



सत्यमेव जयते
न्यायालय मुख्य आयुक्त दिव्यांगजन

COURT OF THE CHIEF COMMISSIONER FOR PERSONS WITH DISABILITIES (DIVYANGJAN)

दिव्यांगजन सशक्तिकरण विभाग/Department of Empowerment of Persons with Disabilities (Divyangjan)

सामाजिक न्याय और अधिकारिता मंत्रालय/Ministry of Social Justice & Empowerment

भारत सरकार/Government of India

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Case No: 14377/1024/2023

In the matter of –

Mr. Ajay Kumar ... Complainant

Versus

The Secretary, Railway Board, New Delhi ... Respondent No. 1

secyrb@rb.railnet.gov.in ... Respondent No. 2

The General Manager, North Eastern Railway
Emil: cmd@ner.railnet.gov.in

1. Hearing:

1.1 A hearing in hybrid mode (online/offline) was conducted on 23.04.2025. The following parties/representatives were present during the hearing:

Sl.No	Name of the parties / Representatives	For Complainant/ Respondent	Mode of Attendance
1.	Sh. Ajay Kumar	Complainant	Offline
2.	Sh. Adesh Kumar, Joint Director, Railway Board	Respondent	Online
3.	Sh. Madhu Sudan Saini, Chief Law Assistant	Respondent	Offline
4.	Adv. Jai Kumar Pandey	Respondent	Offline

2. RECORD OF PROCEEDINGS

2.1 At the outset, the Court asked the Complainant to explain his grievance in brief. The Complainant submitted that the Respondent rejected his claim for reimbursement of artificial limb costs.

2.2 The Court asked representatives from the Respondents why they have not reimbursed the Complainant's claim for artificial limbs. The Respondent submitted that

the claim of the Complainant was rejected as it is contrary to Para 636 of the Indian Railway Medical Manual (IRMM), which reads as:

- i. Production of a certificate from a specialist in the concerned speciality in the railway hospital stating that the purchase, repairs, renewals or adjustments are essential.
- ii. Purchase, repairs, renewals or adjustments being done at the rehabilitation department of a medical college, Artificial Limb Centre, Pune or such other organisations and centres recognised for the purpose by the Central/State Governments.

2.3 The Court further asked the Respondent whether they had informed the Complainant about the Rule of Indian Railway Medical Manual (IRMM) and instructed the Complainant for further clarification on whether the situation was a medical emergency, and the hospital where the Complainant received treatment was indeed the closest available facility equipped to handle his specific medical needs. The Respondent submitted that the Complainant himself has to submit all the relevant documents to claim reimbursement for an artificial limb.

2.4 The Court asked the Complainant for further clarification on whether the situation was a medical emergency, and the hospital where the Complainant received treatment was indeed the closest available facility equipped to handle his specific medical needs. The Court also asked the Complainant whether or not he had submitted his Emergency Certificate issued by the medical practitioner to the Railways. Complainant submitted that due to a paralytic attack, he became unconscious, and thus, he could not obtain an emergency certificate.

2.5 The Court asked the Respondent if the Complainant establishes the emergency nature, are they ready to provide the reimbursement? And if they are unable to offer the full claim requested by the Complainant, can they reimburse up to the policy ceiling?

2.6 Having heard both parties, the Court has requested the Complainant to submit additional documentation to substantiate both the emergency and the proximity of the chosen hospital within 20 days. The Court also asked the Respondent to reimburse the Complainant after the receipt of the desired document from the Complainant. The Respondent may submit an Action Taken Report within 30 days.

2.7 After the receipt of documentation from both the Complainant and the respondent, the Court will undertake a comprehensive review of all submitted documents and issue a final order.

3 This is issued with the approval of the Commissioner for Persons with Disabilities.

(P. P. Ambashta)
Dy. Chief Commissioner