

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

No. 2015/H/28/Claim Disposals

New Delhi, Dated 24.08.2019

General Manager(s),
All Indian Railways
Including PUs, RDSO & NAIR.

Sub/विषय:- Disposal of medical reimbursement claims – introduction of “First In First Out (FIFO)” System – regarding.

Ref/संदर्भ:- This office letter of even No. dated 19.04.2018.

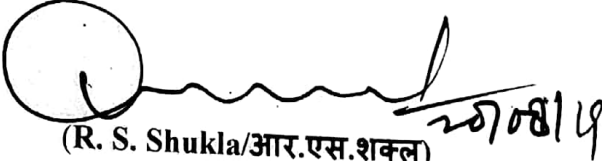
Vide this Office letter cited under reference, the zones/PUs have been advised to ensure disposal of medical reimbursement claims within a period of three months from the date of receipt of the claim. However, repeated complaints are being received highlighting abnormal delays taking place in such disposals. It has also been noted with concern that in many cases fresh cases are being disposed of on priority while old cases are languishing for attention.

While examining a case relating to one of the zones, the Central Vigilance Commission (CVC) has also noted the foregoing observations and has advised Railway Board to implement a system of “First In First Out (FIFO)” for clearing the claims as a system improvement to ensure timely disposal of claims for reimbursement.

The Competent Authority in the Ministry of Railways have decided that henceforth, all medical reimbursement claims will be given a running serial number with date of receipt of claim and the cases will be examined & decided strictly on the priority of “First In First Out” System.

All the zones/PUs are requested to devise appropriate mechanism in their units and ensure that every claim for medical reimbursement is given a distinct serial number with date and cases are examined & disposed of strictly on the priority basis. It is also desired that the zones/PUs must ensure that all claims received for medical reimbursement are disposed of quickly but in any case, within the laid down period of three months.

This has the approval of Director General (RHS).


(R. S. Shukla/आर.एस.शुक्ल)

Joint Director (Health)/संयुक्त निदेशक (स्वास्थ्य)
Railway Board/रेलवे बोर्ड