



# Western Railway Employees' Union

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*J. R. Bhosale*  
General Secretary

No.BCT/ 22/2024

Date: 10-10-2024

To,  
PCMD-CCG  
GM(E)-CCG

Sub: Formation of Healthcare Services Standing Committee at Zonal and Divisional level

Ref: Railway Board letter No.2024/I&Trans Cell/GAC/Healthcare/P dated 04-10-2024

Railway Board vide its letter dated 04-10-2024 cited under reference has advised Zonal Railway Managers for formation of Health Care Services Standing Committees at Zonal and Divisional level as per the composition given in the Annexure -I of board's letter dated 04-10-2024 cited under reference. Formation and Functioning of such committees will ensure optimal functionality and delivery of railway health care service and reach out actively to the beneficiaries on various instructions issued on health care. Further full fledged functioning of such committees are helpful to redress the grievances of patients in a structured mechanism with effective management.

You are therefore requested to peruse the enclosed guidelines dated 04-10-2024 issued by the Railway Board and do the needful for formation of Healthcare Services Standing Committee at Zonal and Divisional level in order to yield a fruitful result on the matter with a better redressal system for the benefit of serving and retired railway employees and their families.

Encl: as above.

  
General Secretary

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

No. 2024/I&Trans.Cell/GAC/Healthcare /P

New Delhi, Date: 04.10.2024

The General Managers  
PCMDs, PCPOs  
PHODs  
All Indian Railways


**Subject: Healthcare Services Standing Committee –reg.**


Railway Administration has always endeavoured to ensure optimal functionality of delivery of railway healthcare services and reach out pro-actively to the beneficiaries on various instructions issued on healthcare. Information dissemination and grievance redressal in a structured mechanism are effective management tools for superior policy outcomes and systems / processes. It may be mentioned that GoI, Ministry of Health & FW, CGHS vide its O.M. F.No. S.11030/19/2023-EHS dated 17.03.2023 has already issued instructions on structured mechanism for involvement of stakeholders in healthcare services w.r.t. implementation of instructions issued on the matter and sorting out issues at the field level.

- Concerns have been expressed by beneficiaries of Railway Health Services that information issued by the Railway Board and Zonal Headquarters often fail to reach the intended beneficiary and that the implementation / operationalisation of the instructions need a systemic review.
- The matter has been examined in Railway Board and it has been decided to constitute a standing Healthcare Services Committee at Divisional and Zonal Level. The composition, term and mandate of the Health Committee at Divisional and Zonal level is at Annexure-I
- The Committee shall be responsible for taking up such tasks and adhere to such norms as prescribed hereunder or as added by the concerned railway administration (DRM/AGM/GM):

This issues with the approval of the Railway Board (DG/RHS, DG/HR and the CRB & CEO)

Kindly acknowledge receipt and ensure compliance.

  
4/10/24  
(V. Muralidharan)  
Joint Director Estt.(Welfare)  
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04/10/2024  
(Pranav Kumar Mallick)  
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**Copy as per list enclosed:**



**Annexure-I**

- A. Tenure: The term of the Members of the Committee except CMS / CMD in-charge will be for two years. No Member shall be nominated consecutively for a 2nd term. Two Members each from Railway Colony Residents and Pensioners shall be nominated by the respective Railway Administration.
- B. The Zonal Committee shall be notified by the CPO/IR and its meeting held bi-monthly, preferably on the fourth Saturday while the Divisional Committee may be jointly notified by the CMS and Sr DPO and its meetings may be held (at least) once a month.
- C. Composition andMandate:

<b>Composition</b>	
<b>Divisional Committee</b>	<b>Zonal Committee</b>
I. DRM; CMS / CMD II. Sr DPO/DPO (in-charge); Sr DFM/DFM (in-charge); one branch officer on rotation basis- as nominated by DRM III. Representatives from a) Railway Colony Residents; b) Pensioners; c) Authorised Local Chemist; d) IR empaneled HCOs; e) Women representatives to understand and address gender specific health issues / grievances of beneficiaries.	I. AGM / HQrs; PCMD; II. One PHOD on rotation basis - as nominated by GM; CPO/IR; nominated FA&CAO; III. Representatives from: (a) UMID beneficiaries; (b) IR empaneled HCOs; (c) Authorised Local Chemists; (d) Women representatives to understand and address gender specific health issues/grievances of beneficiaries.
<b>Mandate</b>	
<b>Divisional Committee</b>	<b>Zonal Committee</b>
i. Issues or bottlenecks that need attention for prompt & proper disposal of claims of individuals and *HCOs. ii. Performance of Authorised Local Chemists / *HCOs at Divisional Level. iii. Basic infrastructure amenities at RH / HU. iv. Staff availability and behavior towards beneficiaries / patients. v. Cleanliness at the RH / HU. vi. Redressal of complaints: Study the grievances / suggestions received in the complaint box and record in the register in the presence of all the members. Should a need arise, The Committee may call the complainant on phone or in the next meeting to hear / resolve the grievance. vii. To suggest ways to improve functioning of RH/HU within available resources viii. To liaise with all the agencies involved in supportive services for maintenance of RH/HU. ix. To inform the CMS/DRM about any serious patient / emergency and, if required, render help as required by the Railway Administration. x. To study shortages of medicines in RH /HU.	i. To examine the suggestions / recommendations and unresolved cases of Divisional Committee ii. To monitor the issuing of UMID cards; iii. To review the position on pendency of medical claims and issues / processes raised by the empaneled *HCOs /Authorised Local Chemists. iv. To study the grievances/suggestions received in the complaint box of RH/HU and record it. v. To examine the complaints against the empaneled private hospitals; vi. To submit to railway administration complaints against Railway Health Staff. vii. To invite *HCOs / Diagnostics Labs for discussions, address issues and ensure that contents of MoU with IR are honoured fully. viii. To hold Health Panchayat at Zonal level, at least bi-monthly, where all the policy instructions, orders, circulars etc. shall be mutually shared. ix. To identify / commemorate the 'best worker' and display their photograph in RH / HU. x. Take up any matter as assigned or referred by the Railway Administration.
[*HCOs - Health Care Organisations e.g., empaneled Hospitals/ Specialists /Diagnostics etc.]	
<b>important note:</b>	
a) In the meetings, only local issues of the concerned dispensary shall be discussed, and the Committee shall not interfere in any policy matter, and shall not correspond directly with the authorities but through proper channel. b) Names, addresses and telephone numbers of Committee members to be prominently displayed in RH / HU. c) Record of Discussions to be maintained and pasted on Notice Board of RH /HU for perusal of beneficiaries d) Sr. DPO/DPO (in-charge) and CPO/IR shall be the ex-officio secretary of the Divisional Committee and Zonal Committee respectively. e) The representatives of the empaneled HCO and Authorised Local Chemist shall be available for the issues pertaining to their organization. Their presence is not required for deliberations regarding Railway Hospital improvement, grievance handling pertaining to Railway Hospital services etc.	

V. M. D. 24/1/24

P. K. Mallick