

**By REGISTERED/SPEED POST**

Hkkjr ljdkj / GOVERNMENT OF INDIA  
jsy ea=ky; / MINISTRY OF RAILWAYS  
jsyos cksMZ / RAILWAY BOARD

No. MORLY/R/E/20/00753

New Delhi dated:13.03.2020

Shri S.C. Maheshwari,  
490/A/ 16 Civil Lines,  
Gurudwara Road,  
Gurgaon-122001 Haryana.

**Subject:- Information sought under Right to Information Act, 2005.**

\*\*\*

Sir,

Please refer to your RTI application ID No. MORLY/R/E/20/00753 registered in RTI Cell / Railway Board on 12.02.2020 seeking information under the Right to Information Act, 2005.

2. Reply with regard to items 2 (i) & (iii) and 3 of the above RTI application is enclosed. Reply to the other parts of the RTI application will be provided by the concerned CPIO.

3. As per Section 19 of Right to Information Act, 2005 there is a provision to file an appeal within 30 days from the date of issue of this order to the first Appellate Authority, Executive Director, (IR), Ministry of Railways, Room No. 402, 4th floor, Rail Bhawan, New Delhi-110001.

Yours faithfully,

DA: As above

(Anita Gatitam)  
Director/Estt. (Genl.)  
CPIO 49  
Railway Board

No. MORLY/R/E/20/00753

**Subject: Information sought by Shri S.C. Maheshwari, 490/A/16 Civil Lines, Gurudwara Road, Gurgaon-122001 Haryana under RTI Act' 2005.**

<b>Sl. No.</b>	<b>Item No.</b>	<b>Information sought by the Party</b>	<b>Ministry's response (reply text)</b>	<b>Annexure (Certificate No. detailed file noting)</b>
2 (i) and (iii) and 3	2 (i) and (iii) and 3	As per RTI Application	The information sought for in the subject RTI is varied in nature. Points referred to in the representation which are concerning E(G) Branch are under examination/consultation with the Zonal Railways. Copies of the letters written to M/s UTI Infrastructure Technology and Services Limited & South Central Railway regarding glitches and ground level problems in connection with UMID are enclosed. The notings of the subject file viz: E(G) 2018/Misc./02/pt. are also enclosed for reference. Reply to the remaining points of the representation would be provided by the concerned CPIO viz: Health, Establishment (Welfare), Finance (E), Pay Commission, Computer and Information System (C&IS) Directorates of Railway Board directly.	Notings and letters of File No. E(G) 2018/Misc./02/pt which have been mentioned in the reply.

(Ashok Kumar Yadav)  
Dy. Director/Estt. (Genl.)-I  
Railway Board

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAILWAY BOARD**

No. E(G) 2018/Misc/02/pt.

New Delhi, dated:28.02.2020

The General Manager (P),  
South Central Railway  
Secunderabad.

Sub: Problems faced by pensioners with regard to UIVIID cards.

Ref: Bharat Pensioners Samaj's representation No. BPS/SG/CRB/2019/2  
dated 31.07.2019.

\*\*\*\*\*

Please find enclosed herewith a RTI application of Shri SC Maheshwari/Haryana in connection with representation of Bharat Pensioners Samaj, New Delhi citing difficulties faced by the pensioners in issuance of UMW cards. Primarily, the issues are in connection with technical glitches or delay in issue of PPO/problem in uploading of documents.

It is requested to examine the above cited representation and take adequate steps in co-ordination with M/s UTIITSL for resolving the issues raised in the representation. In the past also such representations have been received from individuals and associations.

M/s UTIITSL has also been requested for taking necessary action in the matter.

Action taken in the matter may please be intimated to Board's office.

Being RTI case, this matter may please be treated as 'URGENT'.

(Anita Gautam)  
Director/Estt. (General)  
Railway Board

DA: As above

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAILWAY BOARD**

No. E(G) 2018/Mist/02/pt.

