

Western Railway

Head Quarter Office
Churchgate Mumbai-20
Date: 09.05.2019

No. MD-25/43

To,
MD-JRH-BCT
CMSs-BCT/BRC/RTM/ADI/RJT/BVP/DHD

Sub: Revised Charter of Working-Medical Department
Ref: This office letter of even no. dated 02.11.2017.

With reference to the above, the revised Charter of Working of Medical Department is as given below for strictly follow with immediate effects.

S.N.	Working Area	Disposal time in Working days
1.	Patient related issues	
	a. Procurement of Medicines on Local Purchase basis	Preferably on same day or on 2 nd if not possible on same day
	b. Approval/Sanction of costly treatment	Within 3 days
	c. Investigation report (In House)	Same day by e-mail or on Whatsapp.
	d. Issuing of referral letter for investigation/Treatment to the beneficiaries.	Within 2 Hrs.
2.	Reimbursement cases	
	a. Cases within power of CMS	Within 30 Days
	b. Cases within power of DRM	Within 35 Days
	c. Cases within power of PCMD	Within 40 Days
	d. Cases within power of GM/AGM	Within 45 Days
3	Proposal from Units/Divisions	5 days
4	Files from other Departments	3 Days
5	DAR Cases	
	Major	120 Days
	Minor	30 Days
6	CA-iii references, MR/MoSR/MP/MLA references/RTI/CPGRAMS case/Nivaran Cases/ Public Grievances/ Public Complaints.	3 days if no input is required 7 days if input required
7	Appeals (e.g. Reimbursement cases, re-medical examination etc.)	7 days
8	Union Issues and PNM remarks	3 days if input is not required 7 days if input is required
9	All kinds of Bills (On receipt of bills with complete information as per check list)	7 days
	a. Posting of items on registers/accepting stock/verification of bill particulars	2 days
	b. Creation of Allocation Sheet/approving authority signatures/entering of AFRES Etc.	3 days
	c. Forwarding to Associate Finance with original bills and enclosures as per checklist	2 days

10	Periodical Medical Examination of Employees	
	a. PME of Aye One (90 % to be completed)	2 days
	b. PME of Aye Two (90 % to be completed)	Same day
11	Medical Board Reports	
	Submission to HQ for Approval of PCMD	7 days
	Put up to PCMD	5 Days from the date of Medical Board
12	Proposal for renewal of contracts	
		2 Days
		To be initiated 3 months before the date of expiry of the contract and at HQ 30 days
13	Disposal of leave applications/permission	
	a. Casual Leave	1 working day
	b. LAP/Maternity Leave/Paternity Leave	To be forwarded within 2 working days
	c. Ex. India leave	To be forwarded to HQ within 2 working days
	d. Conference attending permission	To be forwarded to HQ within 2 working days
14	Redressal of staff grievances/representations received in different portals like Single Window cell, etc. Grievances/ Complaints.	
		30 Working days from the receipt of application
15	Court Cases	
16	Procurement related	
	a. TS & RR of AMI Items	Reply filed within 7 days
	b. TS & RR of T & P Items	3 Days
		10 Days

Dr. Vilas Gunda

(Dr. Vilas Gunda)
Principal Chief Medical Director