

34

Government of India
Ministry of Railways
(Railway Board)

Central Registry / E. Rly.
Date of Receipt
Serial No. 6/1873

No.: 2019/PG/1/15/RailMadad

New Delhi, Dt/6/03/2020

General Managers/ All Indian Railways / ER
MD CRIS & CMD IRCTC

Sub: Advisory regarding Novel Corona Virus (COVID-19)

COVID-19 spread shall result in many medical assistance calls on RailMadad. The response mechanism has to be expanded both in terms of a faster reaction and an updated information database. Inter alia, the following is desired:

AGM

PCMD

ADRM/Inf
BZOCM

CF-PCMD

CMS

CF-DRMs

DGM/G 18/3

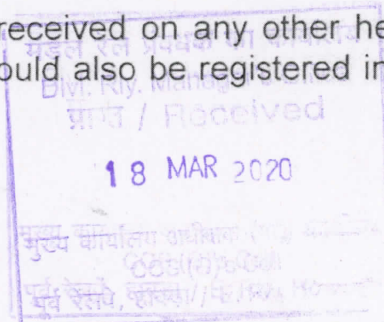
1. Commercial control in Divisions & medical staff at stations should have all information about state/district/ Railway medical facilities, alongwith updated Helpline numbers, available for Corona virus detection & aid. This information (state/district/Rly helpline nos and identified hospitals) should be daily updated and given in a printed format by CMS of each division for information of commercial/medical staff.

2. Railway medical and commercial frontline staff should be geared up for extending all possible help when asked by passengers. They should be suitably counselled about the situation.

3. Medical emergency calls on Corona received on 139 would be transferred (after registering details in RailMadad) to BSNL/MTNL numbers mapped with 138 at Divisional Controls and manned by Commercial staff. These nos should be manned at all times and the staff manning should handle these calls with sincerity and alacrity. The staff manning should have all information about state /Rly facilities for Corona virus as detailed in 1 above.

4. Also, a day-to-day review should be made at ADRM level to assess the need for additional manpower to handle such calls. Highest priority should be accorded to augment manpower for this activity.

5. Medical emergency calls received on any other help line number floated by any Division should also be registered in RailMadad for accountal.



6. IRCTC should assess daily the number of agents required based on call flow to ensure that medical emergency calls do not go unattended. Before transferring these calls to concerned 138 nos, the agents should register these calls in RailMadad, with special mention of 'Corono virus' in remarks for proper accountal of such calls. List of Corona Helplines floated by districts/states & information about state and railway hospitals is enclosed, to enable 139 agents to answer queries from both passengers and non-passengers alike.
7. CRIS: Since the calls would also be registered in RM, CRIS should ensure that RailMadad application should run smoothly at all times.

All concerned should kindly ensure strict compliance.


16/03/2020
Vivek Srivastava
Executive Director/Public Grievance
Railway Board

Copy to:

EDCC for kind information of CRB

AM/C for kind information

EDTD to ensure smooth working of all BSNL nos mapped with 138

Name of Railway/PU	SR. No.	Name of Railway Hospital	State / District	No. of Beds	Name of the Dr.	Mobile No	Rly No	PNT no	Helpline No.
CR	1	Dr. B.A.M. Hospital, Byculla, Mumbai	Maharashtra/Mumbai City	366				022-23717246	
	2	Divisional Railway Hospital, Kalyan (Maharashtra)	Maharashtra/Thane	120		7400412260	63700		
	3	Divisional Railway Hospital, Pune (Maharashtra)	Maharashtra/Pune	50			55555	020-26111528	
	4	Divisional Railway Hospital, Bhusawal (Maharashtra)	Maharashtra/Bhusawal	250			010-55555	02582-223851	
	5	Divisional Railway Hospital, Solapur (Maharashtra)	Maharashtra/Solapur	89			014-55531	0216-2627052	
	6	Divisional Railway Hospital, Nagpur (Maharashtra)	Maharashtra/Nagpur	185			55551	0712-25544848	
	7	Sub-Divisional Railway Hospital, Igatpuri (Maharashtra)	Maharashtra/Nasik	20					
	8	Sub-Divisional Railway Hospital, Manmad (Maharashtra)	Maharashtra/Nashik	10					
	9	Sub-Divisional Railway Hospital, Kurduwadi (Maharashtra)	Maharashtra/Solapur	34					
	10	Sub-Divisional Railway Hospital, Daund (Maharashtra)	Maharashtra/Pune	30					
	11	Sub-Divisional Railway Hospital, Amla (MP)	Maharashtra/Amla	10					
				1164					
ER	12	B.R. Singh Hospital, Sealdah (WB)	West Bengal/Sealdah	525		9002020845	033-23832803		
	13	Howrah Orthopaedic Hospital (WB)	West Bengal/Howrah	179					
	14	Divisional Railway Hospital, Asansol (WB)	West Bengal/Asansol	220					
	15	Divisional Railway Hospital, Malda (WB)	West Bengal/Malda	100					
	16	Sub-Divisional Railway Hospital, Andal (WB)	West Bengal/Andal	50					
	17	Railway Workshop Hospital, Kanchrapara (WB)	West Bengal/Kanchrapara	170					
	18	Railway Workshop Hospital, Liluah (WB)	West Bengal/Liluah	101					
	19	Railway Workshop Hospital, Jamalpur (Bihar)	West Bengal/Jamalpur	205					
				1550					
ECR	20	Central Superspeciality Hospital, Patna (Bihar)	Bihar/Patna	150		9264190352			
	21	Divisional Railway Hospital, Dhanbad (Jharkhand)	Bihar/Dhanbad	104					
	22	Divisional Railway Hospital, DDU, Mugalsarai (UP)	Uttar Pradesh/Deen Dayal Upadhyaya Nagar	128		9794848531			
	23	Divisional Railway Hospital, Sonapur (Bihar)	Bihar/Sonapur	100					
	24	Divisional Railway Hospital, Samastipur (Bihar)	Bihar/Samastipur	130					
	25	Divisional Railway Hospital, Danapur (Bihar)	Bihar/Danapur	162		9771426514			
	26	Sub-Divisional Railway Hospital, Garhara (Bihar)	Bihar/Garhara	46					
	27	Sub-Divisional Railway Hospital, Patratu (Jharkhand)	Bihar/Patratu	21					
				46					
				887					
ECOR	29	Central Hospital, Bhubaneswar (Odisha)	Odisha/Khurda	70	Medical Director	8455885555	58478		
	30	Divisional Railway Hospital, Waltair (A.P.)	Andhra Pradesh/Vishakhapatnam	154	CMS	8978080500			
	31	Divisional Railway Hospital, Khurda Rd. (Odisha)	Odisha/Khurda	80	CMS	8455887500			
	32	Divisional Railway Hospital, Sambalpur (Odisha)	Odisha/Sambalpur	35	CMS	8455886500			
				339					
NR	33	Central Hospital, Basant lane, New Delhi	Delhi/Delhi	419		9717630513	011-23387896, 23744009	9717630506	
	34	Divisional Railway Hospital, S.P. Mukherjee Marg, Delhi	Delhi/Delhi	50					
	35	Divisional Railway Hospital, Moradabad (UP)	Uttar Pradesh/Morabad	119					
	36	Divisional Railway Hospital, Charbagh, Lucknow (UP)	Uttar Pradesh/Lucknow	275					
	37	Divisional Railway Hospital, Firozpur (Punjab)	Punjab/Firozpur	85					
	38	Divisional Railway Hospital, Ambala (Haryana)	Haryana / Ambala	60					
	39	Sub-Divisional Rly. Hospital, Railway Colony B-Block Amritsar (Pun.)	Punjab/Amritsar	50					
	40	Sub-Divisional Railway Hospital, Saharanpur (UP)	Uttar Pradesh/Saharanpur	15					
	41	Railway Workshop Hospital, Jagdhari, Yamunanagar (Haryana)	Haryana / Yamunanagar	55					
				1128					
NCR	42	Central Hospital, Allahabad (UP) PRYJ	Uttar Pradesh/Allahabad	175		9794837515	1,02,103	0532-242713	
	43	Divisional Railway Hospital, Agra Cantt. (UP)	Uttar Pradesh/Agra	60					
	44	Divisional Railway Hospital, Jhansi (UP)	Uttar Pradesh/Jhansi	205					
	45	Sub-Divisional Railway Hospital, Kanpur (UP)	Uttar Pradesh/Kanpur	71					
	46	Sub-Divisional Railway Hospital, Tundla (UP)	Uttar Pradesh/Tundla	75					
				586					