New Delhi, dated:28.02.2020

M/s UTI Infrastructure Technology and Services Ltd.,  
1/28, Ground Floor, Sunlight Building,  
Asaf All Road, New Delhi-110002.

Sub: Technical glitches faced by pensioners with regard to UMID cards.

Ref: Bharat Pensioners Samaj's representation No.  
BPS/SG/CRB/2019/2 dated 31.07.2019.

\*\*\*\*

Please find enclosed herewith a RTI application of Shri SC Maheshwari/Haryana in connection with representation of Bharat Pensioners Samaj, New Delhi on the above subject. While going through the representation, it is seen that a number of points have been raised by the said Association which are primarily related to the technical glitches with regard to the UMID. The users are facing difficulty in uploading of documents, site is slow and not user friendly as pointed out by the Association.

Delays in the issue of UMID cards owing to various technical glitches are to be taken up at your end. It is, therefore, requested to take all necessary steps for resolving the issues related to technical glitches and for making the process of registration, issuance and usage of UMID cards easier and faster.

It is also requested that the action taken report with regard to each of the point raised by the Association in connection with technical glitches of UMID may be furnished to this office at the earliest for information and perusal.

This may please be treated as 'URGENT'.

(ANITA GAUTAM)  
Director/ Estt. (General)

DA: As above

Sub: Regarding various issues in connection with UMID cards raised by AIRF, Bharat Pensioners Samaj, Railway Senior Citizens Welfare Society.

Issuance of Unique Medical Identification (UMID) Cards is under process over different zones of the Railways. AIRF, Bharat Pensioners Samaj, Railway Senior Citizens Welfare Society have brought out following issues for consideration:-

**RAILWAY SENIOR CITIZENS WELFARE SOCIETY (S.No. 38)**

Railway Senior Citizens Welfare Society has requested that left out PPOs be issued early and uploaded on Arpan after removal of deficiencies in line with the Railway Board's letter No. 2016/H-1/11/69/Hospital Recognition dated 08.05.2018 dated 08.05.2000 and has also requested to appoint an agency to help the Pensioners and family at the respective stations to register and apply for UMID and to get their UMID cards issued early as many of the pensioners are not computer savvy.

**BHARAT PENSIONER'S SAMAJ (S.Nos. 39 & 40)**

The above mentioned association has brought out various issues related to non availability of RELHS facilities at par with CGHS and has requested for following:-

- i) Preferential treatment & personal attention of Doctors to super senior citizens 80+ years.
- ii) For 75 years above beneficiaries, facility of specialist consultation and treatment at private empanelled hospital without referral.
- iii) Facility of obtaining online appointment with doctors.
- iv) Facility of SMS alerts for online appointment and dispensation of medicines.
- v) Online registration to consult Medical officers at Central/Divisional hospitals/Health units to bring down the waiting period.
- vi) Free annual Health Check-up of 75 yrs and above at empanelled Hospitals.
- vii) Difficulty in uploading of documents for registration especially for those who are not computer savvy.
- viii) Problems in scanning and reading biometrics linking Aadhar Card.
- ix) Request for provide pan-India facility to register, receive on line applications and deliver passes.

Problems related to UMID cards are as under:-

- i) Uploading of photos and other documents for wife is difficult.
- ii) Non availability of PPO to the RELHS beneficiary.
- iii) Pension slips are made compulsory which are not being issued by the banks.
- iv) IRISH scanner instead of finger biometric.
- v) No provision of Kiosks in hospitals to take our IOPD slips using UMID smart cards.
- vi) ARPAN not uptodate.
- vii) Several Divisions are still not UMID enable for registration.
- viii) No provision for resubmission after rejection of application.

Many problems of the family pensioners other than spouse have also been mentioned. It has also been requested for benefit of charge allowance in 7<sup>th</sup> CPC Pension revision and revision of pension of pre 2016 Railway Running staff Pensioners.

**AIRF — (S.Nos. 41-42)**

41. AIRF has pointed out that for UMID card registration there is a requirement of Marriage Certificate of the dependant widow daughters in UMID Card who are already availing facility of medical treatment from the Railways as 'Dependent daughter' of the Serving/Retired Railway employees.

