



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/2026-03

Dated: 17.01.2026

The Director General
Railway Health Services
Railway Board
Rail Bhavan, New Delhi.

Sub: Discontinuation of issuance of hard copy referral letters for treatment in empanelled hospitals.

Ref: Letter No. MD/CH/JO/55/O/Empanelment dated 01.12.2025 issued by North Western Railway Central Hospital, Jaipur.

Sir,

1. The Railway Senior Citizens Welfare Society respectfully invites your kind attention to the reference cited above, wherein North Western Railway, Jaipur has issued instructions to all empanelled hospitals for not insisting on hard copies of referral letters with immediate effect, and instead obtaining on-line referrals from the linked Rly Hospitals/Health Units for treatment of railway pensioners in empanelled hospitals.
2. The above decision is a progressive and pensioner-friendly measure, which will greatly help in improving convenience for railway retirees and senior citizen beneficiaries, particularly during medical emergencies. The elimination of hard copy referral letters will also reduce procedural delays, unnecessary visits to railway hospitals, and physical hardship faced by elderly pensioners.
3. However, it is observed that in the absence of clear and uniform dissemination of these instructions, some empanelled hospitals continue to insist upon hard copy referral letters, resulting in avoidable delay and inconvenience to railway pensioners seeking timely medical treatment.
4. In view of the above, the Society most respectfully requests that:

- 1) The instructions contained in the cited letter may be reiterated and got implemented uniformly across all empanelled hospitals under Railway Health Services, throughout Indian Railways.
- 2) All empanelled hospitals may be directed to disseminate these instructions to their admission and billing staff, ensuring prompt admission and smooth processing of cases of railway retirees without insisting on hard copy referral letters; and instead on line referrals should suffice.

5. Such measures will go a long way in ensuring hassle-free medical treatment for railway senior citizens and will reflect the Railways' continued commitment towards the welfare of its retired employees.

The Society shall be grateful for your immediate kind consideration and early necessary action in this matter.

Thanking you,

Yours faithfully,



(G.P. Singh)
Secretary General
Railway Senior Citizens Welfare Society

Encl: as above

Copy to:

1. **PCMD, N Rly, Baroda House, New Delhi.**

He is requested to take a cue from NW Rly, Jaipur and issue suitable instructions in this respect to all empanelled hospitals through the CMSs of all divisions of N Rly.

2. **Principal Executive Director, Railway Health Services,**

3. **Chief Medical Superintendent, Northern Railway Divisional Hospital, Ambala Cantt, for early action in consultation with Pr CMD/N Rly.**