Name of Railway/PU	SR. No.	Name of Railway Hospital	State / District	No. of Beds	Name of the Dr.	Mobile No	Rly No	PNT no	Helpline No.
NER	47	Lalit Narayan Misra Hospital, Gorakhpur (UP)	Uttar Pradesh/Gorakhpur	366		9794840529		0551-2284764	
	48	Divisional Railway Hospital, Lahartala, Varanasi (UP)	Uttar Pradesh/Deen Dayal Upadhyaya Nagar	166		9794843514			
	49	Divisional Railway Hospital, Badshah Nagar, Lucknow (UP)	Uttar Pradesh/Lucknow	82					
	50	Sub-Divisional Railway Hospital, Gonda (UP)	Uttar Pradesh/Gonda	70					
	51	Divisional Railway Hospital, Izzatanagar (UP)	Uttar Pradesh/Izzatanagar	142					
				826					
NFR	52	Central Hospital, Maligaon, Guwahati (Assam)	Assam/Gauhati	300	Dr. Rajib Saikia Dr. Aruska Rabha	9957550534 9957550542	25055, 23752	9957550542	
	53	Divisional Railway Hospital, Katihar (Bihar)	Bihar/Katihar	109	Dr. Rajkumar I.N. Misra	9002041522 9771441507 9771441506	102		
	54	Divisional Railway Hospital, Alipurduar (Assam)	Assam/Alipurduar	111	Dr. Jibesh Sarkar Dr. S. Priyadashi	9002052515 9002052510 9002052512	102		
	55	Divisional Railway Hospital, Bongaigaon (Assam)	Assam/Bongaigaon	70	Dr. Tamonga Das Dr. Kallol Basak	9957554507 9957554522			
	56	Divisional Railway Hospital, Lumbding (Assam)	Assam/Lumbding	100	Dr. P. Jami Dr. B. Basumatary	9957553527 9957553515	102	9002041511	
	57	Divisional Railway Hospital, Dibrugarh Town (Assam)	Assam/Dibrugarh	90	Dr. D.B. Deuri Dr. Rupjyoti Bruah	9957555515 9957555522	0373-2301943		
	58	Sub-Divisional Railway Hospital, New Jalpaiguri (WB)	West Bengal/New Jalpaiguri	100	C. Mukherjee P. Devbarman	9002051555 9002041511	102		
	59	Sub-Divisional Railway Hospital, Badarpur (Assam)	Assam/Badarpur	57					
	60	Sub-Divisional Railway Hospital, New Tinsukia (Assam)	Assam/New Tinsukia	25	Dr. Abhibava Gogoi	9957555500 9957555508			
	61	Sub-Divisional Railway Hospital, Rangapara	Assam/Rangapara	25					
	62	Rangiya Hospital, Rangiya	Assam/Rangiya	25					
	63	Tindhara Hospital	Assam/Gauhati	10					
				1022					
NWR	64	Central Hospital, Jaipur (Rajasthan)	Rajasthan/Jaipur	118		9001195555		0141-2223735	
	65	Divisional Railway Hospital, Ajmer (Rajasthan)	Rajasthan/Ajmer	206		9001196555			
	66	Divisional Railway Hospital, Bikaner (Rajasthan)	Rajasthan/Bikaner	100		9001197555		9001197511	
	67	Divisional Railway Hospital, Jodhpur (Rajasthan)	Rajasthan/Jodhpur	117		9001198501		2432302	
	68	Sub-Divisional Railway Hospital, Rewari (Haryana)	Haryana/Rewari	20					
	69	Sub-Divisional Railway Hospital, Bandikui (Rajasthan)	Rajasthan/Bandikui	10					
	70	Sub-Divisional Railway Hospital, Abu Road, Sirohi (Rajasthan)	Rajasthan/Sirohi	24					
	71	Sub-Divisional Railway Hospital, Rana Pratap Nagar, Udaipur (Rajasthan)	Rajasthan/Udaipur	9					
				604					
SR	72	Central Hospital, Perambur (Tamilnadu)	Tamil Nadu/Chennai	505				044-26741256	
	73	Divisional Railway Hospital, Arakonnam Chennai (Tamilnadu)	Tamil Nadu/Arakonnam	50					
	74	Divisional Railway Hospital, Gloden Rock, Tiruchchirappalli (Tamilnadu)	Tamil Nadu/Tiruchchirappalli	197					
	75	Divisional Railway Hospital, Madurai (Tamilnadu)	Tamil Nadu/Madurai	115					
	76	Divisional Railway Hospital, Palakkad (Kerala)	Kerala/Palakkad	106					
	77	Divisional Railway Hospital, Trivandrum (Kerala)	Kerala/Trivandrum	54					
	78	Sub-Divisional Railway Hospital, Villupuram (Tamilnadu)	Tamil Nadu/Villupuram	26					
	79	Sub-Divisional Railway Hospital, Shoranur (Kerala)	Kerala/Shoranur	24					
	80	Sub-Divisional Railway Hospital, Erode (Tamilnadu)	Tamil Nadu/Erode	30					
	81	Sub-Divisional Railway Hospital, Podanur (Tamilnadu)	Tamil Nadu/Podanur	28					
				1135					
SCR	82	Central Hospital, Lallaguda, Secunderabad (Telangana)	Telangana/Secunderabad	300		9701370572		040-27789151	
	83	Divisional Railway Hospital, Vijayawada (A.P.)	Telangana/Krishna	203		8662573437			
	84	Divisional Railway Hospital, Guntakal (A.P.)	Andhra Pradesh/Anantpur	101		8552227166			
	85	Divisional Railway Hospital, Nanded (Maharashtra)	Maharashtra/Nanded	30					
	86	Sub-Divisional Railway Hospital, Tirupathi (A.P.)	Andhra Pradesh/Chittoor	50					

