



# RAILWAY SENIOR CITIZENS WELFARE SOCIETY

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AFFILIATED TO BHARAT PENSIONERS'SAMAJ (BPS)

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

MEMBER, SCOVA (STANDING COMMITTEE FOR VOLUNTARY AGENCIES) (GOI)

DEDICATED TO THE  
CAUSE OF PENSIONERS  
SINCE 1991

No. RSCWS/HO/CHD/RB/2019-6

Dated: 31-1-2019

1. Chairman, Railway Board, Rail Bhawan, New Delhi -110001
2. Member Staff, Railway Board, Rail Bhawan, New Delhi -110001
3. Director General, Railway Health Services, Railway Board, Rail Bhawan, New Delhi -110001

Dear Sir,

**Subject: Appeal for Improvement of Health Care facilities required for Railway Pensioners/ RELHS Beneficiaries**

Railway Medical Beneficiaries, especially the old age RELHS Optees are at times put to inconvenience & hardship due to existing procedural problems especially in getting specialized medical treatment in Emergency and for getting referral for treatment in empanelled hospital. It is requested that the Railways may please simplify the system in regard to the following vital areas (none of which involves any financial implications but will reduce the hardship of the old age Pensioners):

- a) **Authorisation of Doctors of Railway Health Units for referral to empanelled private hospitals:** Railway Board vide its orders No.2018/Trans Cell/Health/Medical issues dated 24-1-2019 has decided that the Railway Beneficiaries may be referred for treatment & Investigation to private empanelled and other Government Hospitals by "two Doctors". This has left out the Single Doctor Health Units in cities like Chandigarh as not being authorised to refer the cases to Empanelled specialized Hospitals and thus compelling the Railway Beneficiaries to travel long distances from such cities, towns & areas which have single Doctor Health Units to reach out to the two authorized Doctors to get a referral for an ailing patient. The hardship thus continues for majority of Old age patients to get the requisite treatment.

It is requested that the Doctors of the Railway Health Units be authorized to refer the Railway Beneficiaries/RELHS Optees to private empanelled hospitals and if so required, the Health Unit Doctor may get the approval from the other authorized Doctor on Phone and record it on the referral documents.

- b) **Waiving of condition of Referral from Railway Doctor of RELHS Optees for OPD Consultation & treatment in Government Hospitals:** It is requested that RELHS Optees be not required to get a referral from Railway Doctor for treatment in Centre or State Government Hospitals of their choice & convenience – on Reimbursement basis.
- c) **Simplification of Procedure for RELHS Beneficiaries for Treatment at private empanelled hospitals without referral by the Railway Doctor, if they are advised specialized treatment by a Specialist in a Central Government/State Govt. Hospital - as has now been allowed to CGHS Beneficiaries vide Ministry of Health & Family Welfare, OM No.Z15025/105/2017/DIR/CGHS/EHS dated 9-11-2017 – Reg. Simplification of procedure for treatment at private hospitals empanelled under CGHS/CS (MA) Rules, 1944.**
- d) **Reasonable Period of Validity of Referral & for approval by Railway Doctors for treatment in Emergency in Empanelled Private Hospitals for Railway/RELHS Beneficiaries – as provided for CGHS Beneficiaries vide Ministry of Health & Family Welfare, GOI, OM No.Z15025/117/2017/DIR/CGHS/EHS dated 10-12-2018 regarding Revision of Guidelines regarding simplification of referral system under CGHS.**

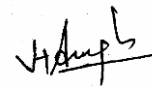
Ministry of Health & Family Welfare, vide their orders dated 10-12-2018 cited above have prescribed a period for validity of Referral to empanelled private hospitals as 30 days for

treatment/investigation and Consultation and 3 months for multiple Consultation with 3 specialists for listed treatment procedures on advice by CGHS Specialist.

It is requested that the guidelines for CGHS issued by MOH&FW vide their letter cited above may please be considered for their application to the Railway Medical beneficiaries; And similar guidelines may also please be issued regarding adequate validity of Approval for Treatment in Emergency in the Empanelled Private Hospitals for Railway Beneficiaries.

- e) Special provisions for Treatment of RELHS Beneficiaries who are above 80 years of age especially regarding “*Priority for Treatment in Hospitals*”; “*Settlement of Medical Reimbursement Bills*” & “*Referral to Private Hospital of choice*” - as prescribed for CGHS Beneficiaries vide MOH&FW OM No.Z-16025/98/2017/CGHS-III dated 11-7-2017.
- f) OPD Consultation in Empanelled Hospitals for Railway Medical/RELHS Beneficiaries – as per procedure prescribed for the CGHS Beneficiaries vide MOH&FW OM No. Z15025/117/2017/DIR/CGHS/EHS Dated dated-15-1-2018 regarding Simplification of referral System under CGHS.
- g) Issue of Medicines for 3 Months in case of Chronic Diseases to RELHS Optees as has been done for CGHS Beneficiaries vide MOH&FW OM No.F.No.2-2/2014-CGHS HQ/PPT/CGHS (P) dated 25-8-2014 & 21-10-2014.
- h) i) Expeditious implementation of CTSE (Cashless Treatment System in Emergency) in empanelled hospitals to all RELHS Beneficiaries all over India and expeditious issue of SMART CARDS for the same. Incidentally, the same has yet not been completed in the four Metro cities where the same are held up since 2016. It may please be expedited.
- ii) Detailed instructions for extension of CTSE for other Cities – as referred to in Railway Board’s letter No.2014/H/28/1/Smart Card/Part A, dated 02.11.2018 may be issued early and SMART CARDS for the same may also please be expedited
- iii) Waiving of additional charges for CTSE from RELHS Beneficiaries as they had already made one-time payment for joining RELHS which fully covered Cashless Treatment in Emergency in local Empanelled hospitals where card was registered and against reimbursement in other cities in India. The only difference which the CTSE will make is the Cashless treatment instead of Reimbursable treatment in other cities. This is totally unjustified and may please be waived off.

Yours truly,



(Harchandan Singh),  
Secretary General, RSCWS.

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➤ Secretary (Estt), Railway Board, RailBhawan, New Delhi - 110001