

RAILWAYS SENIOR CITIZENS WELFARE SOCIETY

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

Website <http://rscws.com>

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No. RSCWS/ Memorandum /DRM-UMB /10-2011

Dated: 11-7-2011

Shri Pardeep Kumar Sanghi,
Divisional Railway Manager,
Northern Railway, Ambala Division,
Ambala Cantt.

Dear Sir,

Subject: Problems of Pensioners of Ambala Division

Regarding: i) Non issue of Revised PPOs to Pre-2006 Pensioners
ii) Problems related to Medical Department

Ref: Our Memorandum No. RSCWS/ Memorandum /DRM-UMB dated: 8-11-2010

We again draw your kind attention to the problems of Pensioners & Family Pensioners of Ambala Division - especially those settled in and around Chandigarh, – which were placed before you vide our Memorandum cited above and during the course of our discussion on 4-1-2011.

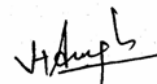
We very much regret that no improvement or progress had as yet been made on most of the issues raised therein – as per detailed position mentioned in the Annexure submitted herewith.

It is request that all these aspects may please be looked into and all concerned be advised suitably to reduce the hardship of the Senior citizens.

It is further requested that these issues may please be discussed in an informal meeting with our representatives – to further explain the difficulties of Senior Citizens in regard to these issues.

With kind regards,

Yours faithfully,



Harchandan Singh
Secretary General, RSCWS

Copy for information & necessary action to:

- i) Senior Divisional Personnel Officer, Ambala, Division, DRM Office, Ambala Cantt
- ii) Divisional Finance Manager, Ambala, Division, DRM Office, Ambala Cantt.

With a request to please get the Revised PPOs issued to all Pre-2006 Pensioners & Family Pensioners suo-moto, at the earliest – as per Boards orders cited above, in order to mitigate the present and future hardship of the Pensioners / Family Pensioners.

- iii) Chief Medical Superintendent, Ambala Division, Divisional Hospital, Ambala Cantt.

ISSUES RAISED BY RSCWS, REPLY OF ADMINISTRATION (JANUARY, 2011) & LATEST POSITION THEREOF IN JULY - 2011

(Ref: Memorandum No. RSCWS/ Memorandum /DRM-UMB Dated: 8-11-2010 submitted by RSCWS)

Sl. No.	Issues raised by RSCWS	Reply of Administration (January, 2011)	Remarks by RSCWS Reg. Latest position – In July - 2011
1.	Issue of Revised PPOs sue-moto to all Pre-2006 Pensioner – as per orders of the Railway Board.	Out of over 3300 applications of Ambala Div. for revised PPOs, 2200 have been dealt with. These shall soon be issued. Other cases will be sent before 31-1-2011. Cases of Pensioners who had not applied shall be dealt thereafter.	No PPOs have as yet been issued in this period – either to the applicants or to others.
2.	Extension of Empanelment of Fortis Hospital	Extension of Empanelment of Fortis Hospital, had since been approved by the GM N. Rly. (for 2010-11) – for Cardiology & Cardiac Surgery.	Application for extension for 2011-12, is pending at UMB since May 2011
3.	Empanelment of other Hospitals for other left out Specialties	Cases of Alchemist & IVY Hospitals are under consideration for various Specialties.	Applications are pending with N. Rly. since long
4.	Empanelment of Malhotra Lab & Diagnostic Centre	Malhotra Lab at Chandigarh had been recognized for Railway beneficiaries at Chandigarh & Kalka	Doctor at CDG does not refer the patients locally but sends them to UMB.
5.	Upgrading of “Lock Up Dispensary” Chandigarh	The case is under process	Latest position may please be advised.
6.	Opening of “Lock Up Dispensary” Chandigarh for 3 days a week	No Doctor is available for 3 rd day due to shortage of Doctors. Pharmacist attends on Saturdays.	Latest position may please be advised.
7.	Referring of cases to PGI & other Government Hospitals at Chandigarh	Board’s orders referred to by RSCWS shall be followed.	Latest position may please be advised.
8.	Reasons for rejection of claim (or rejection of part of the claim) for Reimbursement may be advised to the claimants	Reasons for rejection of claims shall be given in cases settled at Divisional Level.	Reasons are not being advised – as agreed to. Head Office may also be urged to give the reasons
9.	Delay in settlement of claims for Reimbursement	Steps shall be taken to avoid such delays	Inordinate delays continue due to prolonged sickness of the Clerk concerned. Alternate arrangements may please be made.
10.	* Non-Supply of medicines prescribed by Specialised Doctors; and Supply of cheap alternatives	Prescribed or identical Medicines are being issued.	Alternative medicines do not suit patients in many cases
11.	Delay in procurement & local purchase of Medicines	Steps are being taken to avoid such delays	Hope delays will be avoided
12.	Issue of small quantity of medicine at a time – much lesser than prescribed by the Doctor	The matter has since been sorted out and prescribed quantity shall be issued.	Thanks to CMS for resolving the issue