

Frequently Asked Questions (FAQ):

1. Where will we find all these information in internet?

Ans. Details may be found in our website is <http://www.ser.indianrailways.gov.in/>, under “Department”, click on “Medical”,

2. Who is eligible to get Smart Card from Central Hospital, SER, GRC

Ans. Only RELHS card holder registered at CH, SER, GRC is eligible.

3. If my RELHS card contains my daughter or son or some other family member who is/ are no longer dependent on me, what should I do?

Ans. All Such names to be deleted from the record of Medical Director’s office (RELHS section) as well as computer room.

4. Why PP photo is required while biometric information is being taken?

Ans. Photo is taken for our record-keeping purpose. PP for self should be separately given while all dependents along with self in another photo will suffice. Photos to be submitted in duplicate.

5. Should a person deposit only Rs. 120/- for all the members in one RELHS card or Rs. 120/- multiplied by no. of members?

Ans. Rs. 120/- only is to be deposited for one RELHS card or one set of application irrespective of no. of members in the card.

6. If the head of the family is expired, who will be the next head of the family?

Ans. The spouse of the head of the family will be considered as head of the family now and he/ she will fill up the “Enrolment Form” and not the “Member Form”.

7. What are the documents I need to submit with application form? Should I bring all original documents also?

Ans. The documents required to be submitted are as follows: (photocopy)

- a) RELHS CARD (all pages)
- b) SERVICE CERTIFICATE (if not available, photo bearing id proof like service certificate cum id card or pass id card etc.)
- c) PPO book pages containing PPO no. pay particulars, dt. of joining, birth and retirement
- d) Bank/post office pension pass book-- (1st page & latest 3 months entry)
- e) Two (02) copies of passport size photo of all beneficiaries

(No more papers required, in case “Service Certificate” is not available, an ID cum Service Certificate or ID card issued in favour of the pensioner at the time of superannuation will suffice). Yes, all original documents should be brought at the time of form submission which will be given back after checking, if required)

7 When should I come for biometric input after form is submitted?

Ans. We will inform you through SMS or telephone (mobile no in form) for this purpose, if found correct in scrutiny.