



PENSIONERS' RAIL SAMPARK

QUARTERLY BULLETIN OF

RAILWAY SENIOR CITIZENS WELFARE SOCIETY (RSCWS)

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

H.O 32, Phase- 6, Mohali, Chandigarh -160055

Website : www.rscws.com

AFFILIATED TO BHARAT PENSIONERS' SAMAJ (BPS)

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

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

DEDICATED TO
THE CAUSE OF
PENSIONERS
SINCE 1991

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APRIL-JUNE, 2022 FOR FREE CIRCULATION TO MEMBERS RSCWS

NEWS – AT A GLANCE

1. MOF (DOE) withdraws RBI orders regarding non-recovery of excess payment to Pensioners. Pension Sanctioning Authority (PSA) to decide each case as per Revised CCA Rules. (See copy on Page 3).
2. Launch of 'Grievance 'module of HRMS in Indian Railways (See Page 3).

GENERAL BODY MEETING OF RSCWS AND MEDICAL SEMINAR
TO BE HELD ON SATURDAY, 23RD JULY, 2022 FROM 10 AM TO 1 PM

MEMBERS OF RSCWS ALONG WITH THEIR SPOUSES &
OTHER RAILWAY PENSIONERS
ARE CORDIALLY INVITED TO ATTEND
VENUE: GOVT. MUSEUM & ART GALLERY AUDITORIUM, SECTOR 10, CHANDIGARH

(MEMBERS ARE REQUESTED TO PLEASE REACH IN TIME)
PLEASE JOIN US FOR LUNCH AFTER THE MEETING.

AGENDA:

1. Opening Address by the Chairman Sh. TS Kalra.
2. Address by the President Sh. KP Singh;
3. Report by the Secretary General; Sh. Harchandan Singh.
4. Statement of Account of RSCWS, for FY 2021-22 by Finance Secretary.
5. Donation from SWF RSCWS to "Apna Ghar" NGO helping the Needy, Poor & Destitute;
6. Medical Seminar on "Diabetes & Thyroid disfunction & its prevention and cure in the elderly" by Dr. Pramila Dharamshaktu, DM (AIIMS Delhi) Consultant, Endocrinology, Ojas Super Specialty Hospital, Sector 26, Panchkula.
7. **Release of Directory of RSCWS 2022.**
8. Honoring the Octogenarians' & Complimenting the Members of 65 years+ age group (who could not attend the last General Body Meetings on 23rd October 2021 & 23-4-2022).
9. Any other point with the permission of the Chair;
10. Concluding Address by the President;
11. Vote of Thanks by the Secy. Genl.
12. The Meeting will be followed by Lunch.

MEMBERS ARE REQUESTED TO OBSERVE COVID RELATED PROTOCOL IF AND AS APPLICABLE ON THAT DATE

Secretary General, RSCWS

ON OTHER PAGES

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LIST OF PVT HOSPITALS EMPANELLED BY RAILWAYS IN CHANDIGARH, MOHALI & PANCHKULA AS ON 27-9-2021

- FOR CASHLESS TREATMENT OF RAILWAY MEDICAL BENEFICIARIES (EMPLOYEES & RELHS OPTees) WITH UMID CARD
ON REFERRAL BY CMS NR UMB OR IN EMERGENCY ON APPROVAL OF CMS WITHIN 24 HOURS

| Sl.No. | Hospital Name | Contract up to | Contact No. |
|--------|--|---|--|
| 1. | Ivy Super Specialty Hospital; Sector 71, Mohali | 15-12-2022 | 99888-23456 (Abhishek: 8699999914) |
| 2. | Indus Super Specialty Hospital, Opp.Old D.C. Office, Phase 1, Mohali | 07-07-2022 | 0172- 5044945 |
| 3. | Sri Guru Harkishan Sahib Eye Institute & multispecialty Hospital, Sohana, Sector- 77, SAS Nagar, Mohali | 10-07-2023 | 0172-2295000 |
| 4. | Mukat Hospital & Heart Institute, Sector 34-C, Chandigarh | 15-10-2021 (Extn. Under consideration) | 98720-48149 |
| 5. | Grecian Super Specialty Hospital, Sec.- 69, Mohali | 26-08-2022 | 98996-49020 |
| 6. | MAX Super Specialty Hospital, Phase-6, Mohali | 18-02-2022 | 0172-6652000 |
| 7. | Amar Hospital Multi-Specialty Hospital, Sector-70, Mohali | 12-03-2022 | 0172-5037683 |
| 8. | Drishti Eye Hospital, Sector-10, Panchkula. | 13-12-2022 | 0172-2571572 98033-33344 |
| Lab. | Spiral CT & MRI ; Sector 44, CDG | 20-12-2021 | 0172 4064555 98142-52733 |
| Lab. | Atulaya Health Care; SCO 112-113, Sector 8-C, CDG | 15-01-2022 | 0172 4558888 97795-99499 |

ENTITLEMENT OF WARDS (as per 7th CPC Pay): General Ward: Up to Rs.47600/-;
Semi-Private Ward: Rs.47601/- to 63100/-; Private Ward: 63100/- & above

HOSPITALS EMPANELLED WITH RSCWS IN THE TRI-CITY

- FOR TREATMENT AT CGHS RATES IN OPD, IPD & DIAGNOSTICS, FOR RSCWS MEMBERS
- ON PRODUCTION OF MEMBERSHIP CARD OF RAILWAY SENIOR CITIZENS WELFARE SOCIETY (RSCWS)

| Sl. No. | Name of Hospital | EMPANELLED FOR THE SPECIALITIES | Contact No |
|---------|--|---------------------------------|--|
| 1. | FORTIS MULTI SPECIALITY HOSPITAL, SECTOR 62, PHASE VIII, MOHALI | All available Specialties | 172-5021222 98721-70582 (Dr. Ajinder Singh.) |
| 2. | IVY MULTI-SPECIALITY HOSPITAL, SECTOR-71, MOHALI | All available Specialties | 0172-7170000, (Abhishek: 86999-99914) |
| 3. | MUKAT MULTI-SPECIALITY HOSPITAL, SECTOR-34 A, CDG | All available Specialties | 0172-4344444 98720-48149 |
| 4 | * OJAS Multispecialty Hospital, Sector 26, Panchkula. | All available Specialties | 9779992668 Parveen |

* Ojas Hospital, Panchkula is the first Hospital in Panchkula to be (re) empanelled with RSCWS for treatment of Members of RSCWS on CGHS rates (on cash payment). RSCWS is now trying to get it empanelled with Railways for Cashless treatment of all Railway Beneficiaries.

