



सत्यमेव जयते



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



No. 2018/ Trans. Cell / Health / HMIS

New Delhi, Date: 15.07.2025

To,

Chairman & Managing Director
M/s RaiTel Corporation of India Ltd
Plate-A, 6th Floor, Office Block Tower-2,
East Kidwai Nagar
New Delhi-110023

Managing Director
C.R.I.S.
Chanakyapuri
New Delhi-110021

Subject: HMIS Implementation – way forward**Ref.:**

- (i) Railway Board letter no. 2018/ Trans Cell/ Health/ HMIS dated 26.10.2020 read with RB letter no. 2015/C&IS/Project/Executing/32/ Pt dated 23.04.2020.
- (ii) Railway Board letter No. 2021/PL/57/ 12 dated 26th October 2021.

Implementation of HMIS was assigned in 2020 to RailTel vide Railway Board letter under ref. (i) which also mandated, *inter alia*, RailTel to have a tie-up with C-DAC (under MeitY) regarding HMIS software and its cloud /data centre infrastructure. The 3rd Revised Estimate of HMIS has been sanctioned vide Railway Board letter no. 2020/ C&IS/ Project/ HMIS-NR/28 dated 19.07.2024.

2. HMIS implementation way-forward is now targeted to achieve optimisation of HMIS modules, robust pan-IR connectivity, data-base server reliability, data security and data integrity by leveraging digital infra to roll-out Railway Board's healthcare policy instructions, digital referral protocol including digital referral protocol for cancer treatment, GoI / Ministry of Health's e-Sanjeevani (tele-consultation and tele-medicine), virtual OPD, HMIS App based online OPD appointment scheduling, e-Chemist, e-Medical pass and auto-syncing beneficiary's UMID data with that of HRMS.

3. Universal and comprehensive access to healthcare services, process efficiency / simplicity, security protocols for the digital healthcare infra encompassing HMIS, RHs/HUs, UMID /beneficiaries, e-Chemist and Empanelled HCOs is a thrust area. Keeping the above in view and in the light of letter under reference (ii) wherein the Railway Board has revoked the policy for assignment of works to PSUs, it has been decided to assign HMIS to CRIS with immediate effect.

4. CRIS and RailTel would ensure that the migration of HMIS (to CRIS) is without any service disruption and an MoU is entered into between CRIS and RailTel w.r.t assets and liabilities chargeable to the sanctioned estimate of HMIS. The arrangement with C-DAC shall be safeguarded and continued between CRIS and C-DAC. Besides, the MoU would incorporate the following broad aspects:

- a. HMIS software, its cloud/data centre infra. /architecture, HMIS App and integration with Systems /App, L-2 support shall be under the scope of responsibility of C-DAC.

- b. Responsibility of CRIS would include rendering all assistance promptly to C-DAC, hardware management services, HMIS access / link with HRMS (for e-Medical pass /UMID data updation), IPAS, MeRS, IREPS, 24X7 response helpline.

[special note: e-Medical pass and auto-syncing beneficiary's UMID data with that of HRMS falls under the scope of HRMS and is the responsibility of CRIS.]

- c. CRIS shall place a dedicated team under Director Health (Policy & Projects) /Railway Board and a 24x7 back-end technical team within CRIS, to resolve all issues related to HMIS.
- d. RailTel / RailTel's (SCR) team shall provide all necessary assistance to CRIS and to Zonal HQrs / Field Units, during the migration phase specially as regards UMID, Empanelled HCOs login protocol, User-Instruction Manual, Video Tutorials and any other issues as was handled by RailTel hitherto or as directed.

5. A Co-ordination team, to oversee the subject issue has been constituted comprising:

- (i) Railway Board: ED/Transformation, as Convenor, and Director Health (Policy & Projects).
- (ii) CRIS: Director Operations/CRIS who is in-charge of HRMS and DF/CRIS for application interface with IPAS & MeRS. [note: C-DAC's Sr Director (Scientist G) and Jt Director (Scientist E) may be co-opted by CRIS as a part of co-ordination team.
- (iii) RailTel: RailTel's SCR team in-charge of UMID and Empanelled HCOs.
- (iv) CMD/RailTel and MD/CRIS may be co-opted as required.

This issues with the approval of the DG/RHS and the Chairman & CEO, Railway Board.

Kindly acknowledge receipt and ensure immediate compliance.

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Copy to:

1. CRB & CEO, MF, M/Infra, M/T&RS, M/O&BD
2. DG(RHS), DG (HR), DG(RPF), DG(Safety)
3. General Managers, All Indian Railways; DG/RDSO; DG/ CTIs.
4. ED/C&IS, EDF(X)
5. PCMDs / PCPOs – All Indian Railways