, on 4/10/2018, well within the displayed time of 1.30 p.m.. He is 85 years age. His plea to the Senior MO, Mrs Sunita Chaudhary, did not find any favourable consideration. He alleged that it was violation of govt instructions .

The CMO indicated that it is humanly exhausting for the CGHS MOs to go on attending to the patients beyond a certain limit, and hence they have to resort to such measures to control the rush of patients at the WC. It is for higher CGHS authorities to attend to these problems faced by the CGHS centre at Chandigarh.

(7)- Shri R C Anand (CGHS Token No 6465 ; I D 3617127), dated 9/10/2018, indicated that he was informed by SMS that out of 5 indented medicines, only 4 medicines have been received. When he wanted to know the name of medicine not received, there was no response from the CGHS WC. As he has to come from Ambala, it amounted to extra hassle. As the medicine supplied short is an essential and costly medicine, the ALC, should be hauled up, for negligence. He alleged such short supply of essential and costly medicines, has become a norm, CMO may look into it with concern.

The CMO intimated that as the supply of medicines from the AMRIT outlet has improved, such cases would get addressed.

(8)- Shri P Singh (no personal details given), in his complaint dated 24/10/2018 , referred to the rush in the WC, leading great stress . He advocated opening of more WCs in the Chandigarh region.

(9)- Shri Suresh Kumar (CGHS card 4551927), referred to shortage of doctors in the WC. He appealed for more doctors to be posted in the CGHS WC, and to increase the working hours / hold evening clinic.

The meeting ended with a vote of thanks

Sd/-

(Dr (Mrs) Sunita Chaudhary)
Senior Chief Medical Officer (SAG) I/C
CGHS WELLNESS CENTRE NO-1,
Sector 45, Chandigarh

Copy to

1. Addl. Director CGHS, Sector 9, Chandigarh
2. All the committee members.