**MEMBERS OF RSCWS PLEASE PAY YOUR SUBSCRIPTION @ RS.400/- PA OR LIFE MEMBERSHIP RS.3500/-
DONATIONS & SUBSCRIPTIONS MAY BE PAID DURING THE MEETING**

OR be deposited in the Bank account of RSCWS in favour of

“Railway Senior Citizens Welfare Society” in Punjab & Sind Bank, Sector 7, Chandigarh,

In SB Account No. 08561000100242, IFSC Code PSIB 0000856 OR

**MAY BE PAID TO SH. C.P. SINGH. TREASURER RSCWS. EITHER AT HIS RESIDENCE FLAT NO. 351, SAVITRI TOWER
S 1, VIP ROAD, ZIRAKPUR (PB)-140603 OR AT GURDWARA, SECTOR 8 D, CHANDIGARH WHERE HE IS WORKING AS
ACCOUNTANT EXCEPT TUESDAY. (PHONE NO. OF SH C P SINGH IS:- 98880-54477)**

NOTE: MEMBERS, WHO SEND THEIR SUBSCRIPTION THROUGH BANK ACCOUNT/ NEFT/ RTGS, ARE REQUESTED TO FOLLOW IT UP WITH A MESSAGE IN THE RSCWS-I OR RSCWS GB GROUP SIMULTANEOUSLY WITH THEIR FULL NAME, POSTAL ADDRESS & MOBILE NO. ETC.) OR TO SH. JASPAL SINGH, FINANCE SECRETARY ON HIS WHATSAPP NUMBER 98760-92040.

In case of New Members, Membership FORM & 2 stamp size Photos each of self & Spouse may be sent to Sh. CP Singh to enable him to send the Receipt & Membership card of RSCWS.

SECRETARY GENERAL, RSCWS

GOVERNMENT ORDERS on Pensioners' related issues

Railway Board's File No. PC – VII/2021/HRMS/61 dated : 29.11.2021 to all PCPO, Zonal Rlys. & PUs

Sub: Issuing PRCP in Physical Mode to the retired officers and staff Clarification reg.

Ref: Board's Letter No. PC-VII/2020/HRMS/16 dated 01.09.2021

1. Vide Board's letter under reference, issuance of Privilege Pass/PTO was made mandatory to be processed through HRMS for serving employees. However, it was also advised vide the said letter that Pensioners and Divyang employees may be allowed to draw passes in Physical mode, as per their convenience.

2. In this context, it has been brought to the notice of Railway Board by Federations as well as various pensioners Associations that Zonal Railway Offices are refusing issuance of PRCP and Passes/PTO to Divyang employees in physical mode and are insisting on application through HRMS.

3. In this context, it is again clarified that Retirees and Divyang employees have specially been given an option to avail Privilege/PTOs either through HRMS or physically, as per their choice. As such, Railways may ensure that no retiree or Divyang employee is denied issuance of physical pass, if they chose to avail it. Railway may further ensure that Pass data of such pensioners/employees is updated in

Copy of Railway Board's Letter No. PC-VII/2022/HRMS/3 Dated :- 17.03.2022 to PCPOs all IRs

Sub :- Launch of 'Grievance ' module of HRMS in Indian Railways

1. Human Resource Management System (HRMS) Is designed to completely digitize all the HR related aspects in Indian Railways. Apart from the modules already launched, some other modules have completed the process of testing and development.
2. The development and testing of Grievance Module has been completed and is in use in Railways since June 2021. Till date, a total of 6,573 grievances have been received on HRMS and 1,939 have been closed. Grievance Module may be put in use across all field units w.e.f 01.04.2022
3. In this regard, a one-page step by step instructions for using the Grievance Module, as provided by CRIS, is enclosed as Annexure-A. All the modalities regarding assigning different roles as required under the specifications of Grievance Module and mapping of Welfare Inspectors etc. may also be completed urgently for effective use of the Grievance Module by all users.

Encl: As DA (Not printed here. May be down loaded from RB Website)

Ministry of Finance, Deptt. of Expenditure, Central Pension Accounting Office, New Delhi Office Memorandum
No. CPAO/IT & Tech/Clarification/13 Vol. III A/7380/2022-23/ 03 Dated 05.04.2022

Subject: Recovery of excess payment made to pensioners

Attention is invited to the Reserve Bank of India's circular dated 21st, January, 2021 regarding withdrawal of circulars on Recovery of excess pension made to pensioners. The RBI decided that the following circulars issued by the Department of Government and Bank Accounts, Reserve Bank of India related to recovery of excess pension made by agency banks stands withdrawn with effect from the date of the circular-

- Circular No. DGBA.GAD.No. 2960/45.01.001/2015-16 dated March 17th , 2016
- Circular to. CO.DGBA (NBS) No. 44/GA.64 (II-CVL) 90/91 dated April 18, 1991
- Circular No. CO. DGBA (NBS) No. 50/GA. 64 (11-CCL) 90/91 dated May 6, 1991

It was further stated that agency banks will seek guidance from respective Pension Sanctioning Authorities regarding the process to be followed for recovery of excess pension paid to the pensioners, if any.

The Department of Pension and Pensioners' Welfare has clarified (copy enclosed) that the question of recovery or waiver of recovery of any excess payment on account of an error in initial authorization or revision of pension by the office is to be dealt with in accordance with rule 66 (4) of the CCS (Pension) rules 2021.

