

# SMART CARD SCHEME FOR RELHS CARD HOLDERS

**Ref:** Railway Board's letter no 2007/H/28/1/RELHS/Smart Card New Delhi dated 18/07/2012

Willing and entitled RELHS Card holders of Central Hospital, Garden Reach, South Eastern Railway for taking cashless emergency treatment in recognized private hospitals in Kolkata as envisaged in Railway Board's above quoted letter should deposit filled up proforma with following details of himself & his dependants with two copies of Passport size photos for each of retired employees and his dependants, photocopy of pension book, bank statement of pension account and fixed charge of Rs. 120/- per card.

Nodal office for registration of such scheme will be computer room, Central Hospital, Garden Reach (Phone no 03324503660)

## **Process of Enrollment will start from 20/06/2016.**

The following conditions shall qualify as emergencies.

- Acute cardiac conditions/syndromes
- Vascular catastrophes, Cerebro-vascular accidents
- Acute respiratory emergencies
- Acute abdomen including acute obstetrical gynecological emergencies
- Life threatening injuries.
- Acute poisoning and snake bite
- Acute endocrine emergencies.
- Heat stroke and cold injuries of a life threatening nature
- Acute renal failure
- Severe infections leading to life threatening situations
- Any other conditions in which delay could result in loss of life or limb.

## **Operating system of the scheme:**

The system will consist of following 03 portions.

1. Enrolment/ Verification/ Card Issuance Station at Central Hospital/GRC/SER.
2. Hospital Verification System
3. Pre-Printed Smart Cards

Details of the system are as follows: **Enrolment/ Verification/ Card Issuance Station at Central Hospital/Computer Room (Contact No. 03324503660)** –Notification has been issued through advertisement in newspapers regarding enrolment for the scheme. Proforma to be filled up at the time of enrolment is reproduced below

## **Documents needed**

Photocopy of

1. RELHS CARD
2. SERVICE CERTIFICATE
3. 1<sup>ST</sup> PAGE & PPO Number containing page of PPO book
4. Bank/post office pension pass book-- (1<sup>st</sup> page containing a/c no. etc & last 3 months entry)
5. 02 copies of passport size photo of all beneficiaries

***Please bring all originals.***

The data, deposited will be checked and verified with the data available in Railway Records, RELHS Card. The Nodal Office will scrutinize the form and ask the beneficiary to come to the Nodal Office along with his dependents on a date to be notified to the retired employee by the nodal office through SMS or over phone.

- iv. Photography of Retired staff, dependent members by webcam, biometric details will be captured & card will be printed.
- v. The photo and the biometrics of the beneficiary and his dependents will be uploaded into the software.

At present, the scheme will be implemented in the following four (04) multi-speciality hospitals for tie up regarding smart card. The hospitals are as follows:

Sl. No	Name of Hospital	Phone No.	Address
1.	Desun Hospital & Heart Institute	03371222000	Desan More, E M Bypass, Kasba Golpark, Kolkata - 700107
2.	R. N. Tagore International Institute of Cardiac Sciences Hospital	033-71222222	124, Mukundapur, E.M. Bypass, Kolkata - 700099.
3.	Barrackpore Medicare & Recovery Centre	2501-4947/4027/0799	6/6 B.T.Road, Talpukur, Kolkata-700123
4	Kothari Medical Centre	24567050	8/3 Alipore Road, Kolkata - 700027.

Addition, alteration or deletion of multi-speciality hospitals will be uploaded on South Eastern Railway Website: <http://www.ser.indianrailways.gov.in>

The beneficiary/ dependent will have to report to the concerned approved hospital and submit his card to the authority. The smart card will be inserted into the reader and he will have to place his finger on the biometric device.

The data/ biometric will have to match with the data/biometric available on the card. Once matched, the beneficiary will be permitted to proceed for treatment.

The Nodal Office will be provided information on the admission by the concerned hospital via Email/Fax and SMS immediately after a patient is admitted by authorised official, as nominated by the multi-speciality Hospitals, whose details will be submitted to Medical Director/ South Eastern Railway Administration well in advance along with individual email address, Mob. No. & signature.

Dr. Bhudeb Sengupta, ACHD/ADMN/Central Hospital (Mobile- 9002080505, Email: senguptabhudeb@gmail.com) has been nominated by MD/CH/GRC as In-charge of Nodal Office of Smart Card/ Central Hospital.

