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

**No. 2026/H-1/2/6/HealthcarePolicy (3537538)** **New Delhi, dated 31.08.2026**

**The General Manger**
**All Indian Railways & Production Units**

**PCAO/PLW, CAO/RWP & DG/RDSO**

**Sub:- Display of list of empanelled Health Care Organizations (HCOs) in Railway Hospitals/Health Units for information of Railway beneficiaries.**

In view of the representations received in Railway Board, It has been observed that Railway beneficiaries visiting Railway Hospitals/Health Units are often not aware of the Health Care Organizations (HCOs) presently empanelled with the concerned Railway for referral treatment. Lack of readily available information may cause inconvenience to patients and their attendants while availing referral services.

In order to enhance transparency, facilitate informed choice and improve patient convenience, it is advised that all Zonal Railways/Production Units shall make arrangements that updated list of empanelled Health Care Organizations (HCOs), along with their specialties, validity period, addresses and contact details, is displayed prominently at conspicuous locations in all Railway Hospitals and Health Units. The display should be easily visible and accessible to beneficiaries visiting the hospital. Also, the data of empanelled HCOs are already available in the internet website of Divisions and Zones, may be periodically updated with mention of validity.

The list shall be reviewed and updated immediately whenever there is any addition, deletion, suspension or modification in the empanelment status of any HCO so that the information available to beneficiaries remains current.

31/8/26

**(Dr. Ashutosh Garg/डॉ. आशुतोष गर्ग )**
**Director/Health (Policy&Project)/(निदे./ स्वा.(नीति और परि.)**
**Railway Board (रेलवे बोर्ड)**
**Ministry of Railways (रेल मंत्रालय)**
**☎ 011-47843134**
**Email- dirhpp@rb.railnet.gov.in**

**Copy to: PCMD All Zonal Railways & PCMO/All Production Units.**