This issues with the approval of the Chief Controller (Pensions)

Copy of Railway Board's Letter No. 2022/E(W)/01/09 Dated 10.06.2022 to all GM(Ps) IR & PUs

Sub: Clarification regarding continuance of Widow Pass (WP) facility after demise of the Railway Servant and his/her spouse.

Ref: MCF/Raebareli's letters No. MCF/RBL/Estt/P. File/187/Part-II dated
09.12.2021 17.02.2022.

1. Modern Coach Factory/Raebareli vide their above cited letters have sought clarification on the aspect of continuance of WP facility in favour of remaining beneficiaries after the death of spouse of deceased Railway Servant stating that the extant Railway Servants (Pass) Rules, 1986 (Second Edition - 1993) is silent in this regard. The families which lost both the parents during COVID-19 pandemic and facing severe hardships have also represented for continuance of WP facility. Requests have also been received from All India Railwaymen's Federation and National Federation of Indian Railwaymen for extending Pass facility in such cases. Keeping the above and the provisions connected with WP facility in view, the issue has been examined and with the approval of Competent Authority, it is clarified that even after the demise of spouse of deceased Railway Servant, the WP facility may be continued in the name of eldest beneficiary eligible to be included in the WP in terms of extant Pass Rules. Other eligible members may also be continued in the widow Pass Account (WPA), as like before.
2. In cases where WPA is closed or not even opened but a family member of deceased Railway Servant is eligible to be a beneficiary of WP, on receipt of application, the Pass Issuing Authority (PIA), where the WPA existed or from where the deceased Railway Servant retired, may re-open the closed WPA or open a new WPA, as the case may be. However, the entitled number of Passes will be reckoned and issued only from the current Calendar Year.
3. The Class of Pass, number of Passes and other facilities/conditions shall be regulated by the rules prevalent for grant of WP to the spouse at the time of demise of Railway Servant.
4. The individual Family Identity Cards (FIC), already issued with lifetime validity, as an eligible WP beneficiary, shall continue to be valid. In cases where no such FIC is available with the eligible beneficiary, fresh FIC may be issued.
5. The WP facility will be discontinued in respect of the beneficiary who becomes entitled to Pass facility on any account or becomes ineligible for pass facility under any other provision of extant Pass Rules.
6. The Zonal Railways/PUs may bring this clarification to the notice of all PIAs under their control and direct them to take necessary action to settle the requests in this regard on priority

1. This issues with the concurrence of the Finance Directorate of the Ministry of Railways.

Copy of DOP&PW, GOI OM No. 1(4)/2021-P&P(H)-7223 Dated: 22nd June. 2021

Subject:- Issue of Pension slip by Pension Disbursing Banks on monthly basis

1. In order to ensure "Ease of Living" of the Pensioners, a meeting was held with the CPPCs of Pension Disbursing Banks on wherein the issue of providing the breakup of monthly pension to the pensioners was discussed. The banks were impressed upon to undertake this welfare measure, as this information is required by pensioners in connection with Income Tax, Dearness Relief payment, DR arrears etc. The banks welcomed the idea and expressed their willingness to provide the information.
2. Accordingly, the undersigned is directed to request all Pension Disbursing Banks to issue pension slip to pensioners after credit of pension on their registered mobile numbers through SMS and email (wherever available) also. Banks may also use social media apps whatsapp etc in addition to SMS and email. **The pension slip should provide complete details of monthly pension paid along with breakup amount credited and tax deductions etc If any.**
3. The CPPCs of Pension Disbursing Banks are requested to ensure compliance of the above instructions for improving the "Ease of Living" for pensioners.

Assessment of impact of revised rules/instructions

Email Message dated 24-6-2022 from Shri Harjit Singh. Consultant, DOP&PW (M – 09899814849)

As you are aware, Department of Pension & Pensioners' Welfare has recently reviewed and rationalised the Central Civil Services (Pension) Rules, 1972 and notified the revised Central Civil Services (Pension) Rules, 2021 on 20th December, 2021. The revised Rules encompass several policy and procedural changes/improvements. The revised rules are available on our website/pensioners' portal.

2. Department of Pension & Pensioners' Welfare has also made several policy and procedural reforms and issued circulars/OMs for promoting 'ease of living' for central civil pensioners/family pensioners. These circulars/OMs are also available on our website/pensioners' portal. A list of the new provisions in the CCS (Pension) Rules, 2021 and the circulars/OMs issued since June, 2021 in this regard is enclosed.

3. Department of Pension & Pensioners' Welfare is the nodal Department for formulating rules and procedures for sanctioning retirement/pensionary benefits. However, the responsibility to implement these rules and instructions vests with the concerned Ministries/Departments, the Accounts Offices and the Pension Disbursing Authorities/Banks.

4. This Department has decided to make an assessment of the actual implementation of the revised rules/instructions by the various implementing authorities and the impact of these reforms on the life of pensioners/family pensioners. We would, therefore, request you for your feedback in this respect on the enclosed format. An early reply in this regard will be highly appreciated.

**Copy of Railway Board's Letter No.2005/H/6-4/Policy Dated 22.02.2022
To all General Managers, All Indian Railways, (Including PUs & RDSO).**

Sub: Revision of rate & guidelines for reimbursement of expenses on purchase of Hearing Aids under CS(MA) Rules, 1944 and CGHS.

Ref: (i) Ministry of Health & Family Welfare's OM No. Z11011/37/2019-E11S dated 01.12.2020. (Copy enclosed).

