



**PBC No: 264 /2022**

**RBE No: --- /----**

**दक्षिण रेलवे Southern Railway**  
**प्रधान मुख्य कार्मिक अधिकारी का कार्यालय**  
**Office of the Principal Chief Personnel Officer**  
**मुख्यालय, कार्मिक विभाग, चेन्नै -600003**  
**Headquarters, Personnel Department, Chennai-600003**

सं/No: P(R) 438 / P / Vol.X

दिनांक/Dated: 16.12.2022

All PHODs/ DRMs/ CWMs/ CEWE/ CAO/ CPM/ PDA/Dy.CPOs/ Sr.DPOs/ Secy to GM,  
Chairman/RRB/MAS,TVC, Addl.Registrar/RCT/MAS, Secretary/RRT/MAS,  
Principal MDZTI/TPJ, SRCETC/TBM, ZETTC/AVD,  
DPOs/SPOs/WPOs/APOs of HQ/Divisions /Workshops/Units.

**विषय /Sub: Guidelines for special provisions (Medical Claims) to railway beneficiaries of age 80 years and above – reg.**

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A copy of Railway Board's letter No.2015/H/28/ClaimDisposals dated 13.12.2022 on the above subject is enclosed for information, guidance and necessary action.

Railway Board's letter dated 19.04.2018 referred therein is enclosed for reference

Encl: 02 pages.

उपमुकाधि/समन्वयन /Deputy Chief Personnel Officer/Co-ord

कृते प्रमुकाधि/For Principal Chief Personnel Officer

Copy to: The General Secretary/SRMU  
The General Secretary/AISCTREA  
The General Secretary/AIOBCREA  
The General Secretary/NFIR

IT Section/PB/HQ - to upload in the SR website.

GOVERNMENT OF INDIA (भारत सरकार)  
MINISTRY OF RAILWAYS (रेलवे मंत्रालय)  
RAILWAY BOARD (रेलवे बोर्ड)

No. 2015/H/28/Claim Disposals

New Delhi, dated- 13.12.2022

General Managers  
All Indian Railways  
Including PUs, RDSO & NAIR.


- Sub:- Guidelines for special provisions to railway beneficiaries of age 80 years and above.-reg.  
Ref: This office letter of even number dated 19.04.2018.

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With reference to the above mentioned subject, the approval of Competent authority is communicated for special provisions to the railway beneficiaries aged 80 years and above, in continuation of earlier guidelines in this regard, as per the details given below:

- (i) Consultation of Doctors at Hospitals and Health Units without standing in Queue. The beneficiaries aged 80 and above shall no longer need to stand in a queue for consulting doctors at Hospitals and Health Units.
- (ii) Settlement of medical claims of beneficiaries aged 80 years and above should be out of turn on a priority basis.

It is reiterated that the zones must ensure that the claims of medical reimbursement in case of railway beneficiaries aged 80 and above should be settled on priority basis.

  
(Mrs. H. K. Sanhotra) (श्रीमती एच. के. संहोत्रा)  
(Dir./ Health) (नि./स्वा.)  
(Railway Board) (रेलवे बोर्ड)

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GOVERNMENT OF INDIA (भारत सरकार)  
MINISTRY OF RAILWAYS (रेल मंत्रालय)  
(RAILWAY BOARD) (रेलवे बोर्ड)

No. 2015/H/28/Claim Disposals

New Delhi, dated: 19.04.2018

Principal Chief Medical Director(s),  
All Indian Railways  
&  
Chief Medical Officers  
All Production Units  
(Including PUs & RDSO)

Sub: Prompt disposal of medical reimbursement claims -Reg.

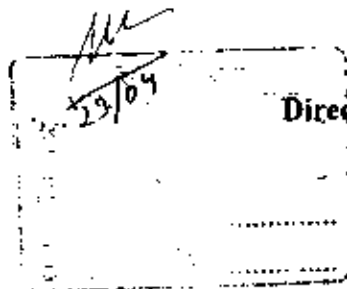
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Attention is invited to the then Director General (RHS)'s D.O. letter of even no. dated 17.03.2015 followed by another letter of DG(RHS) dated 29.04.2015, directing the zonal railways to streamline the working in their respective zones/divisions to ensure disposal of claims for medical reimbursement within laid down time frame and that no case should be kept pending in the divisions/zones for approval/decisions beyond a reasonable time frame i.e. about 3 months period. Subsequently, the delay taking place in disposal of claims of medical reimbursement was highlighted by Vigilance Directorate in the Board's office and the zones were again advised vide this office letter of even no. dated 31.05.2016 to ensure framing a reasonable time schedule for settlement of claims of medical expenses and also to ensure that the claims are settled within the laid down time frame.

Despite above clear directions and stipulations, frequent complaints are being received in the Board's office alleging abnormal delays in disposal claims of medical reimbursement.

It is, therefore, reiterated that the zones must ensure that the claims of medical reimbursement in all cases are settled with the approval of Competent Zonal/Divisional Authority within a period of 3 months from the date of receipt of the claim. It is also desired that all the claims received for reimbursement should be acknowledged by the designated staff under clear name and designation so that responsibility could be fixed for failure to adhere to the laid down time frame.

AC



23/4/18

(Dr. Anil Kumar) (डा. अनिल कुमार)  
Director General (RHS) (महानिदेशक/ रे. स्वा. से.)  
Railway Board (रेलवे बोर्ड)

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