GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

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No.2012/H/PNM/NFIR New Delhi, Dated 10.5.2018

CMDs/CMOs
All Indian Railways/PUs including RDSO

Sub : Medical Aid during 'Golden Hour'.

During PNM at Railway Board level, NFIR has raised an issue of delay in getting the appropriate treatment to the railway employee in case of an emergency due to non-referral of patients to the appropriate hospital resulting into delayed initiation of medical treatment causing the death of the employee.

It is, therefore, advised that to provide adequate medical treatment within 'Golden Hour' in an emergency, patient should invariably be referred to the nearest Hospital (Railway Hospital/Government Hospital/Recognized Private Hospital/Any other Private Hospital) where such facilities are available irrespective of the jurisdiction of the hospital. A letter dated 14.7.2015 on the same subject has already been issued, reiterated once again (copy enclosed).

Strict compliance may be ensured.

10/5/18

**(Dr. Anil Kumar)**
**Director General/Railway Health Services**
**Railway Board**

Encl : As above

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.2012/H/PNM/NFIR

New Delhi, dated-14.07.2015

General Managers,
All Indian Railways including PUs and RDSO.

Sub:- **Provision of Emergency Railway Medical Facilities to Railway beneficiaries.**

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All railway employees, their spouse and eligible dependents are eligible to avail railway medical facilities in Railway Hospitals and Health Units etc. Similarly on joining RELHS – 97 retired railway employees, their spouse and eligible dependents also become eligible for same level of medical facilities as that of serving railway employees.

Instances have come to the notice of the Board that the railway medical beneficiaries are facing difficulties in availing railway medical facilities during emergencies in places other than the place where their medical card is registered.

The matter has been examined in the Board's Office and it has been decided, with the approval of competent authority, **that all Railway Hospitals, Health Units etc would ensure adequate medical facility to serving employees, their spouse and eligible dependents/ RELHS-97 card holders, their spouse and eligible dependents in emergencies. Such a facility will be extended on production of railway medical identity card/ any other documentary proof that establishes the railway identity in case of serving railway employees and RELHS-97 cards in case of retired railway employees.**

(R. S. Shukla) 14/7/15
**Joint Director, Health**
**Railway Board**

Copy to: (i) CPOs/ All Indian Railways including PUs and RDSO.
(ii) FA&CAO/ All Indian Railways including PUs and RDSO.
(iii) CMDs/ All Indian Railways including PUs and RDSO.