

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)

No. 2015/H/28/Claim Disposals.

New Delhi, Dated: - 3/05.2016.

Chief Medical Directors,  
All Indian Railways.

Chief Medical Officers,  
All Production Units  
(Including RDSO).

**Sub:- Delay in settlement of claims for reimbursement of medical expenses incurred by Railway medical beneficiaries.**

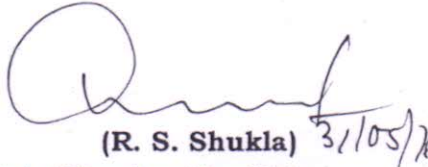
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Arising out of a complaint received from one of the Railway medical beneficiaries Vigilance had conducted an in-depth enquiry which has revealed that undue delay is being caused in settlement of claims for reimbursement of medical expenses despite clear guidelines on the subject. The investigation has also revealed that the delay in settlement of reimbursement claims, apart from causing undue harassment to Railway medical beneficiaries, also invites allegation of corruptions etc.

Attention in this context is invited to the Board's letter of even No. dated 20.04.2012, 17.03.2015 & 28.04.2015 wherein detailed guidelines have been issued for expeditious disposal of claims of medical reimbursement and also for nominating officers to monitor disposal of cases. Provision has also been made for sending pendency position to Railway Board through PCDOs being sent to Railway Board every month. However, it is noted with concern that despite elaborate guidelines, the situation of pendency is yet to improve.

In view of the above, it is desired that a time frame be fixed for settlement of claims of medical expenses and ensured that the claims are settled within the laid down time frame. If need be, the matter may be taken up at the GM's level and appropriate procedure order got issued at the Zonal level.

This has the approval of DG (RHS).

  
(R. S. Shukla) 3/105/11  
Joint Director (Health)  
Railway Board.