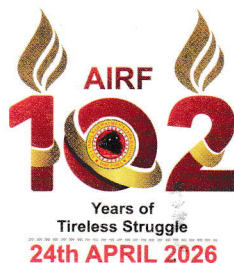


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All India Railwaymen's Federation (AIRF)

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

No. AIRF/8th CPC (22)

Dated: 05.06.2026

The Chairman & CEO,
Railway Board,
Rail Bhawan,
New Delhi.

Sub: Memorandum on Grievances of Railway Pensioners/Family Pensioners and Charter of Demands for the 8th Central Pay Commission – Joint Representation by AIRF and AIRPWF.

Dear Sir,

The All India Railwaymen's Federation (AIRF), on behalf of its constituent unions and in association with its affiliated organization, the All India Railway Pensioners' Welfare Federation (AIRPWF), most respectfully submits this Memorandum highlighting the major grievances presently faced by Railway Pensioners and Family Pensioners, along with the Charter of Demands proposed for consideration by the 8th Central Pay Commission.

The issues enumerated herein pertain primarily to the Medical, Personnel (Human Resource), and Accounts Departments and have a direct bearing on the welfare, dignity, healthcare, social security and financial well-being of lakhs of retired Railway employees and their family pensioners across Indian Railways. Many of these issues have repeatedly been raised in various forums, including meetings of the Standing Committee of Voluntary Agencies (SCOVA), yet continue to remain unresolved at the field level.

The Federation, therefore, requests the Railway Board to take up these matters with the concerned Directorates, the Department of Pension & Pensioners' Welfare (DoP&PW), and the Standing Committee of Voluntary Agencies (SCOVA), besides placing the same before the 8th Central Pay Commission through the Ministry of Railways for appropriate consideration and redressal.

The details of the grievances and demands are submitted below for kind consideration and favourable action:

A. MEDICAL DEPARTMENT

1. Inadequate Facilities for Patient Attendants

Patient attendants accompanying Railway beneficiaries admitted in Railway Hospitals are facing considerable hardship due to the absence of adequate seating and resting facilities. Proper sitting arrangements and suitable night-rest facilities, including attendant beds, may kindly be provided to enable attendants to assist patients effectively during treatment and hospitalization.

2. Acute Shortage of Private/Semi-Private Ward Accommodation

Consequent upon the enhancement of ward entitlement for serving employees and pensioners, there is an acute shortage of beds in Private and Semi-Private Wards, particularly in the South Central Railway Central Hospital. Additional infrastructure, including at least 20 more private ward beds, may be sanctioned to meet the increasing demand. A report on factual ground situation may also please be generated for others Railways to know the exact position.

3. Enhancement of Post-Facto Approval Powers

In view of the substantial increase in CGHS package rates and the enhancement of financial powers delegated to Heads of Departments for post-facto approval of medical reimbursement cases from ₹5 lakh to ₹10 lakh, it is requested that the ceiling for post-facto approval of treatment taken in empanelled hospitals may also be increased from ₹3 lakh to ₹10 lakh. This would facilitate timely admission and uninterrupted treatment of patients requiring emergency or specialized medical care.

4. Upgradation of Railway Hospitals to Corporate Standards

All eighteen Zonal Railway Hospitals should be upgraded to modern corporate healthcare standards by earmarking an investment of approximately ₹200 crore per hospital. Such modernization would ensure world-class healthcare facilities for the entire Railway fraternity and align with the technological advancement and modernization being witnessed in Indian Railways, particularly in the era of high-speed and Bullet Train operations.

5. Delay in Referral Sanctions

Abnormal delays are being experienced in obtaining referral approvals from CMDs/ACMDs for treatment in empanelled private hospitals. Further, reimbursement claims for emergency treatment are often rejected on procedural and technical grounds. A simplified and time-bound referral mechanism is urgently required.

6. Shortage of Medical Specialists

There is an acute shortage of specialists in Gastroenterology, Cardiology, Oncology, Neurology and Nephrology in Divisional and Zonal Railway Hospitals. Consequently, elderly pensioners are compelled to undertake long-distance travel to Central Hospitals, causing undue hardship.

7. Non-Availability of Life-Saving Medicines

Essential and life-saving medicines for chronic ailments frequently remain unavailable in Railway Health Units. The existing powers for local purchase are inadequate and need substantial enhancement to ensure uninterrupted availability of medicines.

8. Revision of Fixed Medical Allowance (FMA)

The Fixed Medical Allowance remains stagnant at ₹1,000 per month since 01.07.2017 despite steep escalation in medical expenses and substantial increases in Dearness Relief. It is requested that the FMA be enhanced to ₹3,000 per month with provision for automatic revision linked to Dearness Relief, and the matter may be placed before SCOVA for consideration.

9. Issues Relating to Empanelled Hospitals

Several reputed hospitals are withdrawing from Railway empanelment owing to delays in settlement of their claims. Simultaneously, reimbursement of CTSE and other medical claims submitted by pensioners remains pending for prolonged periods ranging from six to twelve months, causing severe financial hardship.

