

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAY  
(RAILWAY BOARD)

No. 2007/H/28/1/RELHS/Smart Card

New Delhi, Dated 18.07.2012

General Manager,  
All Indian Railways  
(including Production Units).

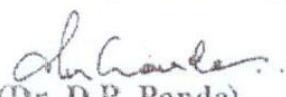
Sub: Cashless Service for RELHS Card Holder to take treatment in Recognized  
Private Hospitals in emergency.

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In an endeavour to alleviate the problems faced by the Sr. Citizens in getting treatment in emergency, a cashless service for RELHS card holders to take treatment in recognized private hospitals of National Capital Region was introduced by Northern Railway vide Board's letter of even no. dated 29.02.2008 as a Pilot Project. The scheme was subsequently extended by one year each on two occasions i.e. up to 20.08.2011 vide Board's letters of even no. dated 13.11.2009 and 27.01.2011.

The issue of extension of the scheme or otherwise was under consideration in the Ministry of Railways for sometime. The Competent Authority in the Ministry of Railways after careful consideration in the matter, has decided to extend the facility till further orders for RELHS beneficiaries to take care of their health care needs in an acute emergency. This scheme will now be available in all Metros, State Capitals and Zonal Headquarters of the Indian Railways. Detailed guidelines on the subject attached.

This issues with the concurrence of Finance Directorate in the Ministry of Railways.

  
(Dr. D.P. Pande)  
Executive Director, Health (P)  
Railway Board

**CASHLESS SERVICES FOR RELHS CARD HOLDERS TO  
TAKE TREATMENT IN RECOGNIZED PRIVATE  
HOSPITALS IN EMERGENCY**

**Terms & Conditions of the Scheme**

- i. The scheme is to be implemented in all the Metros, State Capitals, and Zonal Headquarters.
- ii. Zonal Railways shall enter into an 'MOU' with already empanelled hospitals under their jurisdiction for the scheme. Further, if there are not enough recognized multi-specialty hospitals, zonal Railways shall recognize CGHS empanelled hospitals on CGHS approved rates and/or other hospitals as per extant policy and enter into an 'MOU' for the Smart Card Scheme.
- iii. Smart Card should provide necessary demographic data and other relevant information on a standardized format.
- iv. Zonal Railways shall award the job of issuing the Smart Card to a suitable services provider on most competitive rates, through open bidding.
- v. It shall be the responsibility of the hospital to inform the authorized medical attendant regarding emergency within 24 hours. In case an admission is found to be of non-emergency nature, the treating hospital shall refer the patient to authorized medical attendant in next 24 hours.
- vi. The scheme shall be implemented with the existing man power of Zonal Railways.
- vii. Issuance of Smart Card is made mandatory to RELHS beneficiaries residing in the regions mentioned in (i) above and cost of the card as decided upon may also be included in the contribution towards joining RELHS at the time of retirement.
- viii. The following conditions, shall qualify as emergencies.
  - Acute cardiac conditions/syndromes.
  - Vascular catastrophes, Cerbo-vascular accidents.
  - Acute respiratory emergencies.
  - Acute abdomen including acute obstetrical/gynecological emergencies.
  - Life threatening injuries.
  - Acute poisoning and snake bite.
  - Acute endocrine emergencies.
  - Heat stroke and cold injuries of a life threatening nature.
  - Acute renal failure.
  - Severe infections leading to life threatening situations.
  - Any other condition in which delay could result in loss of life or limb.

*Dr. D.P. Pande*  
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