42. AIRF has requested for option of Sub group in the column for filling up of Blood Group such as A1B+AI as the applicants have to opt for AB+ or AB-which may cause inconvenience.

They have also requested to make the level of entitlement for UMID beneficiaries at 4200/- GP for Semi Private Ward instead of General Ward at par with Defence personnel.

It may be seen that policy for providing facilities on par with CGHS to the UMID beneficiaries is to be dealt by Health Dte., as such the file may be sent to Health Dte., for providing their comments on the issues raised by NFIR and AIRF so that they may be informed accordingly. For the issues related to technical glitches in UMID which are to be dealt by the Software Co. M/s UTIITSL, they may be informed accordingly.

Submitted please.

DDE(G)1

DE(G)

EDE(G)

ED/H(G)

**Sub:-** Regarding various issues in connection with UMID cards raised by AIRF, Bharat Pensioners Samaj, Railway Senior Citizens Welfare Society.

**Ref:-** Noting at pre-page 13/n ante.

It is factually incorrect to say that policy for providing facilities on par with CGHS to the UMID beneficiaries is to be dealt with by Health Directorate. Health Directorate does not deal with UMID card. Hence, Health Directorate is not in a position to offer any comments on the subject matter.

A copy of letter pertaining to ward entitlement in private empanelled hospitals is placed on file at F/A which has been done as per CGHS policy.

Establishment (G) branch may see for suitable reply at their end.

**SO/H&FW**  
**19.11.2019**

**JD-II / Health**

**DIH**

**EDH(G)**

**EDE(G)**

Ref: At prepage.

\*\*\*\*

The subject file is regarding issue of UMID cards to serving/ retired Railway employees. Vide S.Nos. 38, 39, 40, 41, 42 various organizations viz: Railway Senior Citizens Welfare Society, Bharat Pensioner Samaj, and AIRF had raised issues regarding UMID cards (may kindly see notings at pp-12 and 13).

Health being the nodal Dte., for the policy, it was requested to offer comments in this regard, but the subject file was returned saying that UMID is to be dealt by E(G) Dte. (notings at pp 14).

In this regard it is submitted that as per the subject list issued by O&M/Railway Board (F/X) medical examination of a Railway employee in service (point No. 9) and Rly. ECHS and RELHS is to be dealt by Health Dte.

It may be seen that the requests, made by Railway Senior Citizens Welfare Society, Bharat Pensioners Samaj and AIRF were for providing certain facilities with regard to the treatment of employees/pensioners and their family members. Especially NFIR had requested to provide facilities on par with CGHS.

A letter dated 14.07.2019 has been issued by Health Dte., on the subject of policy on cashless treatment in emergency in empanelled hospitals for retired

employees and their dependant family members. MOU for empanelment of private hospitals was issued vide letter dated 23.12.2106.

It may be seen that the so far the requests made by the above mentioned organizations are entirely based on the policy. It is only recently from this year E(G) Dte., has been entrusted the subject of issue of CTSE card related representations and references from Railways.

It is not understood how Health Dte., has returned the file saying that it does not pertain to Health when instead the policy is being dealt by them. It may be seen that all the rules/ regulations and policy with regard to medical facility are being dealt by them which is separate from issue of UMID cards.

E(G) Branch will initiate the representation/railway references. If the issues raised in the representation are related to policy on Health Dte then naturally the remarks of Health Dte. will be required .

It is once again reiterated that Health Dte., may kindly offer comments on the issues raised by the aforesaid organizations that whether their requests/demands hold merit or otherwise. Further, for the technical glitches, the same will be forwarded to Ms. UTIITSL by the E(G) Branch for resolving the issues.