10. Removal of Bank Guarantee Requirement

The requirement of furnishing a Bank Guarantee of ₹10 lakh by empanelled charitable and trustworthy hospitals acts as a deterrent to their empanelment. The condition may therefore

be reviewed and suitably relaxed to encourage more reputed hospitals to enter into Memoranda of Understanding with Railways.

B. PERSONNEL DEPARTMENT

The following long-pending issues concerning pension administration require urgent attention:

1. Special drive for updating addresses, contact numbers and pension records of all pensioners and family pensioners before implementation of the 8th CPC.
2. Updation and reconciliation of pensioners' revised bank account particulars and IFSC codes following bank mergers to avoid difficulties in medical reimbursement and pension-related transactions.
3. Simplification and expeditious correction of PPOs issued prior to June 2016, as the present ARPAN-based process is cumbersome and time-consuming compared to the IPAS system.
4. Grant of six sets of Complimentary Ticket Orders (CTOs) to Railway Pensioners at par with Privilege Ticket Orders, particularly in view of withdrawal of Senior Citizen concessions.
5. Expeditious implementation of pending 7th CPC pension revision cases and uniform implementation of Option-I parity as envisaged under DoP&PW O.M. dated 12.05.2017.
6. Time-bound disposal of grievances raised in Pension Adalats.
7. Restoration of the earlier facility permitting retired employees and Divyang pensioners to obtain Passes/PTOs either through HRMS or through the manual mode, entirely at their option and convenience.
8. Simplification of family pension sanction procedures and strict implementation of SCOVA recommendations at field level.
9. Strengthening of Digital Life Certificate systems and doorstep banking facilities, especially in remote areas.
10. Establishment of dedicated Pensioners' Cells headed by responsible officers and ensuring effective disposal of CPENGRAMS grievances.

C. ACCOUNTS DEPARTMENT

1. Time-bound settlement of arrears of Dearness Relief, restoration of commutation and additional pension, along with payment of interest for abnormal delays.
2. Prevention of recoveries without prior notice and adherence to DoP&PW instructions regarding recovery procedures.
3. Timely issuance of Form-16 and proper consideration of eligible deductions under the Income Tax Act.
4. Resolution of SPARSH-related issues including data mismatches, login failures and arbitrary stoppage of pension.
5. Extension of benefits arising out of judicial pronouncements on pension matters such as MACP and notional increment to all similarly placed pensioners through general orders.
6. Complete digitization and uploading of all legacy PPOs on the Bhavishya Portal before implementation of the recommendations of the 8th Central Pay Commission.

D. CHARTER OF DEMANDS FOR THE 8TH CENTRAL PAY COMMISSION

AIRF and AIRPWF jointly submit the following demands for ensuring a dignified and financially secure post-retirement life for Railway Pensioners:

1. Minimum fitment factor of 3.68 to 3.86 based on need-based wage principles, Dr. Aykroyd Formula, 15th Indian Labour Conference norms and judicial pronouncements.

2. Enhancement of minimum pension from ₹9,000 to ₹32,500 per month.
3. Complete parity between pre-2016 and post-2016 pensioners through full implementation of Option-I.
4. Grant of additional pension commencing from the age of 65 years in a graded manner as recommended by the Parliamentary Standing Committee.
5. Automatic merger of Dearness Relief with basic pension whenever it exceeds 50%.
6. Reduction of the commutation restoration period from 15 years to 12 years.
7. Removal of the present gratuity ceiling of ₹20 lakh or enhancement thereof to ₹25 lakh with suitable indexation.
8. Enhancement of Fixed Medical Allowance to ₹3,000 per month with automatic DA/DR-linked revision.
9. Formal representation of AIRPWF in SCOVA meetings alongside AIRF, considering its exclusive representation of Railway Pensioners across India.
10. Extension of the principle of "One Rank One Pension" to Civil and Railway Pensioners so as to eliminate disparities between past and future retirees.

In view of the foregoing, AIRF and AIRPWF earnestly request the Railway Board to accord highest priority to the issues highlighted above and take up the same with the concerned authorities, including DoP&PW, SCOVA and the 8th Central Pay Commission, wherever necessary.

Railway Pensioners and Family Pensioners have devoted the prime years of their lives in the service of the Nation and Indian Railways. They deserve a retirement life marked by dignity, social security, quality healthcare and financial stability. The Hon'ble Supreme Court has repeatedly emphasized that pension is not a bounty but a valuable right earned through long and dedicated service.

The Federation, therefore, solicits your kind personal intervention and requests that these long-pending grievances and demands be considered sympathetically and resolved favourably at the earliest.

Yours faithfully,


(Shiva Gopal Mishra)
General Secretary

Copy to: Addl. Member (Finance), Railway Board, New Delhi – for kind information and necessary action please.

Copy to: Addl. Member (Staff), Railway Board, New Delhi – for kind information and necessary action please.

Copy to: Director General (RHS), Railway Board, New Delhi-For necessary action please.

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

Copy to: Joint General Secretary, AIRPWF, 4 State Entry Road, New Delhi- For information.