



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. 2025-2/RSCWS/CHD/ RELHS DRM UMB

Dated: 13.03.2025

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Shri Vinod Bhatia,
Divisional Railway Manager,
Northern Railway, DRM Office,
Ambala Cantt. –133001.

Sub: Access of Medical facilities at Chandigarh Tricity area for RELHS beneficiaries.
Improvements requested considering majority of Pensioners settled in Tricity.

Ref: No. RSCWS/HO/CHD/SPSB/Memo DRM-UMB/2023-18 dtd 18.12.2023
No. 2024-27/RSCWS/CHD/ RELHS DRM UMB Dtd: 13.12.2024

Sir,

Apart from provision of one Lock-up dispensary at Mohali Railway Station platform 1 on 3rd October, 2023 does not provide any relief to the RELHS Beneficiaries settled in and around Mohali because Doctor is still not made available along with the pharmacist at this Lock-up dispensary.

RELHS beneficiaries are increasing day by day at Tricity and through this reminder, your attention is called to review the situation for effective utilization of facilities by the RELHS beneficiaries. On the basis of experience of RELHS beneficiary followings are the suggestions for improvement in the medical services for RELHS beneficiaries residing in Tricity for your review and consideration.

- 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 hospital like CGHS beneficiaries have.
- 2.** Under the Health unit Chandigarh, a Lockup dispensary is bi-weekly opens at Mohali Railway Station proving underutilization of facilities created is lacking facilities to serve the RELHS beneficiaries residing in and around Chandigarh tri-city.
- 3.** There is a 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 created to improve the doctor-to-beneficiary ratio and reduce waiting times.
- 4.** Upgrading the existing Railway Dispensary Chandigarh to District level Hospital is the need of hour to provide medical facilities to provide 24x7 Emergency services at Health Unit Chandigarh.
- 5. Infrastructure Improvement:** The infrastructure RELHS wellness centers needs enhancement. Issues such as poor building conditions, inadequate sitting arrangements and lack of basic amenities should be addressed through periodic reviews and necessary renovations.
- 6.** Ambulance services at Health Unit Chandigarh with essential equipment to ensure emergency cases are managed for quick transfer from Residence to the referred Hospital by the Doctor at Chandigarh Dispensary efficiently.



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7. Revision of RELHS rates for treatment at empaneled Private Hospitals: RELHS rates for treatments and diagnoses are currently lower than market rates. Due to procedural gaps, delay in payment of bills submitted by the empaneled hospital is causing reluctance among impanelled hospitals. Rates should be revised to reflect market conditions, and efforts should be made to expedite the settlement of bills to encourage more hospitals to participate.
8. Strictly implement Rule No 9 of Clinical Establishment Rules 2012 for standard rates to control rates of Private empanelled hospitals.
9. Railway has issued directives and online approval for IPD in emergency has been proving good but, the system need more reforms to simplify so that beneficiaries can obtain prescribed follow-up treatments and medicines without repeated visits to the dispensary.
10. It is a big problem for the Senior Citizens to identify the medicine when they get alternate medicines in combination of different potency or instead combination each salt has different tablet. There are more chances of irregularity in the desired /prescribed dose of medication may cause threat of life of patient. Provision of maintaining supply of medicines as prescribed would be ensured.
11. Policy of periodic health checkup need to be made for Male & Female RELHS beneficiaries as predictive measures.
12. Since registration and medication including OPD has been computerized, diagnostic and medication record is not available with the patient. A provision of providing treatment/medication card to the patient is very much important for information of the family member.

We request a review of above suggestions for implementation to enhance the effectiveness of medical facilities to the RELHS beneficiaries including employees and pensioners.

Sincerely yours,

SAT PAL SINGH
Secretary General

Copy for information:

CMS/N. Railway/Divisional Hospital/ Ambala Cant - 133001