(ii) Railway Board's letter of even number dated 10.10.2013

The instructions contained in Ministry of Health & Family Welfare's OM number Z.11011/37/2019-EHS dated 01.12.2020 are enclosed. The competent authority in the Ministry of Railways has decided to implement the instructions issued by Ministry Of Health and Family Welfare mutatis-mutandis for Railway medical beneficiaries also with the following guidelines: -

- (1) The beneficiaries covered under Railway medical attendance rules/RELHS shall be eligible to get reimbursement of purchase of hearing aids. **The procurement of hearing aid for Railway beneficiaries by railway hospitals is discontinued hence-forth.**
- (2) Patients/beneficiaries should be properly referred to ENT Specialist of Railway/Government Hospital by Medical Officer.
- (3) It would be mandatory to carry Railway beneficiary's identity card (in original) whenever the Railway beneficiaries visit the Railway/Government ENT specialist for consultation and audiometric test.
- (4) The ENT specialist of Railway/Government hospital shall then recommend a hearing aid on basis of Audiometric and Audio-logical assessment, specifying the type Of hearing aids most suited for the beneficiary. The 'Audiogram Report' shall be authenticated by the ENT specialist. The recommendation shall be as per the categories approved under CGHS and not as per any Brand name.
- (5) The permission to procure hearing aids/approval for reimbursement Of the cost as per C.G.H.S rate shall be granted by the CMS/MD of Divisional/Central Hospital, as the case may be, and an 'undertaking' that the beneficiary has not been reimbursed the cost of hearing aids in the preceding five years.

This issues with the concurrence of Finance Directorate of Railway Board.

Extracts of Minutes of the 32nd Meeting of Standing Committee of Voluntary Agencies (SCOVA) Held on 12.04.2022 under the Chairmanship of Hon'ble MOS(PP)

Welcoming Hon'ble MoS (PP), Secretary (P&PW), representatives of Pensioners Associations and the officers from various Ministries/Departments participating in the meeting, Joint Secretary (Pension) briefly stated the objectives of SCOVA meetings. He mentioned that SCOVA is a useful platform to provide feedback on implementation of policies/programs of DoPPW, to discuss & examine policy initiatives and to mobilize voluntary efforts to supplement the Govt action. Moreover, it provides the representative associations an opportunity for raising the issues concerning pensioners' welfare directly before the concerned Ministries/Departments.

2. Addressing the participants, Secretary (P&PW) highlighted the recent reforms and initiatives undertaken by the Department for welfare of pensioners. He mentioned about the notification of revised and updated Central Civil Service (Pension) Rules, 2021 on 20.12.2021, by amalgamating several orders/clarifications issued during last 50 years. He also referred to several initiatives of the Department in regard to submission of life certificate by pensioners, e.g. Video based life certification, Doorstep DLC service through Postman/Gramin Dak Sevak of IPPB and Face Authentication Technique through Android phone, launched on 29.11.2021. He further mentioned about his recent interactive meetings with Pensioners' Associations, Pension Disbursing Banks and the nodal officers of Ministries/Departments and stated that such meetings would be held at regular intervals.

3. Thereafter, discussions were held on the agenda items for the meeting. Director (PP) mentioned that an Action Taken Report on the decisions taken on the unresolved agenda items of 31st meeting of SCOVA had been sent to the Pensioners' Associations by e-mail. It was observed that most of the items of 31st meeting of SCOVA had been resolved. The Departments concerned were requested to take a final

decision, at the earliest, on the following agenda items of 31st meeting of SCOVA, which are remained unresolved:

- ii. Booking of Holiday Homes for Central Government Pensioners-enhancement of time limit from 30 days to 60 days.
4. Thereafter, the agenda items for 32nd meeting were discussed. The gist of the discussion held and decisions taken on these items are as under:

(32.2) Periodical Health check-up of pensioners

It was stated that the guidelines already exist for medical officers at Wellness Centres for referring the pensioners for periodical medical checkup. MoS (PP) directed that since the Pensioners' Associations have complained that CGHS Wellness Centres are not adhering to these guidelines, the guidelines in this respect may be reiterated to all Wellness Centres for strict compliance.

(32.4) -Non-acceptance of Nominations of pensioners for Life-Time Arrears by the Banks

The Railways Senior Citizens Welfare Society, Mohali mentioned that as per Payment of Arrears of Pension (Nomination) Rules, 1983, every pensioner has to nominate any person for receiving arrears of pension accruing after his death (on account of Pay Commissions, etc.) and to provide such nomination to their Pension Disbursing Authority (PDA). However, in many cases, when pensioners file their nominations with the PDA, there is reluctance on the part of the bank staff to accept these nominations, as the staff is not quite conversant with the rules. Further, the pensioners are not sure about the safe storage of nominations in the Bank and about retrieval of these nominations when needed.

Joint Secretary, (Pension) informed that instructions have been issued to Pension Disbursing Banks, Ministries/Departments etc. reiterating the provisions of the Payment of Arrears of Pension (Nomination) Rules, 1983 vide letter no. /2(40)/2022-P&PW(E) on 31.03.2022. Pension Disbursing Banks have been advised to accept the nominations under acknowledgment and keep a proper record of the same in their systems. They have also been advised to review the availability of nominations in respect of all pensioners and to ask the pensioner to submit the nomination, if the same is not available with them. Banks have also been advised to indicate the status of availability of nominations in Pension Seva Portals/ Similar portals and also in the monthly pension slips.

It was mentioned that the above instructions will again be highlighted in the next meeting of DoPPW with the Pension Disbursing Banks. MoS (PP) directed that the instructions may also be shared with Pensioners' Associations.

(32.5) Holding of Pension Adalat meetings by Departments at national level

It was informed that Department of Pension & Pensioners' Welfare has decided, to convene an All India Pension Adalat on May 5, 2022. On that day, DoP&PW will also be conducting its own Pension adalat, besides organising an All India Pension Adalat.

The following Ministries/Departments intimated the details regarding Pension Adalats held/being held by them

| | |
|-----------------------------|---|
| Ministry of Railways | Pension Adalats on Indian Railways are conducted on 15th December each year on Production Units and quarterly at Divisional level. Nationwide Pensioners Adalats were conducted on 18.09.2018 and 23.08.2019. |
|-----------------------------|---|

(32.6) Payments of DA/DR arrears frozen for 18 months from 1.1.2020 to 30.06.2021

The Central Government has granted the DA/DR rise of 11% from 01.07.2021, the arrears for 18 months have not been released. The (Pensioners) Association requested for releasing the DA/DR for 18 months to Central Government employees and pensioners / family pensioners.