Name of Railway/PU	SR. No.	Name of Railway Hospital	State / District	No. of Beds	Name of the Dr.	Mobile No	Rly No	PNT no	Helpline No.
	87	Sub-Divisional Railway Hospital, Rayanapadu (A.P.)	Andhra Pradesh/Krishna	25					
	88	Sub-Divisional Railway Hospital, Purna (Maharashtra)	Maharashtra/Purna	25					
				734					
SER	89	Central Hospital, Graden Reach, Kolkata (WB)	West Bengal/Kolkata	303		9002080551		033-24390140	
	90	Divisional Railway Hospital, Adra (WB)	West Bengal/Adra	198		7866083510		032-51245521	
	91	Divisional Railway Hospital, Kharagpur (WB)	West Bengal/Kharagpur	340		9002081548		032-22292099	
	92	Divisional Railway Hospital, Chakradharpur (Jharkhand)	Jharkhand/Chakradharpur	100				Mobile	
	93	Divisional Railway Hospital, Ranchi (Jharkhand)	Jharkhand/Ranchi	40				0651-2600334	
	94	Sub-Divisional Railway Hospital, Tatanagar (Jharkhand)	Jharkhand/Tatanagar	55					
	95	Sub-Divisional Railway Hospital, Bondamunda (Odisha)	Odisha/Bondamunda	65					
				1101					
SECR	96	Central Hospital, Bilaspur (Chhattisgarh)	Chhattisgarh/Bilaspur	150			7563901	077-52247054	
	97	Divisional Railway Hospital, Raipur (Chhattisgarh)	Chhattisgarh/Raipur	50					
	98	Sub-Divisional Railway Hospital, Bhilai Marshalling Yard (Chhattisgarh)	Chhattisgarh/Bhilai	25					
	99	Sub-Divisional Railway Hospital, Shahdol (M.P.)	Madhya Pradesh/Shahdol	10					
	100	Sub-Divisional Railway Hospital, Nainpur (M.P.)	Madhya Pradesh/Nainpur	10					
				245					
SWR	101	Central Hospital, Hubli (Karnataka)	Karnataka/Hubbali	150		8362363472	66040		
	102	Divisional Railway Hospital, Bangalore (Karnataka)	Karnataka/Bangalore	50		8023152253	56062		
	103	Divisional Railway Hospital, Mysore (Karnataka)	Karnataka/Mysore	101		8212517238	66040		
				301					
WR	104	Jagjeevan Ram Hospital, Mumbai Central (Maharashtra)	Maharashtra/Mumbai	330		9004490560	43200, 43300	22-67643300, 200	
	105	Divisional Railway Hospital, Sabarmati (Gujrat)	Gujarat/Sabarmati	75					
	106	Divisional Railway Hospital, Ratlam (M.P.)	Madhya Pradesh/Ratlam	125					
