



# RAILWAYS SENIOR CITIZENS WELFARE SOCIETY

(Estd. 1991, Regd. No. 1881 – Under Registration of Societies Act),

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IDENTIFIED & RECOGNISED BY DOP&PW GOI UNDER PENSIONERS PORTAL

No. RSCWS/ CHD/Memo RB/2016-7

Dated: 1-6-2016

- i) Chairman, Railway Board, Rail Bhawan, New Delhi -110001.
- ii) Member Staff, Railway Board, Rail Bhawan, New Delhi - 110001.
- iii) Director General Health Services, Railway Board, Rail Bhawan, New Delhi – 1100001

Dear Sir,

**Subject: Serious Health Care Problems of Railway Employees & Pensioners**

- Reference: i) Railway Board's Letter No.2007/H/28/1/RELHS/Smart Card dated 18.07.2012 - to all Railways & PUs Reg: Cashless Service for RELHS Card Holder to take treatment in Recognized Private Hospitals in emergency (& issue of Smart Cards for the same).
- ii) Railway Board's Letter No. 2014/H-1/19/3/PNM Dated 5-10-2015 Reg: Delegation of Powers to General Managers to Recognize CGHS empanelled Hospitals.

With deep anguish and pain in our heart, we draw your kind attention to the serious problems of Health Care of Railway Employees & Pensioners – especially on account of the following major reasons:

## **1. MAJOR HEALTH CARE PROBLEMS ON RAILWAYS:**

- a) Non-implementation of orders Reg: issue of 'SMART CARDS' for Cashless Service for RELHS Card Holder to take treatment in Recognized Private Hospitals in emergency.

*Even after four years of issue of orders for the same by the Railway Board vide letters cited above most of the Railways have not yet implemented the said orders for issue of Smart Cards, except the Eastern Railway.*

*The other part of the said orders reg. Empanelment of Private Hospitals by Railways has also not been implemented;*

- b) Non-implementation of Railway Board's orders dated 5-10-2015 cited above Reg: Recognition by Railways of all the CGHS empanelled Hospitals;
- c) Non-filling up posts of Doctors for years together in most Railway Hospitals due to extreme shortage of Doctors.
- d) Non-filling up of posts of Para-medical Staff in Railway Hospitals;
- e) Non-availability of Requisite facilities & infrastructure in Railway Hospitals for treatment of day-to-day as well as serious Health Care Problems of 13.5 Lakh Railway employees & 4.5 RELHS Optees Pensioners and their dependents;
- f) Non-availability of Railway Health Care facilities in most Cities, Towns and Rural areas and wayside stations;

## **2. SOME SUGGESTIONS TO RESOLVE HEALTH CARE PROBLEMS ON RAILWAYS:**

Keeping in view the seriousness and urgency to provide requisite health care facilities for Railway Beneficiaries, we submit the following suggestions for your kind consideration:

- i. Time-bound instructions for issue of 'SMART CARDS' for Cashless Service for RELHS Card Holder to take treatment in Recognized Private Hospitals in emergency and MOU with concerned Hospitals in this regard – as per orders of Railway Board dated 18-7-12.
- ii. Effective & time bound implementation by all Zonal Railways & Production Units of orders Dated 5-10-15 reg: Recognition by Railways of all CGHS empanelled Hospitals & Diagnostic Centres.
- iii. Streamlining of system for Empanelment of Private Hospitals; AND

- iv. Automatic extension of Empanelment of Private Hospitals – especially on extension thereof under CGHS.
- v. Increase in Retirement age of Doctors to 65 years – for which the proposal is already under consideration of the Government – as announced recently by the Hon'ble Prime Minister. This may please be approved and implemented early.
- vi. Re-employment of Retired Doctors.
- vii. Delegation of Powers to DRMs to engage Doctors on Contract Basis so as to fill up all vacancies in advance.
- viii. Streamlining of system for filling of all vacancies of Doctors & Para-medical staff in advance.
- ix. Augmentation of infrastructure & health care facilities with intensive planning, adequate financial out-lay and time-bound execution.
- x. Sharing of facilities between CGHS, ECHS & Railway Hospitals – especially in uncovered areas.
- xi. Tie-up with Ministry of Health & Family Planning Government of India to provide Cashless treatment to Railway Beneficiaries in Central Government Hospitals like PGIs & AIIMS etc., on Billing system.
- xii. Tie-up with State Governments to provide Cashless treatment to Railway Beneficiaries in State Government Hospitals on billing system.
- xiii. Delegation of powers to Railway Doctors in local Railway Hospitals / Health Units / Dispensaries to refer cases to Empanelled Hospitals.
- xiv. Transparent and expeditious settlement of cases of Reimbursement of Medical expenses, to make free of corruption; and
- xv. Claimants be informed about the reasons and items for which deductions are made from their claim for Reimbursement of medical treatment.

Hoping for kind consideration and early favourable decision, with regards,

Yours faithfully,



(Harchandan Singh)  
Secretary General, RSCWS