Joint Seretary, Department of Expenditure stated that this issue was raised in the last meeting of JCM chaired by Cabinet Secretary also and the JCM was informed that the decision to freeze DA and DR due from 01.01.2020, 01.07.2020 & 01.01.2021 was taken in the context of Covid-19 pandemic, so as to ease pressure on Government finances. The rates of DA/DR have been restored prospectively and subsumed in the cumulative revised rates effective from 01.07.2021 vide OM dated 20.07.2021.

(32.10) Enhancement of amount of Grants in aid to Pensioners' Associations

The Ex-Defence Employees Welfare Association, Balasore requested that Grant in Aid may

be enhanced from Rs. 75,000 to Rs. 1.5 lakhs and the same may be released every year by the month of November.

Joint Secretary (Pension), DoPPW informed that a proposal for increasing the amount of Grants-in-Aid to identified Pensioners' Associations is under consideration. It was further informed that efforts will be made to release Grant-in-Aid for 2022-23 in the 1st Qtr of 2022-23.

(32.11) Providing a laptop to identified Pensioners Associations

Joint Secretary (Pension), DoPPW informed that a proposal to sanction of Rs. 80000/- to each identified Pensioners' Association for purchase of Computer/Hardware related items has been recently approved. Accordingly, 34 Pensioners Associations have been sanctioned Rs.80000/- for purchase of laptops. Remaining Associations will also be sanctioned this amount in FY 2022-23.

In his concluding address, Hon'ble MoS(PP) and Chairman of SCOVA Dr. Jitendra Singh mentioned that several revolutionary changes were brought in since 2014 for bringing "Ease of Living" to the common man. He directed for setting up of a Single Window Portal for the benefit of pensioners and superannuated elder citizens. The Portal will enable the Department to have constant contact with pensioners and their associations across the country. The portal will regularly receive inputs, suggestions and grievances for prompt response. This Portal would be a single window digital mechanism for pensioners to raise their grievances and get the same resolved without approaching different authorities in person. He said that all Ministries responsible to process, sanction or disburse pension dues, would be interlinked to this system and grievances would be forwarded after assessment to the concerned Ministry/Department for resolution. Pensioners as well as Nodal officer can view the status of the grievance online till disposal in the system. Hon'ble MoS (PP) said that we need to make good use of the knowledge, experience and efforts of the retired employees which can help in value addition to the Department of Pension & Pensioners' Welfare.

Hon'ble MoS (PP) mentioned that since the launch of Doorstep Service for submission of Digital Life Certificate (DLC) through Postman in November 2020, more than 3,08,625 Life Certificates through India Post Payments Bank (IPPB) have been done. The facility to submit life certificate online through Jeevan Pramaan Portal was launched by the Prime Minister in November, 2014 with the objective to provide a convenient and transparent facility to pensioners for submission of Life Certificate. He also added that Doorstep banking for collection of Life Certificates is in place in 100 cities by Public Sector Banks and the number of Life Certificates done through Banking Agents is 4253. Face Authentication Technique through Android phone for submission of life certificate digitally has been launched on 29.11.2021 and till date, more than 20,500 Life Certificates through face authentication have been done. Similarly, he informed that as on date total number of DLCs submitted by the Central Government Pensioners is around 1,07,75,980 /- since 2014. In 2021, total DLCs submitted till date are 19,80,977.9. Hon'ble MoS (PP) mentioned that the 'Bhavishya' platform, an integrated online pension processing system is at present being successfully implemented in the main Secretariat of 96 Ministries/ Departments including 813 Attached Offices. As on date, more than 1,50,000 cases have been processed i.e. PPOs issued which includes more than 80,000 e-PPOs. Hon'ble Minister also informed that Bhavishya 8.0 was released in August, 2020 with a new feature to PUSH the ePPO in Digilocker. 'Bhavishya' platform is the first application to use the PUSH Technology of Digilocker.

The meeting ended with a vote of thanks to the chair and all other participants.

MEMORANDUMS SUBMITTED BY RSCWS FOR IMPLEMENTATION OF REPORT OF PARLIAMENTARY COMMITTEE ON PENSIONERS GRIEVANCES.

Memorandum to Dr. Jitendra Singh, Hon'ble Minister of State, Personnel, Public Grievances & Pensions, North Block, New Delhi with copies to Secretary MOF (Exp), Secretary Public Grievances, AR & Pension
(No. RSCWS/HO/CHD/Memo MOS/2022-21 Dated 27-6-2022)

Sub: Grievances of pensioners – Requesting earlier redressal as per the recommendations of 110th report of parliamentary committee on "Pensioner's Grievances".

Ref: Recommendations of 110th report of Parliamentary Committee on "Pensioners' Grievances-Impact of Pension Adalats and Centralized Pensioners Grievance Redress and Monitoring System (CPENGRAMS)

"We seek your kind intervention to consider the following genuine grievances of pensioners and family pensioners as recommended by 110th report of Parliamentary Committee on "Pensioners' Grievances.

1. **Grant of Additional Pension and additional Family Pension to the old pensioners on attaining the age of 65, 70 and 75 years:**

In para 3.28 of the parliamentary committee report, it was recommended that "... ***The Committee is of the view that the Government should sympathetically consider the demand of Pensioners' Associations for 5% additional quantum of Pension on attaining the age of 65 years, 10% on 70 years, 15% on 75 years and 20% on 80 years to the Pensioners.*** The Committee recommends DoPPW to pursue vigorously with Finance Ministry and apprise the Committee of the outcome".

Existing rule of Granting additional pension / additional family pension from above the age of 80 years only covers 11% of old age pensioners and family pensioners. Pensioners / family pensioners from the age of 65 years incur more medical expenses due to their health conditions, high expenses for medical treatments, medicines, etc.

