



RAILWAY SENIOR CITIZENS WELFARE SOCIETY

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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/2026-06

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 and 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.**