



Sanchar Nigam Pensioners' Welfare Association

Reg.No: SOCIETY/WEST/2021/8902564

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SNPWA/CHQ/AD Chandigarh/1/26

Dated: 1 October 2026

To

The Additional Director
CGHS, Chandigarh

Subject: **Unacceptable and potentially life-threatening delay in clearing the cardiac treatment of Shri Shiv Kumar Sharma – Immediate intervention requested**

Sir ,

I am constrained to write to you in the strongest possible terms regarding the continued and completely unacceptable delay in clearing the case of **Shri Shiv Kumar Sharma** , a CGHS beneficiary suffering from a serious and potentially life-threatening cardiac condition.

I had personally brought the precarious condition of the beneficiary to your notice and specifically explained to you the urgency of the matter. On that occasion, you had categorically assured me that his case would be cleared positively at the **Three-Member Committee meeting scheduled for 25 September 2026** , and, subsequently, that the approval would be ensured by **28 September 2026** .

Unfortunately, **28 September has come and gone, and the case has still not been cleared.**

This is extremely distressing and difficult to comprehend, particularly because all the relevant medical recommendations and supporting documents have already been furnished to your office.

The following documents are on record:

- 1. Medical recommendation from Fortis Escorts Hospital, Amritsar, dated 6 August 2026, recommending the required cardiac intervention.**
- 2. Endorsement from the Cardiologist at Narayana Hospital, Katra, dated 8 September 2026, supporting the recommended procedure.**
- 3. Endorsement from AIIMS, Vijaypur, Jammu, dated 18 September 2026, further supporting the need for the procedure.**

The medical certificate issued by Fortis Escorts Hospital records that Shri Shiv Kumar Sharma is a known case of coronary artery disease, with previous **PCI** to the **LAD and RCA** . It further records **diffuse proximal-to-distal LAD in-stent restenosis of approximately 75–80%** and significant in-stent restenosis demonstrated on previous IVUS, with probable **stent under-expansion and underlying calcification**.

The certificate further records that, despite previous high-pressure balloon angioplasty and Wolverine cutting-balloon angioplasty, significant residual stenosis persists.

More importantly, the treating cardiologist has documented that the patient:

- continues to have **angina on exertion** ;
- has **NYHA Class III dyspnoea** ;
- has **continuing myocardial ischaemia despite optimal medical therapy**; and
- has been advised **IVUS-guided Intravascular Lithotripsy (IVL)-assisted Percutaneous Coronary Intervention (PCI)** for the affected LAD lesion.

This is therefore **not a routine reimbursement or administrative matter. It concerns a beneficiary with significant coronary disease, persistent ischaemic symptoms, severe breathlessness and a documented medical recommendation for further coronary intervention** .

The procedure specifically recommended is **IVUS-guided IVL-assisted PCI**, intended to address the difficult, calcified and inadequately expanded stented segment. IVL is an established calcium-modification technology used in complex coronary intervention, and specialist literature recognizes its potential role in treating calcified stent under-expansion, although its use in in-stent restenosis/under-expanded stents may be off-label depending on the device and jurisdiction.

Against this background, what exactly are we waiting for?

The beneficiary is reportedly in such a precarious condition that he can hardly walk a few feet without severe breathlessness. His family is living in a state of acute anxiety and helplessness, while the treatment recommended by his cardiologist remains pending for want of administrative clearance.

I had approached you personally because I trusted your assurance and because I believed that the gravity of the patient's condition would receive the immediate attention it deserved.

Regrettably, that assurance has not been honoured.

I must therefore **place on record our deep anguish and strongest protest at** the manner in which this case has been handled.

CGHS exists to facilitate timely access to medically necessary treatment for its beneficiaries. It should not become a source of additional anxiety and delay for a critically ill patient whose treating specialists have clearly documented the need for intervention.

Every avoidable day of delay matters in a patient with ongoing myocardial ischaemia and severe breathlessness .

I therefore urge you to treat this matter with the urgency it deserves and to ensure that no further procedural or administrative delay is allowed to stand in the way of the patient's medically indicated treatment.

I also request the Director, **CGHS, New Delhi, to intervene personally** and ensure that the case is examined and the necessary approval is issued **forthwith** , in accordance with the applicable CGHS procedure.

We have unfortunately encountered similar difficulties earlier in cases involving critically ill beneficiaries, including cases at Jaipur, where delays in processing urgent medical requirements had compelled us to register our strong protest. We had sincerely hoped that such instances would not recur.

We cannot remain silent when a critically ill CGHS beneficiary is left waiting despite:

- a clear recommendation from the treating cardiologist;
- supporting medical endorsements from other reputed institutions;
- compliance with the medical requirements placed before the authorities; and
- repeated personal assurances regarding early clearance.

Let me therefore state **with utmost clarity that we cannot accept any further avoidable delay in this case.**

I request you to clear the case immediately and provide written confirmation of the action taken, so that Shri Shiv Kumar Sharma can proceed with the recommended treatment without further anxiety or delay.

Please do not allow an **administrative delay to become a medical tragedy** .

We earnestly expect **immediate intervention and written confirmation of clearance** .

Yours faithfully,



G. L. Jogi
General Secretary
SNPWA

Copy to:

Dr. Satish

Director, CGHS, New Delhi for immediate intervention and clear directions