

CSBF Head : Relief of Distress/Sickness

Norms for claiming assistance under 'Relief of Distress/Sickness'

- The notification calling for application for Sickness will be uploaded in the web portal www.southernrailway.gov.in/srhqpb/home duly indicating the **opening date 31.10.2025** and **closing date 31.12.2025** for applying. The link for the web portal is available under the link **Personnel Department section of the Southern Railway** internet website and also in **Rail net website of Southern Railway**.
- Employee has to fill up all the columns without leaving any.
- The detailed instructions for applying 'On line' will also be available in the web portal. The employees will have to click on the appropriate link in the portal. The link will lead to 'online form' in which the employee needs to fill up the required particulars.
- Only the Railway employees (**Non- Gaz**) & their family members/dependents whose names are recorded in the Family Composition for the purpose of availing Pass/PTO are eligible.
- Claims amounting to Rs.50,000/- or more only being entertained by CSBF. Claims for amount less than Rs.50,000/- are being dealt by the respective sub committees.
- The application has to be filled up carefully and after the employee is satisfied that all the particulars have been correctly filled can submit his/her application. Once the application is registered, the same should be downloaded from the portal in PDF format and a printout of the same should be taken for certification of controlling officer.
- After certification of controlling officer the printout of the application along with all original documents are to be submitted at Personnel Department of respective units.
- Personnel department of the respective unit must ensure that all the Hospital documents Viz. **Original Admission & Discharge Summary, Original Bills, Copy of the Report, Diagnosis of Specialists/Doctors, UMID card etc.**, issued by the hospital along with Summary of receipts indicating the consolidated amount of claim are enclosed for certification
(**Photostat copy/colour Xerox of bills should not be entertained by Personnel department**)
- Personnel Department officer should certify after verifying and checking the **Original Discharge Summary, Original Bills** and copy of **Medical Report** and **all the originals should be kept at Personnel Department**.
- The completed application duly forwarded by the controlling officer of the department should be scanned and along with all the supporting documents, (**Original Discharge Summary, Original Bills, Medical Reports and UMID Card**) to be uploaded in the portal as **One PDF file** by the employee before **31.12.2025**. **Without which application will be treated as incomplete.**
- **Claims between 1st November 2024 to 30th November 2025 only will be entertained.**
- Claims in respect of expenses made for treatment under "Indigenous System of Medicine" like **Homeopathy, Ayurveda etc. will not be entertained.**
- **Claims in respect of treatment for minor ailments will not be entertained.**
- Employee must and should attach UMID card of Self (or) dependent for whom the claim is for.
- Copy of the Family details of the employee (Available in HRMS portal) should be attached.
- Only claims where no financial assistance was resorted to either from Railways or any other sources Viz. insurance, Med-claim etc. will be entertained.
- **Only those cases where no Railway treatment could be resorted to, due to emergency will be entertained.**
- **The last date to forward/upload the applications by the respective Division/Units after scrutiny will be closed at 23.59 hrs. on 15.01.2026.**