



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)

DEDICATED TO THE CAUSE
OF PENSIONERS SINCE 1991

AFFILIATED WITH BHARAT PENSION SAMAJ DELHI

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No. RSCWS/CHD/Med/2026-10

Dated: 05.03.2026

The Chief Medical Superintendent

Divisional Hospital

Ambala Cantt

Subject: Non-updating of Local Purchase Status of Medicines on HMIS Application.

Respected Sir,

We wish to invite your kind attention to the difficulties being faced by railway pensioners, particularly senior citizens residing in remote areas of the Tricity (Chandigarh, Mohali and Panchkula), due to non-updating of the local purchase status of medicines on the HMIS application.

It has been observed that when medicines are indented under local purchase, the status is not regularly updated on the HMIS portal. As a result, pensioners are unable to ascertain whether the medicines have been procured and made available at the Railway Health Unit, Chandigarh. Many elderly beneficiaries, some of whom are suffering from chronic ailments, are compelled to undertake repeated visits to the Railway Health Unit Chandigarh merely to enquire about the availability of their medicines.

For pensioners residing in distant and remote areas, traveling to Railway Health Unit Chandigarh is nothing sort of a herculean task. The repeated visits not only cause physical strain and financial burden but also add to their woes and anxiety, particularly for those with mobility issues or without family support.

In view of the above, we earnestly request your good office to kindly issue necessary instructions to the concerned staff to ensure timely and regular updating of the local purchase status of medicines on the HMIS application. This will enable beneficiaries to plan their visit appropriately and collect the medicines without unnecessary inconvenience and hardship.

We are confident that your kind intervention will greatly ease the difficulties faced by senior citizen pensioners and improve the efficiency and transparency of service delivery.

Thanking you in anticipation of a sympathetic and early action in the matter.

Yours faithfully,

(G.P. Singh),

Secretary General, RSCWS

Copy to: - Principal Chief Medical Director, Northern Railway, Baroda House, New Delhi –
for kindly following up with CMS/ Ambala for early necessary action in this regard.