Northern Railway

27 AUG 2020

सतर्कता विभाग
उत्तर रेलवे, प्रधान कार्यालय
बड़ौदा हाउस, नई दिल्ली

Medical Department,
HQ Office,
Baroda House,
New Delhi.

Confidential
No: E/Med/HQ/V-3/2020

Dated: 10.08.2020

Chief Medical Director,
Northern Railway,
Central Hospital,
New Delhi

Medical Director,
Northern Railway,
Central Hospital,
New Delhi

Chief Medical Supdt.,
Northern Railway,
Divisional Hospital,
Delhi, Ambala, Lucknow,
Moradabad, Firozpur and
ACMS/ EDH, JUDW

Sub: System improvement -Monitoring of process of Empanelment of Referral Hospital by field Units.

Ref: GM(Vig.)/NR letter no VIG/PC/V3/202/01/02286/HQ dt. 14.07.2020.

GM(V)/NR vide above mentioned letter has desired for a robust and comprehensive system in the Medical Deptt for monitoring of process of empanelment of Referral Hospitals by the field units including NRCH.

Over the years a lot of services in patient care and management have been outsourced. This has been done with the aim to provide prompt & efficient patient management. For this CGHS approved Private Hospitals, Private Labs and Private Imaging Centres have been empanelled on Northern Railways.

The whole system needs to be user (medical beneficiary, service provider friendly) & totally transparent. Moving forwards in this endeavour the following actions are being implemented with immediate effect . An **Empanelment cum Grievance Redressal & Monitoring Committee** shall be constituted at all Northern Railway Medical Field Units i.e. NRCH, Divisional Hospitals at Ambala, Delhi, Ferozepur, Lucknow, Moradabad & EDH Jagadhari Workshop. The members of this committee shall be reviewed & nominated afresh once every 3 three years.

A. Constituting the Empanelment cum Grievance Redressal & Monitoring Committee

1.The constitution of the committee in all Field Units shall

a) Comprise of a minimum of 5 Doctors of the level of SAG(ACHD/ACMS)/NFSG/JAG).
b) One of the Members shall be designated as Chairman & one as Member Secretary (who shall be the Nodal Coordinating officer).
c) Post 62 Consultants can be taken as Members of this committee.
d) The members of this committee shall be nominated by CMD or MD/ CMS(ACMS I/C in case CMS is not there) of the Field Unit.
e) This committee shall report to a designated SAG officer/ CMS (ACMS I/C in case CMS is not there)in the Field Units.

1. All the empanelled Corporate Hospital /Diagnostic Test Labs/Imaging Centres shall be divided equally by the Committee into FIVE GROUPS for each category. .
   a) Each group shall then be allotted to a Ch.OS / OS/ Clerical staff at Field Units
   b) The committee shall select Five Ch.OS /OS / Clerical staff for nomination by CMD/MD/CM of the Field Unit for this purpose.
   c) These Five Ch.OS/OS/Clerical staff at Field Units shall be responsible to maintain all records & report to the committee in these matters about respective Empanelled Institutions allocated to them. They shall be fully accountable for this responsibility in addition to their existing responsibilities.
   d) These numbers are suggested so that equitable number of Institutions are allocated to be managed by these 5 Clerical staff & not one person alone.
   e) This distribution of work shall help avoid any delays. Any new institution proposed to be empanelled shall also be allocated in addition by rotation to these clerks.

B. Responsibilities of Empanelment cum Grievance Redressal & Monitoring Committee

The committee in each of the above field units shall be responsible for

1. Corporate Hospital /Diagnostic Test Labs/Imaging Centres Empanelment

a. Evaluating the Corporate Hospital /Diagnostic Test Labs/Imaging Centres etc proposed to be empanelled or renewal of empanelment of a existing Corporate Hospital /Diagnostic Test Labs/Centres.

The empanelment or renewal shall not be recommended only on the basis of its being CGHS empanelled alone. For this purpose, the committee shall lay down the yard sticks to be followed for empanelment/renewal process. As a suggestion some of the issues which need to considered would be

i. Its requirement at Field Units.
ii. Range of Specialist & Super Specialist services / Range of Investigations being provided
iii. Number of Indoor beds, Accreditation by quality assurance agencies, Reputation of its faculty Doctors on its rolls etc.
iv. Its geographical Location as regards to convenience of beneficiaries.
v. Quality of services rendered, feedback received from patients, track record of the grievances of the beneficiaries, its redressal action taken by the Institution & any punitive action against the hospital having been taken by a authorised body should also be taken into account.
vi. The aim would be to provide comprehensive Emergency & Essentially required patient management/services in Corporate Institution through a network which is equitably distributed all over in the area considered to be covered.
vii. The process shall be as per the Railway Board policy guidelines issued from time to time.

b. Periodically monitoring the quality of services rendered by the empanelled Institution

This shall be done by taking into account the patient experiences during the course of their treatment/Investigations & outcome of their management at the Institution.

This shall be done by

i. All empanelled hospitals shall include along with their Bills, the Discharge papers, a Summary of the number of times patient has been attended to at their Hospital in the past , its dates and duration of these hospitalisations/medical attendances with diagnosis,
ii. Randomly auditing the Bills & case records of patients having been referred to various Institutions.

shall be in proportion to the number of patients having been referred to that particular Institution. This number shall be decided by the committee as per established norms.

iv. Cases from all specialities should be ensured in this auditing process.

v. This exercise shall be conducted once in 4 months i.e. three times in a year.

## 2. Grievance redressal

This shall be addressed towards attending to any type of grievance received at the Field Units be it of Railway Medical Beneficiaries or grievance of the Empanelled Institution / Suppliers/employees etc . All grievances received at NRCH shall be managed & addressed to by this committee only for timely attention and redressal.

i. This shall be done through opening an email account by the Committee specifically for this purpose.

ii. This email id shall be mentioned in all referral papers made for patients, other documents & also be prominently displayed in all areas of the Field Units.

iii. *All the grievances would preferably be entertained through this e-mail portal only.*

iv. *Grievances received on* Centralized Public Grievance Redress and Monitoring System *(CPGRAMS)* shall also be managed by this committee only.

v. The committee shall look into, wherever required take remarks/reply/opinion of the concerned deptt. to which the grievance pertains& take timely appropriate action , monitor all such matters thus ensuring prompt redressal of grievances .

In due course of time the files for empanelment of referral hospitals of all field units should be dealt through online portal only (eoffice).

The committee shall lay down a Public Charter on the above services and prominently display the same at various areas of Field Units & websites.

The members of the committee shall hold periodic meetings with all HODs of specialities etc once in three months. CMD or MD/CMS shall hold meetings with the committee once in 4 months. An annual calendar should be made out and adhered to.

CHD/NR shall be the Nodal officer for Northern Railways in this process. He /She shall hold a review meeting for this process by visiting the respective Field Units once in 4 months & prepare a status report to be submitted to PCMD/NR. On the basis of these status reports PCMD/NR shall hold review meeting at Head Quarters office once in 4 months with CHD/NR,CMD or MD/ CMS(ACMS I/C in case CMS is not there) of all the Field Units.

The constitution of this committee shall mandatorily be completed & made operational within 14 days from date of issue of this letter. The details of these arrangements made should be informed to this office for onward communication to appropriate authority.

(Dr. S.C.Khorwal)
Principal Chief Medical Director

Copy to the following for kind information:

1. GM/Vigilance, Northern Railway, Baroda House, House, New Delhi in reference to above referred letter.
2. Chief Health Director, Northern Railway, HQ Office, Baroda House, New Delhi for kind information and further necessary action.
3. All DRMs/NR for kind information and further necessary action.