



RAILWAYS SENIOR CITIZENS WELFARE SOCIETY(RSCWS)

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AFFILIATED TO BHARAT PENSIONERS' SAMAJ (BPS)

FORMER MEMBER, SCOVA (STANDING COMMITTEE FOR VOLUNTARY AGENCIES)

DEDICATED TO THE
CAUSE OF PENSIONERS
SINCE 1991

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No. RSCWS/CHD/Medical/2025-07		Dated: 10.06.2025

CMS, N Rly, Divisional Hospital, Ambala Cantt

cmsambala97@gmail.com

Sub: (a) **Complaint against Mukat hospital, Sector 34, Chandigarh;**

(b) **Delay by N Rly/UMB in issuing referral approval for emergency surgery at Max Hospital, Mohali**

This is regarding the case of Rly pensioner Sh Jagmohan Singh Ahluwalia with UHID No. 105078.

This is in reference to admission, at Mukat Hospital, of Sh. Jagmohan Singh Ahluwalia under UHID No. 105078, on 29th May 2025; he suffered from Proximal left femur fracture.

With 'utter pain' his son has informed that the Mukat Hospital has been negligent and in the garb of availing undue benefits, being a cashless patient covered under the UMID Card holder, rendered unnecessary admission without having proper medical facilities, resulting into the delayed required surgery, being high risk due to his age and other past medical history.

The hospital continuously, during his stay, assured that the surgery would be performed soon and kept on shifting the patient from private room to CCU to ICU and vis-a-vis and without clearly explaining the prognosis of the patient and any counselling, just to create the stay bill without even the basic first aid measures. No such first Aid treatment like limb immobilization was provided.

Overall, the patient care lacked transparency, urgency, and adherence to standard medical protocols.

At no point of time during the stay, it was informed that the hospital does not have the capacity to perform the medical support, by the expert team of doctors, to perform the surgery.

Even the discharge summary brazenly mentioned that the attendants wanted to shift the patient to the higher care centre, which is nothing but a bundle of lies, whereas the Hospital lacked the basic orthopaedic aid facilities to the patient.

Adding to the woes, the hospital also charged for the blood transfusion for an amount of Rs. 800/-upon stating that since the hospital does not have the blood bank, they needed to get the blood from the outsource blood bank centre. Even no reason what so ever was ever explained as to why the blood transfusion was required? The reason informed was Anemia whereas there was no complaint what so ever of anemia.

In light of the afore stated facts and circumstances, his son has alleged that the Mukat hospital is using Northern Railway patients just to earn the revenue by creating a false and fabricating treatment which they are unable to provide by putting at risk the life of the patient.

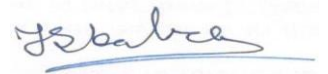
Ultimately on 2nd June 2025 , his son was compelled to shift his father to Max hospital Mohali for the right treatment where the required surgery was performed on the next day.

But there also the Rly on-line approval was given sufficiently late and the patient's family was forced to deposit Rs One lakh in advance for performing the emergency surgery.

The patient requiring emergency treatment, the requisite approval is required to be given in a time bound manner so as to reduce the financial burden for the deposit of requisite procedure amount at the hospital. After the late receipt of the referral, the hospital has assured to refund the deposited amount, which is still awaited.

Therefore, it is requested that

- i) Necessary investigation be done for the patient's alleged mishandling at Mukat Hospital and suitable action be taken as deemed fit.
- ii) Referral for emergency treatment be conveyed by Divl. Hospital Ambala, to the treating empanelled hospital within 24 hours, as specified under HQ instructions, so that the patient's attendants are not forced to deposit cash in advance for the emergency treatment.



(T S KALRA)
Chairman/RSCWS

Copy to:

- (a) DRM/UMB
- (b) PCMD/N RLY HQ Office New Delhi

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