5 pages

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पूर्वोत्तर रेलवे

कार्यालय.
महाप्रबन्धक (कार्मिक)
गोरखपुर।

1/73/2017

क्रमांक– 73 /2017
सं0 ई/171/2/भाग–IV/चार

दिनांक 24–04–2017

सभी कार्मिक अधिकारी
सभी अतिरिक्त मण्डलाधिकारी/स्थापना
पूर्वोत्तर रेलवे।

विषयः–चिकित्सा दावा प्रतिपूर्ति हेतु जे.पी.ओ.

विषयांकित मामले में मुख्य स्वास्थ्य निदेशक, गोरखपुर के पत्र संख्या 2016/मेड/184 दिनांक 03/04.04.2017 के माध्यम से प्राप्त जे.पी.ओ. की अंग्रेजी प्रतिलिपि सूचना, मार्गदर्शन एवं आवश्यक कार्यवाही हेतु संलग्न कर प्रेषित की जा रही है।

संलग्नक/यथोपरि

24.04.17

(ए0 के0 सिंह)
उपमुकाधि/अराज.
कृते महाप्रबन्धक/कार्मिक

प्रतिलिपि निम्न को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित :–

1– महामंत्री/एन.ई.रेलवे मजदूर यूनियन/गोरखपुर – 40 प्रतियों में।
2– महामंत्री/प्रमोटी अधिकारी संघ/पूउरे/गोरखपुर – 02 प्रतियों में।
3– महामंत्री/रेसुब एशोसियेशन/पूउरे/गोरखपुर – 02 प्रतियों में।
4– पूर्वोत्तर रेलवे प्रथम श्रेणी अधिकारी संघ/गोरखपुर – 01 प्रति में।
5– महामंत्री/एससी/एसटी एवं ओबीसी एशोसियेशन/गोर0–02 प्रतियों में।
6– मुकार्याधी/एमपीपी को बेबसाइट पर अपलोड हेतु – 01 प्रति में।

24.04.17

कृते महाप्रबन्धक/कार्मिक

पूर्वोत्तर रेलवे

कार्यालय
मुख्य चिकित्सा निदेशक
गोरखपुर

संख्या– 2016/मेड/184

दिनांक 03.04.2017

महाप्रबन्धक, पूर्वोत्तर रेलवे, गोरखपुर।
विसमुलैधि, पूर्वोत्तर रेलवे, गोरखपुर।
प्रधान निदेशक/ लेखा परीक्षा, पूर्वोत्तर रेलवे, गोरखपुर।
प्रमुख मुख्य इंजीनियर, पूर्वोत्तर रेलवे, गोरखपुर।
मुख्य परिचालन प्रबन्धक, पूर्वोत्तर रेलवे, गोरखपुर।
मुख्य वाणिज्य प्रबन्धक, पूर्वोत्तर रेलवे, गोरखपुर।
मुख्य यांत्रिक इंजीनियर, पूर्वोत्तर रेलवे, गोरखपुर।
मुख्य प्रशासनिक अधिकारी/निर्माण, पूर्वोत्तर रेलवे, गोरखपुर।
मुख्य विद्युत इंजीनियर, पूर्वोत्तर रेलवे, गोरखपुर।
मुख्य कार्मिक अधिकारी, पूर्वोत्तर रेलवे, गोरखपुर।
मुसिदूई., पूर्वोत्तर रेलवे, गोरखपुर।
मुख्य सुरक्षा आयुक्त, पूर्वोत्तर रेलवे, गोरखपुर।
भण्डार नियंत्रक, पूर्वोत्तर रेलवे, गोरखपुर।
मंरेप्र/ पूर्वोत्तर रेलवे, इज्जतनगर, लखनऊ एवं वाराणसी।
मुचिधी/ पूर्वोत्तर रेलवे, इज्जतनगर, लखनऊ एवं वाराणसी।
चिकित्सा निदेशक, लनामिरेचि, गोरखपुर।
मुख्य कारखाना प्रबन्धक/ यॉत्रिक कारखाना, पूर्वोत्तर रेलवे, गोरखपुर।
मुख्य कारखाना प्रबन्धक/ सिगनल कारखाना, पूर्वोत्तर रेलवे, गोरखपुर छावनी।
महामंत्री, नरमू, गोरखपुर।

विषयः चिकित्सा दावा प्रतिपूर्ति हेतु जे. पी. ओ.।

चिकित्सा दावा प्रतिपूर्ति के निपटारे में आने वाली परेशानियों एवं होने वाले विलम्ब को दूर करने हेतु महाप्रबन्धक महोदय द्वारा नामित अधिकारियों द्वारा एक जे.पी.ओ. का निर्माण किया गया है, जिसे इस पत्र के साथ संलग्न कर आपके सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित किया जा रहा है।

संलग्नक/ यथोपरि

(डा0 सोमई प्रसाद)
मुख्य स्वास्थ्य निदेशक

3/73/2017

NORTH EASTERN RAILWAY

JOINT PROCEDURE ORDER FOR REIMBURSEMENT OF CLAIMS OF NON-REFERRAL MEDICAL CASES FOR TREATMENT IN EMERGENCY AT RECOGNIZED/ NON-RECOGNIZED PRIVATE/ GOVERNMENT HOSPITALS.

