



DEDICATED TO THE  
CAUSE OF PENSIONERS  
SINCE 1991

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# RAILWAY SENIOR CITIZENS WELFARE SOCIETY

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IDENTIFIED BY DOP&PW GOVT. OF INDIA - UNDER PENSIONERS’ PORTAL

MEMBER, SCOVA (STANDING COMMITTEE FOR VOLUNTARY AGENCIES)

No. RSCWS/HO/CHD/Memo –GM NR/2022-1

Dated: 12-1-2022

General Manager,  
Northern Railway,  
Baroda House, New Delhi – 110001  
Email: gm@nr.railnet.gov.in

Dear Sir,

Subject: i) Adequate Budgetary Allocations for Medical & Health Care, to Ambala Division  
ii) Urgent need for additional Supplementary Grants for the above to Ambala Div.

1, Kind attention is invited towards the serious problems being faced by the Railway Beneficiaries, particularly of the tricity of Chandigarh, Mohali & Panchkula, because of refusal to give cashless treatment by some of the empanelled private hospitals due to non-payment of heavy amounts of their outstanding Bills by the Railways.

2. Fortis and Max are the two top private hospitals in the private sector. Fortis Hospital Mohali had already withdrawn its empanelment with the Railways till their outstanding Bills were paid. They are ready to resume the empanelment, but only after their pending payments are released. MAX Hospital Mohali is empanelled alright but refusing to give Cashless Treatment till their outstanding bills are cleared by the Railways..

3. Total outstanding Bills of four of the main empanelled hospitals, in Chandigarh & Mohali are above Rs5 to 6 Crores with some of them being outstanding for more than 2 to 3 years, that too without any intimation in writing by the Railways as to the reasons for withholding the specific Bills. The reasons for the same need to be ascertained and recorded in each case and communicated to the hospital concerned.

4. We are given to understand that the main reason for non-payment of Bills to the empanelled hospitals is on account of inadequate allocation of funds for the Medical Department under the specified Heads in the Ambala Division which is causing serious crisis.

5. The main sufferers are the Railway Beneficiaries, especially the old aged Pensioners and their families with limited resources. They have to run from pillar to post for getting treatment causing serious problems especially in emergency with only one ADMO in the Railway Health Unit at Chandigarh to assist them. With their limited resources, they cannot afford to get the treatment in cash either in private or Government hospitals and then wait endlessly for the reimbursement of some part thereof.

**6. It is therefore, requested that:**

**a) Budgetary allocation for Medical and health care may be adequately increased by the Railways – especially for the Ambala Division to overcome the refusal by empanelled private hospitals to give Cashless Treatment to Railway Beneficiaries, both in emergency & referral cases**

**b) As at present, Special Supplementary Grants be given early to NR Ambala Division, to clear all the outstanding Bills of the empanelled Hospitals.**

**c) Issue of Guidelines for systematized payment of Bills of empanelled hospitals by the Railways especially in respect of the following:**

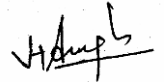
**i) Divisions be advised to make time bound payments to the empanelled hospitals to ensure continuity of empanelment.**

**ii) If any payments are withheld, the concerned empanelled hospital be advised the specific reason for withholding the particular amount and the specific item for which the same is withheld. Only the part of the amount objected to be withheld. The balance amount be released within the specified period.**

**Such steps will help in getting proper health care for Railway Beneficiaries and also bring in proper transparency.**

**With regards,**

**Yours' truly,**



**(Harchandan Singh)  
Secretary General, RSCWS**

**Copy for information and early favourable consideration to:**

- 1. Principal FA&CAO, Northern Railway, Baroda House New Delhi – 110001**
- 2. Principal Chief Medical Director, Northern Rly., Baroda House, New Delhi – 110001**
- 3. Divisional Railway Manager, Northern Railway, Ambala Cantt., - 133001**
- 4. Chief Medical Superintendent, Northern Railway Divl Hospital, Ambala Cantt - 133001**