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All India Railwaymen's Federation (AIRF)

# All India Railwaymen's Federation

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4, State Entry Road, New Delhi-110055 (INDIA)

No. AIRF/101 (6) (236)  
No. AIRF/7(Policy)

Dated: 19.06, 2026

The Director General (HR),  
Railway Board,  
Rail Bhawan,  
New Delhi

**Sub: Provision of Healthcare Facilities to Quasi-Administrative Office Staff in Railway Hospitals/Health Units in the absence of UMID Cards**

Ref.: (i) Railway Board's letter No.2023/H-1/19/01/AIRF dated 20.03.2023  
(ii) AIRF's letters of even number dated 10.02.2021, 27.05.2021, 17.08.2021, 27.02.2023, 06.06.2023, 06.03.2024, 01.07.2024, 02.08.2024, 31.08.2024, 20.05.2025 and 04.02.2026.  
(iii) DC/JCM item No.23/2024.  
(iv) AIRF's letter no. 101 (6) dated 29.05.2026.  
(v) Railway Board's letter no. 2026/H/PNM/AIRF dated 17.06.2026.

Dear Sir,

AIRF once again seeks to draw your kind, urgent and sympathetic attention towards the long-pending issue relating to the non-issuance of UMID Cards to the eligible employees working in Quasi-Administrative Offices and their dependent family members, which is causing serious difficulties in availing medical treatment and healthcare facilities in Railway Hospitals and Health Units.

The matter has remained under continuous correspondence since February, 2021 and has also been discussed at various forums, including the DC/JCM under Item No.23/2024. Despite repeated representations and persistent follow-up by the Federation, the issue unfortunately remains unresolved, resulting in avoidable hardship, uncertainty and inconvenience to a large number of employees and their family members, particularly during medical emergencies when immediate access to treatment becomes essential.

It may kindly be recalled that the undersigned had also raised this issue during the Preamble Discussions of the DC/JCM Meeting held on 15th and 16th February, 2024, wherein a specific demand was made to ensure seamless and uninterrupted medical treatment to the staff of Quasi-Administrative Offices and their dependent family members in Railway Hospitals/Health Units, on the basis of the medical entitlement already available to them under the extant rules.

It is pertinent to mention that a provision already exists in the UMID Portal for enrolment of employees of Quasi-Administrative Organizations, such as Consumer Co-operative Societies, Staff Benefit Fund Committees, Railway Institutes, Railway Officers' Clubs, Station Committees, Statutory Canteens on Indian Railways, as well as whole-time employees of AIRF/NFIR and recognized Zonal Railway Unions/Federations for availing medical facilities in Railway Hospitals/Health Units. However, despite the availability of such enabling provisions and repeated requests made by AIRF from time to time, UMID Cards have not been issued to these eligible employees and their dependent family members till date.

The Federation had also highlighted in its letter dated 29.05.2026 that the Temporary Computer Registration Number generated for Quasi-Administrative Office Staff through the HMIS Portal remains valid only for a very limited period. Such a temporary arrangement creates severe practical difficulties and causes considerable mental stress to the employees and their families, particularly during emergencies occurring at odd hours or during the night, when treatment is often denied or delayed due to expiry of the temporary registration and non-availability of a valid UMID Card.

In this regard, AIRF acknowledges the positive initiative taken by the Medical Directorate of Railway Board. As conveyed vide Railway Board's letter dated 17.06.2026, the matter has been examined and it has been clarified that the issue relating to issuance of UMID Cards does not fall within the purview of the Health Directorate and that the concerned Directorate of Railway Board would furnish an appropriate reply in this regard.

Further, regarding the concern raised by AIRF on the validity of Temporary Registration Numbers generated through HMIS for Quasi-Administrative Office Staff, it has been informed that necessary instructions have already been issued vide Railway Board's letter dated 18.12.2025. The said instructions provide that:

"Provision of UMID Cards to Quasi-Administrative Staff does not pertain to Health Directorate. However, M/S/RailTel, CRIS and CDAC are advised to restore temporary CR number generation to Quasi-Administrative Staff for availing treatment facilities as per their entitlement."

While AIRF appreciates the restoration of the temporary registration mechanism as an interim measure to facilitate access to medical treatment, it is respectfully submitted that the same cannot be treated as a permanent or comprehensive solution to the problem. The temporary registration arrangement merely provides short-term relief and does not address the root cause of the issue, namely the non-issuance of UMID Cards to the eligible beneficiaries. Despite taking the above-mentioned positive steps, it is emphasized that this matter still requires persistent follow-up with M/s RailTel, CRIS, and CDAC for the early restoration of the facility for generation of temporary CR Numbers to Quasi-Administrative Staff, enabling them to avail medical treatment facilities as per their entitlement. Therefore, the Railway Board should continuously pursue this matter with the above-mentioned organizations, viz. M/s RailTel, CRIS, and CDAC, and ensure regular coordination with them until a final and satisfactory resolution is achieved.

Now, the only issue that remains to be resolved is the issuance of UMID Cards to the staff of Quasi-Administrative Offices and their dependent family members. Since these employees are already recognized as eligible for availing medical facilities under the existing rules and procedures, there appears to be no justification for the continued delay in issuance of UMID Cards. The matter essentially requires coordinated action by the concerned Personnel Departments of Zonal Railways and Production Units under appropriate directions from Railway Board.

In this connection, attention is also invited to the provisions contained in Para 610(9) of the Indian Railway Medical Manual (IRMM)-2000, under which the staff of Quasi-Administrative Offices are already entitled to avail healthcare facilities in Railway Hospitals and Health Units. Therefore, denial of hassle-free access to treatment merely due to non-issuance of UMID Cards, despite their clear eligibility under the extant rules, is neither justified nor in consonance with the spirit of employee welfare. Such a situation is causing widespread resentment among the affected employees and their families.


**AIRF, therefore, strongly urges Railway Board to issue suitable instructions to all Zonal Railways and Production Units for immediate processing and issuance of UMID Cards to all eligible Quasi-Administrative Office Staff and their dependent family members without any further delay. Issuance of UMID Cards will not only ensure seamless, uninterrupted and hassle-free access to healthcare facilities, but will also eliminate the recurring difficulties faced by these employees in emergency medical situations. More importantly, it will bring parity and dignity to a category of employees who are otherwise fully entitled to medical facilities under the existing rules.**

In view of the foregoing, AIRF once again earnestly requests your goodself to accord highest priority to this matter and arrange for an early and positive decision by issuing necessary policy directions to the concerned authorities for immediate issuance of UMID Cards to all eligible Quasi-Administrative Office Staff and their dependent family members. This alone will provide a permanent, practical and employee-friendly solution to the long-pending issue and ensure that no eligible beneficiary is deprived of timely medical treatment for want of procedural formalities.

The matter is of considerable importance involving the health and welfare of employees and their families and, therefore, deserves your personal intervention and immediate consideration.

An early favourable decision in the matter shall be highly appreciated.

Yours faithfully,

  
(Shiva Gopal Mishra)  
General Secretary

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Copy to: General Secretaries, All Affiliated Unions -For information.