

पूर्वोत्तर रेलवे



कार्यालय,
Office of the,
प्रमुख मुख्य चिकित्सानिदेशक,
Principal Chief Medical Director,
पूर्वोत्तररेलवे, गोरखपुर
N.E. Railway, Gorakhpur
दिनांक. 31.01.2025

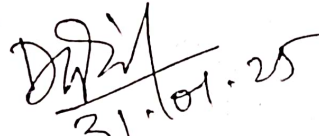
संख्या-2021 / मेड / 184 / जी

चिकित्सा निदेशक
लनामिरेचि, गोरखपुर।
मुख्य चिकित्सा अधीक्षक,

बादशाहनगर / लखनऊ, वाराणसी, इज्जतनगर एवं गोण्डा।

विषय:- प्रतिपूर्ति दावे से सम्बन्धित जे.पी.ओ. (ज्वाइंट प्रोसीजर आर्डर) में संशोधन के सम्बन्ध में।

विषयांकित के सम्बन्ध में यह अवगत कराया जाता है कि दिनांक. 31.01.2025 को प्रतिपूर्ति सम्बन्धित संशोधित जे.पी.ओ. (ज्वाइंट प्रोसीजर आर्डर) जारी हुआ है, जिसकी नियम व शर्तें लागू होने की तिथि से मान्य होगी।
उक्त आपको सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित है।


31.01.25
(डा० डी० के० सिंह)

अपर मुख्य चिकित्सा निदेशक / एम.एस.

प्रतिलिपि- निम्न को सूचनार्थ प्रेषित ।

1. सचिव-महाप्रबन्धक, महाप्रबन्धक महोदया के सादर सूचनार्थ।
2. सचिव-अपरमहाप्रबन्धक, अपर महाप्रबन्धक / गोरखपुर को सादर सूचनार्थ।
3. वरिष्ठ उपमहाप्रबन्धक, उपमहाप्रबन्धक (सा०) पूर्वोत्तर रेलवे / गोरखपुर।
4. सभी प्रमुख विभागाध्यक्ष / गोरखपुर।
5. मरेप्र / वमकाधि / वमविप्र / इज्जतनगर, लखनऊ, वाराणसी।


31.01.25
(डा० डी० के० सिंह)
अपर मुख्य चिकित्सा निदेशक / एम.एस.

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 in undue delay in finalization. To streamline the procedure and finalize these cases in a reasonable time limit, JPO is issued with the approval of competent authority. The salient features are as follows-

1. The employee should inform the concerned Authorized Railway Medical Authority, AMA (MD/CMS/CSS/ACHD/ACMS/Sr.DMO/DMO/ADMO) as well as to his controlling officer regarding her/his or dependent's illness taking treatment in any hospital, Government/Private/Railway empanelled hospital, without being referred by Authorized Railway Medical Authority, in the form of a written document as soon as possible when the patient become stable/discharge (Letter/Fax) to meet the requirement of provisions contained in Annexure-VI.
2. Employee should preferably inform his/her AMA regarding taking treatment and admission. But if for any reason he/she was not able to inform his AMA, the reimbursement claim can be accepted on merit of reason regarding not informing to AMA. Once claim is accepted by AMA, it cannot be rejected on ground of delay/not informing the AMA.
3. The employee should give reasons for directly taking admission in a non recognized/recognized hospital without reference by Authorized Railway Medical Authority.
4. If he doesn't take treatment in a empanelled hospital or Govt hospital or Rly Hospital where he was referred by Authorized Railway Medical Authority he should give reason 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 other than the hospital where he was referred.
5. 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.
6. Photo of the employee/dependent/RELHS card holder should be attested by the treating doctor of the hospital where treatment has been taken.
7. 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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8. 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 through their controlling officer, not below the rank of JAG or officers holding independent charge in senior scale.
9. 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.
10. Wherever sanctioning authority is GM/AGM/PCMD, the reimbursement file from divisions should be sent to the headquarters by CMS duly vetted/concurred by the divisional finance with the approval of DRM.
In HQ the reimbursement file should be sent by MD/LNMRH duly vetted/concurred by the HQ finance for further processing the case.
11. 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.
12. 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/5-4/Policy II dt. 31.01.2007) and recommendations accepted by MD/CMS and also verifying the genuineness of the disease/any surgical procedure done.
13. The officer dealing with reimbursement claims should carefully scrutinize the claimed bill to the light of extant guidelines of Railway Board and put his signature with stamp.
14. All the divisions and LNM Railway Hospital/Gorakhpur should use a common application form, annexure and process to settle the reimbursement claims.
15. 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 to forward the case to HQ after taking concurrence and approval of the DRM	15 Days
3	Processing of the case in PCMD Office and taking Finance Concurrence at HQ Accounts and taking Approval of the Competent Authority at HQ (GM/AGM/PCMD).	30 Days
13	Total days	45 working days

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