



EAST COAST RAILWAY

प्रधान मुख्य कार्मिक अधिकारी का कार्यालय/
Office of the Principal Chief Personnel Officer
रेल सदन, द्वितीय तल, भुवनेश्वर - 751017
Rail Sadan, IInd Floor, Bhubaneswar-751017

स्थापना क्रमांक/ Estt. Srl. No.200/2019
पूतरे/कार्मिक/आर/ECOR/Pers/R/Medical

Date: 29.08.2019

सेवा मे,
सभी प्रमुख विभागाध्यक्षों/समन्वयक विभागाध्यक्षों, पू त रे/भुवनेश्वर
मं.रे.प्र/व.मं.का.अधिकारी/मं.का.अधिकारी-खोरधारोड,वालातेरू, संबलपुर,
मु;कारखाना प्रबंधक/कारखाना कार्मिक अधिकारी- मंचेश्वर, अतिरिक्त रजिस्ट्रार/रेल दावा अधिकरण,
व.का अधिकारी(नि)/भुवनेश्वर
महा सचिव/इकोर श्र. कां., महा सचिव/इकोर श्र. यू,
महा सचिव/एआई ओ बी सी आर ई ए, महा सचिव/ ए आई एस सी एस टी आर ई ए

Sub: Disposal of Medical reimbursement claims introduction of "First In First Out (FIFO)" system- regarding.

उपर्युक्त विषय पर रेलवे बोर्ड पत्र सं.- 2015/H/28/Claim Disposal दिनांक 20.08.2019 की प्रतिलिपि सूचना, मार्गदर्शन एवं आवश्यक कार्रवाई हेतु अग्रेषित है।

A copy of the Railway Board's Lr. No.- 2015/H/28/Claim Disposal dated 20.08.2019 on the above quoted subject is forwarded herewith for information, guidance and necessary action.

Encl: As above.

(G.Sethy)

**Dy.Chief Personnel Officer(IR&W)
For Principal Chief Personnel Officer**

प्रतिलिपि प्रेषित/Copy to :

- 1) महाप्रबंधक के सचिव/पूर्व तट रेलवे, भुवनेश्वर
- 2) मुकाधि/मुकाधि(प्रशा.), उप म.प्र. अध्यक्ष(रेलवे भर्ती प्रकोष्ठ)
- 3) उप मुख्य प्रबंधक(मु.प्रौ), उप मुकाधि(औ.सं.एवं कल्याण), वकाधि(इंजी.)
- 4) वकाधि(स्टाफ), वकाधि(मुख्या एवं न्याया.)
- 5) मुकाधि के निजी सचिव/सहा.कार्मिक अधि.(मुख्या.),सहा.कार्मिक अधि.(कल्याण), सहा.कार्मिक अधि.(बिल),

1314
28/8/19

Cases/Dial (G)
08/2
Cases/Dial (A)
A-PO-Dial
D Leo F2

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

CPCCA)

PCPO

28/8

PB-2004
26/8/19

AGM
PCMD
PCPO
PFA

प.प्र./G.M.

New Delhi, Dated 22.08.2019

सचिव/Secy.

सहायक/Asst. Secy.

दिनांक/Date

No. 2015/11/28/Claim Disposals

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