Hence it is requested that, Additional Pension / Family Pension may please be paid at following rates - in view of steep increase in the expenditure on medical treatment and health care in old age and as recommended by the parliamentary committee

- a) **5% additional Pension/Family Pension after 65 years of age**
- b) **10% Additional Pension/Family Pension after 70 years of age**
- c) **15 % additional Pension/Family Pension after 75 years of age**

2. **Enhancement of Fixed Medical Allowance (FMA) for pensioners & family pensioners:**

In para 3.21 of the parliamentary committee report, it was recommended that "*The Committee takes note of the fact that Fixed Medical Allowance is granted to pensioners who reside outside the CGHS areas for meeting expenditure on day-to-day medical expenses (OPD) that do not require hospitalization. The Committee also takes note of the request of Pensioners' Associations for enhancement of Fixed Medical Allowance from Rs 1000 to Rs 3000 per month as most pensioners are suffering from different diseases at old age and are unable to manage with meagre pension as CGHS hospital is not available in every town. The Committee recommends DoPPW to take up this issue of enhancement of Fixed Medical Allowance with the Finance Ministry as Rs 1000 is a very meagre amount for an old age pensioner and apprise the views of the Finance Ministry to the Committee in its Action Taken Replies*".

It is therefore requested that, Fixed Medical Allowance (FMA) may please be enhanced to Rs.3000 per month.

3. **Implementation of MACPS (Modified Assured Career Progression Scheme) w.e.f. 01.01.2006:**

In para 3.35 of the parliamentary committee report, it was recommended that "*The Parliamentary Committee feels that DoPPW should pursue the matter of implementation of MACP w.e.f 1st January, 2006 with DoPT as it will give relief to pensioners retiring in the intervening period i.e. from January, 2006 to August, 2008 as all other benefits were given to them from January 2006 as per 6th CPC recommendations*".

6th CPC recommended MACPS as part of pay structure. Subsequent resolution issued by Finance Ministry, implemented revised pay w.e.f. 1.1.2006. Hon'ble Supreme Court of India in Civil Appeal No.3744 of 2016 decided on 8-12-2017 and other Courts including High Court of Bombay on writ petition No. 1763 of 2013, in the country held that the benefit of MACPS should be extended with effect from 1st January 2006, since MACPS is part of the pay structure.

It is, therefore, requested that MACPS may please be implemented from 1.1.2006 since MACPS is part of pay structure – as recommended by 6th CPC and as held by the Apex Court.

4. **Virtual Pension Adalats:**

Pension Adalats are conducted to strengthen the grievance redressal mechanism for pensioners' grievances relating to pensioners, family pensioners and super senior citizens within the framework of extant policy guidelines. In pension Adalats concerned Pension Accounting Officer and representative from banks and pensioner representatives are called in a single platform for resolution of grievances across the table. Pension Adalats through video conferencing will be very useful for age old pensioners, since they need not to travel physically and it will save the time for CAO and Bank representatives. Vide para 2.3 the parliamentary committee recommended for conduction of Virtual All India Pension Adalats on a half-yearly basis by video conferencing, so that the grievances which could not be resolved during the six-month period and beyond can be redressed at once.

It is therefore requested to evolve a system for conducting Pension Adalats through video conferencing every six months in addition to physical Pension Adalats preferably at divisional & zonal level.

5. **Alternative dispute resolution mechanism:**

Denial of timely justice amounts to denial of justice itself, elderly should not be forced to approach Courts to claim their rightful entitlements. In para 2.33 the parliamentary committee accordingly recommended to explore the feasibility of institutionalizing an alternative dispute resolution mechanism such as pre-litigation conciliation to resolve the grievances of pensioners at pre-litigation stage itself.

It is, therefore, requested to setup an Alternative dispute resolution mechanism such as pre-litigation conciliation to resolve the grievances of pensioners at pre-litigation stage itself.

6. **Reimbursement of expenditure incurred by RELHS beneficiaries for the treatment in non-empaneled hospitals:**
Apex Court and many courts across the country gave favourable decisions that, all the expenditure incurred by a beneficiary of Central Government Health Scheme on his or her treatment in non-empanelled Private Hospitals should be reimbursed to the beneficiary. The Government has not yet issued any general instructions in this regard and the pensioners/beneficiaries have to approach the Court of law for justice by spending a lot of money and time. The parliamentary committee in para 3.19 said that pensioners should not be deprived of their rightful entitlements under any circumstances and there should not be any stumbling blocks in getting the correct medical treatments during emergencies.
It is, therefore, requested that the expenditure incurred by CGHS & RELHS beneficiaries for the treatment in non-empaneled private hospitals should be reimbursed for treatments without first approaching CGHS/Railway Hospital, when referral could not be obtained on exigencies.
7. **Issue of FMA surrender certificate:**
In para 3.22, the Committee takes note of the difficulties faced by pensioners in surrendering their Fixed Medical Allowance (FMA) and getting FMA Surrender Certificate to avail CGHS indoor & outdoor (OPD) facilities and the committee recommended that all such pensioners should get FMA surrender certificate in hassle free manner within fixed time frame.
It is, therefore, requested to issue a procedure for getting FMA surrender certificate in hassle-free online mode with fixed timeline along with intimation to the bank concerned.
8. **Extension of all medical facilities available to serving employees to pensioners & family pensioners and introducing cashless health insurance facilities for pensioners.**
In Para 3.23, the parliamentary committee observed that, non-applicability of CS (MA) Rules to pensioners residing outside CGHS areas has placed them at disadvantaged position vis-à-vis serving employees. Accordingly, the parliamentary committee recommended that provisions for medical facilities available to serving employees also needs to be extended to pensioners. The committee also recommended for introducing cashless health insurance facilities for such pensioners in nearby Private Health Centers.
Medical facilities available to serving employees, may please be made available to RELHS beneficiaries and to introduce cashless health insurance facilities.
9. **It is, earnestly requested that the above said recommendations made in the 110th Report of the Parliamentary Committee, alongwith other recommendations thereof, regarding grievances of Pensioners, may please be implemented early.**
With regards,

MINUTES OF GENERAL BODY MEETING HELD ON 23-04-2022
AT GOVT MUSEUM Auditorium, SECTOR 10, CHANDIGARH

Sh. K. P. Singh, President, RSCWS presided over the Meeting. 73 Members participated.

