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## RAILWAY SENIOR CITIZENS WELFARE SOCIETY

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No. RSCWS/HO/CHD/ Memo RB / 2018-22

Dated: 26-12-2018

Director General,  
Railway Health Services,  
Railway Board,  
Rail Bhawan, New Delhi - 1100001

Dear Sir,

**Subject: Period of Validity of Referral & for approval in Emergency for Treatment in Empanelled Private Hospitals - Simplification of procedure for Referral Empanelled Private Hospitals**

**Reference: Ministry of Health & Family Welfare, GOI, OM No.Z15025/117/2017/DIR/CGHS/EHS dated 10-12-2018 (Copy attached)**

1. Railway Beneficiaries and especially the old age RELHS Optees are put to a great hardship due to very short periods of validity given by the Authorised Medical Officers (AMO), for Referral or in cases of approval in Emergency for Treatment in Empanelled Private Hospitals.

2. The actual period required for treatment cannot be assessed by even the best of the specialists (except God). It may be much longer than that allowed by the AMO. This results in repeatedly rushing back of the family members of the patient to the AMO at the far off Divisional Hospital, instead of attending to the patient lying seriously sick in the Hospital.

3. a) There are many instances where the patients are in ICU / CCU or even on Ventilators or other Life-support systems in the Empanelled Hospital, while the old age spouse has to go to the Divisional Hospital to get extension of the Authorised Medical Officers (AMO) of Railways.

b) There have been instances, where the AMO refused to extend the approval or the Referral even when the patient was in a critical condition or on life saving system. At least in two cases the patients died within hours or a day there after since their families could not afford to pay the bills of the Hospitals, after the AMO of Railways refused to extend continuation of treatment there.

c) In one case, already diagnosed to be in second stage of Cancer by a Specialist in PGI and recommended for specialized treatment, the AMO referred her, aftermuch much pleading, to a private empanelled Hospital only for further diagnostics; and thereafter for ONE Chemotherapy at a time, forcing the patient and the old age spouse to go to the CMS for permission by taxi - traveling over a 100 kms, every time for each of the SIX doses of Chemo essentially required for her survival as per advicese of the specialists.

3. 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 as 30 days for investigation and Consultation / multiple Consultation with specialists and 3 months for listed treatment procedure.

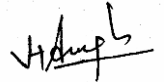
4. It is requested that the guidelines for CGHS issued by MOH&FW vide their letter cited above (copy attached), may please be considered for their application to the Railway Medical beneficiaries; And:

a) Suitable Guidelines may please be issued by the Railway Board - indicating the broad period of Validity of Referral for Treatment in Empanelled Private Hospitals – on similar lines as for CGHS.

b) Similar guidelines may also please be issued by the Railway Board regarding adequate validity of Approval for Treatment in Emergency in the Empanelled Private Hospitals.

With regards,

*Yours faithfully,*



**(Harchandan Singh)**  
**Secretary General, RSCW**



**Z 15025/117/2017/DIR/CGHS/ EHS**  
**Government of India**  
**Ministry of Health & Family Welfare**  
**Department of Health & Family Welfare**  
**EHS Section**

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**Nirman Bhawan, New Delhi**  
**Dated the 10<sup>th</sup> December, 2018**

**OFFICE MEMORANDUM**

**Sub: Revision of guidelines regarding simplification of referral system under CGHS**

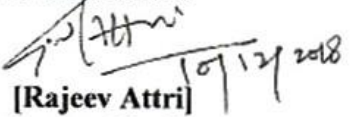
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With reference to the above mentioned subject the undersigned is directed to state that this Ministry has been receiving representations for simplification of procedure for undergoing treatment/investigations at private hospitals empanelled under CGHS. In this regard attention is drawn to the guidelines issued under Office Memoranda No. Z.15025/117/2017/DIR/CGHS/EHS, dated 15.01.2018 and S.11045/40/2012/CGHS/HEC/CGHS (P), dated 22.02.2013 and to state that the matter has been reviewed by this Ministry and it has now been decided to revise the guidelines for consultation and treatment at CGHS empanelled private hospitals as per the details given under:-

- i) Referral from CGHS Medical Officer/CGHS Specialist for consultation with Specialists at Private Hospitals empanelled under CGHS shall be valid for 30 days in the same hospital.
- ii) Referral shall be valid for consultations upto 3 times in the same hospital within 30 days.
- iii) Similarly referral shall be valid for consultation with a maximum of 3 different Specialists, if required during a single visit.
- iv) Advice of the CGHS Medical Officer/CGHS Specialist for listed investigations shall be valid for a period of 30 days.
- v) Advice of the CGHS Medical Officer/CGHS Specialist for listed treatment procedure shall be valid for a period of 3 months.
- vi) If any listed investigation advised by Specialist of empanelled hospital is required urgently as a medical emergency and certified as such, may be undertaken at the same hospital.

- vii) Hospitals are empanelled under CGHS for the Specialists available and not by the name of Specialists.
- viii) The Referral of CGHS Medical Officer/Specialists may be issued through Computers or even manually with proper stamp of referring doctor.

2. The other terms and conditions as prescribed on the above referred OMs shall remain unchanged.

  
[Rajeev Attri]

**Under Secretary to Government of India**  
**Tel- 011-2306 1883**

To:

- 1 All Ministries / Departments, Government of India
- 2 Director, CGHS, Nirman Bhawan, New Delhi
- 3 Addl. DDG (HQ)/All Additional Directors /Joint Directors of CGHS cities outside Delhi
- 4 All Pay & Accounts Officers under CGHS
- 5 Additional Director (Hqrs) / Additional Director (SZ)/ (CZ)/ (EZ)/ (NZ), CGHS, New Delhi.
- 6 JD (Gr.)/JD(R&H), CGHS Delhi
- 7 CGHS Desk-I/Desk-II/CGHS-I/CGHS-II, Dte.GHS, Nirman Bhawan, New Delhi.
- 8 Estt.I/ Estt.II/ Estt.III/ Estt.IV Sections, Ministry of Health & Family Welfare.
- 9 Admn.I / Admn.II Sections of Dte.GHS.
- 10 Rajya Sabha / Lok Sabha Secretariat.
- 11 Registrar, Supreme Court of India /Punjab & Haryana High Court, Chandigarh.
- 12 U.P.S.C, Dholpur House, New Delhi
- 13 Finance Division.
- 14 Deputy Secretary (Civil Service News), Department of Personnel & Training, 5th Floor, Sardar Patel Bhawan, New Delhi.
- 15 PPS to Secretary (H&FW)/ Secretary (AYUSH)/ Secretary (HR)/ Secretary (AIDS Control), Ministry of Health & Family Welfare.
- 16 PPS to DGHS /SS&MD, NRHM / AS (H) /AS & DG (CGHS).
- 17 Swamy Publishers (P) Ltd., P. B. No. 2468, R. A. Puram, Chennai 600028.
- 18 Shri Umraomal Purohit, Secretary, Staff Side, 13-C, Ferozshah Road, New Delhi.
- 19 All Staff Side Members of National Council (JCM) (as per list attached).
- 20 Office of the Comptroller & Auditor General of India, 10 Bahadur Shah Zafar Marg, New Delhi.
- 21 All Offices / Sections / Desks in the Ministry.
22. UTI-ITSC, 153/1, First floor, Old Madras Road, Ulsoor, Bengaluru-560008.
- 23 Nodal Officer, MCTC, CGHS with a request to upload a copy of OM on CGHS Web-site.
- 24 Office Order Folder.