A large number of medical reimbursement claims for non-referral cases are being received in the Medical Department. During the scrutiny so many irregularities/shortcomings are commonly noticed in the submitted reimbursement applications. Various objections had also been raised at different levels due to these irregularities/shortcomings, which result into undue delay in finalization. To streamline the procedure and finalise these cases in a reasonable time limit, this JPO is issued with the approval of competent authority. The salient features are as follows :-

1. The employee must inform the Authorized Railway Medical Authority (CMS/ACMS/Sr.DMO/DMO/ADMO) as well as to his controlling officer regarding his/dependent illness within 72 hours after admission in a hospital without being referred by Authorized Railway Medical Authority in the form of a written document (Letter/Fax) to meet the requirement of provisions contained in Annexure-VI.
2. The employee should give reasons for directly taking of admission to a non-recognized/ recognized hospital without reference by Authorized Railway Medical Authority and/ or not taking admission in a recognized hospital where referred by Authorized Railway Medical Authority clearly stating the conditions of emergency and special circumstances due to which the treatment was taken in a Private/ recognized/ non-recognized or Government hospital.
3. In the case of serving employee, when an employee got admission in a hospital out of his headquarter not referred by Authorized Railway Medical Authority, a clarification should be given by the controlling officer along with the claim about his absence from duty i.e. whether on leave/sick at the time of treatment in the forms annexed.
4. Photo of the employee/dependent/RELHS card holder should be attested by the treating doctor of the hospital where treatment has been taken.
5. The claimant should submit a declaration that he/she has not claimed/ will not claim in future any reimbursement from any insurance agency or other source for the payment of medical reimbursement already claimed, sanctioned and paid by Railway.

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Chief Medical Director
NER/ GKP

Chief Personnel Officer/Admn.
NER/ GKP

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6. The complete application form with all the declarations of the employee and other enclosures will include attested copy of medical card/RELHS card, original bills of the hospital duly verified by the treating doctor with signature and stamp on emergency certificate (annexure II) and essentiality certificate (annexure V of IRMM 2000), attestation of photo of the patient by treating doctor and hospital by the claimant which should be forwarded by the controlling Branch Officer at Divisional level, to Medical Department (CMS) for further action. In the case of HQ employees, the same should be forwarded to MD/LNM Railway Hospital/ Gorakhpur through their controlling officer, not below the rank of JAG or officers holding independent charge in senior scale.
7. Wherever sanctioning authority is GM/ AGM, the reimbursement file from divisions should be sent to the headquarters by CMS duly concurred by the divisional finance with the approval of DRM and in HQ by the controlling officer as mentioned in para 6 above, to MD for further processing the case.
8. The reimbursement amount should be credited to salary a/c of the employee or pension a/c of the RELHS card holder or a/c of the legal heir.
9. The emergency should be verified by a committee of three doctors as per guidelines of Railway Board for emergency (Railway Board's letter no. 2005/H/6-4/Policy II dt. 31.01.2007) and recommendations accepted by MD/CMS and also verify the genuineness of the disease/ any surgical procedure done.
10. The officer dealing with the reimbursement claims should carefully scrutinize the claimed bills in light of extent guidelines of Railway Board and put his signature with stamp.
11. All the divisions and LNM Railway Hospital/Gorakhpur should use a common application form, annexure and process to settle the reimbursement claims.
12. A time frame for disposal of reimbursement claim may be as under:

1	A complete reimbursement claim form should be submitted by the employee after discharge from the hospital.	Within 6 months from the date of discharge.
2	Dealer/AMO of Medical Department for scrutiny.	10 working days
3	Divisional Accounts financial concurrence.	5 working days
4	Clarification by Medical Department on observations of Accounts, if any.	4 working days
5	Divisional Accounts after clarification given on observations.	3 working days
6	DRM for sanction/forwarding to HQ.	2 working days
7	CMD office for scrutiny.	3 working days

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8	HQ Accounts for financial concurrence.	5 working days
9	Clarification by Medical Department on observations of HQ Accounts.	5 working days
10	HQ Accounts after clarification given on observations.	3 working days
11	CMD office	2 working days
12	GM/ AGM for sanction.	3 working days
13	Total days	45 working days

13. At present there is no authority/rule/guideline to entertain an appeal by the CMD as in other cases (e.g. Medical Examination and Medical Board) on reimbursement claim rejected by the MD/CMS on the ground that emergency is not established. If the reimbursement claim is rejected by MD/CMS the concerned employee/RELHS card holder may appeal against the decision to CMD within one month of the receipt of the decision letter. The appeal should be returned back with the advise to the MD/CMS for reconsideration after giving an opportunity to the claimant of being heard in the matter and after doing so he/ she shall communicate the claimant about the decision taken.

14. A record should be made by the concerned Authorized Railway Medical Authority that the employee has not made a habit to go a Private hospital repeatedly for every instance without consulting his Authorized Railway Medical Authority and produce reimbursement claim.

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