1. Opening address by Chairman Sh. T.S. Kalra

- (i) Chairman welcomed all the members attending the GBM, in particular Sh T P Singh, the recently retired GM/N R.
- (ii) He said that our organization RSCWS is very much popular in every nook & corner of the railway network and so many enquiries/ guidance are sought from RSCWS by the pensioners from different parts of the country, to resolve their issues.
- (iii) On health care front, many of the main issues have been resolved by our persistent efforts; outstanding payments of almost all the empanelled hospitals have been cleared and now they are giving cashless treatment to all in emergency cases. Now approval for cashless treatment in emergency will be sought through e-mail or even telephonically from CMS/UMB or ADMO/CDG by the empanelled hospitals within 24 hours.
- (iv) All credits for SG/RSCWS for timely publication of our quarterly PRS. To continue with the welfare and other activities, members should come forward voluntarily and contribute diligently to optimize our endeavor.
- (v) He said that we have worked up till now for our children and others. Now is the time to look after ourselves and the society and inculcate the habit of give and take. This will make you feel fresh & rejuvenated. He quoted verses from the renowned Punjabi poet Dr Bhai Vir Singh, towards positivity and mental bliss.

2. Sh T.P.Singh Ex GM/N.Rly. was honoured and welcomed as Guest Of Honour with a Memento & bouquet.

3. Report of SG/RSCWS Sh Harchandan Singh

- (i) SG/RSCWS thanked the Guest of Honor Sh. TP Singh for the help towards the clearance of outstanding dues of all the empanelled hospitals (except Fortis, Mohali) thereby clearing a deadlock over getting the Cashless treatment for the Railway beneficiaries.
- (ii) SG/RSCWS expressed his satisfaction over more and more enrollment of members of RSCWS and pan India expansion of RSCWS.
- (iii) The matter of approval of cashless treatment in emergency was taken up with the Railway Board, who had taken a note of our representation and a letter dated 16-06-2021 was issued to all the Railways & PUs. Empanelled hospital will seek the approval telephonically within 24 hours of admission, for Cashless Treatment in Emergency.
- (iv) Railway Beneficiaries will continue to get treatment on RELHS card even if they are not having UMID card but have

applied for the same and have the 7th CPC PPO number.

- (v) In cases where PPO as per 7th CPC had still not been issued to the retiree, this issue has also been taken up with the administration, for supply of medicines to them with requisite adjustment in the digitalized system.
- (vi) SG informed the General Body that Social Welfare Fund with RSCWS is in good fettle and with the grace of God we are donating generously to the needy organizations and pensioners. 200 medical prescription books have been donated for RELHS beneficiaries through the Railway Hospital Kalka and 500 to HU Chandigarh.

ADDRESS OF SH. T.P. SINGH GUEST OF HONOR TO THE GENERAL BODY OF RSCWS

He welcomed all the members of RSCWS and thanked them for bestowing all the honour on him. He expressed his feelings by quoting a story from his memoirs:-

“One officer of Bank who retired from a high post, was sitting in a park alone in a corner apart from the regular lot of senior citizens. One day an old member approached him to join them but out of his ego he was hesitant to join them. To neutralize his ego the old person clarified that in the past we might have been bulbs of 100 watts, 60watts or even 15watts but at present we all are fused. On hearing this he laughed loudly and understood the reality and shed-off his old ego and became a normal senior citizen.”

4. Address of President/RSCWS Sh. K.P.Singh

- (i) He welcomed the GB and expressed his regard for SG/RSCWS for his commendable contributions to the cause of retirees.
- (ii) He stressed time & again that we should stand united for the cause of RSCWS..

5. Address of Patron/RSCWS Sh. N.P.Mohan

- (i) He welcomed the guest of honor Sh.T.P.Singh Ex GM/NR, and expressed the importance of the day due to the benign presence of the guest of honor.
- (ii) He requested all the members to fill up the nomination form for Life Time Arrears of Pension and submit the same with the Pension Disbursing Bank/PDA to avoid last minute glitches.
- (iii) He informed the GB that DOP&PW has streamlined the guidelines for LTA and have issued the instructions to the PDA, Bank and to the Ministries and Departments.
- (iv) He requested that PRS should also publish the detailed guidelines with regard to LTA for the benefit of pensioners.

6. Presentation & Seminar on eye care by Dr.Nishant Bansal

A presentation was made by Dr. Nishant Bansal Eye Surgeon on Medical & Surgical Treatment of Cataract, Glaucoma, & Retinal problems in old age followed by an interactive session which was of great benefit and informative for the Members.

7. General Body approved the following agenda items through voice vote

- (i) Donation of Rs 10000/- to Prabh Aasra NGO for the needy and destitute.
- (ii) Utilization of Rs 74,969/- of Grant-in-Aid received from DOP&PW.
- (iii) Utilization of Rs 80,000/- for the purchase of computer system and associated hardware for RSCWS.
- (iv) Payment of Rs 15,000/- to Web-Pro for the year 2022-23 for the maintenance of the website www.rscws.com.

8. Following Members were honored

- (i) Sh. R.K.Dutta was honoured for conducting 187 Digital Life Certificates of senior & super senior members at their residence.

(ii) MEMBERS FELICITATED & HONOURED IN GBM ON 23-4-2022.

- a) Members who had crossed 80 Years: Sh. MS Bhalla, Sh. HS Sachdeva, Sh OP Vatta were Honoured with Shawls & Memento.
- b) Members who had crossed 65 years: Sh Sat Pal Singh, Sh Des Raj Sharma, Sh. Hemant Sethi, Sh. Amar Singh, Sh Vinod Kumar Sood, Sh Viveka Nand Thakur were felicitated with Mementos..

