

I/161477/2025

Northern Railway

Headquarters Office,
Baroda House, New Delhi
Dated 03.06.2025

No. 139 Med/MRC/Misc

PCMD, NRCH/NDLS
CMS-NRDH, DLI, MB, LKO, UMB, FZR CMS-EDH, JUDW

Sub: System Improvement - Regarding Medical Reimbursement Claim cases on appeal to PCMD/NR.

In a case of MRC, if the division/NRCH regret a case, the applicant is advised that if he/she is not satisfied, then he/she can make an appeal to PCMD. Whenever such an appeal is received in this office, the appeal is forwarded to the concerned division/NRCH to forward the case file for perusal of PCMD. This process at present take approximately 3 months.

To avoid unnecessary delay it has been decided by competent authority that following procedure may be adopted:

1. If a MRC is regretted by division/NRCH, a detailed speaking order may be issued, explaining the reasons why the MRC can not be reimbursed. This should obviate the need for an appeal, in most of the cases.
2. Still at the end of the letter, it should be mentioned that if the applicant want to appeal against the decision, he/she can do so by writing an application to PCMD/NR. The application to be deposited in the HU/DH/NRCH from where the original MRC was processed.
3. Once an appeal is received, the same should be forwarded to HQ office for perusal of PCMD in the original MRC file through MD/CMS.
4. PCMD office can then straight away start the procedure of examining the appeal without any delay.

The above procedure, will be convenient to the Railway beneficiary, as he/she regularly visit the health institution where his/her card is registered and at the same time it will save a lot of time also.

(Addl CMD/MS/NR)