Following are the nominated Medical Officers for conditions mentioned by the Railways in the first page:

Sl. No.	Emergency conditions	Nominated Medical Officers	Mobile No.	Email Address
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1.	Acute cardiac conditions / syndromes	Dr.B.N.Jha, Sr.DMO/SG/ Cardiology	9002080531	drbnjha69@yahoo.com
		Dr.Mukta Mondal, Sr.DMO/Phy	8585080520	
2.	Vascularcatastrophes Cerebro-vascular accidents	Dr.L.K.Sahoo,ACHD/Phy	9002080508	drlsxman.sahoo@gmail.com
		Dr.A.K.Sethi, ACHD/Phy	9002080523	ajay.Kumarsethi@yahoo.co.in
3.	Acute respiratory emergencies	Dr. Sumanata Dasgupta	9002080513	drsumanta@gmail.com
		Dr.B.N.Jha, Sr.DMO/SG/ Cardiology	9002080531	drbnjha69@yahoo.com
4.	Acute abdomen including acute obstetrical gynecological emergencies	Dr.Subrata Lahiri, ACHD / G& O /CH/GRC	9002080522	subratadrlahiri@gmail.com
		Dr. Samapika Chatterjee, Sr.DMO/SG/G&O/CH/GRC	9002080527	samapikachatterjee@yahoo.co.in
5.	Life threatening injuries.	Dr. Santanu Basu Roy, ACHD/Ortho	9002080522	sbasuroy@hotmail.com
		Dr. Anjana Malhotra, ACHD/Plastic Surgery	9002080517	anjuash2@gmail.com
6.	Acute poisoning and snake bite	Dr.K.K.Mallik	9002080512	souvik.mallik@gmail.com
		Dr. K.P.Verma	9002080525	vermajps@yahoo.co.in
7.	Acute endocrine emergencies.	Dr.K.K.Mallik, CS-II	9002080512	souvik.mallik@gmail.com
		Dr.Mukta Mandal, Sr.DMO/Phy	8585080520	muktamandal@gmail.com
8.	Heat stroke and cold injuries of a life threatening nature	Dr. Swati Chatterjee, ACHD/Casualty	9002080517	mail.swati.chatterjee@gmail.com
		Dr.Tapas Majumder, Sr.DMO/SG/Casualty	9002080529	mazumderma@gmail.com
9.	Acute renal failure	Dr. L.K.Sahoo, ACHD / Medicine / GRC	9002080508	drlsxman.sahoo@gmail.com
		Dr.A.K.Sethi, ACHD/Phy	9002080523	ajay.Kumarsethi@yahoo.co.in
10.	Severe infections leading to life threatening situations	Dr.A.K.Malhotra, CS-III	9002080515	anjuash2@gmail.com

		Dr.G.C.Das, ACHD(S)	9002080516	Gcdas_2004@rediffmail.com
11.	Any other conditions in which delay could result in loss of life or limb.	Dr. S. Basu Roy, ACHD/Ortho	9002080521	sbasuroy@hotmail.com
		Dr. Anjana Malhotra, ACHD/Plastic Surgery	9002080518	anjuash2@gmail.com

The nominated Medical Officer (in concerned specialities) will certify whether the case is emergency at the time of admission and falls in the items mentioned below within 24 hrs by email/SMS/Fax.

If the condition is certified by the concerned Medical Officer, the multi-speciality hospital will continue treating the patient till emergency is over, and soon after the patient will be shifted by the concerned approved hospital to the Railway hospital, where he is registered, by Ambulance of that hospital.

If certified otherwise the same will be intimated to the concerned approved hospital within 24hrs. The patient may have to continue treatment at the hospital on his own cost or the hospital may shift the patient to the railway hospital where he is registered by its own ambulance. The onus shall be on the approved hospital to admit the patient who falls within the criteria laid down by Board. If the case does not fall within the criteria or emergency case, and the patient insists on continuing treatment from the hospital, then the concerned hospital should obtain a declaration from the patient that the expenditure will have to be borne by him personally. The beneficiary will have to submit a declaration on this item at the nodal office at the time of enrolment. There should be a format which will be filled up invariably at the time of admission in any case along with the details mentioned as Annexure - II.

In case there is dispute between nodal office and the approved hospital as to whether the particular case was an emergency or not then the issue will be settled between railways and approved hospital. The patient should not be held responsible for payment, unless the case is decided to be not an emergency case.

Misuse of smart card will attract action as per rules.

- If card is lost, a penalty of Rs. 100/- will be imposed. The beneficiary will have to inform Nodal Officer immediately (within 24 hrs.) regarding loss. FIR will have to be lodged by beneficiary and fresh card will be issued on production of FIR document and deposition of fee of Rs. 120/-.

Issued by –

Medical Director  
Central Hospital/Garden Reach  
South Eastern Railway