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1/9/2017

पूर्वोत्तर रेलवे

कार्यालय
महाप्रबन्धक (कार्मिक)
गोरखपुर।

32

ईओपीनं-4-10
क्रमांक- 96 / 2017
सं० ई/171/2/भाग-V/IV
सचिव/महाप्रबन्धक
सचिव/अपर महाप्रबन्धक
सभी विभागाध्यक्ष
सभी मण्डल रेल प्रबन्धक
सभी कार्मिक अधिकारी
सभी मुख्य कारखाना प्रबन्धक
सभी अतिरिक्त मण्डलाधिकारी/स्थापना
पूर्वोत्तर रेलवे।

महाप्रबन्धक
29/05/17
महाप्रबन्धक
29/05/17

दिनांक 29-05-2017

विषय:-दिनांक 17.04.17 को एम.एस.के.के. में सीटीएसई(CTSE) के सम्बन्ध में हुयी मीटिंग का कार्यवृत्त।

रेलवे बोर्ड के पत्र संख्या 2014/एच/28/1/स्मार्ट कार्ड/पार्ट-सी दिनांक 09.05.2017 की अंग्रेजी प्रतिलिपि सूचना, मार्गदर्शन एवं आवश्यक कार्यवाही हेतु संलग्न कर प्रेषित की जा रही है।

संलग्नक/यथोपरि

(ए० के० 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/गोरखपुर-02 प्रतियों में।
- 6- मुकाय्याधी/एमपीपी को वेबसाइट पर अपलोड हेतु - 01 प्रति में।

कृते महाप्रबन्धक/कार्मिक

महाप्रबन्धक कार्यालय
नया राेलवे, नोएडा
1-2 MAY 2017
PB
पुनर्वि

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

No. 2014/H/28/1/Smart card/Part- C

Date: 05.05.2017

Sub:- Minutes of the meeting to discuss CTSE at the chamber of MS on 17.4.2017.

MS chaired the meeting, which was attended by following officials:-

Railways	UTITSL
DG RHS	Mr. Pradeep Senoy, VP, Insurance
DG Personnel	Mr. Arun Koul, Dy Manager, IT
AM (Staff)	
Dir. Finance(CCA)	
Dir. Finance (A)	
Dir. H& FW	

1. AT the outset following developments were appraised and discussed the "Cashless Treatment Scheme for Emergency (CTSE)" has been launched. Railways have given wide publicity to the scheme by publishing advertisements in newspapers and inviting application from RELHS subscribers to become a member of CTSE.
2. In the initial Pilot period, the scheme is confined to the four metros, hence, only NR, ER, SER, Metro, SR, ICF, WR and CR have published advertisements.
3. The user IDs of concerned railway officials are also being continuously created by M/s UTITSL. Since, the pilot is restricted to four metros, IDs of only the concerned Headquarters and divisions have been activated at present. As the stability of software is proven, ID of other railways will also be activated in due course.

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4. Since the launch of the scheme a few problems have been noticed, in respect to some applicants, like:-
- a) The last pay drawn of some ex-employee is not available in ARPAN database.
 - b) Some PPOs are very old; and have not been revised through the ARPAN and hence PPO no. does not exist in ARPAN data base.
 - c) In some cases number of dependant beneficiaries available in ARPAN data base does not match with the claim of retired employee even though some of the dependents may be appearing in the RELHS card.
 - d) The administrative unit from where the employee retired cannot be ascertained, etc.

In short, the problems are either those where the data does not exist in the ARPAN data or the ARPAN data is at variance with the claims of retired employee.

5. The matter was discussed at length by all present. The SOP of the scheme were designed in such a way so that it is convenient for the retired employee to apply and become a member of CTSE.

5.1 The design of the whole process was such that the retired employee had to interact only with the Sr. DPO in whose jurisdiction his RELHS card is registered as it is expected to be close to his place of residence after retirement.

5.2 The member were of the opinion that if the data does not exist or the data is at variance from retired employee has claimed, only the Sr. DPO of the office from where the final settlements were made can possibly help in the matter to modify ARPAN following the due procedure.

6. At present the beneficiary has to give the PPO number at the website www.railctse.utiitsl.com. If the PPO no. is found in the database provided by ARPAN, then, the data is automatically populated for the applicant and then applicant is taken through the rest of the form in which additional information is obtained.

