



Northern Railway



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Medical Department
Headquarters Office
Haroda House
New Delhi

Date: 11.08.2022

No. 139 Med/Reimbursement/Policy/Part II

Medical Director
Central Hospital
New Delhi

Chief Medical Suptd
Northern Railway
DII, MB, LKO, FZR, UMB, & ACMS/EDH/JUDW

Sub: Disposal of medical reimbursement claims – finalization within targeted Period of 60 days as per “First in First out (FIFO)” System.

Ref: Railway Board’s letter No. 2015/H/28/Claim Disposals dated 20.08.2019 & this office letter on even subject dated 21.06.2021 & 24.05.2022, and GM/Vigilance letter dated 24.05.2022 & 04.08.2022.

As per instructions issued by Railway Board all the medical reimbursement cases should be disposed of quickly but in any cases, within the laid down period of 60 days following “First in First out (FIFO)” System.

Hence, all the hospital in-charges are advised to dispose of all the medical reimbursement cases quickly but in any case within 60 days following “First in First out (FIFO)” System, and it may also be ensured that Receive / dispatch record keeping should be properly maintained & streamlined by all the concerned at all levels.

Necessary action may be taken by respective Hospital in charges personally and action taken report in this regard may be sent to this office within a week for further submission GM/Vigilance, Northern Railway.

DA: as above

11/08/22
(Dr. Sugandha Raha)
Principal Chief Medical Director

Copy to the following for kind information and further necessary action:

1. DRM/Delhi, MB, UMB, LKO, FZR, and CWM/JUDW
2. ACMD/MS/NDBH.

11/8/22

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

461

473

No. 2015/11/28/Claim Disposals

New Delhi, Dated/28.04.2019

General Manager(G),
All Indian Railways
Including PUs, RDSO & NARL

Sub/विषय:- Disposal of medical reimbursement claims - Introduction of "First In First Out (FIFO)" System - regarding.

Ref/संदर्भ:- This office letter of even No. dated 19.04.2018.

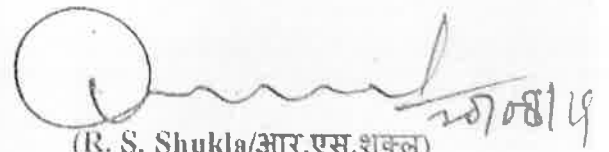
Vide this Office letter cited under reference, the zones/PUs have been advised to ensure disposal of medical reimbursement claims within a period of three months from the date of receipt of the claim. However, repeated complaints are being received highlighting abnormal delays taking place in such disposals. It has also been noted with concern that in many cases fresh cases are being disposed of on priority while old cases are languishing for attention.

While examining a case relating to one of the zones, the Central Vigilance Commission (CVC) also noted the foregoing observations and has advised Railway Board to implement a system of "First In First Out (FIFO)" for clearing the claims as a system improvement to ensure timely disposal of claims for reimbursement.

The Competent Authority in the Ministry of Railways have decided that henceforth, all medical reimbursement claims will be given a running serial number with date of receipt of claim and the cases will be examined & decided strictly on the priority of "First In First Out" System.

All the zones/PUs are requested to devise appropriate mechanism in their units and ensure that every claim for medical reimbursement is given a distinct serial number with date and cases are examined & disposed of strictly on the priority basis. It is also desired that the zones/PUs must ensure that all claims received for medical reimbursement are disposed of quickly but in any case, within the laid down period of three months.

This has the approval of Director General (RHS).


(R. S. Shukla/आर.एस.शुक्ल)

Joint Director (Health)/संयुक्त निदेशक (स्वास्थ्य)
Railway Board/रेलवे बोर्ड

Northern Railway

(43) 214

No: 130-Med/Reimbursement Policy/Part-11

Medical Director,
Northern Railway,
Central Hospital,
New Delhi

Birmam
21/6/17

Chief Medical Officer
Delhi, Meerut, Ambala
Ferozpur, ACMS/JUDW

Sub: Disposal of medical reimbursement claims - finalization within targeted period as per - "First In First Out (FIFO)" System.

Ref: Railway Board's letter No. 2015/H/28/Claim Disposals dated 20.08.2015.

Analysis of weekly data of medical reimbursement claim cases from various units shows that quite a big number of medical reimbursement claim cases are pending for more than three months. As per instructions issued by Railway Board letter as referred above all the medical reimbursement cases should be disposed of quickly but in any case, within the laid down period of three months following "First In First out (FIFO)" System.