(Note: Some of these Members could not attend the Meeting; Their Shawl & Mementos will be presented to them in the next GBM or sent to their home if they are sick).

9. Other points:

a) Sh. Karnail Singh Ex SSE/Sig/UMB told the house that he has taken VRS and now practicing law in various courts of CDG being a law graduate. He said that he will give free legal assistance to all RSCWS members in their legal matters or any litigation pertaining to his field especially family matters and all information shared will be kept secret. He requested RSCWS to approach the Railway Board to avoid unnecessary litigation with the Railway employees and Pensioners on petty matters. Instead grievance redressal system should work proactively.

b) Sh.Ashok Kumar told the house regarding problem faced by him for the eye surgery of his wife. Despite referral cashless treatment was denied.

(SG/RSCWS requested him to forward his problem for the redressal to avoid any such reoccurrence in the future)

10. OUR CULTURAL BOND

- (i) Smt. Amita Singh sang a popular Punjabi song.
- (ii) Sh. N.K.Malik recited very touching song on the martyrdom of elder Sahibjadas.
- (iii) Sh.H.S.Sachdeva sang a beautiful song for the motivation of the members.
- (iv) Smt.Jagjit Kaur sang a song from the movie "SHORE" 'Ek Pyar Ka Nagma Hai'

11. Concluding Address by President Sh.K.P.Singh

President thanked all the Members for attending the meeting and actively participating in the same. He asked the Members to pursue other Members to regularly participate in the Meetings of RSCWS.

12. Vote of thanks by SG/RSCWS

SG/RSCWS thanked the Guest of Honor Sh. TP Singh, the Patron, the Chairman & the President for their motivating addresses. He also thanked Dr. Nishant Bansal for his very informative address, He also thanked all the Members for their active participation in the meeting.

The Meeting was followed by Lunch.



चंडीगढ़ भास्कर 01-06-2022

नॉर्दन रेलवे पर 25 हजार हर्जाना, 82 साल के रिटायर्ड अफसर को नहीं दिया था मेडिकल क्लेम डिस्ट्रिक्ट कंज्यूमर कमीशन ने सुनाया फैसला, मुकदमा खर्च भी देना होगा

सिटी रिपोर्टर | चंडीगढ़

• इलाज पर 56 हजार रुपए खर्च आया था ..

82 साल के रिटायर्ड रेलवे ऑफिसर जगमोहन सिंह का मेडिकल क्लेम रिजेक्ट करना नॉर्दन रेलवे को काफी महंगा साबित हुआ है। रेलवे को मेडिकल क्लेम तो देना ही होगा, साथ ही 15 हजार रुपए हर्जाना और 10 हजार रुपए मुकदमा खर्च भी अदा करना होगा। यानी रेलवे को कुल 25 हजार रुपए भरने पड़ेंगे। जगमोहन सिंह ने नॉर्दन रेलवे हॉस्पिटल अंबाला कैंट के चीफ मेडिकल सुपरिंटेंडेंट, नॉर्दन रेलवे के चीफ मेडिकल डायरेक्टर, डिविजनल रेलवे मैनेजर फाइनांस और असिस्टेंट मेडिकल ऑफिसर के खिलाफ चंडीगढ़ डिस्ट्रिक्ट कंज्यूमर कमीशन में केस फाइल किया था। कंज्यूमर कमीशन ने अपने ऑर्डर में कहा कि अगर 30 दिनों में उनके

सेक्टर-21 निवासी जगमोहन सिंह ने शिकायत दी कि वह रेलवे की रिटायर्ड इंप्लॉयज लिबरलाइज्ड हेल्थ स्कीम में कवर्ड हैं। 4 साल पहले वह बाथरूम में गिर गए थे और उन्हें फ्रैक्चर हो गया था। उन्हें पहले सेक्टर-16 के हॉस्पिटल ले जाया गया। फिर उन्हें सेक्टर-32 के गवर्नमेंट मेडिकल कॉलेज एंड हॉस्पिटल में रेफर किया गया। वहां 10 जुलाई 2018 को उनकी सर्जरी हुई। 26 जुलाई 2018 को उन्हें हॉस्पिटल से डिस्चार्ज कर दिया गया। उनका इलाज पर कुल खर्च लगभग 56 हजार रुपए आया। उन्होंने मेडिकल क्लेम के लिए सभी मेडिकल बिल नॉर्दन रेलवे के संबंधित विभाग में जमा करवा दिए। लेकिन रेलवे ने उनका क्लेम रिजेक्ट कर दिया। रेलवे ने कहा कि उन्होंने क्लेम फाइल करने में 6 महीने से ज्यादा की देरी कर दी, इसलिए उनका क्लेम रिजेक्ट कर दिया गया। जिसके बाद जगमोहन ने रेलवे के खिलाफ कंज्यूमर कमीशन में केस फाइल कर दिया।

ऑर्डर को पालन नहीं किया गया तो रेलवे को 20 हजार रुपए और भरने पड़ेंगे। रेलवे ने कंज्यूमर कमीशन में अपना पक्ष रखते हुए यही जवाब दिया कि शिकायतकर्ता ने क्लेम फाइल

करने में देरी कर दी थी। हालांकि केस के दौरान उन्हें 56 हजार में से 47 हजार 319 रिफंड कर दिए थे। कमीशन ने बाकी का बचे 8718 रुपए रिफंड करने का फैसला सुनाया।

CONSUMER COURT ALLOWS FULL REIMBURSEMENT OF MEDICAL EXPENSES TO SH. JAGMOHAN SINGH, LOCO INSPECTOR, W. RLY, SABARMATI, RAJKOT DIVISION RETIREE SETTLED AT CHANDIGARH & MEMBER OF RSCWS FOR TREATMENT IN PRIVATE HOSPITAL WITH LEGAL EXPENSES OF RS.10,000/-

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