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7. Many retired persons have complained that their data is not found by the website and hence they are being directed to contact respective Sr. DPO. Hence, alternative procedure was decided to be developed as follow is:-

- 7.1 Henceforth, if PPO is not found in ARPAN data base, then instead of straightaway advising the ex-employee to contact Sr. DPO, the CTSE website will open another page in which few basic information about the employee will be captured as follows: Name, DoB, Place of last posting, Last pay drawn, PPO no., Health institution at which RELHS card is registered, jurisdiction under which this health institutions lies, e mail address and phone no.
- 7.2 A separate series of unique ID number (distinct from the transaction ID series used for giving ID for CTSE application) will be created for this transaction also.
- 7.3 After capturing this information the website will instruct the applicant to take a print, which will include this Unique ID, and approach the Sr.DPO, in whose jurisdiction his RELHS card is registered with following documents: Copy of PPO, Copy of RELHS card, Adhaar card of all beneficiaries.
- 7.4 At Sr. DPO office, the clerk will re-check the availability of PPO at ARPAN data base website: www.railctse.utilitsl.com . If the PPO is found then routine online or offline application process will be followed, as desired by applicant thereafter.
- 7.5 In case PPO is still not found, there could be two types of cases:
 - (A) where the final settlement of the beneficiaries was done from the same Sr. DPO's administrative unit, or
 - (B) where the final settlement of the beneficiaries was done from a different Sr. DPO Unit.

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7.6 In case of 7.5(A) Sr. DPO will initiate the process of verification of documents provided and revised PPO will be issued following due procedure using IPAS and subsequently the revised data will be pushed in ARPAN. After issue of revised PPO the new PPO no. shall be fed at www.railctse.utiitsl.com against the unique ID no. described in Para 7.2 above. As soon as revised PPO no. is fed an email will be triggered to the retired employee advising him to apply for CTSE card and this file will be closed at the website. Thereafter the process of issuing CTSE card will take place as already decided. This will serve two purposes- ARPAN data base will be updated by Sr. DPO by re-issuing of PPO and thereafter CTSE card will also be issued using the same data.

7.7 In case of 7.5(B) if, on the basis of the documents provided by the retired employee, the Sr. DPO, is satisfied that the applicant is prima facie genuine, Sr. DPO will acknowledge this satisfaction by ticking a button on website, will scan the documents provided and transfer, the application electronically to the concerned Sr. DPO through website itself. Thereafter the same process, as described in Para 7.6 above, of issuing revised PPO will be repeated at the end of concerned Sr. DPO. If found genuine, corrections will be done to ARPAN database by way of issuing revised PPO by the Sr. DPO, from where the employee retired, and after issuing revised PPO, this Sr. DPO will also feed the new (revised) PPO no. at www.railctse.utiitsl.com against the unique ID no. described in step 7.2 above. An e mail shall be generated to the retired employee giving information about the same. Retired employee can now re-apply to the Sr. DPO office (in whose jurisdiction his RELFS card is registered) for issuance of CTSE card by on-line or off-line mode.

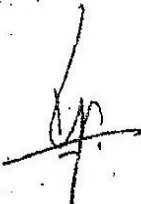
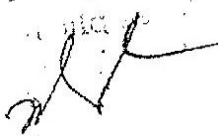
8. Another modification which was thought of was that for both on-line and off-line mode, applicant should be

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required to fill last salary drawn, date of retirement, place of retirement, as well as PPO no. If the last salary is available in ARPAN then it will be considered as final but if the last salary drawn is not available in ARPAN data base then the last salary drawn provided by the retired employee will be used to determine ward eligibility (Private, Semiprivate or General) after verification of the same by Sr. DPO from the copy of PPO provided by the employee. An additional check in these cases shall be done by CMS from the RELHS card register available with medical department. For these necessary modifications in the software and development of the new module will be under-taken by M/s UTITSL. Time frame for the same will be informed by them.

9. For the list of eligible dependents, the RELHS card and the information in RELHS registration register at Railway Hospital/HU will be relied upon with the only check that the Sr. DPO authorizing the issue of CTSE cards may see that any dependent may not have become ineligible by now.

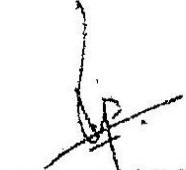
10. In case the retired employee want any addition in no. of dependents beyond what is mentioned in RELHS card, then the employee will have to separately contact the administrative unit from where he retired and get a revised RELHS card issued. The process to issue CTSE card to these new entrants can be initiated only thereafter.

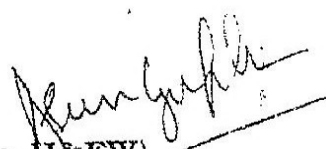
11. It was informed by Dir. Finance (CCA) that place from where employee has retired and his place of last posting is already available in ARPAN data base and the same shall also be provided to M/s UTITSL as it is needed for proper execution of CTSE (for raising debit note etc and for electronic forwarding of application as per Para 7.7 above).



12. It was agreed that M/s UTIITSL shall inform Dy. FA&CAO(G) of WR about the specific data missing in the data already provided and WR will try to retrieve these fields and provide these also to M/s UTIITSL.


(AM/Staff)


(Dir. F/CCA)


(Dir. H&FW)
(now Dir. One ICT)

Copy to:

NER

✓ General Managers/CAO/DG All India Railways, PUs, NAIR, RDSO.

2. Mrs. Susheeba Alex, HOD Insurance, M/s UTIITSL, Plot no. 3, Sector 11, CBD Belapur, Navi Mumbai, Pin Code 400614