



# RAILWAY SENIOR CITIZENS WELFARE SOCIETY

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

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

IDENTIFIED BY DOP&PW - UNDER PENSIONERS' PORTAL GOVT. OF INDIA

FORMER MEMBER, SCOVA (STANDING COMMITTEE FOR VOLUNTARY AGENCIES)

DEDICATED TO THE CAUSE  
OF PENSIONERS SINCE 1991

No. 2025-01/RSCWS/CHD/ RELHS DRM UMB

Dated: 08.02.2025

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Sub: Access of Medical facilities at Chandigarh Tricity area for RELHS beneficiaries.  
Ref: 1. No. RSCWS/HO/CHD/SPSB/Memo DRM-UMB/2023-18 dtd 18.12.2023  
2. No. 2024-27/RSCWS/CHD/ RELHS DRM UMB dtd 13.12.2024

Dear Sir,

Northern Railway had provided a Lock-up dispensary at Mohali Railway Station platform 1 on 3rd October, 2023. The facility is available on every Tuesday and Friday (except Holidays) for dispensing medicines by the Pharmacist. It is to mention here that the provision of this facility without the doctor is not being giving required relief to the Beneficiaries. RSCWS vide letters dated 18.12.2023 & 13.12.2024 (refer 1 & 2 above) has requested DRM/NR/UMB for provision of a doctor at Lockup dispensary on the days it is open. Deployment of a Doctor at the lockup dispensary would serve the purpose of the facilities Railway Authorities have made at Mohali. Otherwise RELHS beneficiaries are forced to attend Health Unit Chandigarh to see the Doctor and take medicines from Chandigarh itself and this cause's low foot fall at the Lockup Dispensary at Mohali Railway Station.

RELHS beneficiaries are increasing day by day at Tricity and you are requested to look into the matter to ensure effective utilization RELHS facilities by the beneficiaries. There is the urgent requirement to improve in the medical services to cater especially Senior Citizens of RELHS beneficiaries. Followings are the suggestions to consider implementation on priority :-

- 1. Expansion of RELHS Hospital network:** need to expand RELHS coverage in existing and new cities by allocating special funds for creating new Hospitals facilities and provision of RELHS wings in government and private hospitals.
- 2.** Under the Health unit Chandigarh, a Lockup dispensary is bi-weekly opens at Mohali Railway Station proving underutilized facilities created to serve the RELHS beneficiaries residing in and around Chandigarh tri-city.
- 3.** Since, Railways facing significant shortage of doctors and staff at RELHS centers. The SIU has recommended one Medical Officer per 55 patients, but many officers currently see more than 75 patients a day, compromising treatment quality. Additional posts across all staff levels should also be considered to improve the ratio of doctor-to-beneficiary for more effective medical health services.
- 4.** Upgrading the existing Health Unit Chandigarh to District level Hospital is the need of hour to provide medical facilities to provide 24x7 Emergency services at Chandigarh.



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5. **Infrastructure Improvement:** The infrastructure RELHS wellness centers needs enhancement. Issues such as inadequate sitting arrangements and lack of basic amenities should be addressed through periodic reviews and necessary renovations.
6. Ambulance services and essential equipment to manage emergency cases for quick transfer from Residence to the referred Hospital by the Doctor at Chandigarh Dispensary efficiently.
7. **RELHS/CGHS Rates for Empaneled Private Hospitals:** RELHS rates for treatments and diagnoses at empaneled hospitals, procedure of granting approval of hospitalization for required treatment need a review to facilitate beneficiaries to avail timely treatment to the patient without harassment of family member.
8. Strictly implement Rule No 9 of Clinical Establishment Rules 2012 for standard rates to control rates of Private empanelled hospitals.
9. Simplification of the Referral System: The current referral system is cumbersome, requiring multiple visits to RELHS dispensaries for endorsements. The system should be simplified so beneficiaries can obtain prescribed tests and treatments without repeated visits.
10. **Coverage for Autonomous Bodies:** RELHS facilities may also be extended to all autonomous bodies under the Central Government, including those not currently covered. This would ensure comprehensive health coverage for all employees and pensioners of such bodies.

We request the implementation on priority of these suggestions out of feedback of RSCWS members to enhance the effectiveness of the RELHS for the benefit of all the employees and pensioners.

Sincerely yours,

SAT PAL SINGH  
Secretary General

Copy for information:

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