



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)

AFFILIATED WITH BHARAT PENSION SAMAJ DELHI

DEDICATED TO THE CAUSE
OF PENSIONERS SINCE 1991

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No. RSCWS/CHD/Med/2026-01

Dated: 05-01-2026

**Chief Medical Superintendent,
Northern Railway, Divisional Hospital,
Ambala Cantt.**

. Subject: Response to your email dated 28-12-2025 regarding unnecessary harassment to Railway retirees of Tricity area due to referral to Divisional Hospital, Ambala Cantt for cataract surgery and non-empanelment of eye care hospitals in Tricity area

Sir,

This has reference to your email dated 28-12-2025, wherein it has been stated that:

- 1. Empanelment of Sohana Hospital, Mohali is under process.**
- 2. Empanelment of Drishti Eye Hospital is also under process.**
- 3. Referral of routine cases is being done as per Railway Board policy, and routine cases are to be managed in Railway Hospitals (Divisional/Central).**

While we appreciate your response, the Railway Senior Citizens Welfare Society (RSCWS) expresses its dissatisfaction with the current progress and the restrictive nature of referral policies for pensioners. We submit the following points for your urgent consideration:

A large number of railway pensioners, particularly senior citizens aged 70 years and above, are facing considerable hardship due to limited availability of empanelled private hospitals and the existing referral conditions. Many elderly pensioners suffer from age-related ailments, reduced mobility, and chronic health issues, making repeated or long-distance travel to Divisional or Central Railway Hospitals extremely difficult and distressing.

That is why, pensioners above 70 years of age, as per Rly Board directives, are allowed direct approach to empanelled hospitals nearby their places of residence, for consultation and OPD treatment. The referral of routine cases provision to Rly Hospitals, does not apply to them.

In view of the above, RSCWS strongly requests that:

- 1. Expediting Empanelment:** While we note that the empanelment of Sohana Hospital (Mohali) and Drishti Eye Hospital (Panchkula) is "under process," the delay is causing significant hardship. We request these be finalized immediately to improve healthcare access in the Tricity area.
- 2. Expansion of Network:** To meet the needs of the growing pensioner population, we urge the administration to empanel more private multi-specialty hospitals within Chandigarh, Mohali, and Panchkula, as has been done for CGHS and ECHS(Defence) pensioners, to minimize transit times during medical exigencies.

3. **Referral for Super Seniors (70+):** Since the pensioners above 70 years can directly avail consultation and OPD treatment from empanelled hospitals, their referral, as required, should be arranged by DMO/Chandigarh in telephonic consultation with CMS office, Ambala. This practice was already being followed so far. The Society requests a proactive approach in addressing these grievances to ensure the "Ageing with Dignity" principle is upheld for retired railway employees.

Thanking you,

Yours faithfully,



(G.P. Singh)
Secretary General, RSCWS

Copy To:

- Divisional Rail Manager, Northern Railway, DRM Office, Ambala Cantt.
- PCMD, N Rly, Baroda, House, New Delhi, with a request to issue clear cut guidelines in the matter to CMS/Ambala. Travelling to Div Hospital Ambala, for senior citizens, is simply impractical; that indirectly amounts to harassment and denial of medical care to senior railway pensioners.