



# 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

T S Kalra, PCEE (Retd)  
Chairman RSCWS  
Mob: 98761-73490  
E-mail:tejkalra@gmail.com

K P Singh, ED Rly BD (Retd)  
President RSCWS  
Mob:98119- 22222  
E-mail: kpsingh.railways@gmail.com

G.P. Singh Sandhu,  
Secretary General, RSCWS  
Mob : 97795-82475  
E-mail : secygenrscws@yahoo.com

No. RSCWS/CHD/Med/2026-06

Dated: 27.01.2026

**The CEO & Chairman,  
Railway Board,  
Ministry of Railways, Government of India,  
Rail Bhawan, New Delhi - 110001**

**Subject: Request for provision of a National Helpline for RELHS beneficiaries on the lines  
of CGHS National Helpline**

**Respected Sir,**

On behalf of the Railway Senior Citizens Welfare Society, we respectfully submit this memorandum seeking your kind intervention for the establishment of a National Helpline Number for beneficiaries of the Railway Employees Liberalized Health Scheme (RELHS), on the lines of the CGHS National Helpline 1800-208-8900.

At present, RELHS beneficiaries—particularly senior citizens—are facing persistent difficulties such as denial or non-availability of prescribed medicines, refusal or delay in diagnostic tests, improper medical treatment, and lack of a transparent mechanism to lodge complaints against erring officials or health centers. In the absence of a centralized grievance redressal system, pensioners are left with no effective or timely remedy.

In contrast, the Central Government Health Scheme (CGHS) has provided a robust and responsive grievance redressal framework through a National Helpline as well as dedicated email support. The Director General of CGHS and the Ministry of Health & Family Welfare have also provided official grievance redressal email IDs, namely [director-cghs@cghs.nic.in](mailto:director-cghs@cghs.nic.in) and [mohfw@gov.in](mailto:mohfw@gov.in), which has significantly improved accountability and service delivery.

We earnestly submit that RELHS beneficiaries, who are also Central Government pensioners and senior citizens, deserve a similar facility. Provision of a dedicated National Helpline Number for RELHS, along with a centralized complaint-monitoring mechanism, would greatly enhance transparency, responsiveness, and confidence among retired railway employees.

**We, therefore, request your good offices to kindly:**

- 1. Sanction and operationalize a National Helpline Number for RELHS beneficiaries, and**
- 2. Establish a centralized grievance redressal mechanism to address complaints related to medicines, tests, treatment, and administrative lapses in Railway health facilities.**

We shall be grateful for your sympathetic consideration of this long-pending and genuine demand in the interest of lakhs of retired Railway employees across the country.

Thanking you,

**Yours faithfully,**



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

**Copy for information and necessary action to:**

- 1. Director General, Railway Health Services, New Delhi-110001.**
- 2. Secretary, Department of Personnel & Training (DoPT), New Delhi-110001.**