	107	Divisional Railway Hospital, Pratapnagar, Vadodara (Gujrat)	Gujarat/Vadodara	100					
	108	Divisional Railway Hospital, Rajkot (Gujrat)	Gujarat/Rajkot	79					
	109	Divisional Railway Hospital, Bhavnagar (Gujrat)	Gujarat/Bhavnagar	75					
	110	Workshop Hospital, Dahod (Gujrat)	Gujarat/Dahod	105					
	111	Sub-Divisional Railway Hospital, Gandhidham (Gujrat)	Gujarat/Gandhidham	17					
	112	Sub-Divisional Railway Hospital, Valsad (Gujrat)	Gujarat/Valsad	42					
				948					
WCR	113	Central Hospital, Jabalpur (M.P.)	Madhya Pradesh/Jabalpur	155				0761-2620851	
	114	Divisional Railway Hospital, Bhopal (M.P.)	Madhya Pradesh/Bhopal	60				0755-2746663	
	115	Divisional Hospital, Kota (Rajasthan)	Rajasthan/Kota	104				0755-2746663	
	116	Sub-Divisional Railway Hospital, New Katni Jn. (M.P.)	Madhya Pradesh/Katni	25					
	117	Sub-Divisional Railway Hospital, Itarsi (M.P.)	Madhya Pradesh/Hoshangabad	25					
	118	Sub-Divisional Railway Hospital, Bina (M.P.)	Madhya Pradesh/Sagar	37					
	119	Sub-Divisional Railway Hospital, Gangapur City (Rajasthan)	Rajasthan/Gangapur	50					
				456					
DLW	120	DLW Central Railway Hospital, Varanasi (UP)	Uttar Pradesh/Deen Dayal Upadhyaya Nagar	105					
CLW	121	Kasturba Gandhi Hospital/CLW, Burdwan (WB)	West Bengal/Burdwan	197					
DMW	122	DMW Railway Hospital, Patiala (Punjab)	Punjab/Patiala	50		9779242503			
ICF	123	ICF Hospital, Chennai (Tamilnadu)	Tamil Nadu/Chennai	101			46657	044-26146657	
RCF	124	Lala Lajpat Rai Hospital RCF, Kapurthala (Punjab)	Punjab/Kapurthala	60			102	01822-228192	
RDSO	125	Extra Divisional Railway Hospital RDSO, Lucknow (UP)	Uttar Pradesh/Lucknow	30	Dr. Satish Kumar	9794863183			0522-2459532
RWF	126	Railway Hospital RWF, Yelahanka, Bangalore (Karnataka)	Karnataka/Bangalore	46			080-28072561		
Metro	127	Tapan Sinha Memorial Metro Hospital, Tollyganj, Kolkata (WB)	West Bengal/Kolkata	30		9002020845		033-23832803	
MCF RBL	128	MCF/Raebareilly	Uttar Pradesh/Rae Bareilly	30	Dr. Mahendra Dr. Ashwini	9450369095 9935139689	039-65516	0535-270429	011-23978046
Total				13790					