**DDE(G)1**

**DE(G)**

**ED/H(G)**

**No. E(G) 2018/Misc/02/Pt.**

**Ref:-Noting at pre-page 15/n ante.**

In pursuance to noting page 15np, following is submitted for the issues raised by Federation in Receipts placed at **S.N.38, 41 & 42:**

Receipt at <b>S.No.38</b>	<b>UMID-</b> Problems being faced by pensioners 86 family pensioners in applying due to PPOs and ARPAN etc.
Receipt at <b>S.No.41</b>	<b>UMID-</b> Requirement of Marriage Certificate
Receipt at <b>S.No.42(a)</b>	<b>UMID-</b> Regarding Blood Group
Receipt at <b>S.No.42(b)</b>	Issue has already been handled by Health Directorate and a copy of the same is placed at <b>S.N.43</b>

From the above, it is clear that almost all the matter of the receipts pertain to UMID.

It is factually incorrect to say that issues raised in the representation placed at **S.N.38, 41 & 42** are related to policy of Health Dte. It is pertinent to mention here again that Health Directorate has not issued any policy guidelines regarding UMID and same was brought to the notice of Establishment (G) at **noting page 14np.**



However, despite the fact the file is being sent in Health Dte for the comments on UMID which is not understood.

**A copy of top page of handbook on UMID issued by the Principal Chief Personnel Officer, South Central Railway is placed at S.N.46 shows that UMID is being dealt with by the Personnel branch of South Central Railway.**

Hence, it is reiterated that Health Directorate cannot offer any comments' on the issues which do not pertain to Health Directorate.

Establishment (G) branch may sec for suitable reply at their end.

**SO/H&FW  
19.12.2019**

**JD-II/Health**

**DIH**

**EDH(G)**

**AM (staff)**

**S.No.51- (Receipt)**

Under consideration is a note from RTI Cell/CRB Cell in connection with representation of Bharat Pensioners Samaj in which various issues have been raised with regard to UMID cards. The said association has brought out various issues related to non availability of RELHS facilities at par with CGHS and has requested for taking necessary action with regard to the problems being faced by pensioners due to technical and policy related issues of UMID cards.

In this regard it is mentioned that the said file was moved for comments/observations of Health Dte., vide notings at pp 12-13. Health Dte., vide their remarks at pp-14 have returned the file saying that they have no comments to offer in this regard.

Presently, in the said RTI Application (PUC), the applicant has sought the status with file notings and point by point action taken report of the representation of Bharat Pensioners Samaj.

We may forward the representation of Bharat Pensioners Samaj to M/s UTITSL, for taking action with regard to the technical glitches viz: non acceptance of CTSE cards by the private hospitals for want of username and password to log into UTITSL website card reading site being slow and the list of all recognized hospitals be available on CTSE portal and problems being faced in scanning/reading the biometrics.

Another letter may be sent to the zonal Railways to help the pensioners in the process of online registration and for issue of revised PPOs and for uploading the documents for registration (points 1, 2 and 3 of the representation).

As regards the point 4 of the representation regarding online facility for issuing post retirement passes including online reservation on post retirement passes, we may write to E(Welfare) Branch for comments. For point No. 5 which is regarding difficulties faced by family pensioners other than spouse, E(W) and F(E) may be requested to offer comments.

It is pertinent to mention here that previously the matter regarding Health cards to serving employees as well as pensioners was being dealt by Health Dte., and it is only recently the matter of UMID cards is being given to E(G) Dte, mainly for dealing with representation on the CTSE, received from Railways (Office Order No. 24/2019)

The issues raised by Bharat Pensioners Samaj is related to non availability of RELHS facilities at par with CGHS & technical glitches which the Retirees are facing regarding the UMID cards. Health Dte., has time and again refused to offer any comments in such issues which have been recently coming up, may kindly see notings at ppgs- 10 to 14.

Accordingly, draft letters to Ms/ UTIITSL, to the zonal Railways, separate letter to South Central Railway and notes to Health Dte., E(W), F(E) and PC Dte., to take necessary action/offer comments are placed below for approval please.

S.O./E(G)

**DDE(G)1**

**DE(G)**

**AM(S)**