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

No. 2021/H/28/Brief (Madhu) **New Delhi, dated: 18.05.2021**

Principal Chief Medical Director
Northern Railway,
Baroda House, New Delhi.

Sub: Reimbursement of expenses incurred on COVID-19 related treatment of Smt.Madhu at Moolchand Hospital, New Delhi.
Ref: NR's letter no. 99-Med/MR/LC/FEB-39/NR/CH/21 dated 03.04.2021.

*****

A copy of the petition submitted by Shri Lal Chand, Retd. Rly. employee, on the above subject is enclosed herewith. While examining the issue the following observations have been made:-

"The pandemic has already been declared as a disaster and Disaster Management Act has been invoked in this regard. People are running from pillar to post to get a bed for treatment. The rates for treatment have also been notified by State Government. Hence, rejection of IPD treatment claim is not proper. With a view to contain spread of the pandemic, it has also been decided to reimburse the cost of permissible OPD medicines.

In view of above, all the zones/PUs are desired to consider such cases for reimbursement at the rate specified by the respective state governments where COVID positive reports have been submited.

This has the approval of PED/Health as DG/RHS.

18/05/2021

(R. S. Shukla) (आर. एस. शुक्ल)
Director, Health (नि./स्वा.)
Railway Board (रेलवे बोर्ड)

Copy to:- PCMDs/PCMOs All Indian Railways/PUs including RDSO/NAIR.

DA : As Above.

Mailed to all zonal railways.

872049/2021/Health Section

To

Pr. Chief Medical Director,
Northern Railway,
Baroda House,
New Delhi.

Dated 20.04.2021

Through Medical Director, Northern Railway Central Hospital.

Sub:- Appeal to reconsider Medical Reimbursement Claim of expenses incurred on treatment of Smt. Madhu (wife) at Moolchand Hospital, New Delhi.

Ref:- Central Railway's letter No. 99-Med/MR/LC/FEB-39/NR/CH/21 dated 03.04.2021 (Enclosed)

With reference to above mentioned letter about Rejection of Medical Reimbursement Claim of expenses incurred on treatment of my wife Smt. Madhu.

I am shocked why you have rejected my claim. **Pandemic in itself is an emergency.** At that time, no vehicle was ready to take us to the hospital fearing that she was suffering from Covid. I am 88 years old, as I was alone at that time with my wife so I rushed to the Moolchand Hospital in a cycle riksha which is approx 1 km away from my house (around 21:00 hrs) whereas Central Hospital is approx 10 kms away from my house.

Kindly consider my appeal and reimburse the expenses borne by me on my wife treatment.

End: One

(Lal Chand)
A/81, Lajpat Nagar-II
New Delhi-110024.
Mob.No. 9311422009

Copy to-

Director (Health), Railway Board.

88/11
Be put up on file.
20/4/2021

872049/2021/Health Section

NORTHERN RAILWAY

CENTRAL HOSPITAL
NEW DELHI.
Dated: 31.03.2021

No. 99-Med/MR/LC /FEB-39/NR/CH/21

Sh. LAL CHAND
A/81, LAJPAT NAGAR-11
NEW DELHI-110024.

Sub: Medical Reimbursement Claim of expense incurred on treatment of Smt. Madhu (wife) at Mool Chand Hospital New Delhi.

With reference to your medical reimbursement claim for sanction of medical expense incurred on the treatment of your wife , without being referred by Authorized Medical Officer, in **Mool Chand Hospital New Delhi.** w.e.f. 11.11.20 -20.11.20, it is intimated that the claim has been examined by Reimbursement Committee/NRCH as per laid down procedure in Indian Railway Medical Manual 3rd Edition 2000 as amended.

Opinion & recommendation of Reimbursement Committee are as follows:

As per records, the patient suffered from COVID-19 (Moderate). The patient could have come to NRCH where the COVID hospital was fully functional. The patient's vitals at the time of admission were normal. No emergency established to get admitted in Pvt. Hospital by passing NRCH where the facilities for treating COVID patients was available hence the claim is not justified.
Treatment taken in a non-emergency condition in Private hospital by passing the Railway facility hence the reimbursement claim not recommended.

After consideration of all the documents submitted by you, emergency condition to take treatment from a Private hospital without being referred by Authorized Medical Officer is not established in terms of extant Railway Board policy guidelines. Therefore, your reimbursement claim cannot be recommended for sanction and the claim is regretted by competent authority.

If you are not satisfied by the decision of the Competent Authority, then you may appeal to PCMD/NR/BH through proper channel i.e. MD/NRCH within one month's time from the date of issuing of letter. This has the approval of Medical Director/NRCH.

(Dr. NamitaNegi)
Addl.CHD/Reimbursement
Central Hospital

Copy to:
Pr. Chief Medical Director, Northern Railway, Baroda House, New Delhi

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

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(R. S. Shukla) (आर. एस. शुक्ल)
Director, Health (नि./स्वा.)
Railway Board (रेलवे बोर्ड)

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DA : As Above.