All the hospital incharges are advised to dispose of all the medical reimbursement cases quickly but in any case within the laid down period of three months following "First In First Out (FIFO)" System.

Copy of the above referred letter is enclosed herewith.

(Dr. N.K. Yadav)

Principal Chief Medical Director

DA/As stated above.

Copy to the following for kind information and further necessary action:

- 1. ✓ DRM/Delhi, MB, UMB, LKO, FZR, and CWM/JUDW.
- ✓ ACMD/MS/NDBH

Northern Railway

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Medical Department,
Headquarters Office,
Baroda House,
New Delhi

No. 139-Med/Reimbursement/Policy/Part-II

Dated: 21.05.2022

Medical Director,
NRCH, New Delhi

Chief Medical Suptd.
DLI, MB, LKO, FZR, UMB &
ACMS/ EDII/ JUDW

Sub: Advisory-Timely disposal of case of reimbursement of medical expenses.

Ref:(i)GM/Vigilance Confdl. Letter No. VIG/CT/V3/2021/10/01535/DLI, dated 24.05.2022
(ii) This office letter of even No. dated 21.06.2021 & 24.05.2022.

In reference to above, it is once again reiterated & advised that time line for settlement of medical reimbursement claims over Northern Railway should be adhered as circulated vide this office letter of even number dated 21.06.2021&24.05.2022 (copy enclosed) to avoid any kind of delay. Received/despatch record keeping should be properly maintained & streamlined by all the concerned at all levels.

Necessary action may be taken by respective Hospital in charges personally and action taken report in this regard may be sent to this office within a week for further submission to GM/Vigilance, Northern Railway.

DA: As stated above.

(Dr. Sugandha Raha)
Principal Chief Medical Director

Copy to:

1. General Manager (Vigilance), Northern Railway, Vigilance Branch, Baroda House, New Delhi for kind information please.
2. DRMDLI, MB, LKO, FZR & UMB & CWM/JUDW for kind information & Necessary action.
3. Addl. CMD/MS/HQ for information and NA.

प्राप्त
25 MAY 2022
सतकंठा विभाग
उत्तर रेलवे, प्रधान कार्यालय
मंडीला हाउस, नई दिल्ली

DLI
21/5

58
24.5.2022

NORTHERN RAILWAY
(Vigilance Department)

उत्तर रेलवे
(सतर्का विभाग)

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HEADQUARTERS OFFICE,
BARODA HOUSE,
NEW DELHI.

Confidential

No. VIG/CT/V3/2021/10/01535 D11

Principle Chief Medical Director
Baroda House, Northern Railway
New Delhi


Received
24.05.2022
Di 23.05.2022

Sub: Advisory - Timely disposal of case of reimbursement of medical expenses claims.

During a vigilance investigation related to medical reimbursement claims of non-referred case at a Divisional Railway Hospitals/NR, it was observed that the time schedule for processing of medical reimbursement claims of non-referred cases to private non-recognized hospital was not adhered to and processing of the case was badly delayed.

Necessary instruction may be issued to all concerned for prompt & timely disposal of case of reimbursement of medical expenses claims at all levels. Received /despatch record keeping needs to be properly maintained and streamlined.

Necessary action may kindly be taken under advice to this office please.


(Sandeep Kulharia)
Dy.CVO/M
for General Manager (Vigilance)
Northern Railway

102
05.8.2022

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NORTHERN RAILWAY

उत्तर रेलवे
(संसाधन विभाग)

Confidential

No. Vig/PC/V3/2021/10/01535/DLI
Dt: 04.08.2022

Head Quarter Office
Baroda House
New Delhi


Principle Chief Medical Director
Head Quarter office
Baroda House
New Delhi.

श्री
20/08/22
04/08/22

Sub: Advisory-Timely disposal of case of reimbursement of medical expenses claims.

Ref: This office letter of even number dt. 24.05.22.

Please refer to this office letter of even number dated 24.05.22 vide which it was asked to issue necessary instructions to all Divisional Railway Hospitals/NR for prompt & timely disposal of case of reimbursement of medical expenses claims at all levels and also to manage to maintain the receipt/dispatch record properly. Action taken may be apprised to this office at the earliest.


(Sandeep Kulharia)
Dy. CVO/M
For General Manager/Vig