



DEDICATED TO THE
CAUSE OF PENSIONERS
SINCE 1991

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RAILWAY SENIOR CITIZENS WELFARE SOCIETY

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

Website <http://www.rscws.com>; Quarterly Journal: "Pensioners' Rail Sampark"

IDENTIFIED BY DOP&PW GOVT. OF INDIA - UNDER PENSIONERS' PORTAL
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No. RSCWS/CHD/ Memo-DRM-UMB/2023-9

Dated: 16-5-2023

Shri M. S. Bhatia,
Divisional Railway Manager,
Northern Railway Ambala Division,
AMBALA-CANTT. - 133002

Dear Sir,

Sub: - Medical Treatment to Railway Beneficiaries - Grievance regarding Violations of Railway Board and PCMD/ N Rly HQ orders by Ambala Division Medical Deptt in referral of cases for specialized treatment in empanelled hospitals

Reference: i) Railway Board's letter No. 2005/H/6-4/Policy-II Dated 30.07.2018. (Copy attached)

ii) PCMD Orders authorizing ADMO HU Chandigarh a) to refer Railway patients to empanelled hospitals with telephonic approval of CMS UMB & b) to approve treatment in emergency in the private empanelled hospitals, with telephonic approval of CMS UMB

Preamble: Railway Senior Citizens Welfare Society(RSCWS) is the Identified Organisation Under the Pensioners Portal and is Recognised by the Government of India as a Member of SCOVA (Standing Committee Of Voluntary Agencies - GOI) for representing the grievances of the Pensioners.

1. We are constrained to bring to your kind notice the Stark VIOLATIONS and utter INDIFFERENCE , being adopted of late by the medical department of Ambala Division, in not referring the Railway Beneficiaries residing in Chandigarh tri-city and surrounding areas, for getting specialized medical treatment from the recognised private empanelled hospitals, thus endangering their Health Care , particularly of the aged pensioners:
 - i) That the Railway Beneficiaries residing in the tri-city of Chandigarh, Panchkula & Mohali and in the surrounding areas,, especially the elderly patients requiring specialized medical treatment, are facing a lot of difficulties in getting requisite treatment due to REFUSAL by the Railway Doctors at the NR Health Unit Chandigarh as well as at the Divisional Hospital, Ambala, to refer the patients to the empanelled private hospitals as per laid down procedure.
 - ii) a). Examples of some recent related cases are enclosed at Annexure – I.
b) Some other cases have also happened in the recent past wherein Railway Beneficiaries, including elderly patients residing in and around Chandigarh, have been referred to the empanelled hospitals at Ambala instead of the empanelled hospitals in and around Chandigarh. This is totally unjust and amounts to sheer harassment of the sickly and the elderly aged for whom extra special attention & care is guaranteed right upto the PMO, New Delhi.

- c) Insistence by the Doctors to refer patients of Chandigarh to Central Hospital New Delhi and travelling all the way to Delhi , straightaway amounts to the aged patients undergoing torture.
- d) Referring Patients to the over crowded PGI is equally unjustified as PGI charges the CGHS rates at par with the empanelled hospital and the patients have to pay in cash at the PGI instead of the cashless system in the empanelled hospitals.
- e) Para 2.1 of Railway Board's orders dated 30-7-2018, (cited above), clearly provides that "the Railway Doctor should take all necessary steps to address the medical need of the Beneficiaries with a sympathetic and helping attitude.
- f) The main objective should be the convenience of the Patient and the distance to be travelled to reach out to the medical facility for the requisite treatment.
- g) As such an immediate corrective action needs to be taken and all concerned be advised.
- h) Doctor at the Health Unit Chandigarh, be authorized to refer the patients to the empanelled private hospitals, as per choice of the patient, after taking the telephonic or On-line approval thereof from the CMS Ambala, as per already laid down procedure by the PCMD/NDLS.

Yours truly,



Secretary General/RSCWS

Encls: Two .

Copy for information and kind intervention to:

- i) PCMD, Northern Rly. Head Quarters, Baroda House, New Delhi- 110001
- ii) Chief Medical Superintendent, Northern Railway, Divisional Hospital, Ambala Cantt. 133002

Contd.

. Examples of some recent related cases:

- a) Smt. Vidya Kaur, wife of Shri Satnam Singh Pensioner, is suffering from pain in both her knees and has been advised Knee replacement by the Doctor at IVY Multi-Specialty Hospital which is an empanelled hospital by the Railways. But the Doctor at the Health Unit Chandigarh as well as at NR Divisional Hospital Ambala told her that they could only refer her to PGI Chandigarh (which is about 20 Kms from her house) or can only send her to the NR Central Hospital New Delhi (which is over 200 Kms away). But they refused to send her to IVY or any other empanelled hospital near her house at Mohali. The case may please be reconsidered and may please be decided early to refer her to the IVY Hospital Mohali which is empanelled and is near to her house.
- b) Smt. Rajinder Sharma, wife of Shri BB Sharma residing at Chandigarh is a chronic patient of Cancer. She was referred to Mukat Hospital, Sector 34, Chandigarh sometimes back for her treatment. After her Chemotherapy on 6-4-2023, Mukat Hospital recommended for some tests to be done before her next Chemotherapy after 28 days. In spite of her weak health, she went all the way to NR Divisional Hospital, UMB for getting referral for the prescribed Tests. The concerned Doctor at the Divisional Hospital Ambala referred her for the said Tests to Adesh Medical College, Ambala Cantt. Instead of an empanelled hospital at Chandigarh or an empanelled Diagnostic Center at Chandigarh near to her residence.
- c) Some other cases have also happened in the recent past wherein Railway Beneficiaries, including elderly patients residing in and around Chandigarh, have been referred to the empanelled hospitals at Ambala instead of the empanelled hospitals near their residence, in and around Chandigarh. Referring them to an empanelled hospital at Ambala is totally unjust resulting in undue suffering to the patients besides being against the provisions of the orders of the Railway Board cited above.

The question is that when the cost of the treatment is at CGHS rates, which are the same in all the empanelled hospitals whether at Chandigarh, Ambala or elsewhere, then why do the Doctors at Divisional Hospital Ambala, refer the patients to the empanelled hospitals at At Ambala instead of referring the patients to the empanelled hospitals in and around Chandigarh if they are residing in the tri-city of Chandigarh, Panchkula & Mohali. This is a vital issue and may please be considered rationally and humanitarily in a patient friendly manner and set right to mitigate the sufferings of the patients.